

**JOINT HEALTH AND WELLBEING STRATEGY ACTION PLAN  
MONITORING REPORT - NOVEMBER 2014**

**Outcome One: Every Child in Suffolk has the best start in life**

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Board Link Member: Cllr Neil MacDonald, Ipswich Borough Council**

**Priority 1.1: Early Intervention and Prevention**

**Objectives:**

- A. Implement 'Making Every Intervention Count'**
- B. Promote good early parenting and child development**
- C. Roll out Great Cornard pilot using asset-based approaches with communities to develop solutions**
- D. Improve access to services for children and young people with autistic spectrum disorders**

AREA OF FOCUS 2014/15	TIMESCALE	PROGRESS	RAG RATING	ISSUES/BARRIERS
<b>IMPLEMENT 'MAKING EVERY INTERVENTION COUNT'</b>				
The development of local multi-agency teams around a geography made up of one or more of the 18 clusters related to school pyramids	June 2015 for early adopter	The first meeting has been held. Sudbury has been chosen as an early adopter site and further meetings to progress this have been booked.	AMBER	
The development of joint commissioning arrangements across services for children and families	April 2015	Two papers have been presented to the Suffolk Commissioners Group, with agreement to look at common principles and areas for commissioning activity.	AMBER	

AREA OF FOCUS 2014/15	TIMESCALE	PROGRESS	RAG RATING	ISSUES/BARRIERS
<b>PROMOTE GOOD EARLY PARENTING AND CHILD DEVELOPMENT</b>				
Increase the uptake in breastfeeding	April 2015	West Suffolk Home visiting service 'Family and Babies' extended by Public Health funding until April 2015. Public Health to tender universal breastfeeding support service in November 2014 to cover East and West of Suffolk.	AMBER	
Reach Stage 1 UNICEF accreditation for CYP community integrated service	Feb 2015	There is a group of Health Visitors and County Council staff working on an action plan in preparation for an accreditation visit	AMBER	Arranging a date for the accreditation visit has proved to be problematic as UNICEF very busy.
Full implementation of the Healthy Child Programme, delivering against the new national health visiting specification	April 2015	The new 0-5 healthy child programme was launched on 4 <sup>th</sup> July 2014.	GREEN	
Complete the development of the New School Nursing model	April 2015	Progress remains good with a prospective date for launch in April 2015.	AMBER	
Ensure the Family Nurse Partnership (FNP) programme is being delivered at full capacity	Ongoing	FNP received their first annual review in July 2014 which was very positive. Programme is currently delivering at 66% capacity and this has been partly due to a member of staff leaving and recruitment of a new team member. The national unit are very pleased with progress to date as new nurse is still training.	AMBER	
Improve support for children with speech and communication difficulties		Agreement to jointly commission the service with health (EWCCG)	AMBER	Introduction of personal budgets

AREA OF FOCUS 2014/15	TIMESCALE	PROGRESS	RAG RATING	ISSUES/BARRIERS
Enhance opportunities to increase mobile working across health within the integrated teams		S1 is now available on SCC computers and generally functioning well. Attempts to access the SCC desktop from an NHS computer without using a CITRIX token have stalled.	AMBER	Lack of capacity at NSFT to address technical issues at their end.
<b>ROLL OUT GREAT CORNARD PILOT USING ASSET-BASED APPROACHES WITH COMMUNITIES TO DEVELOP SOLUTIONS</b>				
Develop an asset-based approach in Ipswich	March 2015	Co-ordination of different pieces of work in south west Ipswich with Ipswich Borough Council, the community & voluntary sector to ensure an asset-based approach is used.	AMBER	Scoping of existing pieces of work was a challenge
Develop an asset-based toolkit and training	October 2014	Draft toolkit reviewed by Children's Trust Joint Commissioning Group. Toolkit to be tested in the community.	AMBER	
Develop an action plan for rollout of the asset-based approach across the County	November 2014	Initial meeting taking place early November 2014 to move work forward/develop action plan.	AMBER	
<b>IMPROVE ACCESS TO SERVICES FOR CHILDREN AND YOUNG PEOPLE WITHY AUTISTIC SPECTRUM DISORDERS (ASD)</b>				
Develop an integrated service hub on the Free School site if applicable	2016	Free school bid for a special school for ASD in South Suffolk lodged by the NAS in October 2014.	AMBER	
Publish the ASD integrated pathway as part of the 'Local Offer'		ASD pathway co-produced with families. Project to web-enable the pathway commissioned by SCC. Dedicated lead for ASD service development appointed to the Community Education Service in August 2014.	AMBER	

AREA OF FOCUS 2014/15	TIMESCALE	PROGRESS	RAG RATING	ISSUES/BARRIERS
Explore opportunities for ASD educational provision in north Suffolk	Ongoing MEIC programme needs to be considered as part of a wider review of H&WB Board governance	Free School bid for a special school for ASD lodged by Parkside School in South Norfolk in October 2014. This will service pupils in the north of the county.	AMBER	

#### UPDATE ON ISSUES AND BARRIERS AS REPORTED TO THE HEALTH & WELLBEING BOARD IN JULY 2014

ISSUE/BARRIER	PROGRESS	OUTSTANDING ISSUES
<b>IMPLEMENT MAKING EVERY INTERVENTION COUNT</b>		
Support the join up of work across Adult & Community Services (ACS) and Children & Young People's Services (CYP) around Building Resilient Families and Communities	<p>This will happen in Sudbury, as this is a pilot area for both ACS and CYP (see above).</p> <p>We are embarking on work to evaluate the value of how Wickham Market has built resilient services in their community and the lessons learnt. We will then apply this wider if applicable.</p>	Clarity around Local Response programme. It is planned that a Suffolk event takes place in the Autumn to support join up.
Key governance for Making Every Intervention Count programme as a whole	Agreed that Health & Wellbeing Board will be kept informed of developments as a key body to oversee the progress and endorse the need to collaborate.	MEIC programme needs to be considered as part of a wider review of H&WB Board governance.

ISSUE/BARRIER	PROGRESS	OUTSTANDING ISSUES
<b>PROMOTE GOOD EARLY PARENTING AND CHILD DEVELOPMENT</b>		
Promote the young people's school nursing model consultation events when planned (Oct-Dec)	The School Nursing model is being launched at an event early January 2015	The new national guidance to deliver the model does not have any national further investment attached
<b>ROLL OUT GREAT CORNARD PILOT USING ASSET-BASED APPROACHES WITH COMMUNITIES TO DEVELOP SOLUTIONS</b>		
Promote and support asset-based work and promote early years services to their staff, especially those who work with the more vulnerable families	Suffolk County Council and Ipswich Borough Council (IBC) officers are working collaboratively to develop IBC knowledge and understanding of the free entitlement for 2, 3 and 4 year olds. Meeting planned for November 2014.	

**Priority 1.2: Promoting family focus across the work of all agencies including the Suffolk Family Focus initiative**

**Objectives:**

- A. Agencies to give 'Troubled Families' priority access to services**
- B. Monitor the use of A&E for troubled families**

AREA OF FOCUS 2014/15	TIMESCALE	PROGRESS	RAG RATING	ISSUES/BARRIERS
<b>AGENCIES TO GIVE 'TROUBLED FAMILIES' PRIORITY ACCESS TO SERVICES</b>				
To ensure by maximising multi-agency working that as many families as possible are turned round to hit a Payment by Results outcomes (central government target of 1,150 families turned around by May 2015)	May 2015	Good progress has been made by the team and 47.5% of the families have been claimed for out of a cohort of 1150. The team are currently in the process of a new claim window with a target of claiming for 65% of families by 31st October.	AMBER	None identified
To complete and start to use the new SFF family database to allow better interrogation of family data to ensure that wherever possible families are turned around in the next 12 months	July 2014	The new SFF family database is now in use and allows better interrogation of family data to monitor family's allocation and progress of outcomes towards payment By Results criteria.	GREEN	Completed
To develop a system of family mentoring for SFF families so that when they are turned around and statutory services withdraw from the family, the family has access to support that will help them not to come back into statutory services and make them self-sustainable for the long term	October 2015	This process is now going to be part of a Phase 2 initiative and a commissioning process will start during Spring 2015 and then be in place by autumn 2015.	GREEN	N/A

AREA OF FOCUS 2014/15	TIMESCALE	PROGRESS	RAG RATING	ISSUES/BARRIERS
<b>MONITOR THE USE OF A&amp;E FOR TROUBLED FAMILIES</b>				
To continue to explore a process with CCGs and families that is not linked to safeguarding issues, so that consent from individual families is granted where appropriate so data can be obtained	April 2015	Meeting to explore how this data may be obtained has taken place and it would appear that consent from individual family members is the only way forward.	GREEN	To continue to explore processes to obtain data and current SFF Consent form to be re written to include health data option.
To review the current SSF consent forms to include an agreement to share limited health information of a non-personal update		It has now been agreed that SFF and Steve Painter (NHS CCG) will now work together to provide a project plan that will include a consent form that will cover a mix of access and consent for both primary and secondary information and data. There are still some areas to explore, but Steve painter has been a lead for the NHS in the MASH process and his experience will help the implementation of any join agreements	AMBER	The sharing of health data is complex and there has to be in place a set of governance rules that all parties are comfortable with and preserves the rights of individuals and safeguards professionals.
<b>New or Additional Activities (add rows below as appropriate)</b>				
To deliver an outcomes plan for Suffolk that is linked to the new national troubled families criteria	Mar 2015	In July 2014 it was announced that the national Troubled Families programme is to be expanded and will continue under Phase 2 from April 2015 to March 2020. The criteria are to be expanded and will include the majority of cases that are referred to Local Authorities and other agencies for interventions. There is a requirement to work even closer with	GREEN	To consult with all partners to deliver an outcomes plan that will provide clear measurable outcomes that will allow all agencies to provide the outcomes that they need to demonstrate sustainable progress for families.  To link this to a performance framework for managers and supervisor staff to enable

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		the CCG's and the NSFT and other Voluntary Organisation to be able to share and collect data to provide a Local Authority outcomes plan that is then linked to providing data to feed a national Cost Benefit analysis tool. The requirement is that the collection of this data is linked to any Payment by Results funding that will be available.		close monitoring of performance by locality and organisation against the desired agreed outcomes for families.

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ISSUE/BARRIER	PROGRESS	OUTSTANDING ISSUES
<b>AGENCIES TO GIVE 'TROUBLED FAMILIES' PRIORITY ACCESS TO SERVICES</b>		
All agencies and organisations agree to provide and share data (with the appropriate safeguards, via data sharing agreements) with the Suffolk Family Focus team	A Data sharing agreement is in place with Suffolk Constabulary, all District/Borough Councils, and the Youth Offending Service. Continuing to explore the data sharing opportunities with the CCG's - next meeting 4th Nov 2014.	None to be reviewed as part of a transition to Phase 2
The Clinical Commissioning Groups (CCGs) and the Norfolk & Suffolk Mental Health Trust provide a nominated person to explore how SFF families can be highlighted on health systems so better joint working with families can take place	Suffolk Family Focus now has the required links with the CCGs to explore how we can obtain data for the future, especially as we move forward into Phase 2 of the national Troubled Families programme.	Completed and to be explored even further under Phase 2 of the National troubled families
All agencies, where they are involved with an SFF family, are asked to prioritise their interventions with these families to ensure that multi-agency working is at its best to provide the best outcomes	Data sharing agreements are key to moving this process forward and processes to flag up SFF families on Agencies systems is in progression to achieve this. Initially on CYP systems Care First, Profile and (YOS)	Completed

ISSUE/BARRIER	PROGRESS	OUTSTANDING ISSUES
for the family and support the drive for positive Payment by Results outcomes	Care Works. Also DWP LMS. In addition all agencies are being encouraged to use the E-CINs case management system for SFF cases. This is a web based system that all agencies can have access to which allows families under the SFF program to be seen and identified in a secure location.	
<b>MONITOR THE USE OF A&amp;E FOR TROUBLED FAMILIES</b>		
CCGs provide a nominated person to work with the Suffolk Family Focus team to explore how SFF families can be highlighted on A&E systems so data can be shared where consent is agreed with the families	Suffolk Family Focus now has the required links with the CCG's to explore how we can obtain data for the future, especially as we move forward into Phase 2 of the national Troubled Families programme.	Completed

### Priority 1.3: Supporting parents to improve their own circumstances

#### Objectives:

- A. Ensure effectiveness of parenting support in Suffolk
- B. Reduce risks associated with hidden harm
- C. Support development of parenting led hubs and networks

AREA OF FOCUS 2014/15	TIMESCALE	PROGRESS	RAG RATING	ISSUES/BARRIERS
<b>ENSURE EFFECTIVENESS OF PARENTING SUPPORT IN SUFFOLK</b>				
Extend the Early Home learning service to benefit a wider range of vulnerable children and their families, and incorporate this with a childcare brokerage service to help the most vulnerable families take up their free early learning entitlement	New service offer in place from September 2014	<p>Service has broader criteria so that those families with children aged 6 Months to the term after the child's 2<sup>nd</sup> birthday (or when they become eligible for a free early education place) who meet at least one of the following:</p> <ul style="list-style-type: none"> <li>- 2 areas of delay <b>plus</b> the parent/carers needing support to engage effectively with the child's early learning (to be constantly assessed once service delivery commences).</li> <li>- Any family who will meet the eligibility criteria for a free early education place for 2 (this includes any child who is or has ever been a looked after child) <b>plus</b> the parent/carers needing support to engage effectively with the child's early learning (as above)</li> <li>- Any child brought to the service's</li> </ul>	GREEN	

AREA OF FOCUS 2014/15	TIMESCALE	PROGRESS	RAG RATING	ISSUES/BARRIERS
		attention through County Resource Panel (these are children about whom there is significant concern and they are on the edge of coming into care) who would benefit from the approach.		
Improve access to information online for parents in order to improve access to Early Help, including self-help and a range of services through the Family Service Directory		<p>Parenting pages are available on the website. Branding for the Parenting Hub is currently in the design stage. Leaflets to advertise the service are also in development.</p> <p>A full range of self-help and services is available for families Suffolk InfoLink (Family Service Directory).</p> <p>Parenting Programmes are online and parents can book onto courses. The Suffolk Families Information Service signposts parents to information online about the parenting programmes.</p>	GREEN	
Ensure the Family Service Directory is 'Local Offer' compliant so that families with children with special educational needs and disabilities (SEND) can access a range of services, guidance and information online		<p>The Family Service Directory (Suffolk InfoLink) is Local Offer compliant.</p> <p>All schools have added their Local Offer information to Suffolk InfoLink.</p> <p>All Early Years and Childcare providers have been asked to update their records on Suffolk InfoLink.</p>	GREEN	
Deliver training and workforce development opportunities for the	Autumn Term 2014	Vulnerable children/families training planned targeted at Early Years and Childcare	GREEN	

AREA OF FOCUS 2014/15	TIMESCALE	PROGRESS	RAG RATING	ISSUES/BARRIERS
early years and childcare sector that enable them to more effectively meet the needs of the most vulnerable children and their families, i.e. supporting families in the universal services	Spring Term 2015	workforce. Take up is high.		
With the Workforce Development team, identify training and development needs to practitioners working with parents and organising appropriate training and support (e.g. peer mentoring networks)	Ongoing availability during 2014/15	A range of courses have been planned/ delivered to support the Early Years and Childcare sector in particular. These include: <i>Improve outcomes for Children in the Early Years Foundation Stage: Working effectively with vulnerable children and their families</i> 6 courses planned for the Early Years and Childcare sector between November 2014 and February 2015 – take up is high necessitating additional courses in 2015.	GREEN	
Parenting Co-ordinators work with other teams and agencies to offer workshops and drop-ins for parents which complement the core offer of parenting programmes		These include Triple P seminars (0-11 and Teen, 35 delivered 2013-14). Delivered in schools, community venues and one large employer, daytime and evening. Workshops have also been offered in schools, and workshops for parents of young people with ADHD offered in Waveney by Parenting Coordinator, ADHD Nurse and SENDIASS. Drop-ins run by Parent Support Advisers and others in some areas.	GREEN	Need for clearer understanding and shared information of range of workshops and groups available to parents through CYP and other agencies, including voluntary and private sector, and also including new local offer for parents of children with additional needs. This will mean offering parents wider choice, including appropriate level of support before, after or instead of formal parenting programmes. The MEIC transformation programme will provide

AREA OF FOCUS 2014/15	TIMESCALE	PROGRESS	RAG RATING	ISSUES/BARRIERS
				a mechanism for change.
<b>REDUCE THE RISKS ASSOCIATED WITH HIDDEN HARM</b>				
Produce a Suffolk Hidden Harm Strategy to reduce the negative consequences for children and families experiencing hidden harm, with the aim of changing practice to facilitate early identification and access to support	July 2015	Exploring the scope for a Suffolk Hidden Harm Needs Assessment with Public Health. This will inform the Strategy and give direction to what actions are most likely to be effective in reducing the prevalence and impact of Hidden Harm.	GREEN	
Explore how best to work with all partners in raising awareness with their staff about hidden harm and what to do when it is identified, and implement a campaign in relation to this	February 2015	The Hidden Harm Steering Group will meet again in November, review the outputs of the workshop held at the end of June and agree the priorities for action for 2015/17. A report of the Steering Group workshop is available. A conference and campaign are in planning, due around February 2015.	GREEN	
Launch the revised ACCORD protocol, establish sustainability of its use and monitor its effectiveness	December 2014	The ACCORD Review is complete and the revised document and recommendations for implementation being taken to senior management forums across adults and children services for agreement. Once signed off the Protocol will be launched through a series of briefing sessions for staff and implementation of the recommendations commenced.	GREEN	

AREA OF FOCUS 2014/15	TIMESCALE	PROGRESS	RAG RATING	ISSUES/BARRIERS
<b>SUPPORT DEVELOPMENT OF PARENTING LED HUBS AND NETWORKS</b>				
Work with providers of parenting support both inside and outside the County Council to coordinate provision and publicity via the County Council's parenting-hub website	Ongoing  From July 2014  From August 2014	<p>Locality meetings held termly with range of providers to coordinate provision and publicity of programmes, using website, on-line calendar, flyers and other media. West Suffolk parenting network for practitioners meets termly.</p> <p>County Parenting Provider Network meetings being developed to share information and coordinate with wide range of providers across the county. Next meeting Nov 2014.</p> <p>District and Borough Council staff meeting with SCC and other agencies under Raising the Bar to get overview of existing ways of working with parents around helping children make the most of school, find out what parents want and look at ways of using existing assets/attracting new funding to develop these.</p>	GREEN	Opportunities to increase links with/ involvement of providers in Health and Education – main barrier currently is capacity
Develop parenting hubs in other localities	Ongoing	Expansion to include hubs, mostly running on monthly basis, in Felixstowe (day time and a termly evening one), Ipswich (led by IBC), South Suffolk (Gt Cornard/Sudbury, with Hadleigh planned to start by spring 2015)	AMBER	

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<b>ENSURE EFFECTIVENESS OF PARENTING SUPPORT IN SUFFOLK</b>		
<p>The Board can support the positive promotion of parenting programmes and other parenting interventions to increase awareness among parents and professionals, and to reduce negative attitudes about seeking information and support, by referring professionals and parents to the online information at <a href="http://www.suffolk.gov.uk/parents">www.suffolk.gov.uk/parents</a></p>	<p>Greater awareness of online information by professionals through use of programme calendar and course information, and expanding use of parenting inboxes (including GCSx inbox). Parent queries also coming through inboxes. Parenting teams have given updates to colleagues in Suffolk Families Information Service and Integrated Teams. Contribution to planning and content of EADT 'Valuing Parents' monthly supplement. Development and promotion of NAFIS standards for schools in working with parents. CYP and Public Health have agreed an independent evaluation of parenting programmes in Suffolk be conducted November 2014 – February 2015, which will include gathering evidence on short and longer-term impact of programmes.</p>	<p>The Board can support the positive promotion of parenting programmes and other parenting interventions to increase awareness among parents and professionals, and to reduce negative attitudes about seeking information and support, by referring professionals and parents to the online information at <a href="http://www.suffolk.gov.uk/parents">www.suffolk.gov.uk/parents</a></p>
<b>REDUCE THE RISKS ASSOCIATED WITH HIDDEN HARM</b>		
<p>How best to work with partners to raise awareness in all agencies about Hidden Harm and promote early identification and support, including highlighting the impact of foetal alcohol syndrome</p>	<p>Report of the Hidden Harm workshop is available to the Board and to partner organisations – but it is likely that the planned Needs Assessment and Strategy development will raise further awareness across partners and engender commitment to take action at individual organisation level.</p>	<p>Conference planned for 2015 – would be helpful for partners to identify what would be useful to them and make it worthwhile to attend.</p>
<p>Develop a cross-agency mechanism for collecting evidence about the prevalence of hidden harm and impact of interventions to inform future service development and integrated working. Board members can share information about</p>	<p>It is hoped that this can be progressed through undertaking a Hidden Harm needs assessment through which partner organisations can be approached to identify what would be the appropriate methods of data collection and collation.</p>	<p>This remains a difficult area to progress.</p>

ISSUE/BARRIER	PROGRESS	OUTSTANDING ISSUES
<p>what their organisation offers in relation to Hidden Harm, the level of activity and outcomes achieved</p>		
<p>Have more people trained to deliver the M-PACT programme from different agencies to foster sustainability of delivery and to increase referrals to the programme</p>	<p>There has not been anyone for partner organisations identified to work collaboratively with the substance misuse agencies in delivering M-PACT, i.e. to release staff to undertake the training and deliver the programmes.</p> <p>It has proved very difficult to get referrals to the M-PACT programmes. Two programmes have been delivered to date; one in Bury St Edmunds and one in Lowestoft. Both have achieved positive outcomes for the families involved and received positive feedback. The course due to run in the Coastal Area has had to be cancelled due to lack of referrals.</p>	<p>It is known that the prevalence of parental substance misuse is high enough to warrant the delivery of the M-PACT programme in localities, from anecdotal and data recording and case file audits. It is therefore disappointing that we are not receiving referrals on to the programme. This reflects the need to examine how the CYP workforce is enabled to challenge, identify and support engagement with services in relation to Hidden Harm. This would be in line with the 'Signs of Safety' approach but requires additional skill and competence aligned with role and capacity to intervene early.</p>