

SURREY COUNTY COUNCIL  
RUNNYMEDE BOROUGH COUNCIL



**JOINT COMMITTEE (RUNNYMEDE)**

**DATE:** 18 JULY 2018

**LEAD**

**OFFICER:** Ben Byrne, Head of Early Help and Family Services

**SUBJECT:** Early Help priorities for Runnymede

**DIVISION:** Runnymede

**SUMMARY OF ISSUE:**

This report provides local Members with an update on the new model that Surrey County Council and partners have been developing for Early Help for the county overall and how this is progressing locally in Runnymede.

Early Help is the name we use to refer to the support we provide as soon as a problem emerges, at any point in a child's life, from foundation years through to teenage years. We know that it is better to identify and respond to need and indications of risk for children and families early, before these become more difficult to reverse.

Early Help is delivered by a range of partners in Surrey which includes the county council, borough and district councils, partners from the police, health and education, and voluntary sector groups. Surrey County Council has the responsibility of leading this work and ensuring it is delivered effectively.

**RECOMMENDATIONS:**

**The Runnymede Joint Committee is asked to:**

- (i) Provide feedback on the latest Early Help developments in Runnymede, including proposed Early Help priorities for the work including re-commissioning and the location of Local Family Partnerships.

*We are committed to arranging and delivering Early Help services locally so that we can provide a service that is tailored to the needs of families in Runnymede. We want families to be able to access help locally and to know where to go in the towns in Runnymede when they need help. We would like the advice and support of local members on the priorities we've identified to focus on and the locations we've chosen for our Local Family Partnerships.*

- (ii) Endorse the Joint Committee representatives to the local Early Help Advisory Board, for the remainder of 2017/18 and 2018/19

*Early Help work in Runnymede is overseen by an Advisory Board made up of representatives from the different partner organisations who support families locally. There are two spaces on this board for members of the joint committee.*

## **1. BACKGROUND:**

### 1.1 Surrey's Early Help Strategy

On 27 February 2018, the County Council's Cabinet endorsed a new Early Help Strategy for Surrey, which we are now working to finalise with our partners, who have a vital role to play in delivering a successful early help offer to children and families. The strategy sets out the following vision for Surrey:

Our vision for children in Surrey:

Children and young people are happy, healthy, safe and confident in their future

For Early Help this means:

Surrey children get the right help at the right time. They are resilient and have safe, nurturing relationships which enable them to thrive and build the skills they need for adulthood.

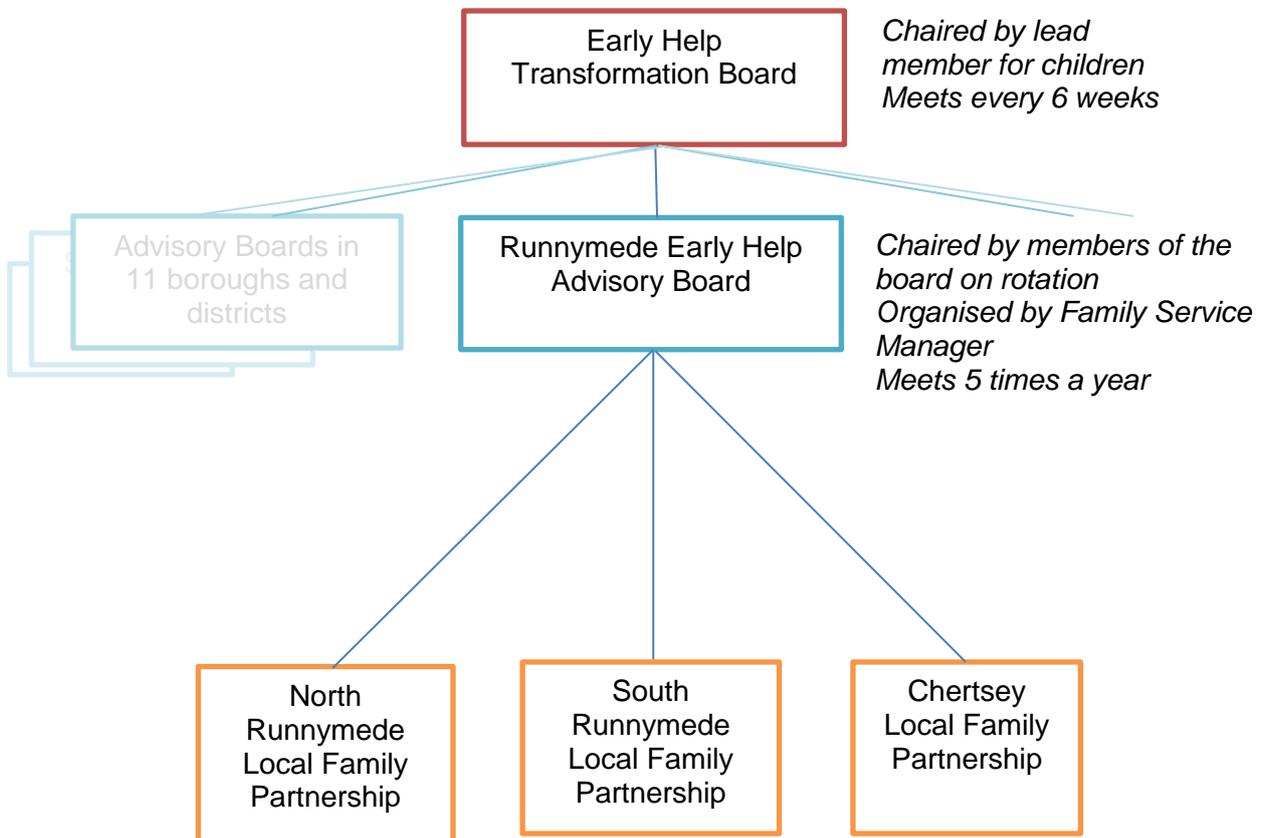
### 1.2 The principles set out in the strategy are that Early Help should:

- **Be child-centred** – children are seen, safe and heard. Where services are delivered to parents and carers, they should always be evaluated to demonstrate the value for the child.
- **Be local** – integrating services focused upon neighbourhoods and local communities, making services easily accessible, drawing upon local networks and knowledge, working within communities to promote change. Working to create resilient communities which support each other.
- **Enhance family resilience** – understanding the family system and working with the whole family to promote resilience. This starts with listening to families, recognising their expertise and building upon their strengths.
- **Be relational** - designing our system and services around purposeful, consistent relationships that enable change and enhance individual, family and community resilience. This involves working with children and families in a way that promotes trust and belonging. We will promote restorative approaches to resolving issues through communication and shared problem solving; doing 'with' not 'to' and seeing people as assets who have the power to find their solutions.
- **Focus on outcomes** – using evidence to understand what makes a difference and focusing on outcomes (the real changes that children and families will see in their lives) in order to ensure we are making the best use of resources and target resources where need is greatest.

## **2. OVERSIGHT OF EARLY HELP WORK IN RUNNYMEDE**

- ### 2.1
- The delivery of Early Help in Runnymede is overseen by Runnymede's Early Help Advisory Board. The board has representation from health, schools, Police, local faith and voluntary groups, parents, local SCC services and from members.

2.2 Each borough and district in Surrey has an Early Help Advisory Board and these report to the Early Help Transformation Board which is chaired by the SCC Lead Member of Children and Families. This board oversees the work of changing and developing the offer of Early Help work in Surrey so that it is coherent, consistent and properly serves families in Surrey.

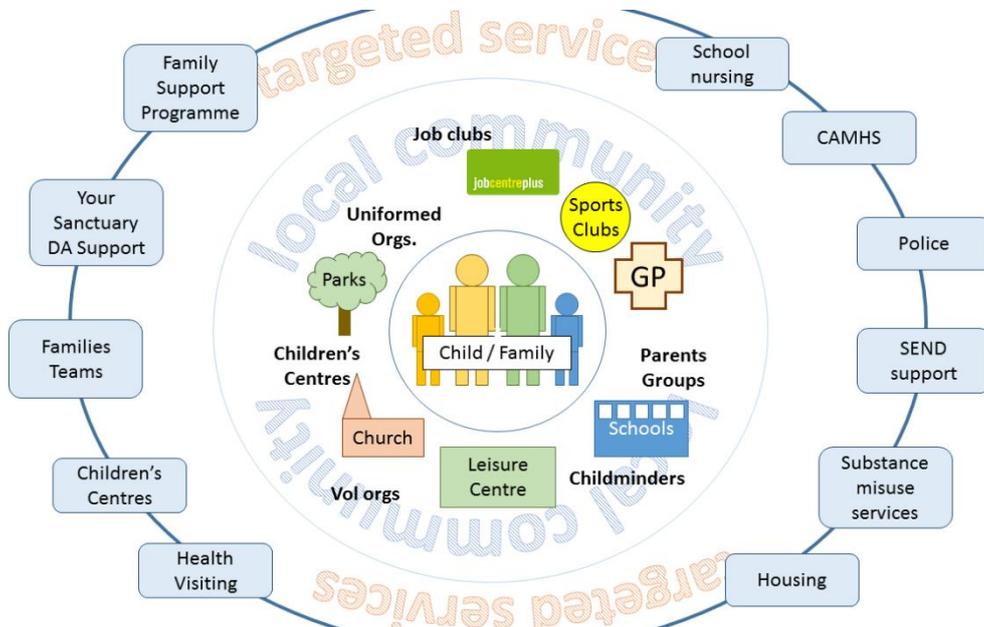


**3. LOCAL DELIVERY OF EARLY HELP WORK IN RUNNYMEDE**

3.1 A local Early Help operating model: Local Family Partnerships

Partners on Surrey’s Early Help Transformation Board have worked together to understand the Early Help needs of children and families and developed a shared vision for Early Help. This has led to a new delivery model for the whole Early Help system which we are calling “Local Family Partnerships” (LFPs). This model is reflected in the Early Help Strategy that has been approved by the Cabinet.

3.2 Local Family Partnerships bring together a network of key stakeholders and organisations in a community who are involved in supporting the well-being and resilience of children and families. These include statutory, voluntary, faith and community organisations (including businesses). All these organisations contribute to the Early Help offer and by binding them together at a local level we will provide a rich network of integrated provision to children and families in each Local Family Partnership



### 3.3 Local Family Partnerships in Runnymede

The Early Help Advisory Board in Runnymede has identified three areas for Local Family Partnerships and a number of key local priorities for Early Help work in the borough. The LFP areas follow closely the boundaries of the Children's Centre reach areas in Runnymede. The areas are as follows:

#### 3.4 North Runnymede LFP – covering Egham, Egham Hythe, Englefield Green, Virginia Water and Longcross.

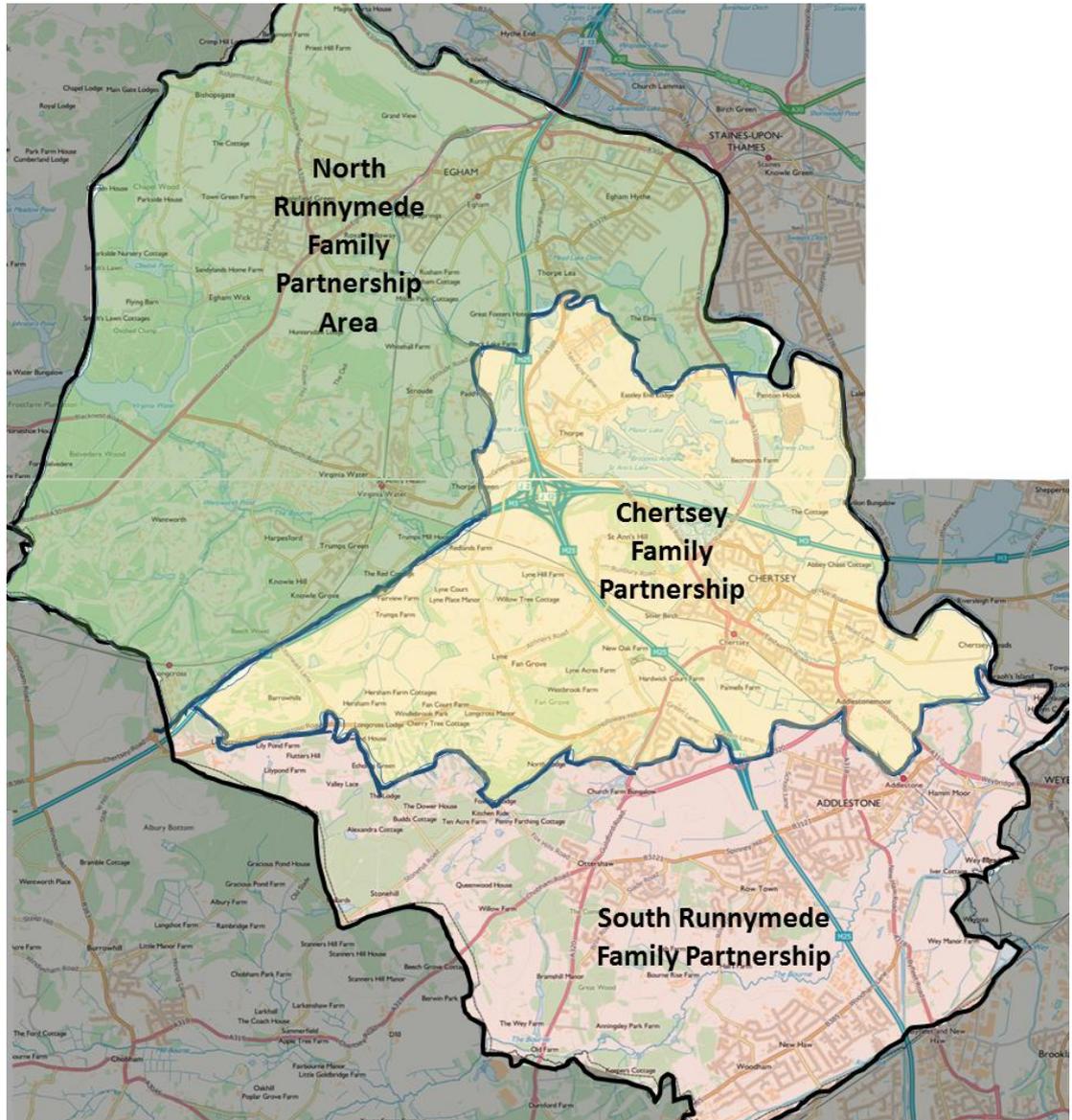
The regular members of the partnership are listed below:

- |   |   |
|---|---|
| Haven Children's Centre   | Surrey Family Services                                |
| The Magna Carta School  | Runnymede Families Team                               |
| Home-school Link Workers (North Runnymede Learning Partnership) | Forest Estate Community Hub                           |
| Manorcroft Primary School                                       | Voluntary Support North Surrey                        |
| St Judes Primary School   | Homestart Runnymede and Woking                        |
| Playbox Nursery   | Royal Holloway University of London, Community Action |
| St John's Church Egham  | Runnymede Foodbank                                    |
|   | Surrey Police   |
|   | Health visiting teams                                 |

The partnership has identified two priorities to focus on. The first is support for local parents and the second is involving volunteers in supporting families. As a result of the work of the partnership a new support group for parents

started in Egham Hythe in May. The group focusses on supporting parents of children in schools years 5 to 8 as they go through the transition from primary to secondary school. The group meets every other week on a Wednesday morning.

As a result of close working with Royal Holloway University of London, 9 volunteers have started working with the Runnymede Families Team to help support local families. The volunteers help mentor young people, run careers groups for young people, parent support groups and one has run a group in a local primary school.



*Local Family Partnership Areas in Runnymede Borough*

### 3.5 South Runnymede LFP – covering Addlestone, New Haw and Ottershaw

The members are as follows:

St Paul's Church, Addlestone	Addlestone Youth Centre
Sayers Court Children's Centre	Runnymede Families Team
Ongar Place Primary School	Surrey Supporting Children's Team
Runnymede Borough Council	Poplars Children's Centre
Ottershaw Church of England Infant and Junior Schools	Runnymede Foodbank
	The Salvation Army

The South Runnymede LFP has met on 3 occasions as a network group and a small steering group has met several times. The priorities the partnership have focused on so far are healthy eating for children and antisocial behaviour in Addlestone. As a result of work between partners, a piece of group work was put in place for young men causing antisocial behaviour in Addlestone. This also led to a parent support group of parents of these young people which has proved popular and continues to meet regularly, long after its intended lifespan.

### 3.6 Central Runnymede LFP – covering Chertsey, Lyne and Thorpe

The members are as follows:

St Peter's Church, Chertsey	Surrey Family Services
Runnymede Borough Council	Equippers Church, Chertsey
The Beacon Church, Chertsey	The Hub, Chertsey
Salesian School and Chertsey High School	Chertsey Children's Centre
	Surrey Supporting Children's Team

The Central Runnymede, or Chertsey, Local Family Partnership is not yet as developed as the North and South LFPs and the group are still developing priorities. For now, the focus is on trying to work within the partnership to channel local families in need of Early Help into the excellent projects already run by the churches and foodbank. These include support groups for single parents, for fathers, many different parent and toddler groups, youth clubs, healthy cookery classes and befriending support. The partnership has an agreement that the churches will offer befriending support to any parents or carers locally who need extra support and are identified through the Early Help system.

### 3.4 Runnymede Early Help Plan: Priorities with progress

Runnymede's Early Help Advisory Board has also developed an Early Help Plan and identified the local priorities below. The 6 priorities are listed with progress to date (in italics) and they are RAG rated.

A full copy of the Runnymede Early Help Plan is attached in Annex 1.

**1. Access to therapeutic support for children impacted by their parent's substance misuse or mental health, or who have witnessed domestic abuse**

- New Early Help Commissioning from April 2019 to include therapeutic groups for children affected by domestic abuse
- Emotional and Mental Wellbeing Drop in now running from Addlestone Youth Centre every Wednesday
- Counselling Student Placement Pilot project starting in Runnymede from Summer 2018

**2. Training of more volunteers and professionals in healthy weight and quit smoking programmes in Runnymede – from a variety of agencies, not just Children's Centres**

- Training arranged by Public Health for front line staff in Runnymede in July and October 2018. Training will focus on how to raise issues of healthy weight and smoking cessation with parents and children

**3. Improved sharing of information about existing services (with families and professionals) in Runnymede**

- Family Information Service outreach workers visiting schools\*
- LFP forums running in all 3 areas and will be key place for sharing information
- LFP area e-mail newsletters being discussed at LFPs
- LFP timetable leaflets piloting in June 2018

\*Family Information Service is a phone and website based SCC service where families can search for support and projects running in their area [www.surrey.gov.uk/fis](http://www.surrey.gov.uk/fis) see appendix 3

**4. Better linking of families who need help with voluntary, community and faith sector projects who can support them locally**

- Homestart have met with Early Help Hub staff to discuss how to transfer the right families and SFS Families team meeting with Early Help Hub about referring to volunteers and other voluntary groups in June 2018
- Pilot LFP timetable leaflet to start in North & Central LFP
- Work still needed to get local projects on FIS\*

**5. Improving support for parenting, and for both parents, of children in need of help**

- Surrey Parenting Plan in development
- 3rd Runnymede Parent Support Group just started in Egham Hythe, North LFP area
- Talking Teens training being delivered to SFS staff in May and June 2018
- 10 week Family Learning courses in summer term as part of National Parenting Organisation initiative
- Online Parenting offer "Solihull Approach" available from Summer 2018

**6. Develop transition support from primary to secondary school, targeting students we know will struggle most**

- Small audit undertaken. Many secondary schools already have good projects in place with feeder primaries in their areas. Teachers visit the primary schools and primary students visit the secondary sites and meet teaching staff. Details of students with SEND are usually transferred across effectively to secondary schools but there is room for more support for these children and their parents to make the transition easier and also for those children with non-educational vulnerabilities such as bereavements, family breakdown etc. This work will continue with a review in October of the effectiveness of Summer 2018 transition.

#### **4. RESPONDING TO THE 2018 OFSTED INSPECTION**

- 4.1 Between the 26 February and the 22 March 2018, Ofsted re-inspected Surrey County Council's Children's Services and the inspection report, published on 16 May 2018, highlights how services for children in need of help and protection remain inadequate in the county. Ofsted highlighted how "Overall, early help is making a positive difference to children's lives. However, due to a lack of multi-agency involvement, early help is not yet reaching all the children who would benefit from it, and it is not reducing the number of referrals to children in social care". In particular they highlight: the urgent need "to engage universal partner services, such as schools and health, to undertake lead professional roles"; the high number of inappropriate low-level referrals to the MASH; and that some children and families still have to wait too long before receiving early help. Clearly, there is significant work still to do to improve our early help offer, alongside our partners, to children and families.
- 4.2 As Ofsted's feedback suggests, Surrey County Council in isolation does not have the capacity to meet all of the demands for Early Help in Surrey. Local Family Partnerships (LFPs) are an important part of Surrey's response to Ofsted's feedback. By building capacity within voluntary, faith and community organisations to support local families on their doorsteps we hope to reduce the number of low-level referrals passing through the MASH. In each LFP area we have "Early Help Schools Advisors". Each school has an allocated advisor to help the school to support children and families in need of Early Help by tying them in to support in the LFP, without the need for a referral to MASH. Early Help Schools Advisors are also there to support schools to take on leadership of Early Help interventions, which according to Ofsted, too often sits with Surrey Family Service and the County Council. This support could include help with completing Early Help Assessments, with chairing Team Around the Family meetings, and with deciding which families need an Early Help intervention and which need to go to the MASH.

#### **5. CONCLUSION AND RECOMMENDATIONS**

- a. The Joint Committee is asked to note the overall proposals to develop the Early Help system in Surrey, as well as the summary of proposed changes to Surrey County Council's contribution to Early Help.
- b. **The Joint Committee (Runnymede) is asked to:**
- a. Provide feedback on the latest Early Help developments in Runnymede, including proposed Early Help priorities for re-commissioning and the location of Local Family Partnerships.

Endorse the Joint Committee representatives to the local Early Help Advisory Board, for the remainder of 2017/18 and 2018/19.

## **6. WHAT HAPPENS NEXT**

- 6.1 Feedback from the Joint Committee will be taken away by the Local Family Service Team Manager to be shared with the Early Help Advisory Board and commissioners across different public sector organisations.
- 6.2 Members are invited to contribute to public consultation later in the year in relation to changes to other aspects of the Early Help system. In particular, a public consultation about proposals for changes to children's centres, youth work and externally commissioned early help will take place. This consultation is not yet live and will begin from September 2018. Members will be able to contribute via Surrey's consultation website [www.surreysays.co.uk](http://www.surreysays.co.uk)
- 6.3 Surrey Family Services will be launching its new staffing structure by October 2018 which will reflect new ways of working required within the Early Help system.
- 6.4 Members input and support in building the Local Family Partnership Networks will be valued throughout the first phase of implementation in 2018. It is currently planned that the County Council's Cabinet will be asked to make a number of decisions relating to Early Help transformation in January 2019, with plans in place to implement any service changes from 1 April 2019 onwards.

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### **Appendices:**

Appendix 1 – Surrey County Council's Involvement in Early Help Delivery  
Appendix 2 – Consultations  
Appendix 3 – Family Information Service

### **Annexes:**

Annex 1 – Runnymede Early Help Plan (with needs assessment)  
Annex 2 – Early Help Advisory Board Terms of Reference

### **Sources/background papers:**

- SCC Cabinet report - Early Help Strategy for Children and Families, 27 February 2018

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## **Appendices**

### **APPENDIX 1 – SURREY COUNTY COUNCIL'S ROLE IN EARLY HELP DELIVERY**

- a. Surrey County Council will align its funding and staff to directly support the new partnership Early Help System in Surrey. Although a key aspect of the Local Family Partnership is that it allows for local flexibility, it is also important that there is countywide consistency in relation to key Early Help services provided by the County Council. In overall terms, this will be ensured through standard structures and processes for County Council services across Surrey, as well as developing transparent, needs-led approaches to allocate our funding and staff to districts

and boroughs in response to the identified level of need. Some examples of the indicators that could be employed include the: level of deprivation; number of referrals to MASH; and number of children with special educational needs and/or disabilities.

- b. There are three main strands of the County Council's contribution to Early Help that form part of the Early Help transformation. These are:
  - a. Surrey Family Services;
  - b. Surrey's Children's Centres; and
  - c. Externally-commissioned contracts and grants for local services.
- c. SCC's in-house delivery of Early Help comes primarily through Surrey Family Services. In May 2017 Family Services brought together a number of different teams and programmes including: Youth Support Service; Community Youth Work; Family Support Programme; Children's Centres; practitioners from the Early Years and Childcare Service; and the Early Help Co-ordination Hubs, which together coordinate and deliver a significant proportion of the Early Help across the county. Importantly, Family Services also has responsibility for young people identified as requiring a statutory Child in Need social work service and those over the age of eleven who require an Edge of Care service. As part of the new Early Help operating model, Family Services staffing will be restructured to align to the Local Family Partnership model in the course of 2018 and a new locally integrated youth work offer will be developed with districts and boroughs, the voluntary sector and young people who use the services.
- d. SCC also commissions Surrey's 58 children's centres, which are delivered by schools and voluntary sector providers. In the course of 2018 the County Council will work with current providers, wider stakeholders and the public to re-shape a new children's centre offer to commence from April 2019 onwards. In developing the new model, we are committed to working with our partners in schools and the voluntary sector, who have a track record of delivering high quality early years services, to design a model which fulfils the children's centre core purpose around health, well-being and early education.
- e. Through a new model for children's centres, we will continue to support children to have the best start in life, whilst also integrating services delivered into the wider 0-19 Local Family Partnership model. We are seeking to develop greater flexibility of staffing at a Local Family Partnership and/or borough or district level to ensure services are resilient and resources are deployed where they are most needed. It is also envisaged that this new model of delivery will free providers from the requirements of children centre 'designation' as mandated in (now suspended) Department for Education guidance. Many local authorities are already choosing this route to afford greater local flexibility to provide the services that are required to meet need. Through better integrating of the children's centre offer with the work of other services, freeing providers to focus upon outcomes rather than process, and requiring children's centres to work together across a district/borough, the declining SCC revenue resource can go further in providing Early Help to meet the local needs of children and families.
- f. Finally, SCC commissions a range of preventative and family support services from external partners, primarily from the local voluntary sector. For example, in Runnymede Eikon are funded to deliver the 1-to-1 Local Prevention Service that builds the resilience of young people aged 11-19, whilst Homestart offer mentoring to families in need with children aged 0-5. SCC's commissioning

intentions for children are described in **SCC's Child First Commissioning Plan 2017**. These different Early Help services will be recommissioned from April 2019 onwards as part of a joined-up pathway for families to meet local needs.

## **APPENDIX 2 – CONSULTATIONS**

- a. Between November 2016 and March 2017 Surrey County Council and the 11 District and Borough Councils led on Local Early Help Partnership Events, engaging over 1,000 practitioners and other stakeholders. These events resulted in a shared development of the vision for Early Help Transformation Programme and the Local Family Partnership model and agreement to establish local Early Help Advisory Boards. These local Early Help Advisory Boards help to ensure a locally led implementation of the Early Help model. Initial activities include deciding priorities for their area including locations of Local Family Partnerships.
- b. Early Help Stakeholder events were held in Runnymede on the 28<sup>th</sup> November 2016 and the 21<sup>st</sup> February 2017. The events were attended by representatives from schools, health, borough and county councils officers and members, voluntary groups and faith groups. Attendees were asked to contribute to an assessment of the needs of families in the area. The formation of Local Family Partnerships in Runnymede has continued to include a wide range of community partners through initial stakeholder meetings in each of the three areas.
- c. The Local Committee was invited to identify 2 members to sit on the Early Help Advisory Board, to provide member input into local discussions and a link back to the committee. So far the only member identified in Runnymede is Mrs Yvonna Lay. The offer remains open for a second member of the joint committee to be nominated. It is intended that, as per recommendation ii, these members will continue in their role for the remainder of 2017/18, and for 2018/19.
- d. At a county level, the Early Help Transformation Programme Board, chaired by the Lead Member for Children, brings together senior partnership stakeholders on a six-weekly basis to oversee and shape key decisions relating to the transformation plans.
- e. In September and October 2017, a series of workshops were held to further develop the blueprint for the Local Family Partnership model.
- f. The Early Help Case for Change was considered and endorsed by the Children and Education Select Committee on Friday 17 November 2017.
- g. A Surrey Family Services staff consultation for County Council staff started in January 2018 to consider proposals for service restructure.
- h. Further partner and user engagement and subsequent public consultation will be required in 2018 to implement changes to community services resulting from the new Early Help operating model.

## APPENDIX 3 – The Family Information Service

The family information service is a part of Surrey Family Service. It is a website and phone based service for families and professionals in Surrey who want to find support and resources for children and families in their area. You can search by postcode or town and for any type of support you need.

The address is [www.surrey.gov.uk/fis](http://www.surrey.gov.uk/fis) the phone number is 0300 200 1004

Here are two screenshots from the website:

### Family Information Directory

Family Information Directory   Childcare finder   Events   Add an entry / event   Help   Your shortlist (0 items)

All Categories   debt   Egham, TQ0071

#### Services (68)

Sorted by: Distance   Search Radius: Off

Add these to your shortlist   Show results on map

- Christians Against Poverty (CAP) - Egham**

CAP is a free national debt counselling charity. The Egham Debt Centre is able to offer support for anyone living in the local community who is in need of help to get out of debt. The centre is run in partnership with St John's Church.... [Read more](#)

St John's Centre, Manor Farm Lane, Egham, TW20 9HL 0.5 miles away

0800 328 0006

[Email](#)   [Website](#)   [Add to Shortlist](#)
- Christians Against Poverty (CAP) - Staines**

CAP is a free national debt counselling charity. The Staines Debt Centre is able to offer support for anyone living in the local community who is in need of help to get out of debt. The centre is run in partnership with

**Category**  
All Categories

- Education and Training (18)
- Health (19)
- Help and support (67)
- Leisure (5)
- Social care (39)
- Special educational needs and disability (8)

Filter by