

## APPENDIX G

### Wellbeing, Prevention and Early Help Service (WPEHS) offer for Children Looked After and Care Leavers from April 2017

The Wellbeing Prevention and Early Help service (WPEHS) offers support to children, young people age 0-19+yrs (0 - 25yrs for SEND) and their families/carers. The service Mission statement is to identify as early as possible when vulnerable children, young people or families would benefit from targeted support, long before issues become a problem, working with them to ensure that support offered is;

- Right for them
- Offered in the right place
- Delivered at the right time

The main focus of the service is to provide an enhanced level of support to targeted individual children, young people or families with higher levels of need. Service resources are prioritised towards identified priority target groups or individuals at risk who are assessed using Lancashire's Common Assessment Framework (CAF) as having more complex or intensive needs aligned to Lancashire's Revised Continuum of Need (CoN) at Level 2 and who would benefit from a targeted early help offer. Looked after children and care leavers are identified as a priority group to be targeted by the service; see appendix A.

As an integrated part of its service offer for looked after children, care leavers, their families and carers WPEHS deliver support to looked after children and care leavers under three strands;

| <b>Strand 1</b><br><b>Support available for all children and young people at level 2 of the CoN</b> | <b>Strand 2</b><br><b>Support available to targeted individuals from WPEHS priority groups (includes looked after children and care leavers)</b> | <b>Strand 3</b><br><b>Support available exclusively to looked after children and care leavers</b> |
|---|--|---|
| WPEHS Group based programme   | WPEHS emotional health and wellbeing commissioned service  | Delivery of Careers, education, information, advice and guidance                                  |
| WPEHS targeted support offer  | Tracking of young people aged 16-18 at risk of NEET  | Delivery of 'Birth and Beyond' training for foster carers   |
| Virtual Support   | Voice and Influence  | Impartial and independent service for CLA who wish to make a complaint                            |
|   | Multi-agency protocols and pathways  |   |
|   | Support for Post 16 transitions  |   |

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A multi-agency Outcomes Framework has been developed which provides robust measurements to monitor and evaluate the support the service offers. This also enables the service to identify a strategic and management understanding of what interventions work to achieve a positive impact in a sustainable way. These outcomes are strategically aligned with Lancashire's commitment to the Marmot principles (Fair Society, Healthy Lives 2010). They also incorporate our responsibilities in responding to the requirement of the national Troubled Families Programme. The WPEH service outcomes framework can be found at appendix B.

### **Strand 1: Support available for all children and young people at level 2 of the Lancashire CoN**

#### **1.1 WPEHS group based programme offer**

WPEHS delivers a variety of group based interventions to support parents, families, children and young people which target specific areas of need or vulnerabilities including looked after children.

The service brings together and coordinates services around the prevention and early help agenda, from midwives and health visitors to childcare and support for young people and families, ensuring a range of direct access to integrated services across the Neighbourhood Centres in each District to meet the needs of local communities. These sessions are accessible to children, young people, their families and carers.

In addition the WPEHS operates a flexible programme of group based activities, largely targeted towards the priority groups identified in appendix A but also in response to local need. WPEHS prioritise resources towards identified key priority target groups or individuals at risk which includes looked after children.

Group based sessions are delivered from a network of 75 neighbourhood centres; some of which deliver a 0-11 offer, some a 12-19 (25 for SEND) offer and some centres operating across the 0-19 (25) age range. Within each district one centre delivers an enhanced group based delivery specification of twelve delivery sessions a week with the remainder delivering a core group based delivery specification of around seven delivery sessions per week. In each district, the neighbourhood centre delivering the enhanced programme will respond to the discrete needs of 12-19+yrs, prioritising vulnerable groups of young people including looked after children.

Group based activities are delivered when most needed throughout the daytime Monday- Friday (inclusive), with some additional evening and weekend delivery.

The details of this group work programme is well publicised at district level. Details are also available on the YouthZone 'What to Do' webpages and further information regarding these groups is available from the WPEHS advice and support line, Talkzone, on 0800 51 11 11 or [talkzone@lancashire.gov.uk](mailto:talkzone@lancashire.gov.uk)

In order to deliver these sessions safely WPEHS staff are committed to undertaking suitable risk assessments designed to manage activities safely. Risk assessments may also be required to meet the needs of specific individuals, the nature of the activity and/or the environment.

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### **1.2 WPEHS Targeted Support Offer**

WPEHS provide an enhanced level of support to individual children, young people or families with higher levels of need which includes looked after children as one of the service's defined priority groups. The targeted support offer is delivered to those assessed using Lancashire's Common Assessment Framework (CAF) as having more complex or intensive needs aligned to Lancashire's Revised Continuum of Need (CoN) at Level 2.

The WPEHS also provides specified and agreed support where children's social care has identified needs within an individual's action plan where the WPEHS is best placed to respond. The WPEHS operates a weekly allocations meeting where children's social care colleagues bring cases that have been identified for joint work or step down to jointly agree appropriate actions.

Key workers deliver intensive support underpinned by quality CAF assessment and a co-ordinated and effective multi-agency lead professional approach. WPEHS key workers work as part of a 'team around the family' and undertake the Lead Professional role where appropriate within their caseloads.

Interventions typically last up to 12 weeks and involve 1:1 support; regularly meeting with the individual and their family/carer to work towards meeting their assessed needs through the development of an appropriate plan and completion of agreed actions. Outcomes are tracked through the use of the 'Family Star' outcomes model.

The WPEHS is able to support children, young people, their families and carers with a range of challenges which can pose a risk to children and young people including poor health and wellbeing, substance misuse, neglect, risk taking behaviours, CSE and parenting skills.

The WPEHS uses a range of delivery methods including outreach and detached methods which ensures a wide reach of our services across communities and where appropriate, this can be delivered within families' homes, or from other appropriate community settings.

Access to this support is via a Requests for Support form which is available at [Lancashire Children's Trust - - Request for Support Form](#) and should be submitted to [preventionearlyhelp@lancashire.gov.uk](mailto:preventionearlyhelp@lancashire.gov.uk)

The service pathway for targeted support is available at Appendix C.

### **1.3 WPEHS offer regarding Virtual Support**

The WPEHS provides virtual support to all young people aged 12-19 (25 for SEND), accessed for example via telephone, internet or mobile phone as part of the 'Talkzone' suite of services.

Talkzone provides a confidential helpline where young people can obtain a range of advice and support on issues such as problems at home, relationships, sex and health, jobs and training, mental health, drugs and alcohol, bullying and things to do.

The service is available 365 days per year, 2pm to 10pm. Contact with Talkzone can lead to a referral to the WPEHS targeted support offer, signposting to the WPEHS group based provision and has appropriate pathways established for any safeguarding issues that arise.

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### **Strand 2: Support available to targeted individuals from WPEHS priority groups (includes looked after children and care leavers)**

#### **2.1 WPEHS emotional health and wellbeing commissioned service**

In response to the increasing demand for emotional, health and wellbeing (EH&W) services the WPEHS commissions specialist EH&W support for children and young people assessed using Lancashire's Common Assessment Framework (CAF) as having more complex or intensive needs aligned to Lancashire's Revised Continuum of Need (CoN) at Level 2, 3 and 4 so that by intervening earlier, where possible this will prevent escalation in to specialist Tier 2 & 3 mental health services.

For 2017/18 £1.15m has been set aside to fund this service, partly funded by the Schools Forum and partly by a shift of funds from the Tier 2/3 CAMHS contracts into early preventative EH&W support. This service is delivered by the Child Action North West Partnership and provides a range of preventative, evidence based interventions together with more specialist early help EH&W counselling provision. These interventions typically last up to 12 weeks. The contract operates on a payment by results model with payment made where the provider can demonstrate positive outcomes for the individual child or young person using the 'Star' distance travelled outcomes tool.

The delivery model includes five separate strands;

1. Triage, Assessment & Action Map
2. Building Resilience (Core theme across all interventions)
3. Whole Family Support (Rapid Support)
4. Therapeutic Support
5. Community & Peer Support (Sustained Development)

Services that CYP may receive under this commission may include; (this is not an exhaustive list)

|  |                              |
|--|------------------------------|
| Anxiety  | Self- harm                   |
| Depression and low mood                          | Confidence and self-esteem   |
| Bereavement, loss and separation                 | Emotional regulation         |
| Sexual identity                                  | Therapeutic Group Work       |
| One to one person/humanistic centred counselling | Play Therapy                 |
| Systemic Family Therapy                          | Drama Therapy                |
| Resilience Therapy                               | Child sexual exploitation    |
| NLP  | Anxiety and depression       |
| CBT  | Body image/disordered eating |
| Relationship counselling                         | Solution focused therapy     |
| Attachment issues                                |                              |

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Access to this service is via a Requests for Support form which is available at [Lancashire Children's Trust - - Request for Support Form](#) and should be submitted to [preventionearlyhelp@lancashire.gov.uk](mailto:preventionearlyhelp@lancashire.gov.uk)

### **2.2 Tracking of young people aged 16-18 at risk of NEET**

The WPEHS track and monitor the progress of all children and young people to ensure that those young people at risk of being NEET (not in education, employment or training) are identified and the appropriate support provided. All Lancashire's young people are tracked up to the age of 17. This involves tracking all young people to ensure that they have an intended destination at the end of their compulsory education and, subsequently, a suitable offer or learning. Contact is made with all young people, where possible, for whom a destination is not known to ensure that the right support can be offered should they be NEET or at risk of becoming NEET.

Looked after children are at a particularly high risk of becoming NEET and are tracked up to age 18 to ensure that they can be supported by a Key Worker where appropriate. Where looked after children are at risk of becoming NEET Key workers will provide 1:1 support to help them remain in a positive destination and achieve their education, learning or employment goals.

### **2.3 WPEHS CLA offer regarding voice and influence**

WPEHS is committed to ensuring that our service provision is shaped by the views and experiences of all children, young people and families.

The WPEHS actively promotes the involvement of looked after children and young people within wider engagement processes as part of a council's participation strategy. This includes promotion of the LINX group, Lancashire's Children in Care council and Lancashire's Youth Council for young people aged 12-19 (25) which operates at both District and County levels. Looked after children are a priority group for representation on local district and County Youth Councils which are led by WPEHS staff.

Locally all districts actively consult with service users to receive feedback on service provision and to help shape the services that are delivered.

### **2.4 WPEHS CLA offer regarding multi agency working and pathways**

The WPEHS is committed to ensuring clear information sharing processes and pathways with multi agency partners with respect to looked after children.

Preventing homelessness is a key priority for Lancashire County Council and nationally there is recognition that Care Leavers are most at risk. The WPEHS works in partnership to support young people at risk of homelessness with District Borough Councils, VCFS organisations that provide supported accommodation, emergency accommodation and social housing, Children's Social Care, Social Housing providers and Floating Support: Information and Advice Services as part of the Lancashire Joint Protocol for Homeless 16/17 year olds.

WPEHS homeless offer for 16/17 year olds outlines that the service will deliver targeted youth support with young people through 1:1 key worker support to address their needs, looking primarily at issues such as family and relationships, personal safety, emotional health and

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wellbeing, rights and responsibilities and structure. Workers will provide intensive support over a period of time and will be focus on building resilience and self-help strategies.

The WPEHS also delivers one to one and group based outreach and detached work on the streets enabling relationships in particular with those young people least likely to be accessing services, having a presence in the community and building knowledge of young people's issues / experiences.

This work is underpinned by the Lancashire Continuum of Need and CAF process.

The WPEHS recognises and interfaces with other appropriate assessment tools used by key partners and will work in partnership to provide focused and coordinated early help interventions as part of agreed actions identified.

Where a looked after child is identified by any partner organisation as requiring early help or preventative support at level 2 of Lancashire's Revised Continuum of Need (CON) support can be requested by completing a 'Request for Support'.

The WPEHS operates a 'one front door' referral system and all requests for support should be submitted to [preventionearlyhelp@lancashire.gov.uk](mailto:preventionearlyhelp@lancashire.gov.uk)

Requests for Support forms are available at [Lancashire Children's Trust - - Request for Support Form](#).

### **2.5 Support for Post 16 transitions**

The WPEHS supports post 16 transition into suitable education or learning through the provision of a mailing house which enables further education establishments and learning providers to target priority groups with opportunities for post 16 education and training.

To improve outcomes for targeted vulnerable groups individual educational establishments or learning providers target potential learners with details of the provision available. Once the individual education and training providers have created the documentation to be circulated it is passed to a printing and distribution centre.

Under a Data Sharing Agreement the WPEHS, upon request, provide contact data on a specific targeted group from a specific district area which facilitates the circulation of targeted promotional literature.

This literature is aimed at securing a positive destination for vulnerable, priority groups to improve long term employment outcomes.

## **Strand 3: Support available exclusively to looked after children and care leavers**

### **3.1 WPEHS CLA offer regarding Careers Education Information, Advice and Guidance**

Research and experience has shown that Children Looked After (CLA) are often at risk of becoming NEET (not in education, employment or training). It is widely recognised that a period of NEET can be associated with negative outcomes in later life, including unemployment,

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reduced earnings, poor health and life satisfaction, which has an impact on both the individual and the economy and, therefore, supporting looked after young people into positive destinations is a key outcome measure for both LCC and Schools.

From September 2012 amendments to the Education Act 2008 meant that individual schools have the responsibility for securing careers education, information, advice and guidance (CEIAG) for the children and young people on their school roll. However, Lancashire, through the School's Forum have committed £150k funding per annum to provide additional targeted support to looked after children to improve the outcomes for this group.

The WPEHS has been commissioned to provide this targeted support through working in partnership with LCC Virtual School for CLA. WPEHS work in partnership with the Virtual school and the Employment Support Team to support young people into education, employment or training, providing an effective programme of Careers Education, Information, Advice and Guidance to Year 11 pupils.

This commission covers all young people who are Looked After by Lancashire County Council or other LA's, when accommodated within Lancashire and who are identified through the Virtual School as CLA, requiring additional support.

All looked after children are invited to take up this offer by letter as they begin year 11. The young person's social worker and the school are also made aware of the support available so that they can encourage the young person to take up this support. WPEH service chase up this offer in the Autumn Term.

Where a young person or a social worker wishes to take up the offer of support the case is picked up by a WPEHS key worker qualified to deliver careers education, information, advice and guidance. The keyworker will work with the young person to develop an individual action plan that is shared with the young person's social worker, the virtual school and the appropriate CLA designated teacher at school. This action plan is used to feed into the young person's Personal Education Plan (PEP) and Pathway Plan.

The offer includes support to understand the options available to looked after young people based on their predicted grades and how to access education, employment or training opportunities that meet with their career aspirations. This includes making links with local education and training providers in addition to engagement with local employers. Care Leavers are supported to develop decision making, career management and job seeking skills.

Where additional barriers to progress are identified the key worker can refer the young person for additional WPEHS targeted support. Key workers utilise the 'Star' outcomes tool for all young people who take up the offer of support, enabling young people and the service to monitor progress over the course of the intervention.

As a result of this service, 91.9% of the year 11 CLA had plans in place to take up a place of learning in September 2016.

Where a looked after child is identified as NEET during the 16-18 year old tracking the details are passed to a WPEHS key worker who will make contact with the young person to provide the additional support required to minimise the period that they are NEET and to secure an alternative offer of education, employment or training.

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As part of this commission the service also supports the Virtual School in delivery of training to designated CLA teachers and Children's Social Care staff.

Universal careers education, information advice and guidance is also available via virtual and digital support, which can be accessed through the 'Talkzone' service via telephone, email, SMS text and social media (principally facebook and twitter). This service provides a foundation stone for access, being available 365 days per year, 2pm to 10pm.

The pathway for the careers education, information, advice and guidance support is included at Appendix D.

### **3.2 Delivery of 'Birth and Beyond' training for foster carers**

The WPEHS offers 'Birth and Beyond' training to new foster carers in preparation for taking home a foster child aged 0 to 5. This half day training is delivered on request by children's social care and covers the following areas;

- What equipment is needed for a baby
- Changes to routine
- Finances
- Feeding a new baby
- Baby's development
- Keeping baby safe

This training is also an opportunity to deliver the wider Public Health messages such as safer sleeping, smoking and oral health.

### **3.3 Impartial and independent service for CLA who wish to make a complaint**

The WPEHS provides an impartial and independent route for looked after young people to raise concerns regarding any aspect of their care through the service's confidential Talkzone service.

This agreement between the WPEHS and The Customer Feedback service has been in place since May 2011. Talkzone details are included in complaint literature and promoted in posters, at meetings and visits. The very significant benefits this service offers young people include:

- A listening ear from staff with skills and experience in talking to young people.
- The accessibility of the service every day of the year and out of office hours.
- The range of media they can use to contact for free.
- Impartiality and lack of information on them from Children's Social Care

When a young person contacts the Talkzone service with a concern or complaint about Children's Social Care the service will offer a listening ear if the young person wants to talk or needs reassurance about a problem. The service will explain that they have a right to complain, how to do it, and offer reassurance if they do make a complaint.

The service will establish how the young person wants the Customer Feedback Service to contact them. The worker will also establish if there are issues of privacy or if they may only be free to talk confidentially at certain times of the day.



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The WPEHS Talkzone staff will explain in brief terms the complaints procedures, reassure the young person that if they make a complaint or comment the team, or their CSC workers, will not treat them badly for doing so. Young people are reassured that making a complaint can be useful for them and to other as they provide the opportunity to put things right that have gone wrong.

The WPEHS will establish if the young person wants or needs an advocate. Where the young person requests an advocate the service will signpost to Lancashire's Children's Rights Service.

All details are referred to the [CYP Customer Feedback Service](#) team mailbox.

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### Appendix A WPEH Service Priority Groups

When considering targeting services, Wellbeing, Prevention and Early Help Service will prioritise the following groups/ individual children, young people or families;

- With Special Educational Needs and/or Disabilities or with behaviour difficulties
- Experiencing Neglect
- Workless or at risk of financial exclusion
- With a range of health problems
- Affected by domestic abuse
- Affected by emotional and mental health issues
- Young Parents/ new parents
- Parents who are unlikely to take advantage of universal early childhood services
- Young Carers
- Homeless
- Asylum seekers and refugees
- At risk of and/or having experienced child sexual exploitation
- Who are transient including asylum seekers, economic migrants and traveller communities
- Involved in crime or anti-social behaviour
- Not attending school regularly and at risk of exclusion
- Engaging in / affected by risk taking behaviours
- With protected characteristics as defined by the Equality Act 2010

*(WPEHS will support Children's Social Care cases (including Children in Need (CiN) and those stepping down from social care), where in the best interest of the child/young person, and as part of plans for children and young people looked after by the local authority and those subject to a child protection plan)*

## Appendix B WPEHS Outcome Framework

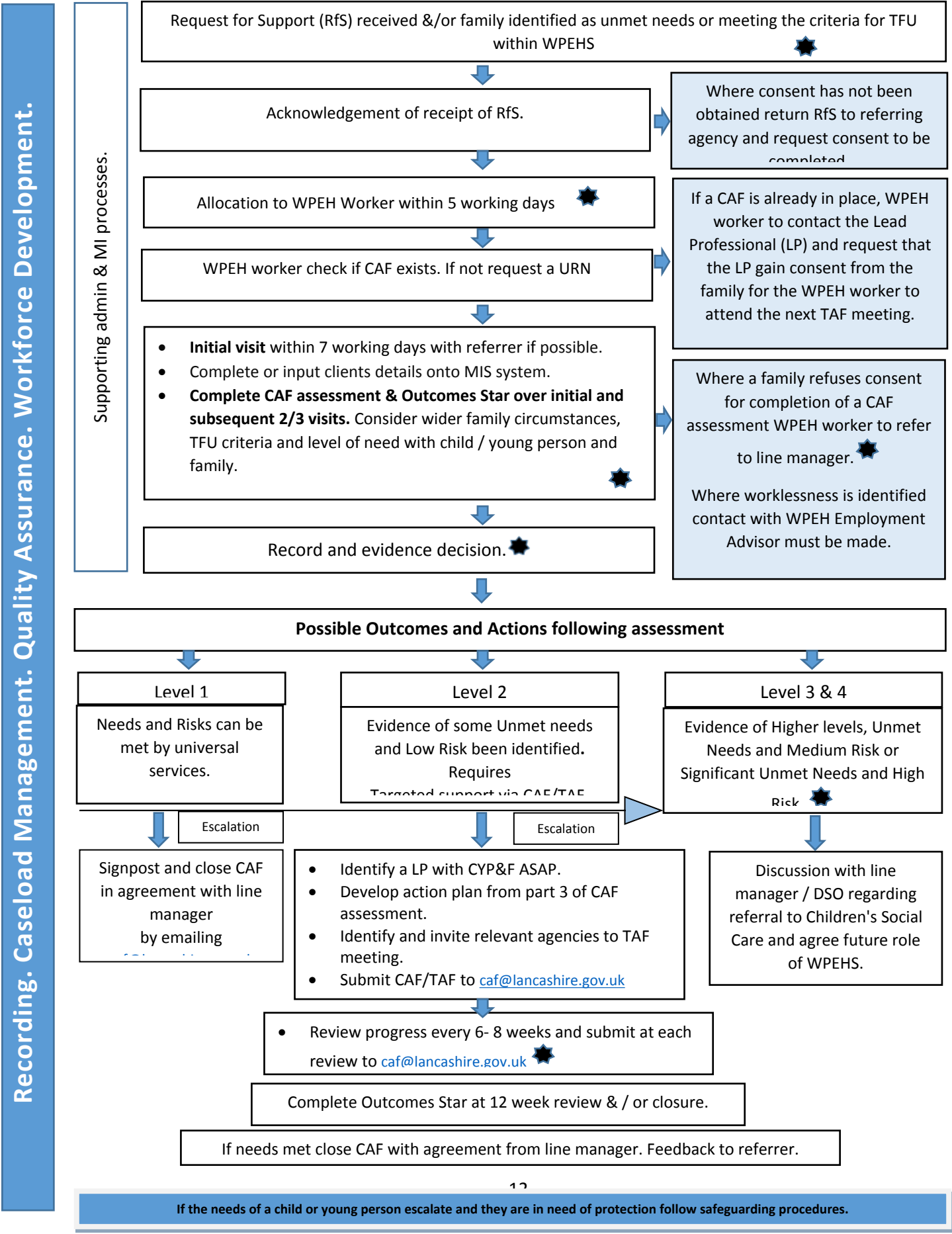
WPEHS focusses on achieving positive impact for children, young people and their families in five key areas. These 'outcomes' are strategically aligned with Lancashire's expectations in the Children and Young People's Plan and to the Marmot principles (Fair Society, Healthy Lives, and Marmot 2010) and incorporate our responsibilities in responding to the requirement of the national Troubled Families Programme.

| Outcome 1  | Outcome 2   | Outcome 3  | Outcome 4  | Outcome 5   |
|--|---|--|--|---|
| Children and young people are safe and protected from harm.<br><i>(Children and Young People's Plan Objective 1)</i>   | Children, young people and families are resilient, aspirational and have the knowledge, capability and capacity to deal with wider factors which affect their health and wellbeing, life chances and economic wellbeing<br><i>(Children &amp; Young People's Plan Objective 2, 3)</i> | Children, young people and their families are helped to live healthy lifestyles, engage in positive social activities and make healthy choices<br><i>(Children &amp; Young People's Plan Objectives 2, 4, 5)</i> | Children, young people and families health is protected from major incidents and other threats whilst reducing health inequalities<br><i>(Children &amp; Young People's Plan Objective 1, 4)</i> | Targeting those in more disadvantaged communities, the number of children, young people and families living with preventable ill health and dying prematurely is reduced<br><i>(Children &amp; Young People's Plan Objective 1, 3, 4)</i> |
| Marmot Objective<br><b>A, B, C, D, E, F</b>  | Marmot Objective<br><b>B, C, D</b>  | Marmot Objective<br><b>A, B, C</b>   | Marmot Objective<br><b>D, F</b>  | Marmot Objective<br><b>A, C, D, E</b>   |
| TFU Criteria<br>1, 3, 5  | TFU Criteria<br><b>1, 2, 3, 4, 5, 6</b>   | TFU Criteria<br><b>1, 2, 4, 5, 6</b>   | TFU Criteria<br><b>1, 3, 5, 6</b>  | TFU Criteria<br><b>4, 5, 6</b>  |
| <b>Marmot Objectives</b>   |   |  |  |   |
| <b>A. Best start in life for children. B. Maximise your capabilities and have control over your life. C. Fair employment and good work for all. D. Healthy standard of living. E. Healthy and sustainable places and communities. F. Ill health prevention</b>   |   |  |  |   |
| <b>Troubled Families Unit Criteria</b>   |   |  |  |   |
| <ol style="list-style-type: none"> <li>1. Parents or children involved in crime or anti-social behaviour</li> <li>2. Children who have not been attending school regularly</li> <li>3. Children who need help: children of all ages, who need help, are identified as in need or are subject to a child protection plan</li> <li>4. Adults out of work or at risk of financial exclusion or young people at risk of worklessness</li> <li>5. Families affected by domestic violence and abuse</li> <li>6. Parents or children with a range of health problems</li> </ol> |   |  |  |   |

# Appendix C Lancashire Wellbeing, Prevention and Early Help Service

## Flowchart for delivery of targeted Wellbeing, Prevention and Early Help Services with Children / Young People and Families.

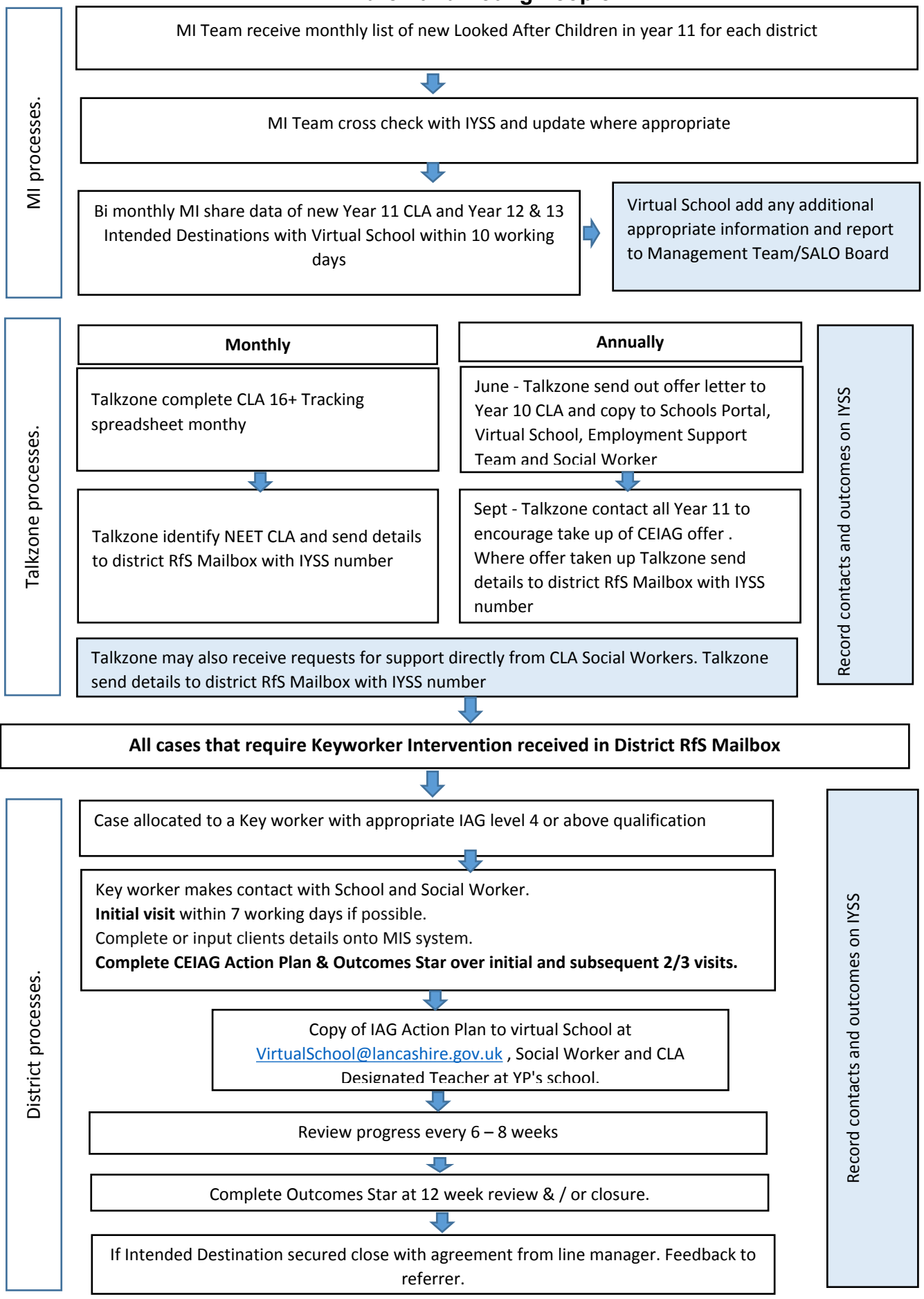
★ = Management Checkpoint.



# Appendix D Lancashire Wellbeing, Prevention and Early Help Service

## Flowchart for delivery of targeted Careers Education, Advice and Guidance to Looked After Children and Young People.

Recording. Quality Assurance. Workforce Development.



MI processes.

Talkzone processes.

District processes.

Record contacts and outcomes on IYSS

Record contacts and outcomes on IYSS

