

Early Support

Helping every child succeed

DERBY

Friday 11 March 2005

**Early Support- improving services
for disabled children and their
families**

John Ford

Early Support Programme

department for
education and skills

Supported by



Outline for this session

- *National context of Early Support Programme*
- *Ways and means to improve services:*
 - *Better information for families*
 - *Joint assessment and planning*
 - *Key workers*
 - *Planning and implementing service change*
 - *Using the programme materials*
- *Summary of key points*



The big picture



Public sector
National report

Health Commission

Services for disabled children

A review of services for disabled children and their families

Removing Barriers to Achievement

The Government's Strategy for SEN

Every child matters

Early Support

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Department of Education and Skills

DH Department of Health

National Service Framework for Children, Young People and Maternity Services

Core Standards

Change for Children - Every Child Matters



Consistent themes

- *Integrate services for children to improve the co-ordination with which agencies are able to work together*
- *Joint fund multi-agency processes wherever possible*
- *Address issues associated with sharing information across agencies*
- *Consult and include a family perspective in planning and implementing service change*



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- *The implementation of Together from the Start through Early Support is the identified central government mechanism to achieve better co-ordinated, multi-agency assessment and service provision for disabled children under three and their families*
- *It facilitates the achievement of objectives identified by all current policy initiatives for this population and suggests ways of working which may have wider application.*



Government guidance

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Together from the Start- Practical guidance for professionals working with disabled children (birth to third birthday) and their families

*Department for Education and Skills & Department of Health
May 2003*

The thumbnail shows the cover of the guidance document. It features a white background with a purple sidebar on the right. The title 'Together From The Start' is prominently displayed. The sidebar contains navigation tabs for 'Guidance', 'Pupil Support', and 'Equal Opportunities'. Below the title, there is an 'Executive summary' section with bullet points. At the bottom, there are logos for 'Department for Education and Skills' and 'Department of Health'.

Guidance →

Pupil Support

Equal Opportunities

Together From The Start – Practical guidance for professionals working with disabled children (birth to third birthday) and their families

Executive summary

This is guidance issued jointly by the Department for Education and Skills and the Department of Health. It is concerned with the delivery of services to disabled children in the age range birth to third birthday and their families.

Central themes within the guidance are:

- Initial assessment of need
- Co-ordination of multi-agency support for families
- Better information and access for families
- Improved professional knowledge and skills
- Service review and development
- Partnership across agencies and geographical boundaries

This guidance has been produced by a multi-agency working party chaired by Paul Eynon, CBE and is being issued in tandem with a separate but related piece of guidance, *Developing Early Intervention/Support Services for Deaf Children and their Families*.

The guidance also informs the Early Support Pilot Programme (ESPP) funded by the DfES.

Further information can be obtained from John Hall, Special Educational Needs Division, Area 2E, Department for Education and Skills, Sanctuary Buildings, Great Smith Street, London, SW1P 3BT or by e-mail to John.Hall@des.gov.uk

Department for **education and skills**
improving opportunities, increasing productivity, achieving excellence

Department of Health



Key themes: *Together from the Start*

- *Better initial assessment of need*
- *Better co-ordination of multi-agency support*
- *Better information and access for families*
- *Improved professional knowledge and skill*
- *Service review and development*
- *Partnership across agencies and geographical boundaries*

Family Service Plans Family Held Records
Key worker services/care co-ordination



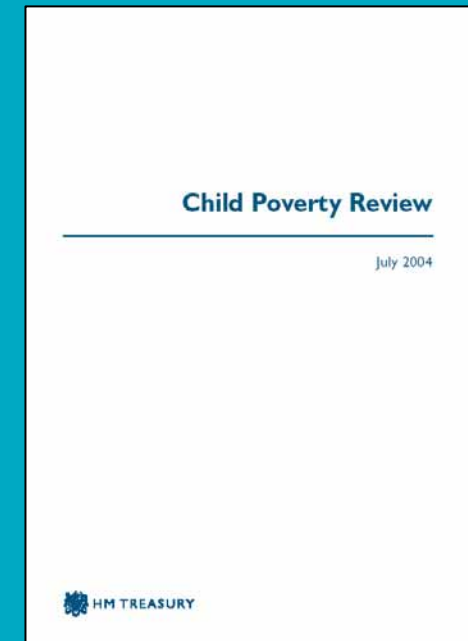
Government Signposts



Child Poverty Review

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*'The Government's **Early Support Pilot Programme** was introduced in 2002 to take practical action to improve service outcomes for very young disabled children and their families, focused on better integration of services, improved information and support for parents and modelling effective multi-agency working, including simple co-ordinated assessment and support from key workers...*

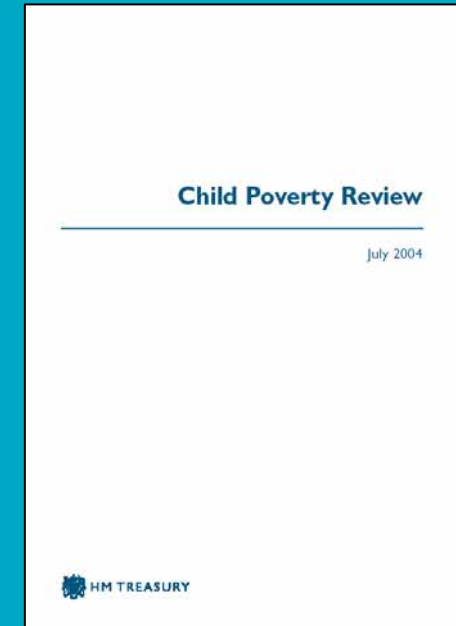


Child Poverty Review

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*'... over the long term, the Government will extend **early support** for disabled children and their families through building on the experiences of the pilot programme and spreading these tools and effective strategies to all Local Authorities and Children's Trusts.'*

*Chancellor of the Exchequer
July 2004*



Removing Barriers to Achievement

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*Through the forthcoming National Service Framework for Children and the implementation of Every Child Matters, we will ensure that the principles established by the **Early Support Pilot Programme** become integral to practice nationally.*



National Service Framework

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The Early Support programme has developed materials for professionals and families to improve services and the Government has committed to spreading these tools and best practice to all local authorities and Children's Trusts.

Standard 8

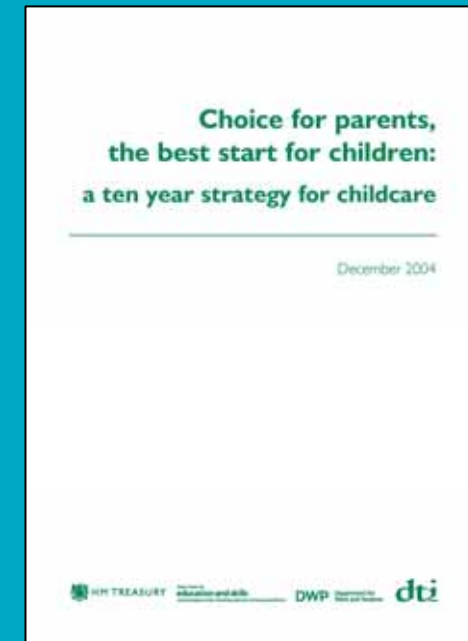


10 Year Strategy for Childcare

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We will build on the Early Support Programme which is aiming to achieve better services for disabled children under three. The introduction of key workers and Family Service Plans will help facilitate both earlier discussions with parents about their childcare needs and the provision of information, so they can access the childcare arrangements and early years support that meet their particular needs.

Section 5.28



Framework for Inspection of Children's Services

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Purpose of inspection

(1) Inspection aims to improve outcomes for children and young people.

It seeks to do this by:

- evaluating the contributions that services make to the well-being of children and young people, including those at risk of achieving poor outcomes because of special needs or disabilities, disruption of family life or other disadvantage.*



Joint area reviews

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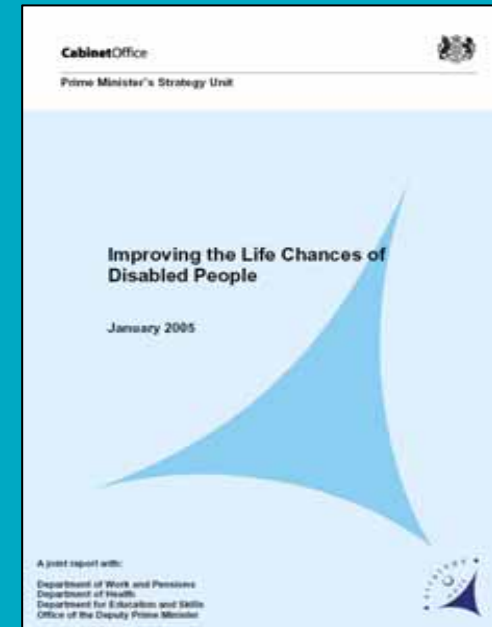
Joint area reviews will report on the well-being of all children and young people in a local area. They will cover universal, targeted and specialist services. Particular attention will be given to joint action by local services on behalf of those groups of children and young people who are vulnerable to poor outcomes. Two such groups will be covered in every review: children and young people who are looked after by the council; and children and young people with learning difficulties and/or disabilities.'



Prime Minister's Strategy Unit Report

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'The Strategy Unit supports the roll-out of the Early Support programme stated in the Child Poverty Review 2004, subject to evaluation. It will be important that workforce capacity is strengthened to support the dissemination of the programme materials.'



Need?



Need?

Research consistently reports families experience:

- *a 'constant battle' to find out what services are available*
- *lack of co-ordination between different agencies and individual professionals*
- *difficulty getting professionals to understand children's support needs holistically and in the context of the family*
- *difficulty negotiating delays and bureaucracy- particularly where agencies do not share information well.*



Need?

'I remember thinking if only you could get everybody together. I was constantly ... going off and having a conversation with one person and then going off and having a conversation with another person. If only I could have got them together, it would have been easier.'

*Services for Disabled Children
Audit Commission
2003*



Need?

'In the early days it was like living in a 'fish bowl', people looking in on our lives, appointments here and appointments there, knocks on the front door with another professional asking us the same questions about our son.'

'My son doesn't receive a co-ordinated package of therapies. Many 'experts' see him and deal with their part of him and send him back to me for re-assembly.'



A mainstream programme



A mainstream programme

- *Early Support principles apply to all children under three using health, social services, early years and childcare, sure start or children's centre facilities*
- *The materials help any professional who works with families to provide information about disability and services and to co-ordinate services for families better*
- *Key workers for families with children with disabilities already using health, Sure Start or Early Years services are likely to emerge from within these existing networks of support*



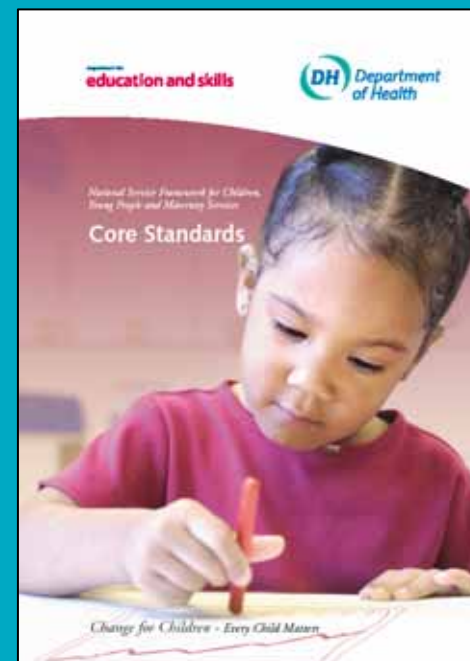
Aim?



Aim?

NSF for Children Core Standard 8

Children and young people who are disabled or have complex health needs receive co-ordinated, high quality child and family-centred services which are based on assessed needs, which promote social inclusion and, where possible, enable them and their families to live ordinary lives.



Ways and means: Better information for families



Information for Parents Booklets

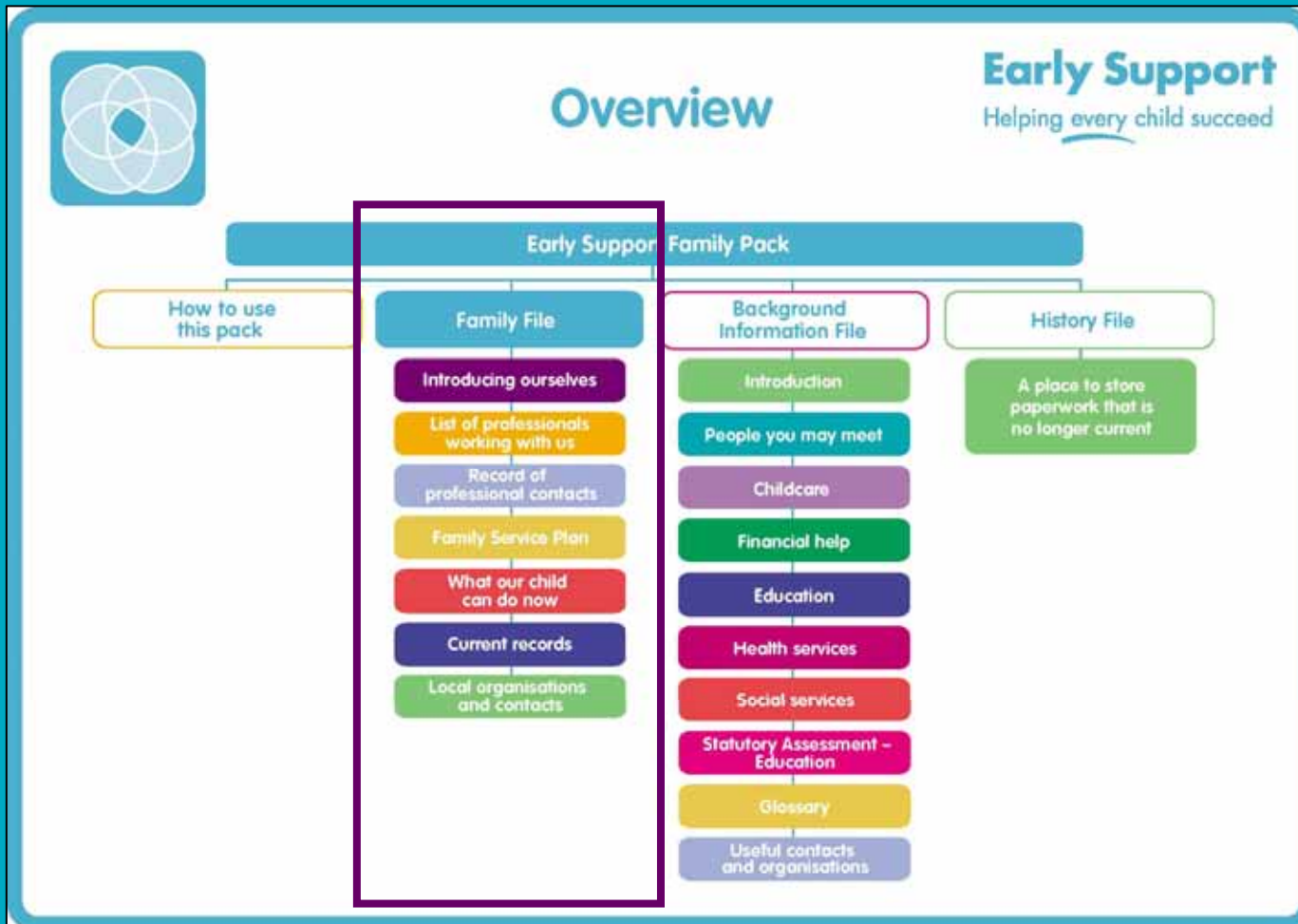
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- *Standard information about conditions or disabilities which may have been identified in a child*
- *Indicate characteristic impact and issues*
- *Pass on advice and tips from other parents*
- *Identify sources of information and support that may be particularly relevant*



Early Support Family Pack

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Introducing ourselves



These are some of the important people in Darren's life

Families - you can add as many names and photos as you like here - brothers and sisters sometimes like to help, too.

Mummy and Daddy
Auntie Tracy and Uncle Mike
Auntie Sue
Our neighbour Mandy
Nani and Grandad
Grandma Eileen and Grandad David
Auntie Kerry and Uncle Steven
Cousins- Nicole, Jessica, Michael and Conor

Everyone lives close by.



mum



dad



nani

Parent contact details:

Mum (Caitlin) Home: 01234 56789
Mobile: 07710 123456
Dad (Scott) Home: 01234 56789
Mobile: 07710 987654

How to use this pack



Family Service Plan



Family Service Plans

- *A paper device to facilitate periodic discussion between a family and the range of services supporting them*
- *Encourages discussion and agreement of priorities for the child and for service provision*
- *Records joint decisions about what will happen in the next few months including details of who will do what*
- *Family-led wherever possible, but developed in discussion with professionals, agencies and organisations*



Early Support Family Service Plan

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- *This is the help we think we need to support our child*
- *These next steps are priorities for us at the moment*
- *The following help and services will be provided*
- *Continuing issues or questions*



Ways and means: Key workers



Green paper Key workers

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As a basic minimum, we would like to ensure that where a child is known to more than one specialist service, there is a designated lead professional who would co-ordinate service provision... and provide the basis for the development of much more effective information sharing to support service delivery.



National Service Framework Key workers

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Families caring for a child with high levels of need should have a key worker to co-ordinate services from all the agencies involved in caring for and supporting their child. This is to help them find their way round the system and to make sure families don't have to repeat their child's history to several different professionals.



Need?

- *Parents' experience supports the belief that key workers are effective in improving parent/professional relationships*
- *Research indicates that families who have a key worker have fewer unmet needs*

Parents say that what makes a difference is:

'... having a key worker or someone who understands the issues and can say you need to get this together and this is how it works.'



A 'good' key worker service involves...

- Pro-active contact
- A supportive, open relationship
- A holistic family-centred approach
- Working across agencies
- Working with families' strengths and ways of coping
- Working for the family
- Sustained funding for stability
- Protected time to enable key workers to do their job
- Induction and supervision in a key worker role.



National Service Framework

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*Local Authorities, Primary Care Trusts,
NHS Trusts, early years and day care
providers:*

*Use the service audit resource
developed as part of the **Early
Support programme** to review jointly
and to evaluate the standard of
service they provide for disabled
children under three and their
families.*



Early Support Service Audit Tool

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- *Drives review of multi-agency service provision for very young disabled children and their families*
- *Supports joint planning for service improvement and agreement of priorities*
- *Tracks implementation of service development plans over time*
- *Improves accountability by providing evidence to inform new integrated inspection processes.*

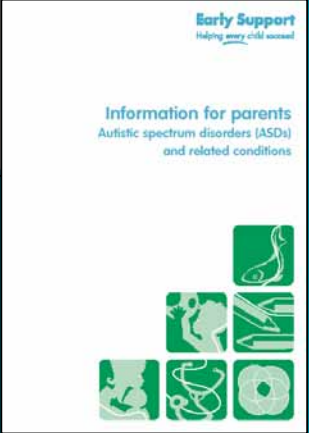
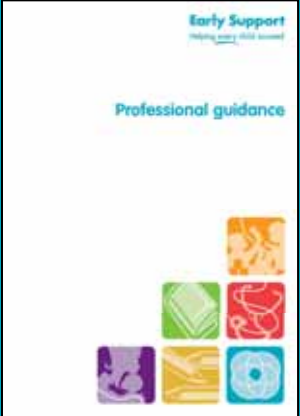


Ways and means: Using the Early Support materials

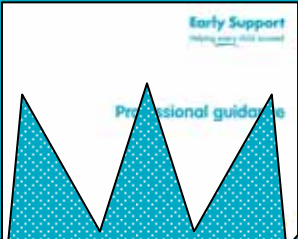


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The materials are not the intervention



Key messages

- *The **Early Support materials** are most powerful and add most value when introduced and used within a developing relationship between families and the agencies supporting them*
- *They support anyone working with families, but where a key worker or Team around the Child (TAC) service is in place or developing, they help key workers do their job better*
- *Standard materials help with continuity of care for families who move from one place to another when professionals move on.*



Summary: Programme materials



How do the materials help?

- *Better information for families and practical help for professionals providing information*
- *Joint discussion and planning of multi-agency support packages using a Family Service Plan*
- *Better co-ordination and management of multiple contacts using the Family File*
- *Better multi-agency strategic review of services and planning for improvement*
- *Better continuity for families who relocate from one area to another.*



Summary: Key points



Key points to remember

- *Early Support provides a means to achieve objectives set by the Green Paper and the National Service Framework for young disabled children*
- *Early Support provides practical tools to support multi-agency service development at local level*
- *Early Support is raising expectation and is exerting pressure on the system*
- *Early Support is no longer a pilot programme.*



Want to know more?

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www.earlysupport.org.uk



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