

Workstream 4 Improving Early Help and the Front Door Status Report										
Reporting Period		January - February			Lead		Amanda O'Borne, Joy Shakespeare & Ben Thomas			
		Key milestones are progressing and on target, but we are yet to see significant improvement on the key outcomes. It is predicted that the actions undertaken and being progressed will start to affect key outcomes and deliverables over the coming months as improved practice and approaches are embedded. Increases in staffing levels and a move towards a more stable workforce in First Response will lay the foundations to support improvements moving forward.					Overall RAG Status	Progress Against Success Measures / Impact	Progress Against Milestones	Risks/ Issues
							R	G	A	A
Progress Against Objectives: Success Measures / Impact / Evidence / Deliverables										
Objective	Success Measure	Target	Current	RAG	Owner	Further Actions to be Taken				
1	% of referrals where a decision in made in 24 hours	100%	39% (Jan)	R	AOB	Root cause analysis being undertaken and following the end-to-end process in real time to identify issues/time lags				
2	% contacts with NFA as the outcome	20%	33% (Jan)	R	AOB	Introduction of the Contact and Referral Officers will support the decrease in the number of contacts NFA, impact expected in the following months				
3	% repeat referrals to social care	25%	31% (Jan)	R	AOB	Audits will focus on repeat referrals this month to understand why they are increasing and actions to be agreed to resolve. New Early Help process being introduced aims to reduce the number of repeat referrals				
4	% assessments completed in 45 working days	85%	76% (Jan)	R	AOB	Assessment workshops completed (WS2) and standards and guidance on timeliness completed with expectation to review at 10 working days to keep assessments on track				
5	Number audits completed (assessment)		14	G	AOB	The audits will be used to inform practice moving forward and identify areas for improvement				
Developments/ Achievements / Key Milestones reached this period:					Targets for next period:					
<ul style="list-style-type: none"> Launched First Response Audit Tool Early Help workshops to co-design Early Help panels arranged and invitations send out to partners Prototyping an Early Help panel in Chesham Formal review of MASH Introduction of telephony to First Response with daily information on calls coming in Training of new Contact and Referral Coordinators Recruited further social work staff to address the increase in demand 					<ul style="list-style-type: none"> Running the Early Help workshops to co -design Early Help panels with partners Agreement of the single Assessment with partners at the Early Help BSCB sub committee Recruitment of Families First coordinators to support new Early Help panel process Speed dating for First Response, CIN and partners on Early Help services and providers Reviewing the 3 month pilot with CAMHS Finalising joint training plan on Early Help for 2015 - 16 Finalising and signing off the Outcomes framework for Families First 					
Key Risks and Issues										
Ref	Risk / Issue	Mitigating Action				Owner	RAG			
388	Lack of Capacity	Dedicated Contact and Referral Coordinator post has been appointed to and training is underway - will be monitored to ensure we have the right capacity to manage the workload				AOB	G			
391	Partnership Commitment to Early Help	"1. BSCB signed off Early Help Strategy and joint training - 01/06/2015 - In Progress 2. Document developed setting out role of partners and BCC in co-ordination of Early Years Help - 01/06/2015 - In Progress 3. Workshops to be put on with partners - 01/06/2015 - In Progress 4. Involving partners in the co-design of Early Help panels - 31/03/2015 - In Progress"					A			
390	Clear Process	"1. Decision making process map for front door developed to include Early Help - 01/06/2015 - In Progress 2. Thresholds document being embedded - 01/06/2015 - In Progress 3. Clear communications plan to ensure process is clearly understood by partners - 01/04/2015 - Not Started"					G			
389	Integrated Approach	1. Head of Service FRT and Service Director involved in MASH Board and Development Improvement Programme Manager to ensure all inter-related projects are coordinated - 01/06/2015 - In Progress					G			

