

Enabling our children and families to lead happy, healthy lives.

Supporting Families

Families are able to access the right services at the right time, supporting the best possible outcomes at the earliest opportunity

Universal services are well publicised and accessible at a variety of venues across the borough

Parenting offer is consistent and available from pregnancy through to adolescence.

Our cohort of volunteers is diverse and flexible to respond to changing demand

Parent volunteers are supported and trained to share knowledge and build community resilience

Universal Plus Service continues to offer a multi-disciplinary response to low level need

Universal services are designed to help every child to reach their potential, and be ready for school.

Universal services will promote a healthy lifestyle

Partner agencies are kept up to date so they are able to effectively signpost families

Support for emotional wellbeing is offered in informal, non-judgemental, environment



Early Help Services Vision 2020-2022

Learning and Improvement

Early Help Service offer is created and reviewed based on evidence of what works, demand and family's needs

Troubled Families framework is used to evidence sustained progress

Holistic family assessment is utilised to enable families to track their own journey.

Performance data is collated effectively to enable understanding of how, where and what services are used and by whom.



Focus on distance travelled and progress made rather than target driven indicators.

Mechanisms to track outcomes and impact of individual services are designed and implemented

Feedback from children and families is effectively collated and used to inform service delivery

Explore opportunities to learn from other organisations and share good practice

Partnerships and Collaboration

Services are delivered in a joined up way to provide the most efficient service for families; information is shared effectively to ensure families only have to tell their story once

Early Help and Universal services are delivered in collaboration with health and education partners

Link with community and corporate programmes to ensure joined up approaches and shared learning

Families and children with disabilities or learning needs have access to appropriate services and support

Services are delivered at community venues and supported by parent volunteers

Services for care leavers with children are co-designed and support education and employment opportunities

When concerns are identified that could lead to exclusion, children are supported to stay in school via a multi-agency approach

Effective information sharing ensures that 'hidden families' are supported to access services

Partnership approach to school readiness is agreed, with parents provided with information and tools to track their child's development



Our Way of Working

Face to Face systemic working is supported by planned, purposeful and focussed interventions

Interventions are co-designed with families

Vulnerable families are encouraged to access services to respond to their needs

Always another chance – no limit on access to services

Staff are supported to manage risk with confidence and identify positive differences



Family Group Conferences and Team around the Family Meetings are family led and child focussed

Families are supported to build and repair relationships one conversation at a time.

Parents are empowered to develop their skills, create support networks and build their confidence

Written assessments and plans are recognised by the family as responding to their needs and identifying their strengths