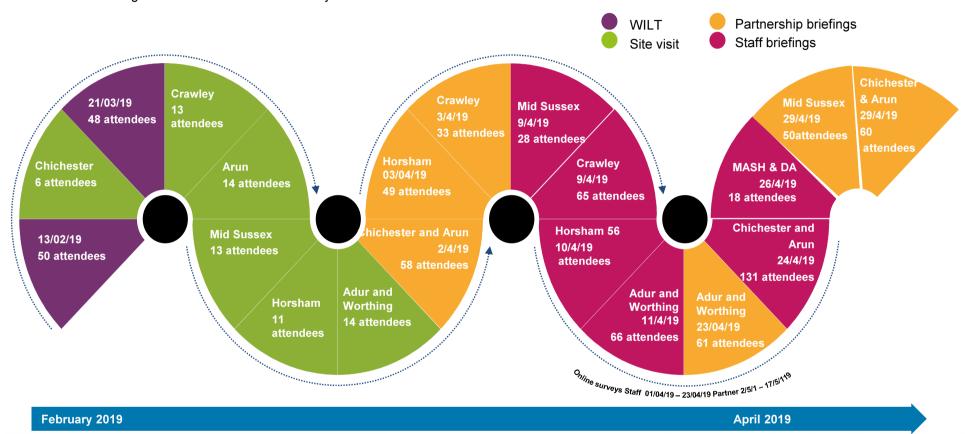
Summary of IPEH engagement Select Committee 15th May



Engagement timeline

Below is the timeline of engagement which has been ongoing throughout the IPEH review from February to April 2019. Engagement has been conducted through a number of events and surveys across all six hubs.

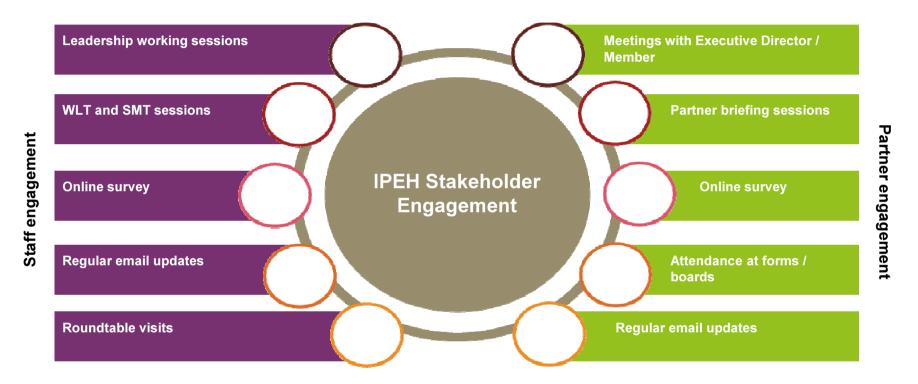




THE WEST SUSSEX WAY

Engagement activities

- As part of our review, we took a holistic view of the IPEH service and engaged with stakeholders from a range of levels throughout of the service on an on-going basis, through site visits and staff briefings. This was supplemented by an online survey for staff who were unable to attend these events.
- We have also engaged with service delivery partners such as HCP, Health, schools and Police through Partnership sessions.
- Below is an overview of the different types of engagement activities that were conducted for staff and partners.





THE WEST SUSSEX WAY

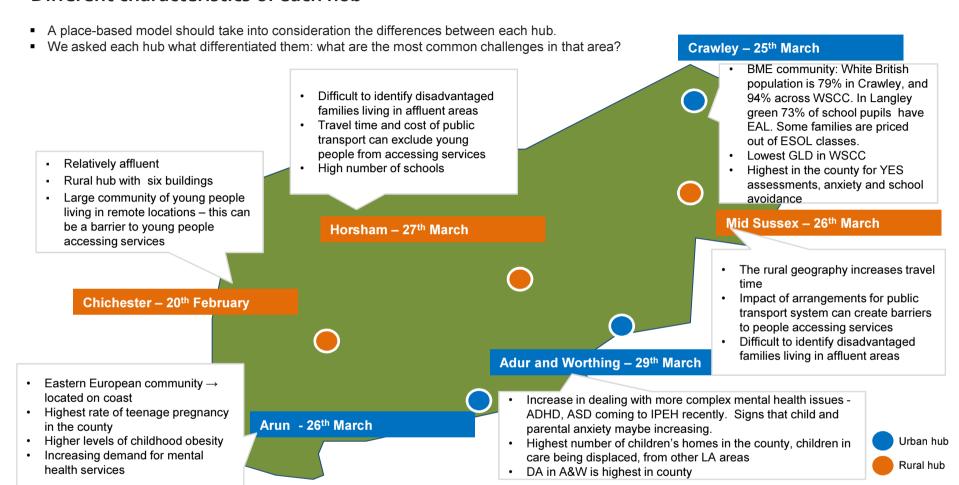
Engagement themes

To supplement our findings and direct the future state of the IPEH operating model we held conversations around the following areas at various events and through the staff engagement survey:





Different characteristics of each hub

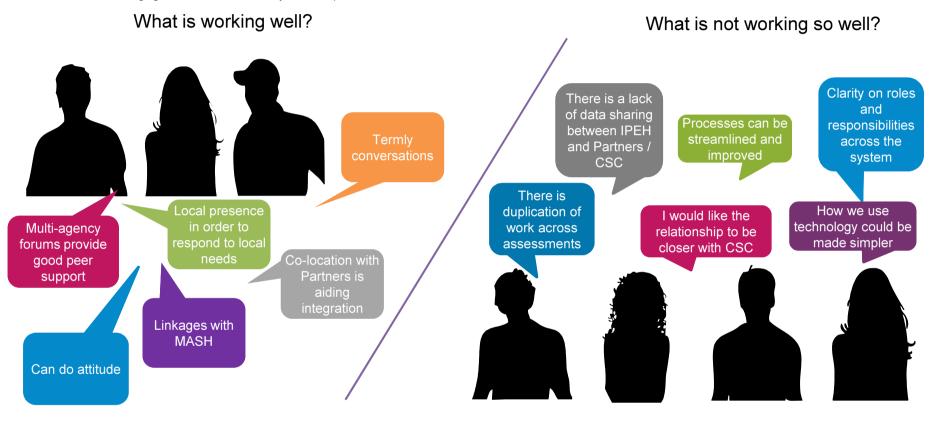




THE WEST SUSSEX WAY

Key themes to emerge from engagement

- Below is a high level overview of some of the comments that emerged throughout our engagement with staff and partners.
- Comments were organised into four themes: end-to-end processes; relationships with partners; relationships with CSC; and technology.
- A detailed engagement thematic analysis is in production.





1. Engagement themes: End-to-end processes – You told us....

- There can be delay in families moving through the system, with multiple front doors
- Pathways between specialist services are not always clear or easy to navigate
- The current process for a child in our system contains multiple cito visits assessments and hand-offs
- There is duplication of work across the service offer with partners
- There needs to be clearer guidance on when to open and close an EHP
- There is misalignment between the 'Team
- There is misalignment between the 'Team around Family' approach, paperwork and process

 The process for intake can vary depending on which hub will be involved, which can be confusing for partners who do not operate on the same footprint as hubs. briefings The process for intake can vary depending on which
- When a family is involved with a number of agencies, there is duplication in the assessments / processes which leads to duplication of effort across the system.

- Depending on how you are entering the system, there are a number of different entry points and processes which differ by area/service. This can cause duplication across the system.
 - · Assessment process is currently too long (it can take up to 3 months) and that there should only be one assessment across teams.
 - We need to look at how we could use digital forms as an entry point
 - · Less time spent on administration of the process
 - · Consistency across the service, processes the same independent of location
 - Increase the use of technology when undertaking a process
 - · Having clear guide lines and procedures of what the job involves.



THE WEST SUSSEX WAY

1. Engagement themes: Relationship with CSC - You told us....

- Sense that CSC 're-do' assessments rather than use existing information in the system.
- Relationships rely individuals
- There could be process improvements around final CIN review and step down to ensure continuity
- There are limited opportunities to interact with CSC and is the build relationships on an arms. build relationships on an operational level
- There are potential risks arising from the
- application of CSC thresholds which means
- otentially families counce.

 There is a misalignment across Education and CSC this leads to acknowledged tensions within the wider system to navigate for partners.

 There is a misalignment across Education and CSC this leads to acknowledged tensions within the wider system.

 There is a misalignment across Education and CSC this leads to acknowledged tensions within the wider system. There is a misalignment across Education and CSC
- · The interface between IPEH and CSC (including
- Partners welcome closer working relationships with CSC.

- There is currently inconsistency in the referral and transition process across hubs
- Duplication between the different tools/processes which can be used can be a barrier to services in CYP & families
 - Colocation and increasing knowledge sharing across the services would improve collaboration and services to **C&YP** and families
 - Having a shared vision/outcomes could improve collaboration and help services to work towards one goal for families
 - · Co- location promotes greater sharing of information and problem solving around a family
 - · Desire to ensure consistency of offer
 - · Prevention does make a real difference
 - Local relationships are critical to early help services



1. Engagement themes: Relationship with partners - You told us....

Schools - majority of hubs have strong partnerships with schools (consensus this has improved through termly conversations). Preschool relationships strong, planned setting visits.

Health – Some HCP staff are co-located. Relationships are developing but not always integrated and this varies across. ox visits hubs. Currently challenges around information sharing.

Police - have buy in at strategic, operationally the level of partnership working varies across the hubs.

There needs to be more consistent work e.g. Termly conversations across all schools to include special schools

Partnetship briefings Differences in geographical footprints of partners and IPEH means that some partners have acknowledged they have received different support across the IPEH

Barriers to data sharing across partner agencies and IPEH means that there is not always a holistic representation of a family

sharing between IPEH and Partners

• Partner's do not consistently understand their role as part of the county early help offer.

 Strong partnership working is currently demonstrated through individual relationships but is not seen system wide

> · Need to recognise joint KPIs and targets so they can be achieved together

> > · Is there more scope for joint budgets and joint programmes?

· Partners speak about data sharing and barriers

· Greater clarity for Partners on the role and responsibilities of the service and their own role

· An up to date Directory of contacts across our Partners would be helpful

· Further understanding of all roles and how we can work alongside each other to further improve services for families.

· We could look to develop Joint goals

Improve data sharing





1. Engagement themes: Technology - You told us....

There was anecdotal evidence suggesting that we use outdated technology

· Mobile technology is sometimes successfully used during home visits, phones for hotspots, apps for doing benefits applications

Staff currently writing notes on paper then typing up creating duplication of work

There has been mixed commentary around the digital culture with staff

 There are a number of systems which staff have to record information on which causes confusion and is not timely

Partner acknowledgement that IPEH work across multiple IT systems which can be confusing
While partners do have access to Holistix they are not always confident to do so and it can feel disproportionate in terms of time for training, some partners lack confidence where the prings

using Holistix

• Mobile technology could reduce duplication, aid time management and increase capacity

> · There currently is low uptake of video conferencing and online meetings and a focus on F2F meetings which means more travel expenses

· There is significant need to streamline the number of systems currently being used e.g. Holistix, MIS, Mosaic, CCM etc.

Integrated data bases.

 More interactive tools to use and engage with families

· Training to be able take advantage of technology and have more confidence

Up to date equipment

· Technology to support mobile working i.e access whilst out and then good access when at home

