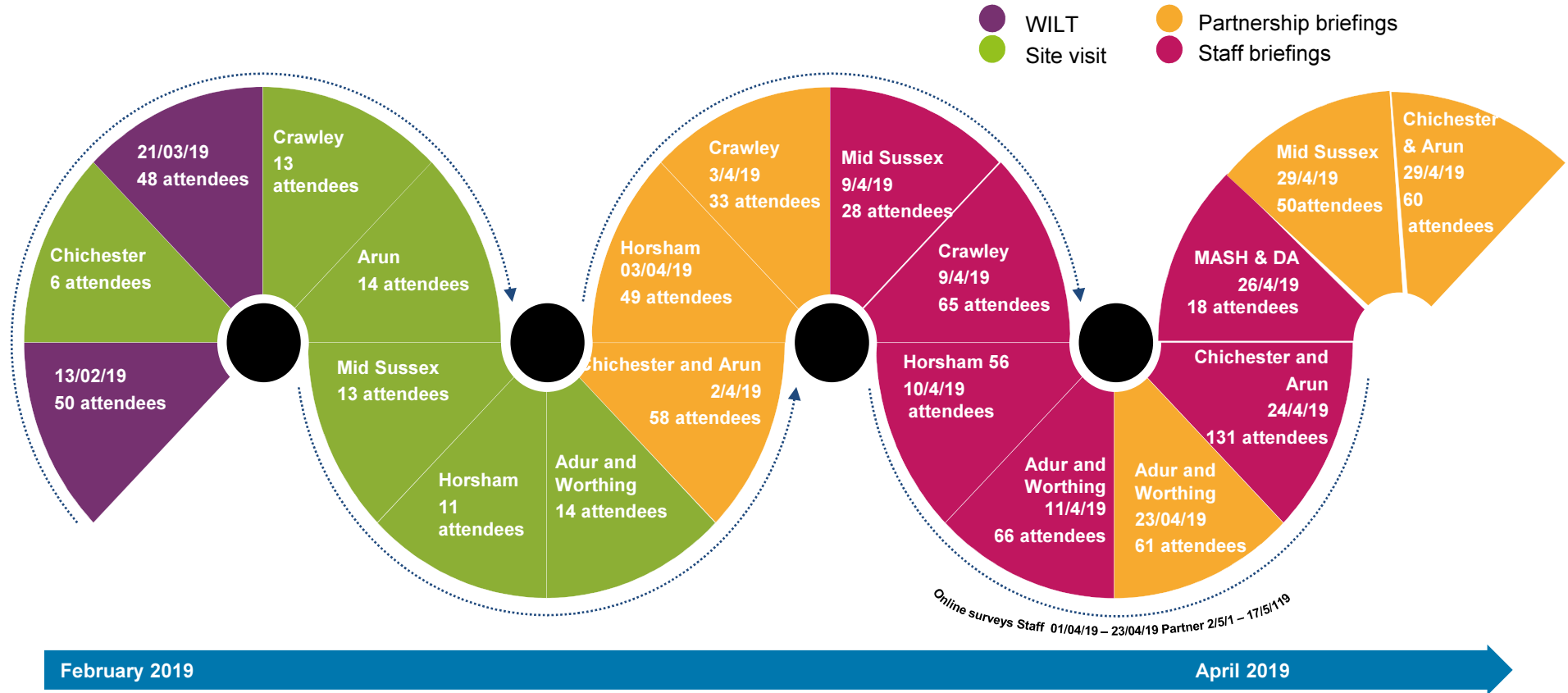


Summary of IPEH engagement Select Committee 15th May

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.

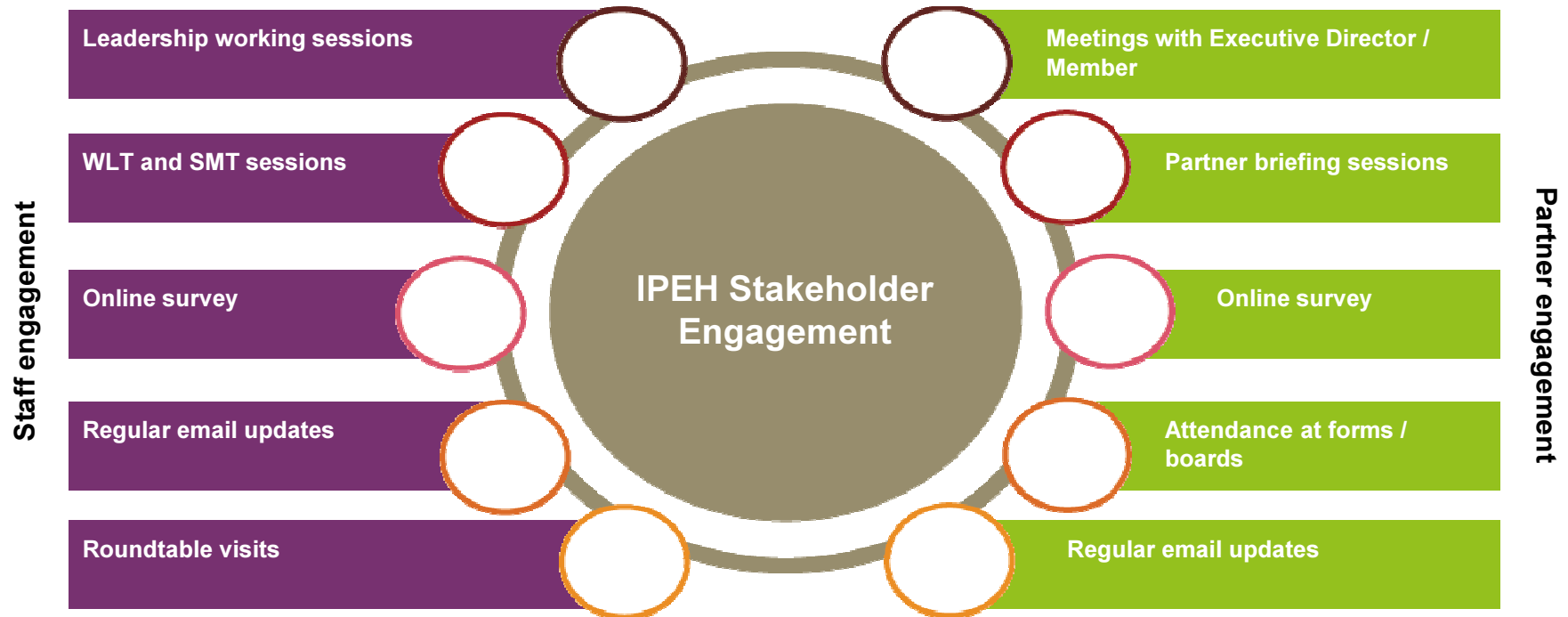


February 2019

April 2019

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.



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:



1. What differentiates each hub?



2. The role of specialist services



3. The current relationships with Partners



4. The current relationships with CSC



5. Upskilling IPEH workers



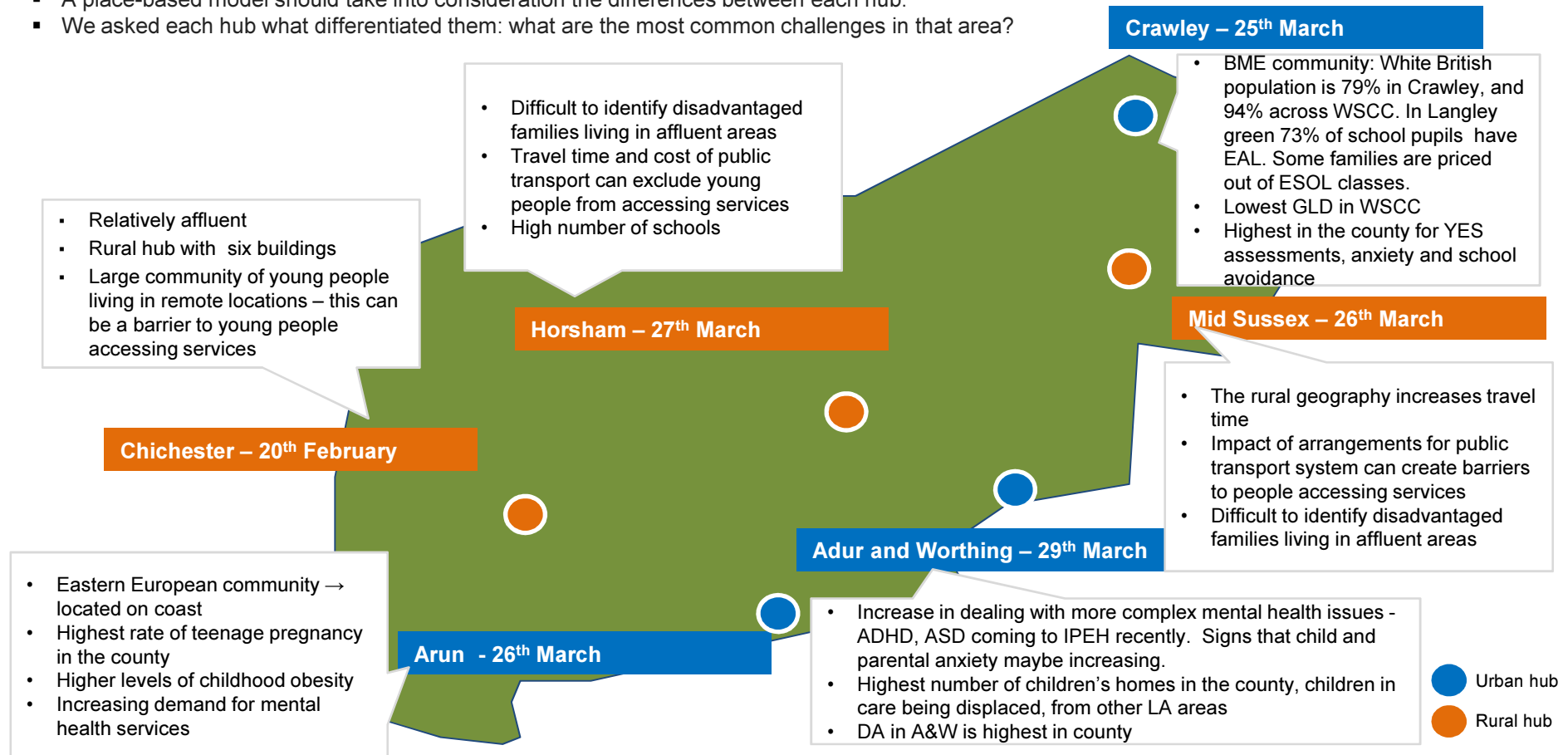
6. Technology



7. Successes and concerns of review

Different characteristics of each hub

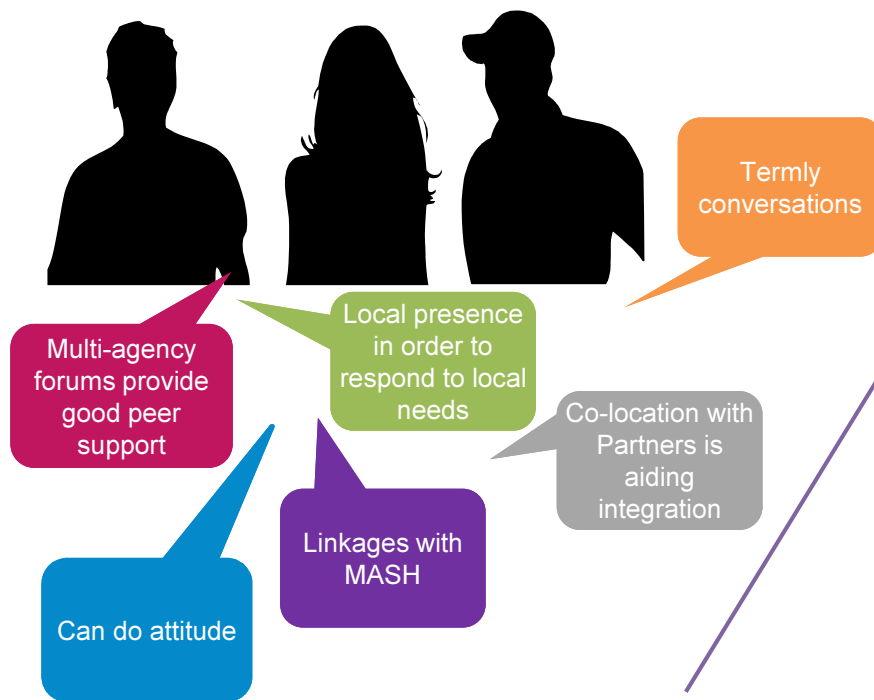
- A place-based model should take into consideration the differences between each hub.
- We asked each hub what differentiated them: what are the most common challenges in that area?



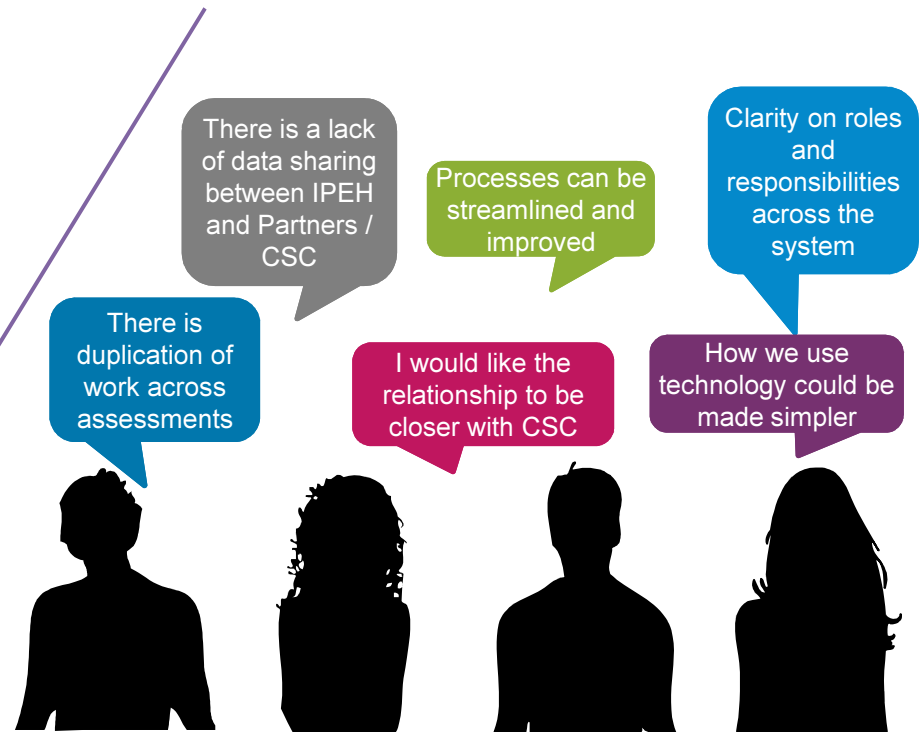
Key themes to emerge from engagement

- 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.

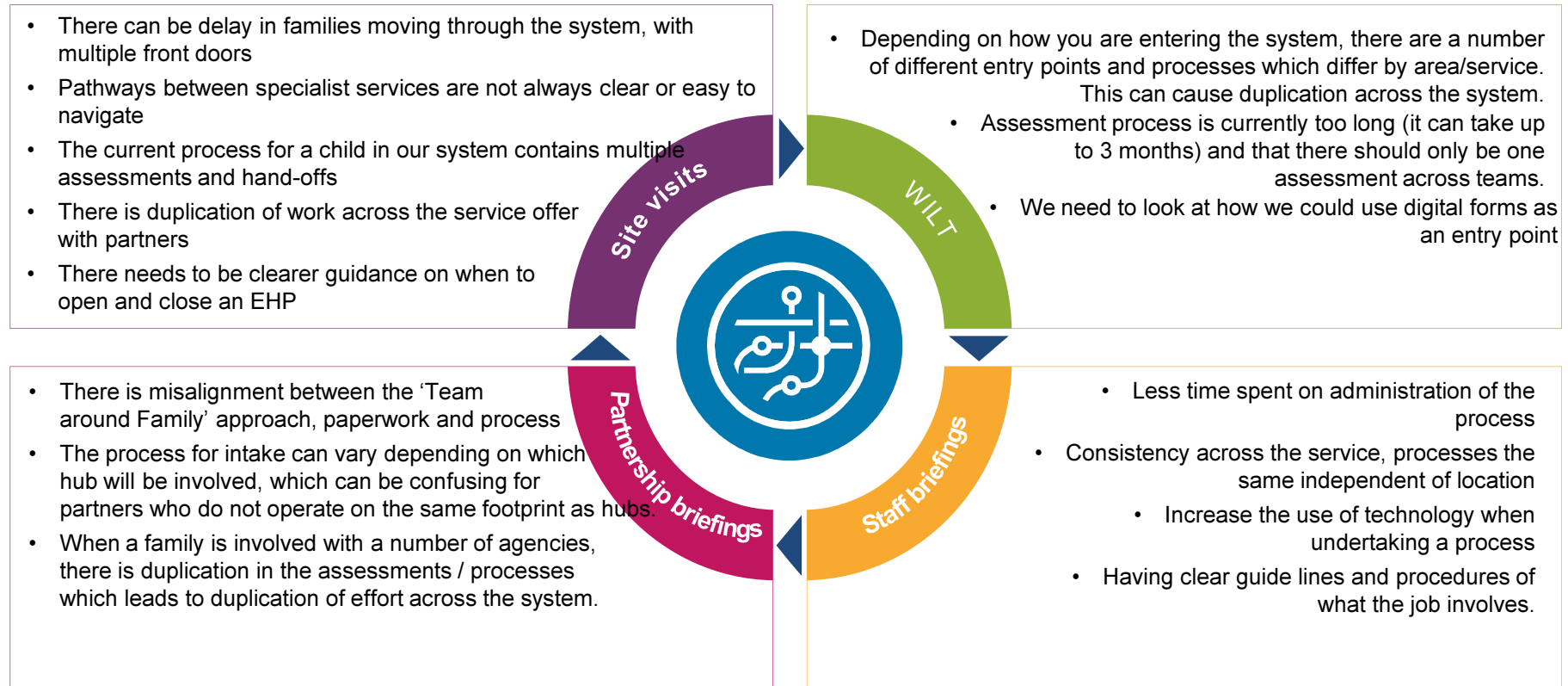
What is working well?



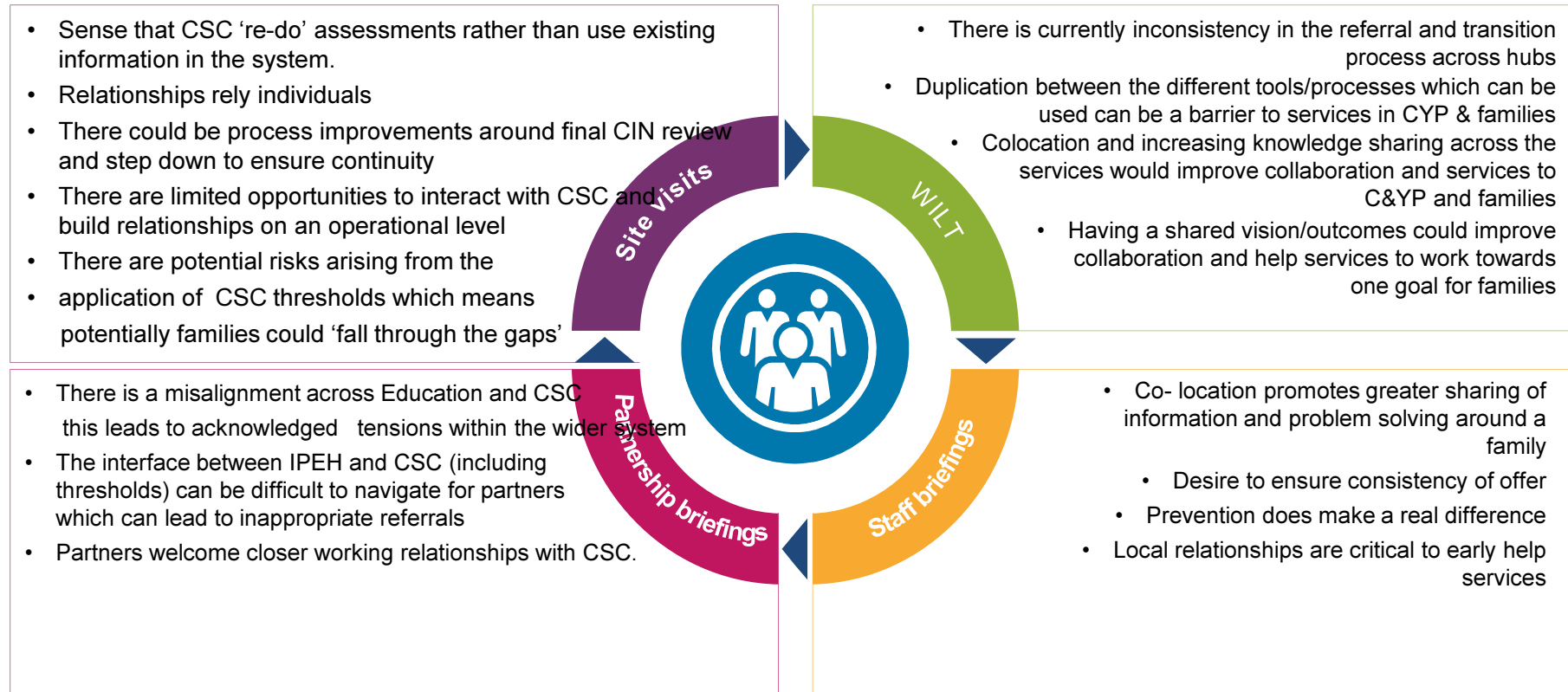
What is not working so well?



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



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



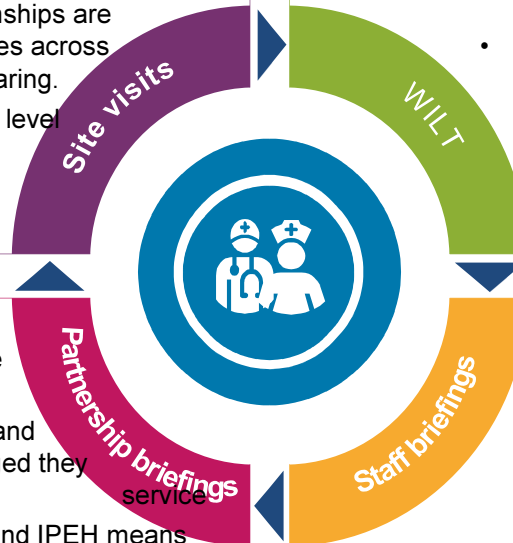
1. Engagement themes: Relationship with partners - You told us....

- **Schools** - majority of hubs have strong partnerships with schools (consensus this has improved through termly conversations). Pre-school relationships strong, planned setting visits.
- **Health** – Some HCP staff are co-located. Relationships are developing but not always integrated and this varies across hubs. Currently challenges around information sharing.
- **Police** - have buy in at strategic, operationally the level of partnership working varies across the hubs.

- 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

- There needs to be more consistent work e.g. Termly conversations across all schools to include special schools
- 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
- There has been a varied response on the amount of knowledge sharing between IPEH and Partners

- 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....

