

* Name of proposal/policy	First Point of Contact Improvements	* Budget number	16-002-03
* Service area responsible	Safeguarding Children Services-CFE	* Cabinet meeting date	14 th February 2017
* Name of completing officer	Oliver Makinson	* Approved by Director / Assistant Director	Lesley Hagger
* Version	1.0	* Date	6 th February 2017

PART A

* Section 1a: Description of proposal under consideration/development	* Section 1b: Is this new or existing? Does it link to current provision?
<p>This proposal is to redesign the system of contact, referral and assessment to ensure that there is a responsive service for referrers, children and families. The aims are to:</p> <ul style="list-style-type: none"> • Ensure that referrals are made at the right time and to the right place, maximising use of early help support before the need to escalate to costly assessment processes; • Re-design the Multi Agency Safeguarding Hub (MASH) to reduce the processes and time taken before families receive support ; and • Reduce the amount of handover points in the referral and assessment process in a child's journey. <p>These improvements will ensure that children and families receive the most appropriate support at the right time. Savings will be derived from</p>	<p>This is a new proposal. Currently, we have a relatively high number of referrals (34%) resulting in no further action, meaning that, in some cases families could be supported at an earlier stage without referral to the Safeguarding Centre. In other cases, we find that the threshold of partners referring families to the Safeguarding Centre is relatively low and some referrals are made when they are not necessary.</p>

efficiencies based on a reduction in the number of referrals and fewer handover points.	
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*** Section 2: How does this align with the Council Plan/ corporate priorities/ partnership strategies and plans/ Next Generation Council?**

Delivers increased wellbeing and/or safeguarding by ensuring that...	✓
People of all ages are safe, protected from harm and able to live happy, healthy and independent lives in our communities	✓
People have the information and support they need to make healthy choices and achieve wellbeing	✓
People achieve economic prosperity, in a healthy, low carbon economy which gives access to jobs, training and skills development	
Communities thrive in a pleasant and resilient environment, with robust transport and communications infrastructure	
Resources are utilised effectively and efficiently, in coordination with partners and providers	✓

Does it align with any NCC/ partnership strategies and plans? (if so, please list below)
The redesign of Northamptonshire County Council’s Children’s Services and the development of alternative delivery models.

Does it support the transformation into a Next Generation Council? (if so, please explain below)

*** Section 3: If this relates to a statutory duty, please give details of the relevant legislation below:**

The Children’s Families and Education Directorate within the Council provides The functions for which they are responsible as set out in section 18(2) of the Children Act 2004. This includes (but is not limited to) responsibility for children and young people receiving education or children’s social care services in their area and all children looked after by the local authority or in custody (regardless of where they are placed).

Section 4: Have other alternatives been considered?

The provision of authorities that have been rated 'outstanding' or 'good' by Ofsted have been considered. More work is continuing to learn from authorities that have successfully reduced the number of referral and assessments at the first point of contact and referral processes. Partners are also engaged with a review in looking at alternative models.

* Section 5: Financial / resource implications

a) Costs (e.g. invest to save)

There may be redundancy costs associated with this proposal.

b) Staffing implications

The implications for staffing are currently being scoped. This proposal will require changes in staffing in the Early Help and Prevention Service, MASH and Safeguarding Service. Some of the changes will be procedural, however it is expected that we will realise £1m reduction in the associated budgets for contact, referral and assessment.

c) Savings

An estimate of savings based on implementation in other authorities and including review of assessment processes is c£1m during the first financial year of implementation. In the longer term savings will be derived from improved Early Help and Support and impact on reducing future costs to the Children's Safeguarding Service

Section 6: Has a similar initiative/proposal been implemented elsewhere? What were the benefits or risks? Are there lessons that can be learned?

A number of local authorities have made changes that have resulted in fewer referrals over time. We are reviewing a number of models that have been highlight effective in reducing referrals where support is best provided outside of social care, including provision in Leeds and North Yorkshire.

THIS SECTION HAS REPLACED THE EQUALITY IMPACT ASSESSMENT FORM AND MUST BE COMPLETED TO DEMONSTRATE COMPLIANCE WITH THE EQUALITY DUTY

*** Section 7: Who will be affected by this proposal? (this may be service user data, or be based on a particular geographical area or more general population data depending on the proposal) Include demographic information where this is available e.g. breakdown by gender, age, ethnicity, disability etc. BIPI can support with the provision of data. You may include staff, partner organisations and any other stakeholders who might be affected by the proposal.**

Data Source (include link where published) and summary of what it tells us for example “X number of people use this service, X are male, Y are female etc”	Why is this relevant to the proposal?
Safeguarding data for Quarter 4 of 2015/16 (Source – BIPI)	34% of referrals in 15/16 resulted in no further action within social care. In addition, 41% of referrals that went on to assessment also resulted in no further action.
Children and families will receive more appropriate support at the right time	34% of referrals in 15/16 resulted in no further action within social care. In addition, 41% of referrals that went on to assessment also resulted in no further action.
Partners who provide early help and support and who refer cases for support. ESG data to show how numbers of referrals from partners that result in no further action to social care and early help.	34% of referrals in 15/16 resulted in no further action within social care. In addition, 41% of referrals that went on to assessment also resulted in no further action.

*** Section 8: Based on the above information, will this proposal have an impact on the following? ✓ the relevant box for each line and then expand on the reasons why in Section 9**

	Positive	Negative	Neutral	Unsure
Age			✓	
Disability			✓	
Gender reassignment			✓	
Marriage and civil partnership			✓	

Pregnancy and Maternity			✓	
Race			✓	
Religion or Belief (or No Belief)			✓	
Sex			✓	
Sexual orientation			✓	

* Section 9: Initial impact	
* Section 9a: From your analysis in section 8 above, please explain the positive implications	
N/A	
* Section 9b: From your analysis in section 8 above, please explain why you have categorised any of the implications as neutral	
<p>We believe the impact of making these improvements will be neutral, and will ensure that safeguarding resources are directed to those children and families that meet the threshold for support. We have identified a large number of initial contacts that result in no further action. Reducing this number will result in improved service efficiencies.</p> <p>These changes are designed to ensure that anyone contacting the Council with concerns about a child speak to the right person/team depending on their concerns.</p> <p>By ensuring that children and families get the right support at the right time, we can help to prevent situations escalating to the point where safeguarding intervention is required.</p> <p>We can also ensure that partner agencies are familiar about NCC's safeguarding thresholds so that they make the appropriate contact for support depending upon the circumstances.</p>	
* Section 9c: From your analysis above, please explain the negative implications	* Section 9d: What actions have you identified to mitigate any negative implications?
N/A	N/A
* Section 9e: From your analysis above, please explain the areas where you are unsure of the impact	* Section 9f: What actions have you identified to fill gaps in information?
N/A	N/A

* Section 10: Internal considerations: are there any implications for the following?		
	✓ or X	If there are any implications, please explain them here and identify any actions you may need to take as a result
Staff	✓	The implications are not known at this stage but it is likely that this will include deletion of roles and may result in new roles being created.
Financial (NCC)	X	
Legal	X	
NCC Policy	✓	There may be a need to change policies and procedures internally and externally as a result of the changes.
Performance	✓	We would expect to see an improvement in performance – see 1b.
Data quality / information security	X	
IT	✓	System changes may be required as a result of changes to procedures.
Strategic assets	X	
LGSS / federated bodies	X	
Procurement	X	
Project support	✓	This will be delivered within existing resources.
Other (if appropriate)	X	

* Section 11: External considerations: are there any implications for the following?		
	✓ or X	If there are any implications, please explain them here and identify any actions you may need to take as a result
Community impact	✓	In order to reduce the number of referrals with result in ‘no further action’, a change in community behaviour will be required in terms of accessing Early Help. The redesign of this and process to ensure this

		happens has been proven in Authorities such as Leeds. A full proposal and action plan requires development to provide the specific detail on how this will be achieved taking learning from the Leeds approach.
Impact on the consumer (e.g. communication needs, access, rurality, complaints)	✓	Changes should result in children, young people and their families being able to access support more readily.
Reputation	X	
Political	X	
Partners	✓	In order to reduce the number of referrals with result in 'no further action', a change in partner behaviour will be required in terms of accessing Early Help. The redesign of this and process to ensure this happens has been proven in Authorities such as Leeds. A full proposal and action plan requires development to provide the specific detail on how this will be achieved taking learning from the Leeds approach.
Human Rights	X	
Health impact – individual	X	
Health impact – wider community	X	
Economic impact - individual	X	
Economic impact – wider community	X	
Community Safety impact	X	
Environmental impact	X	
Consultation	X	
Other (if appropriate)	X	

Based on the impacts and considerations above, please identify the RAG status

RAG Status	Overall RAG	Time	Proposal Delivery	Cash Saving	Risk	Issue	Dependency
	G	G	G	G	G	G	G

* Section 12a: What are the risks associated with NOT implementing the proposal? (tick if applicable)	✓	* Section 12b: What actions have you identified to mitigate the risks? Will anything in the current arrangements need to be changed to acknowledge this risk? Is implementing the proposal the only way to mitigate the risks?
Non-compliance with legislation or NCC policy		
Financial	✓	The risk around not proceeding with this proposal relates to continuing with an inefficient process where savings here will benefit other areas of the business.
Change in performance/ data quality/ information security		
Reputational/ Political		
Increase in complaints and/ or legal challenge		
Other		

* Section 13: Budget Delivery Programme Highlight Report information – total amount allocated to savings proposal 2017-18 through to 2020-2021; profiled budget; 2017-18 action plan extended savings narrative; cost code information				
Total amount allocated to savings proposal 2017-18				
2017-18 (£000)		1,000		
Impact of saving within the budget profile				
Q1		Q2		Q3
		100		200
				700

	Milestone	Owner	By when
1	Initial Review and benchmark of existing service	Walter McCulloch	April 2017
2	Plan new system and process	Walter McCulloch	May 2017
3	Implementation	Walter McCulloch	June 2017

Cost code	
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*** Section 14: Do you need to undertake further work (e.g. consultation, further proposal development, further equality analysis) based on the impact and actions identified above? If yes, set this out below and then carry out the work and complete Part B:**

This proposal will form part of the overall budget consultation process. Any feedback received (as well as any further intelligence gathered in the course of developing the project) will inform a final analysis of the impact of the proposal which will be considered by Cabinet and Council in February when taking a final decision on the budget. The EqIA will be updated accordingly.

Further work is required to fully develop the detail behind this proposal based on the learning from the approach in Leeds.

PART B

Section 15: Consultation, follow up data and information gathered from actions identified above	
	What does this information tell us?
This proposal formed part of the overall budget consultation process.	We didn't receive any comments specifically on this proposal. However, there were general comments made regarding the proposals for Children's Social Care. One comment expressed concerns about reductions to Children's Social care, while another expressed positive comments about

	the strategic direction the service is going in and the positive outcomes they expected for children and their families.
Review of Leeds and North Yorkshire model.	This has provided data that will be used in review and benchmarking activities.

Section 16: Final impact analysis (taking the findings from Part B into account) – including review date if required

The final equality impact analysis for this stage is neutral for all groups but the analysis will be updated and completed once the impact is fully known.