

EARLY HELP SERVICE

HELPING CHILDREN THRIVE

NOVEMBER 2022



12 PAGE SPECIAL
FEATURING

OUR OFFER

What's new to the Early Help Offer:

Family Hubs and Dedicated Schools Teams

EQUIPPING STAFF

In 2022 there has been a strong focus on staff development and building on our culture of learning

IMPACT FOR CHILDREN

Read about Lia and Dan's stories and hear Dan's rap!

EARLY HELP PARTNERSHIPS

Featuring examples of partnerships, collaboration, and the development of the new Early Help Strategy

Early Help in West Sussex provides a broad offer of support across the continuum of need. Our access point is through the Integrated Front Door. There is an Early Help team co-located and working with social care to triage, provide Information, Advice and Guidance and direct work into Early Help.

New for 2022 - Family Hubs

12 Family Hubs were launched in January 2022. Whilst West Sussex is not grant funded for Family Hubs, Early Help have followed the protocol and learning around this and are engaged in the regional working groups. All hubs offer support to the 0-25 age group, they have been redecorated to ensure that they are warm welcoming spaces for all age ranges, and they include a Find It Out offer for young people.

There has been a strong focus on encouraging partners back to family hubs post pandemic to deliver services to families. These efforts are now starting to have some impact which is described in our feature Family Hubs in Crawley:

Based in two geographic areas of deprivation, the Family Hub buildings in Crawley provide accessible touchpoints for children, young people and their families who can simply 'drop-in' or make contact by telephone for support. The hub buildings are prime delivery points for services that support all ages and respond to local need which spans the continuum. To extend the offer of support to have a wider reach across the diverse community of Crawley, the hub staff have worked with Crawley Borough Council to access awareness training about specific community groups who are underrepresented in the take up of the Early Help services.



The partnership support officer in Crawley has reached out to the local community, voluntary and faith groups to raise awareness about the support available to them. This has given us good insight into understanding some of the cultural barriers to asking for help and has been a great opportunity to recruit to the partnership board too.

The hubs have the autonomy to work creatively with partners, in Crawley for example, the hub has widened the reach of their sensory provision, by offering both early years and school settings the use of the sensory room. This has been a valuable space for children with SEND who are often unable to manage being in a classroom or playroom setting all day. Reaching out to the community and offering help at the earliest opportunity is a priority for the hubs and the outreach offer is an important part of the Family Hub Team's role.

Below are the partners delivering from the Crawley Family Hubs and a key to show the age range of the offers:

Key
Adults and Unborn
Ages 0-5 years
Ages 0-10
Ages 10-18
0-12
Adults



Impact of Family Hubs – Hanna and Lia’s Story

Hanna and Lia arrived in the UK from the Ukraine on the 10th May and were abandoned by their host at the airport. Hanna had met another Ukrainian lady on the plane, and they exchanged phone numbers. When Hanna realised, they were stranded in the airport without money, food, shelter, or a way of communicating she called the lady she met on the plane. This lady then picked them up from the airport and brought Hanna and Lia to her house in Bognor Regis. Fortunately, the lady knew of the Arun West Family Hub and knew that there was a Ukrainian/Russian speaker on the team. She recommended that Hanna seek support with through the hub. Family Hub staff welcomed Hanna and Lia and were able to help her with the following:



- Support with submitting school admissions application
- Child benefit application and explanation how this benefit can be accessed
- Explanation on what National Insurance is and how to get started with work
- Crisis support; food from Harvest UK, toiletries, and Tesco vouchers.
- Aspire free language classes application
- Enquiries as to finding a new host for the family and access to a £200 refugee payment.

With Family Hub support Lia is happy in school and Hanna has started work and enrolled at college to study English and Maths. Hanna and Lia are now much more settled and happier, they are both enjoying learning, making new friends, and engaging in their chosen hobbies. Hanna is connected to local groups that support other Ukrainian refugees and this provides them with an opportunity meet other Ukrainian families. This is a picture of Hanna and Lia when they popped in to see Iryna Hub Support Assistant last week. Hanna brought in some lovely, knitted dollies and hats for the Family Hub to offer to our families. She told Iryna “I could have not done it without you”.

Impact of Family Hubs - Crisis Support:

Early Help Family Hubs offer both Information, Advice and Guidance and crisis support to families which can be accessed by walk ins or via the Integrated Front Door. The service has a yearly budget to prevent destitution, this can include support with food, gas and electric, clothes and furniture.

The team can provide crisis support directly or help families to access local services such as foodbanks, and charities who provide clothing and household goods. They also signpost to debt advice and can help with accessing citizens advice or specialist debt charities.

The team not only provide immediate solutions, they also discuss any other concerns the family may have and will guide them to access the right support which can include intervention from Early Help Enabling Families or targeted support. The team can help with practical solutions such as helping the parents understand how to use their heating system or batch cooking. This year early help have made circa 600 crisis support interventions in the form of payments and food parcels.

New for 2022 - Dedicated Schools Team



Early Help has strong links with schools and the addition of the new Dedicated Schools Teams in January 2022 has further strengthened this. Every school in West Sussex has a named link worker whose role is to provide a flexible, responsive and hands on approach with schools. The aim is to promote early identification and earliest support from within the community while reducing the need for a local authority intervention. Link workers support schools to lead an early intervention and will support with identifying risk and escalating concerns.

Early Help is also part of the schools Safeguarding Strategy Group led by Education and Skills which provides a direct link to the Designated Safeguarding Lead (DSL) network. This allows us to connect on a regular basis to DSLs to share key messages. Early feedback from schools is that the teams has been making a positive impact:

I just wanted to send you a quick email to say that I am finding the support from the new Dedicated Schools team to be extremely beneficial. Mandy has provided valuable up to date information that allows pastoral staff to support students and their families correctly. Mandy and other members of the Early Help Service are always on hand to offer guidance and share good practice where appropriate and always keep me informed about interventions offered to young people and their families so we can work collaboratively. I find this very useful as the Inclusion Welfare officer at Hazelwick as it aids positive outcomes and reduces the risk of support requirements escalating to level 4 intervention. I look forward to working with the team as it develops and thank you for the excellent communication, signposting, and overall support at this difficult time. Hazelwick School Crawley

Creating a Learning Culture

The service quality assurance working group is focused on aligning practice improvement and learning. Between June and August 2022 learning has been extracted from 53 learning audits. The audits have demonstrated improved analysis and use of the neglect toolkit to recognise and respond effectively to neglect. This has highlighted the need for the neglect champions network to support their peers to improve analysis and to have more open conversations with parents about neglect. Audits have provided a positive narrative to complement the weekly data for

management oversight, highlighting strength in our initial oversights. It has supported the use of structured headings which places a firm focus on the need for reflective practice. Training is now in place for all team managers.

The learning gained from audits is used to prioritise the needs and development of the service, identifying what good looks like, and ensuring that children never have a repeat inadequate audit. This has helped to embed a culture of continuous improvement. The team have used a range of creative measures to share key learning with the wider workforce through podcasts and newsletters. Based on the gaps identified Early Help introduced a new 2-day management induction in 2022 for all current and new managers. There is a new wider staff induction package, and the service has developed role specific training pathways and recently completed a skills audit to help us understand the gaps in staff knowledge and levels of confidence.



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p3



[CLICK ON THIS LINK TO LISTEN TO QUALITY ASSURANCE PODCAST](#)

The quality assurance working group links closely with the Partnership Improvement and Assurance Group and are involved in multi-agency audits and learning from Child Safeguarding Practice reviews. The priority for the quality assurance group is to strengthen the learning experience of collaborative audits for workers and to embed a learning culture. We seek to increase assurance activities beyond audit, data, and dip samples by improving the use of information from 'go see' activity. In 2021 we initiated 5 practice groups that all related to a different part of the early help offer. These practice groups are made up of front-line staff who are responsible for the production, reviews and updates of the practice guidance and training for staff. This is a bottom-up approach to engage those closest to children in the standards of practice. This has been well received by staff.

The leadership team in early help is very stable, there are no vacancies, and all are permanent members of staff. The leadership team meet termly for leadership and development meetings. These factors have created stability for the workforce during some turbulent times.

**INTRODUCED 5 PRACTICE GROUPS,
ENABLING STAFF TO INFLUENCE
PRACTICE:**

"I have thoroughly enjoyed being part of the Enabling Families Practice Group and felt privileged to have been asked"

"I felt that my knowledge and experience with EF was truly valued"

"I have learnt so much from the practice group and am thankful for being a part of it"

NIKKI FAMILY SUPPORT ASSISTANT

**MANAGEMENT SUPPORT
FEEDBACK:**

"In the recent weeks I have had some difficult situations with a few of my more complex families. Abi has made me feel supported, encouraged my professional curiosity and most importantly valued. It really has been invaluable having a line manager that has been so supportive."

**ROSANNE FAMILY SUPPORT
KEYWORKER**

STAFF MEMBER AUDIT FEEDBACK:

"Was without doubt, one of the most positive experiences I have had in my work career"

"Valuable insight into a few areas that could help improve my practice. I felt valued, praised, empowered, and absolutely blessed to have been spoken too, in the way Becca did and without doubt, understand the importance of having these in place, as yet another platform to share and discuss the work we do". **Kate FAMILY SUPPORT KEYWORKER**

Neglect

Since May 2019, Early Help have developed a well-established network of neglect champions dedicated to support the progression of the Early Help neglect action plan. The main functions of the champions network are to ensure better multi agency practice; promote understanding and responses to neglect ; to improve the outcomes of neglected children; to promote good practice for children experiencing neglect; to ensure that staff are aware of the identification model and tools and are supported to use them confidently and competently; to ensure that the strategy becomes live in day to day practice and to highlight good practice and any risks and/or barriers to improving services for children living in neglectful circumstances. The Early Help neglect champions have embarked on creative and innovative activities to improve how Early Help practitioners recognise and respond to neglect. They moderated the neglect thematic audit and shared key findings, and they analyse the neglect dashboard to influence the focus for facilitated workshops to improve the use of the neglect tool. They have identified examples of good practice and shared effective direct working tools with their peers and key partners. The feedback from both single and multi-agency audits has been that, where a plan has been effective, there has been a good use of the toolkits; practitioners are also telling us that they are more confident in 'naming and explaining' neglect to parents to empower change. To further improve how Children's Service recognise and respond to neglect and to improve the lived experiences of children and young people, the Early Help champions have embraced the opportunity to expand their network across the directorate to include their colleagues from children's social care, the children with disabilities team and the youth justice service. The network has highlighted that the use of toolkits, implementing a consistent approach and common language across the partnership; and the review of the strategy are all priorities. The Early Help champions are playing a key role with progressing this work.

Parenting Community of Practice (COP)

The COP brings together a variety of roles from across the hubs. The group has set out a parenting offer for the Early Help Service and aims to produce a parenting strategy by March 2023 They will develop the strategy by incorporating their findings from research in practice, creating and including the evidence base through evaluation of impact, incorporating the organisations priorities such as motivational interviewing and by using feedback from children, young people and their families. The COP applies innovation, uses research, training, engagement, and co-production to establish a timely offer that meets the needs of children, young people, and their families. The aim of the COP is to set out guidance for hubs on how to plan respective parenting interventions, prioritise staff training requirements and have a central overview of the parenting offer. The COP will define what will be commissioned in terms of parenting support and evaluate the impact the support/programme has on improving the lived experiences and outcomes for children. Following the recent Early Help re-design completed in Jan 2022, we have identified the need for a parenting strategy that includes a response to parental conflict and the COP have made a proactive start in their preparation to oversee the 'reducing parental conflict' programme with the potential for widening its reach based on its success.

Reducing Parental conflict (RPC)

Parental stress, poor communication skills and co-parent conflict negatively impact the ability to establish functional co-parenting arrangements, maintain good parent-child relationships, and undermines the ability for parents to create a safe and predictable environment for their children and it was highlighted by Ofsted in 2019 that there is a need to better engage, include and provide interventions for Dads across Children's Services. The governments 'improving lives' strategy introduced a new focus on tackling the impact of parental conflict on children and as part of the work, the DWP is leading on a national reducing parental conflict programme to embed evidence-based support to tackle parental conflict in local areas. The funding for this programme spans a period of three years, for year one we have secured £84,224.00, year two £65,612.00 and there is a further opportunity to place apply for further funding for 2024-2025. To make best use of this money and maximise its reach and impact, Early Help have taken a dual approach by commissioning Relate who will provide high intensity, expert provision for children or young people where parental conflict is impacting family function and positive outcomes for children and young people. This targeted relationship support can include adult relationship counselling, family counselling, young people's counselling, and children's counselling. We have invested in Triple P specialist training for a cohort of family support workers and keyworkers to support them to work one to one with children, young people, and their

families. The parenting intervention will have a specific focus on supporting parents where conflict is impacting the lived experiences of their children. The training offer will create an opportunity for continuity, consistency and a sustainable parenting offer to children, young people, and their families in West Sussex.



Early Help Strategy and Impact of Partnerships

Central to the work in Early Help is the interface and connection with partners. Currently Early Help hold termly partnership boards in each district locality, chaired by an elected partner. These meetings are part of our Early Help Strategy to engage partners at a local community level. They seek to act as a space to connect partners, to share information and share progress about Early Help as well as a space to solve problems and identify gaps in provision that impact children and families in our communities. These boards are going to be redefined in the Spring term as part of our wider work to develop a new Early Help Strategy that aligns to the most recent Supporting Families guidance. In addition to this Early Help is represented on each District and Borough communities team/safeguarding meeting. Relationships with the Districts and Boroughs are well developed in most areas and there is good representation from Districts on our partnership boards.

*The Chichester Partnership Board is inclusive and successfully brings together a range of services from both the statutory and community and voluntary sectors. It promotes collaboration and fosters an environment where all partners feel able to be heard. It offers opportunities to share information around what each service/ organisation delivers and how that support can be accessed by our children and families across the district. The Partnership allows for challenge and review which is welcomed as it shapes the support available and ensures it meets the needs of our communities and in particular children and families. It offers opportunities to identify gaps in provision and innovate on how these gaps could be bridged by working together. It is a supportive environment where all partners have equal say and sway and ultimately its aim is to provide children and families in Chichester district the best services and opportunities to thrive and ensure these services are actively promoted to ensure access to all who need them. **Pam Bushby Divisional Manager Communities and Customer Services Chichester District Council***

We are currently collaborating with partners to develop a new Early Help Strategy by 31 March 2023. In the last 6 weeks we have run 7 workshops across the county engaging partners in how we develop the early help system and strengthen our earliest help offer and governance structure. The new Supporting Families criteria and content brings strong messages and ambitions from Central Government on the direction and approaches for Early Help. Our new Early Help Strategy will lay out the plans for West Sussex over the next 3 years and how we propose to meet these ambitions including:

- Partnerships – working with a range of local services to support families

- Governance – Supporting Families Board and local Hub Partnership Boards
- Data sharing – developing a range of 2-way agreements to gain better understanding of family needs
- Family Hubs – local offer co-ordination and provision to strengthen family help

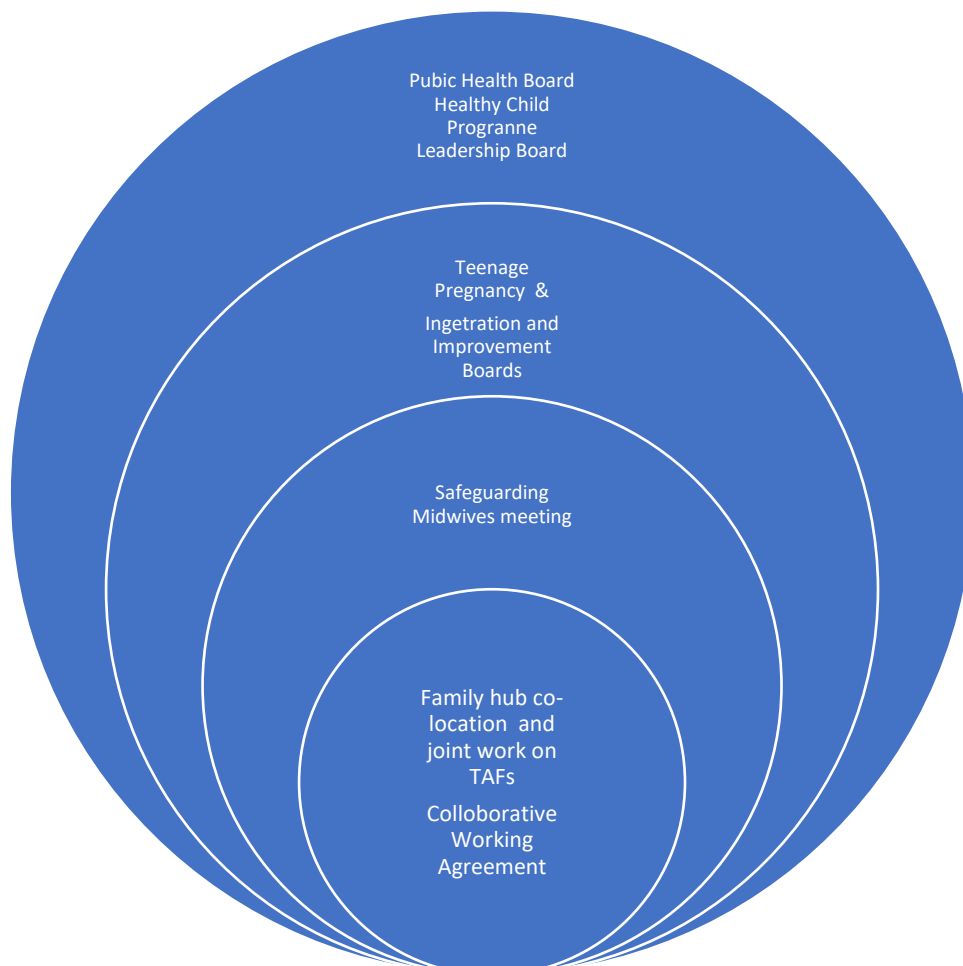
A focus on the priorities we identified through the Early Help System Guide self-assessment will form the key areas of development for Early Help and Early Support. Plans are also under way to develop a dashboard to provide key information needed at Family Hub area, and at county level, to drive decision making for service delivery, development, and gaps analysis. The approach will be to:

- Align to the national Family Hub principles and systems.
- Provide local area demographics and themes.
- Give trend information from current support assessments such as EHPs.
- Analyse needs based on demographics and assessment outcomes.
- Focus on gaps in service where analysis demonstrates a need.

Our links with partners are too broad to list individually but below are some specific examples of our reach with some key partners where Early Help have connections at a strategic level and operational level:

Health – Early Help are members of the Healthy Child Programme Leadership board, the Public Health Board, the Integration and Improvement Partnership, the Teenage Pregnancy Board, and the Safeguarding Midwives meeting. These meetings enable Early Help to connect to a range of health partners on a strategic and operational level. They also allow us to oversee our approach to the 1001 Critical Days agenda and help us to quickly overcome barriers as they arise. Proximity to health partners such as health visiting and midwifery who deliver their services in Family Hubs has numerous benefits, it drives traffic to the hubs and creates the opportunity to pick up on broader issues and promote services. In addition, it connects us to the vulnerable children and families those professionals are meeting in the community.

Image below is a representation of our Health partnerships:



Early Help also have a Public Health Collaborative Working Agreement with a specific set of deliverables to ensure that Early Help is always taking the opportunity to promote and improve health and wellbeing with all children and families we work with. This includes direct family work and the provision of training to health colleagues on Domestic Abuse and a specific Care Leavers pathway.

SEND – Early Help is very well represented and connected with partners in SEND. Early Help are members of the SEND Strategic Partnership Board, SENDIAS Steering Group, SEND Inclusion Strategic Board and the Disabled Children’s Partnership Board. Early Help also has an internal SEND champions network, this is well established and provides additional information and support to Early Help workers in their practice. Example of impact:

Working in partnership with Neurodevelopmental (NDP) Pathways Team we developed a navigation and support consultation service for Early Help staff, with the aim of supporting them to make a positive difference to children and young people pre, during and after diagnosis. Launching the service in Sept 2022 there have been consultations for 22 children, empowering EH staff to support families through the NDP pathway.

Partnerships that Support Young People – The Early Help service is a key member of several multi-agency forums developed to respond to and reduce the risk and harm young people face outside the home and beyond the family. This includes:

- Peer Group Conferences – multi-agency meetings in each district and borough area taking a placed based harm and contextual safeguarding approach to reducing the risks young people are exposed to in their communities.
- Complex Safeguarding Multi Agency Exploitation Operations (CS-MEOG) – joined up multi-agency response to improve safety of young people where there are indicators of harm or exploitation. Where a young person is currently receiving support from the early help service, the practitioner will attend, along with other professionals in the network, to share information and strengthen the plan around the young person. In their practice, early help service practitioners use the child exploitation and serious youth violence screening tool to identify whether there are indicators of child exploitation or youth violence, sharing this information with the exploitation hub for next steps including discussion at CS-MEOG.
- Channel Meeting – a Team Manager from early help is part of the county-wide multi-agency process for identifying, referring, and supporting young people at risk of radicalisation, focusing on early intervention and engagement. This group meets monthly.
- Contextual Safeguarding Champions Group – To help embed and improve our response to contextual safeguarding, a network of Contextual Safeguarding Champions has been established across agencies in West Sussex. All six early help hubs and the Integrated Front Door are represented in this group alongside colleagues from across the partnership (CSC, Health, Education and Police). Network membership provides the opportunity for contextual safeguarding champions to gain skills and knowledge in safeguarding young people who are at risk of extra familial harm, an insight into the contextual safeguarding needs of West Sussex and specialist support through core champions and other network members.
- Out of Court Disposal Panel – Alongside the West Sussex Youth Justice Service, Sussex Police and Children’s Social Care, the Early Help Service is a member of the Out of Court Disposal (OOC) Panel. All members are committed to the diversion of children, wherever possible and defensible, from the formal youth justice system. The OOC Panel provides scrutiny of all children and young people investigated by the Police and referred to the Panel. The Panel agrees, as a multiagency partnership, the disposal outcome for those referred whilst having oversight of risk management and safeguarding need. This avoids the unnecessary criminalisation of children by allowing full understanding of a child’s circumstances before a decision is made which can affect their future.
- Op Warren - Early Help are key partners in a multi-agency approach to support children and young people who are experiencing emotional wellbeing and mental health difficulties. Key partners include West Sussex children’s mental and emotional health team, social care, CAMHS, Early Help, NHS, and schools. Triage is completed 4 days a week for schools where there is a locality need. Since Triage begun in October 2021, more than 372 children have been reviewed within a mental health framework and over 1,000 children have been

reviewed by the team. Triage has been successful in changing the trajectory for young people and has helped support greater understanding around themes, patterns, and groups of young people in West Sussex. This has left a legacy on containment and confidence within schools.

Impact of Earliest Intervention – Integrated Front Door and Enabling Families

Early Help have a team embedded in the Integrated Front Door (IFD) who play a key role to ensure that children and families receive the correct level of intervention at the earliest opportunity. The team work closely with social care team managers to review referrals and discuss families. The Family Support Workers in the IFD contact families to understand the level of need and gather information to ensure they are provided with Information, Advice and Guidance, signposting, and when necessary, pass to Early Help hubs for Enabling Families or targeted Early Help support. Below is feedback from a mum who called in for advice:

I spoke to Grace today and she was very helpful, I've also emailed Winston's Wish to get the ball rolling with them. I just want to say thank you so much for everything you have done and are doing, I honestly don't know how I would of arranged all this myself, you have been such a massive help.

Enabling Families seeks to offer short term goal focused support to parents, carers, or young people. Below is feedback from an intervention conducted in Mid Sussex, we asked mum:

Thinking back to when we first met, can you describe how things are different for you and your family now as a result of our work?

- I now know the direction that we are moving in as a family. Before I felt helpless, and I now know that we will get there. I am feeling much more positive about life going forward. I also feel much more confident – I was able to speak to Aspens, SENDIAS and Reaching Families at a SEN event myself and Hope attended last week at the King's Church as I feel I know so much more, so was able to speak with much more confidence. I had no idea about all the services until Mandy told me about them and how they could help me and Hope.*
- There are still lots of challenges, but I do feel I have a plan and a direction. I feel empowered each time I achieve something. I heard about the Family Hub and went last week. It was really scary for me to do this as it is outside of my comfort zone, but I did it and it was a really positive experience. It is very humbling now I know how much support there is out there.*

What helped you and other members of your family most to make this difference?

- The information and ideas Mandy has given me have really helped, for example, sleep is a real issue for Hope, especially settling. Mandy gave me some practical strategies to try which have helped and she also arranged the clinic session with Aspens for me which gave me some more ideas to try.*
- Mandy arranged tickets for activities for Hope and I in the Summer holidays. We went to Washbrooks Farm 2 weeks ago and Hope said it was "the best day ever!". We are also going swimming and to Jumpin and we would never have been able to do anything like this without support.*

Impact of Targeted Intervention – Dan's Story

Carers Support referred Dan's family to Early Help as his Mum was struggling to manage Dan's behaviour at home. Dan is 15 and has ADHD and at the time of referral was being violent at home, school and had self-harmed. Dan's parents had a difficult relationship and Mum described his Dad as an alcoholic. Dan was struggling in school and with friendships. Worries escalated over the course of the early help plan, through working with Dan, his family and the team around the family it became apparent that Dan was on the periphery of exploitation. Kate the keyworker worked with the whole family and provided direct support to Dan:

- Listened and gave him an outlet helped Dan to express his feelings to his parents and school.

- Gave Dan an outlet to talk about his mental health.
- Supported an ADHD diagnosis for Dan by providing evidence and supporting with appointments to understand the diagnosis.
- Connected Dan to Change Grow Live for his cannabis use which has increased his understanding and lowered his usage.
- Direct work explaining the risks and signs of child exploitation to mum, stepdad and Dan, raising their awareness. Used the exploitation tool to assess risk and highlight concerns to the family.
- Supported mum when she found a knife in Dan's room and did some direct work around knives with Dan and engaged Dan with a knife workshop.


Kate encouraged Dan to attend Audio Active weekly sessions, which he loves and uses the sessions to express his feelings. Dan is still working through some things, but much has changed for him, he shared with us how he felt in this quote and referred to Kate's support in the rap he created.



WHAT DAN TOLD US ABOUT WORKING WITH HIS FAMILY SUPPORT KEYWORKER KATE:

"I've been through a lot, and without the support of Early help and going to Audio Active, I'm not sure where I'd be now"

DAN


AUDIO-2022-10-12-16-06-16.mp3



[CLICK THE LINK TO LISTEN TO DAN'S RAP](#)

Dan Rap Lyrics featuring acknowledgement of Kate:

Tryna get away from all these false illusions,
 Tryna work hard gotta find solutions,
 Inhaling all your lies like we doing up pollution,
 Tryna take the reins got me feeling like I'm losing,
 Life ain't like ship there ain't no smooth cruising,
 Music is the drug I love abusing,
 Tryna turn a new page like a flower blooming,
 I've gotta make name so tune in Looking back at the past gotta keep on moving,

All these rappers fake, doing up forgery,
 Shouts out Kate she always wanted more for me,
 They heard my tracks and now they talk to me, why u talking g?
 Heard me rap and now their calling me,
 Like why u calling me,
 Suffocating in my mind like it's hard to breath,
 When shit hits the fan certain man leave,
 Got some goals now it's time to achieve,
 Couple man turned snake, couple man turned fiend,
 Beg u do not envy me, it ain't a place to be, Nuffin comes for free,

First time I hit Stu I was gassed,
 Had me ecstatic at the chance,
 It was Kate that made it land,

I'm praying it's the start of My dream mad,
Its long path, and I heard a lot of breeze, chat Going around in circles laps

Listening to Young People

During the Early Help redesign over 300 young people aged between 11-19 were consulted to understand what they would like from Early Help services for young people. Best practice within youth work, supported by research is that services for young people, designed by young people have a significantly higher success rate than those that do not. The general themes were more support in schools, safe spaces to go and easy to access online support. This feedback was used to shape services within the dedicated school's team, Find It Out support within family hubs and create online access to services for young people. Below are some views from young people:

- A range of different ways to get to help services such as online, in person and in school which would make it easier for children to access. **Year 7**
- An online platform that can be easily accessed without pressure. **Year 8**
- More support online and better advertised so young people can gain access. They would be more comfortable with their emotions talking about family problems at home. **Year 9**
- Good online support rather than in person. **Year 10**
- More online services but also access to Centres so that we can walk in and talk to someone if we are feeling pressured or abused. **Year 11**
- Ability to talk to someone online if the problem was not big. I would also like to see a school team because that would be easy to access. **Year 12**
- Quick access to online support as well as face to face and 24 hours services. **Year 13**

The Young Peoples request for support form was created directly from the feedback to give an appropriate route into the Integrated front door. It offers the opportunity to request support on a wide range of subjects and it is designed to direct Young People directly to the services they need in order to reduce hand off points. There are QR codes, promotional information and artwork to support easy access to the form that can be used by both internal and external partners.

To ensure we have met Young People's needs and got it 'right', a focus group of young people were brought together with the participation team to complete testing of the form and to give feedback on the experience. Following the responses from young people we have made changes to the Young Peoples Request for Support form. We wanted to make sure Young People knew their feedback had been used to shape services. A document which explains in detail the feedback given and the changes that were made was produced and shared – link below.



You said we did IFD
young peoples reques