

North East ADCS Leading Children's Services

Regional Mapping Project

To support shared learning across Children's Services regionally, Directors and Assistant Directors from each north east LA were interviewed to obtain 'profiles' of innovation, learning and good practice across the region. The information provided will be included in a catalogue of positive profiles to be shared with leadership colleagues across the 12 regional LAs who may choose to contact the person named on each profile to request further information.

Please check and amend, or arrange for colleagues to check and amend, the profile(s) on the next page. These are intended to be very brief profiles, with just a few sentences needed to describe the activity and a very approximate sense of complexity, cost etc. as described in the bullet points below:

- **Description** – just 2-3 sentences in length
- **Aim** – what was the reason this innovation/change was needed?
- **Complexity** – a very general sense of how complex this was to implement, select from **Low/Medium/High**
- **Timescale** – this is timescale **to implement**
- **Cost** – again very general sense, **£** = cost nothing or a small amount that was fairly easily absorbed / **££** - cost a modest but noticeable amount / **£££** - a significant investment or large externally-funded project
- **Evaluation** – if an evaluation has been completed, can this be accessed by other regional LAs or should they contact you to discuss?
- **Contact** – who should a strategic lead request if they wanted to get in touch about this?
- **Categories** – to enable easy searching, but please don't worry about this, we can add the categories on your behalf afterwards.

Please return the amended document to Cikokazi.ndaliso@togetherforchildren.org.uk or contact with any queries.



Project Title: Signs of Safety Implementation

LA: North Tyneside Council

Description: North Tyneside Council successfully implemented both Signs of Safety and Liquid Logic's LCS concurrently in February 2018 with a fully aligned system – the first local authority to do this and received related positive feedback from Ofsted during Focus Visit to the Front Door in May 2018. Subsequently, North Tyneside Council was approached by Signs of Safety and Liquid Logic to act as a 'Learning Lab' for ongoing developments of both products to benefit the wider sector with their implementation processes. Their Learning Lab partnership with both Liquid Logic and Elia (Signs of Safety) has led improvements in the alignment of both products – supporting the delivery of high-quality practice, reducing screen-time for staff, and improving their confidence and motivation in applying the practice mode. As a PiP (now SLiP), North Tyneside provide sector led improvement support, particularly around Front Door services and Signs of Safety implementation.

Aim: To provide a robust, consistent strengths-based practice approach across Children's Services.

Service Area: Children's Social Care & Early Help | Practice Framework

Complexity: High

Timescale: Over 1 year

Cost: £££

Evaluation completed Y / N & link: No evaluation undertaken.

For more information, contact: Julie Firth, Assistant Director, Children's Services

Categories: Practice Model, Planning and performance management, Learning Reviews, Diagnostics, Planning and Redesign, Improvement, Peer Support, Case Management Systems, Learning Events, Thematic Audits



Project Title: Keeping Families Connected (Edge of Care)

LA: North Tyneside Council

Description: As part of the council's ambition to transform children's services, the Edge of Care project was initiated following a successful application to be a Partner in Practice for the 2018-20 period. A subsequent funding agreement to sustain and develop the service for a further year was agreed for 2020/21. The Keeping Families Connected (KFC) service is a multi-professional, co-located team introduced in response to North Tyneside Council experiencing a range of challenges relating to children on the edge of care or in care. The team use a whole-family approach to provide a prompt, intensive, persistent, and flexible approach, based on listening to the views of the young person and the family to build on existing strengths and provide support and strategies to young people to help them cope with challenging situations. North Tyneside hosted a national learning event to provide opportunity to share learning across the sector and take part in collaborative discussions "collaborate and innovate @ North Tyneside" which included a well-attended discussion forum focused on what 'edge of care' means in practice and how can it make a difference.

Aim: To reduce CLA demand through prevention and reunification and to improve support for complex-needs children, young people and their families on the edge of care.

Service Area: Children's Social Care | Safeguarding

Complexity: High

Timescale: Over 1 year

Cost: £££

Evaluation completed Y / N & link: Newcastle University Study, DfE Evaluation report, Ofsted endorsed <https://reports.ofsted.gov.uk/provider/44/80529>.

For more information, contact: Julie Firth, Assistant Director, Children's Services

Categories: Edge of Care, Adolescent, Complex Needs, Trauma Informed, Youth Justice, CLA



Project Title: Future Steps

LA: North Tyneside Council

Description: The Future Steps Service is closely linked to the Keeping Families Connected (KFC) and Youth Justice services, sharing a common pool of professionals from a range of internal services and partner agencies, including: Clinical Psychology, Police, Residential Worker, Speech and Language, Leisure, Community Protection and Housing, Training and Skills and Education. This group of shared professionals work in addition to the core team consisting of a team leader and two adolescent workers. Taking into consideration each child/young person's needs, level of risk and other individual factors, this pool of professionals will assess and plan how best to intervene to safeguard the child/young person, led by the Clinical Psychologist formulation. The intervention and support offered by the service is high intensity and includes weekly reviews of cases to disrupt or limit the risk of extra-familial harm as early and effectively as possible. The service offers intensive seven-day week access for a maximum of 20 weeks. The intervention is child-centred with a 'no glove fits all approach' to each case.

Aim: To keep children and young people safe at home, healthy and connected to their local communities through early intervention with evidence-based, family-focused services, working in partnership to keep children in school.

Service Area: Children's Social Care | Safeguarding

Complexity: High

Timescale: Over 1 year

Cost: £££

Evaluation completed Y / N & link: a 3-month internal evaluation of the service was undertaken.

For more information, contact: Julie Firth, Assistant Director, Children's Services

Categories: Safeguarding, Edge of Care, Adolescent, Complex Needs, Trauma Informed, Youth Justice, CLA, Missing, Criminal Exploitation, Child Sexual Exploitation, Intensive Intervention, Multi-Agency Working, Schools, Community, Mental Health



Project Title: MASH Model (Early Help Hub)

LA: North Tyneside Council

Description: North Tyneside's Multi-Agency Safeguarding Hub (MASH) was launched in 2017 in partnership with Northumbria Police, Health services and Harbour, a domestic abuse charity. The MASH now comprises 10 partner agencies forming a single team, including staff from Police, Public Health, Education, Housing, Harbour, Early Help, Youth Offending, Probation and Social Care. In 2019, an Early Help Hub was introduced within the MASH model (see 'Early Help Offer' profile for further information). The front door model was creatively developed to maximise existing resources with strong partnership commitment throughout around needs and benefits, supported by robust data and information sharing and with staff operating within the Signs of Safety practice framework. Ofsted have praised the model in both a 2018 Focused Visit and the more recent Outstanding 2020 inspection, and much of North Tyneside's sector led improvement support has focused on councils' Front Door services and implementation of the Signs of Safety practice model.

Aim: To maximise resources through multi-agency information-sharing to support and co-ordinate protection services for children and young people to ensure safeguarding concerns can be identified earlier and effectively managed to safeguard children and young people.

Service Area: Children's Social Care & Early Help | Front Door

Complexity: High

Timescale: Over 1 year

Cost: ££

Evaluation completed Y / N & link: Ofsted endorsed
<https://reports.ofsted.gov.uk/provider/44/80529>, Innovation Unit, what works centre evaluation.

For more information, contact: Julie Firth, Assistant Director, Children's Services

Categories: Front Door, Early Help, Safeguarding, MASH, Multi-agency Working, Referrals, Police, Health, Youth Justice, Domestic Abuse, Housing



Project Title: Early Help Offer

LA: North Tyneside Council

Description: The Early Help Hub, as part of the MASH, lead the coordination of the Early Help offer across the Front Door partnership and ensures all contacts to the MASH receive a response and appropriate support. North Tyneside's Early Help offer is strengthened by the sheer volume of assessments completed by partners, with over 86% of Early Help Assessments completed by partner agencies. Advocated by NTC, partner agencies have embraced the approach to work with families and demonstrate a willingness to lead teams around the family (TAFs), making sure children and families get the support they need quickly and easily. The MASH includes triage of all contacts that are determined not to meet statutory threshold, to ensure the appropriate support delivered by the most appropriate agency as quickly as possible. This has supported a reduction in unnecessary assessments within social care. North Tyneside have supported other authorities on their improvement journey to quality assure early help processes and assessments/plan and provide

advice and support in relation to partnership working and strengthening the Early Help offer. North Tyneside were also recently selected by the DfE to lead national work focused on 'improving digital capacity' as part of the Building Back Better Recovery Fund, in children's services. As part of this North Tyneside's recovery fund also includes work with Stockton, the DfE and National Centre for Family Hubs to develop a regional family hubs network and a self-evaluation tool to assess the effectiveness of LA family hub models.

Aim: To support prevention, reduce demand and ensure the appropriate support is delivered by the most appropriate agency as quickly as possible.

Service Area: Early Help

Complexity: Medium

Timescale: Over 1 year

Cost: ££

Evaluation completed Y / N & link: Ofsted endorsed, <https://reports.ofsted.gov.uk/provider/44/80529>, Innovation unit, PiNE evaluation, [Our Current PiNE projects - What Works for Children's Social Care \(whatworks-csc.org.uk\)](#).

For more information, contact: Julie Firth, Assistant Director, Children's Services

Categories: Front Door, Early Help, MASH, Multi-agency Working, Prevention, Demand, Referrals



Project Title: Mockingbird Model (Fostering)

LA: North Tyneside Council

Description: Mockingbird is a global award winning and pioneering programme led by The Fostering Network in the UK. It delivers sustainable foster care through an evidence-based model structured around the support and relationships an extended family provides. The model nurtures the relationships between children, young people and foster families supporting them to build a resilient and caring community. Led by a hub home carer and liaison worker, the constellation community offers vital peer support and guidance alongside social activities, planned and emergency sleepovers and learning and development opportunities to strengthen relationships and permanence.

As part of the DfE Covid-19 regional recovery fund and building back better programme, North Tyneside are working towards implementing their first Mockingbird constellation with a vision of supporting this first constellation into the future and creating further constellations in development of the Mockingbird Service.

Aim: Successful implementation Mockingbird service with constellations in place. The impact of successful implementation is anticipated to improving foster home stability, thus reducing breakdown in care arrangements, and improving experience, create a strong, robust, and resilient structure able to support children, young people and fostering families through times of crisis and transition, improve skills, confidence, recruitment and retention of our foster carers and over time reduce spend as a result placement cost avoidance.

Service Area: Children's Services | Sector Led Improvement | Fostering | Mockingbird

Complexity: Medium

Timescale: Under 1 year

Cost: ££

Evaluation completed Y / N & link: N/A

For more information, contact: Julie Firth, Assistant Director, Children's Services

Categories: Sector Led Improvement, Peer Support, Mockingbird Model, Fostering



North Tyneside Council

Project Title: Sector Led Improvement

LA: North Tyneside Council

Description: Since 2018, North Tyneside have been a DfE Partner in Practice (PiP) now also a DfE-appointed Sector Led Improvement Partner to support improvement of standards in Children's Social Care. As part of their SLiP offer, North Tyneside help local authorities support each other to improve their Children's Services by working collaboratively with other local authorities, sharing good practice and providing constructive challenge. A wide range of complementary improvement products are offered, across all aspects of Children's Services, including strategic planning, quality assurance, referral and assessment, care planning and placement management. This is supported by a breadth of highly skilled, experienced and passionate professionals available to help through a support package which is varied and tailored to individual authority needs to achieve change and improvement together.

Aim: To support improvement of the overall performance of Children's Services by providing peer support to authorities who are working to improve their services.

Service Area: Children's Services | Sector Led Improvement

Complexity: Medium

Timescale: Over 1 year

Cost: ££

Evaluation completed Y / N & link: No formal evaluation undertaken; DfE- and Ofsted- endorsed.

For more information, contact: Julie Firth, Assistant Director, Children's Services

Categories: Sector Led Improvement, Peer Support, PiP, SLiP, Front Door, Practice Model, Quality Assurance



North Tyneside Council

Project Title: Digital Innovation

LA: North Tyneside Council

Description: In 2020, North Tyneside were commissioned by the DfE to undertake research into the impact of Covid-19 with authorities across the country, to identify 'what helps and hinder practitioners in identifying and involving networks around a child to build safety'. This research, in partnership with Professor Eileen Munro and Professor Andrew Turnell (Signs of Safety), was

published in May 2021. North Tyneside were also recently selected by the DfE to lead national work focused on 'improving digital capacity' as part of the Building Back Better Recovery Fund, in children's services. As part of this, North Tyneside will work across the region, with the DfE, to develop and introduce a Digital Maturity Model for Children's Services, and a peer support model for digital improvement. This will also involve working with case management system supplier Elia (Signs of Safety) and the DfE to take forward a range of system improvements to improve the efficiency and quality of social work practice, focusing on direct work and the lived experience of the child/young person. North Tyneside's recovery fund also includes work with Stockton, the DfE and National Centre for Family Hubs to develop a regional family hubs network and a self-evaluation tool to assess the effectiveness of LA family hub models.

Aim: To encourage and enable service quality and practice improvement through the enhanced use and improvement of digital technology.

Service Area: Children's Services | Sector Led Improvement

Complexity: Medium

Timescale: Under 1 year

Cost: ££

Evaluation completed Y / N & link: Covid-19 response report https://my.northtyneside.gov.uk/sites/default/files/web-page-related-files/COVID-19%20Response%20What%20Helps%20and%20What%20Hinders%20in%20Building%20Safety%20for%20Children%20Using%20Naturally%20Connected%20Networks_0.pdf

Covid-19 response exec summary https://my.northtyneside.gov.uk/sites/default/files/web-page-related-files/COVID-19%20Research%20Executive%20Summary_0.pdf

Published research report on Digital Maturity and Peer Support to be finalised.

For more information, contact: Julie Firth, Assistant Director, Children's Services

Categories: Sector Led Improvement, Peer Support, Digital, Case Management system, Signs of Safety