



Early Help Needs Assessment Refresh 2022/23

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1. Background

In November 2021, Trafford's Early Help Commissioning team developed a needs assessment collating data from a wide range of sources including health data, JSNA Data, front door, social care data and commissioned service data. It was used to inform service planning and delivery of Early Help services to support positive outcomes for our children and young people. The Early Help Commissioning Team planned to procure future commissioned services via a Children's Service Flexible Purchasing System (FPS) to allow for easier, quicker commissioning by minimising procurement timescales and increasing opportunity for a wider range of providers. The FPS was to be based on five specific themes to cover the range of services needed.

- Provision for Antenatal to 5 years.
- Provision for 5-18 years and up to 25 for young people with SEND (SEN and Disability) and Care Leavers.
- Parenting/Family Based Support.
- Community Based Support.
- Infrastructure Support.

The intention was to set the FPS live for 2022/23 contracts in which providers would apply to the new FPS in the autumn of 2022 with a view to new service contracts being in place from April 2023. However, the development of the FPS was put on hold to allow for further development of the Children's service re-design and development of new family hubs.

This document is a refresh of the original needs assessment, to assess what developments and / or changes are needed to commissioned services and the planned FPS, and to review how this will support and complement the new children's service re-design and the family hub model.

2. Local Context

The original contract term for the majority of the Early Help contracts was until 31st March 2022. A previous 1-year extension was granted to extend the relevant contracts unchanged until 31st March 2023 to allow for an internal Early Help redesign to take place so that it enabled the Early Help Commissioning team to understand how the commissioned services would run in partnership. During this 1-year extension period it was hoped that a new children's services Flexible Purchasing System (FPS) would be developed, and mini competitions would be held for new contracts / services to begin from 1st April 2023.

Due to a number of unforeseen circumstances, this new Early Help model in Trafford, is yet to be finalised. In addition to the development of the Family Hub model in Trafford, it is still not clear how the current offer of Early Help commissioned services will run alongside the new model of delivery, and as a result this has meant the development of the FPS has temporarily been put on hold.

Early Help Commissioning are now undertaking a refresh of the Early Help Commissioned offer, to fully understand need and agree proper commissions going forward. To enable this to be as thorough as possible, and with recommendation from STAR legal, we are granting 6-month extensions to our contracts to allow continuity for the service users and to supply some assurance to the providers. As a result, Early Help contracts will be awarded a 6-month extension until September 2023 pending legal approval.

3. Trafford JSNA Headline Demographic Profile

The following data has been gathered based on the factors discussed in section 6 to help understand the levels and type of need within Trafford.

3.1 Trafford Neighbourhood Data

The borough of Trafford is made up of four neighbourhoods – North, South, Central and West, each made up of several ward areas. Trafford is the least deprived authority within Greater Manchester, however there are very significant internal inequalities both within and across neighbourhoods. Trafford has its own North and South divide, with greater life expectancy, better health outcomes and fewer health inequalities in the South compared with the North. However significant inequalities also exist within wards that are masked at neighbourhood levels and can create a false picture of population needs. The data detailed in this document provides information, where possible, at a locality or ward level. The map below (figure 4) indicates these localities and the wards that they are comprised of ¹.

Trafford's localities



Figure 1: Trafford locality map

¹ [Trafford Data Lab](#)

3.2 Deprivation

Families living in areas of high deprivation are more likely to experience risk factors including housing and financial difficulties and poor mental health; evidence shows that economic stress, parent's risk factors and the interparental relationship can impact each other².

Research has shown that families living in, on the cusp of poverty, or with the prospect of severe economic change are at a heightened risk for multiple negative outcomes, both on an individual and a family level. These include increased rates of family conflict, child neglect and abuse, adult substance misuse and depression³.

Trafford is ranked 191 on the 2019 Index of Multiple Deprivation (IMD) out of 317 local authority districts in England where 1 is the most deprived and 317 is the least deprived. Trafford ranked 199 in 2015, so the borough has experienced worsening of deprivation over the last 4 years. The IMD data is presented in terms of Lower Super Output Areas (LSOAs). LSOAs are statistical geographical units, each of which has a population of around 1,500. In Trafford we have 138 LSOAs. Each LSOA (Lower Super Output Areas) is measured against seven themes: income, employment; health and disability; education, skills and training; barriers to housing and services; living environment; and crime. The graph below (figure 5) indicates level of deprivation in each of these LSOA's, indicating greatest deprivation in the North and West of the borough.

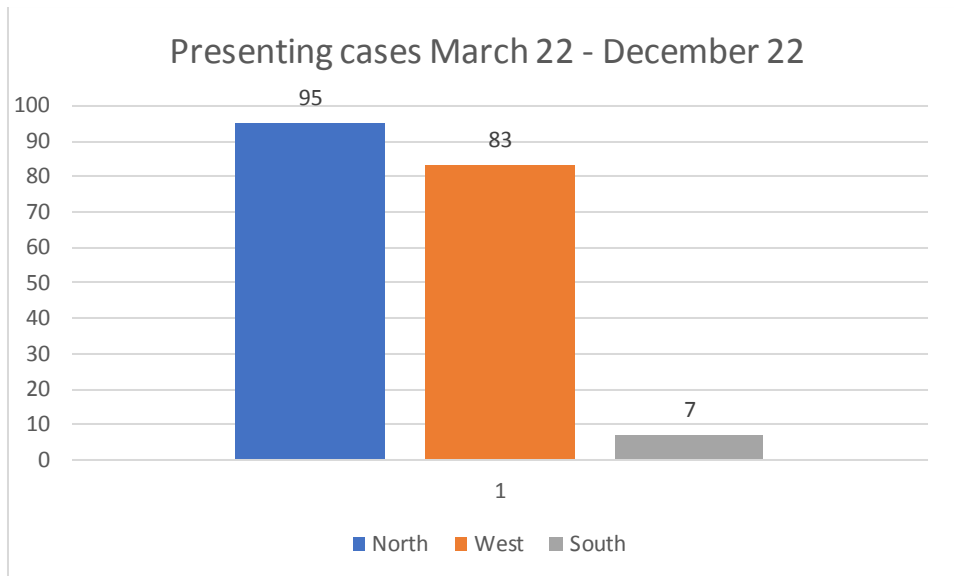
4. Trafford Team Together

Trafford Team Together (TTT) was implemented as a new way of working in September 2021, to better support children and families living in Trafford, or attending a Trafford school, to prevent small worries turning into bigger problems. TTT also finds support for children and families recovering from crisis. Professionals may contact the area TTT Co-ordinator to seek support for a child or family facing multiple challenges, where there are no immediate safeguarding concerns. TTT is currently available in Trafford North and West and has recently moved into the South area. Plans are in place for TTT to reach Central area in

Spring 2023. Support for children and families in South and Central may continue to be accessed through the Early Help Panel in the meantime.

TTT secures a holistic understanding of our children and families' position, empowering them to navigate through life's challenges. Timely and tailored support is individual to each child and family's situation, delivered through activities or services in local communities .

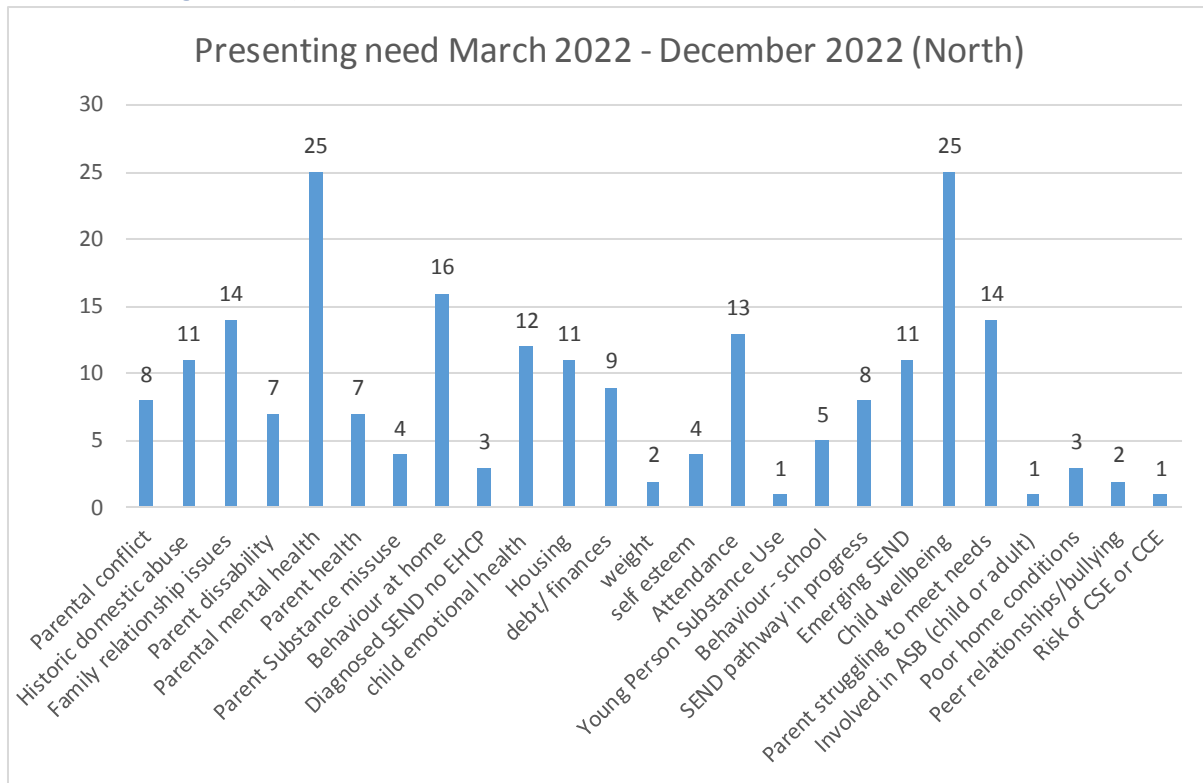
4.1 TTT Cases North & West March 2022 – December 2022



Between March – December 2022 TTT presented 95 cases from the North, 83 from the West and 7 from the South. Numbers in the south are considerably lower as the pilot only commenced in this area in September 2022. Schools with the highest levels of referrals include:

- Old Trafford Community Academy (N)
- Seymour Park (St Alphonsus and Stretford High) (N)
- Partington Central (W)
- OLOR (Our Lady of Lourdes Catholic primary school) (W)
- Forest Gate (W)
- Barton Clough Primary (W)
- St. Matthews Primary (N)
- Highfield Primary (W)
- 'Flixton Girls' (W)
- St. Monica's R Primary (W)

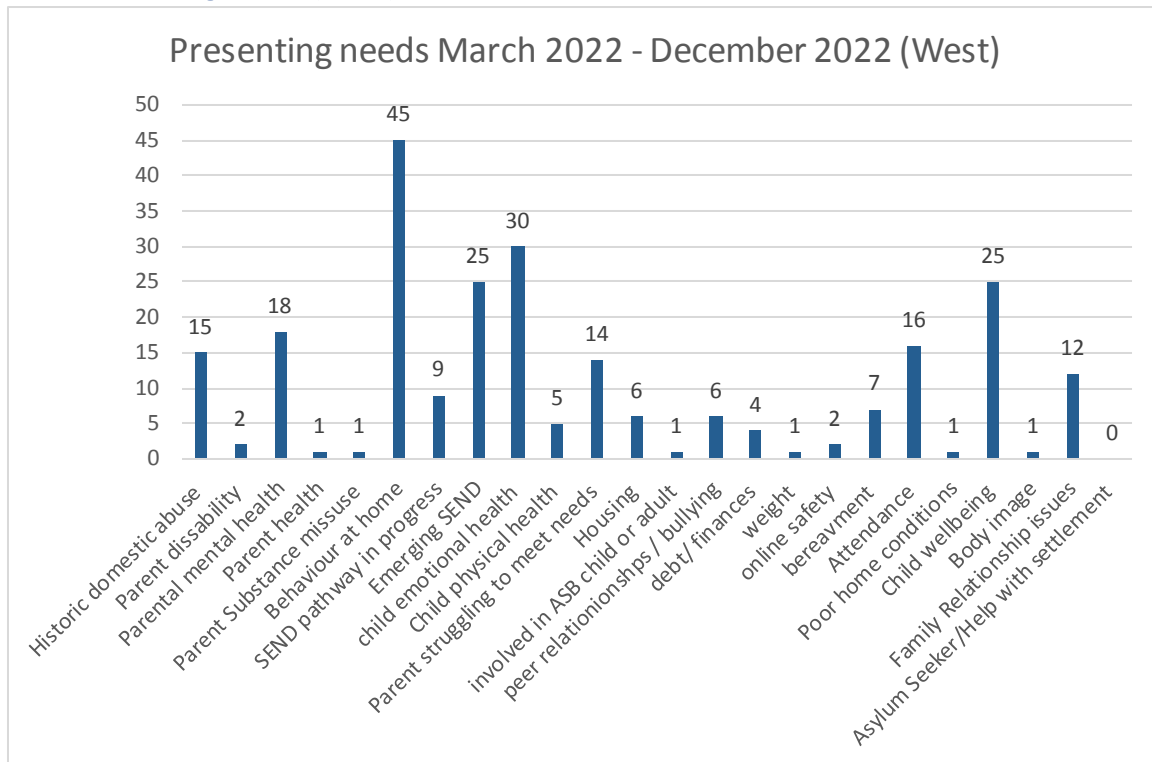
4.2 Presenting Needs (North)



The top presenting need for the North between March 2022 and December 2022 is parental mental health and child well-being. Behaviour at home and parents struggling to meet needs were also highlighted as key concerns.

**It should be noted that those presenting needs which have scored zero over this time frame have not been included in the above graph.*

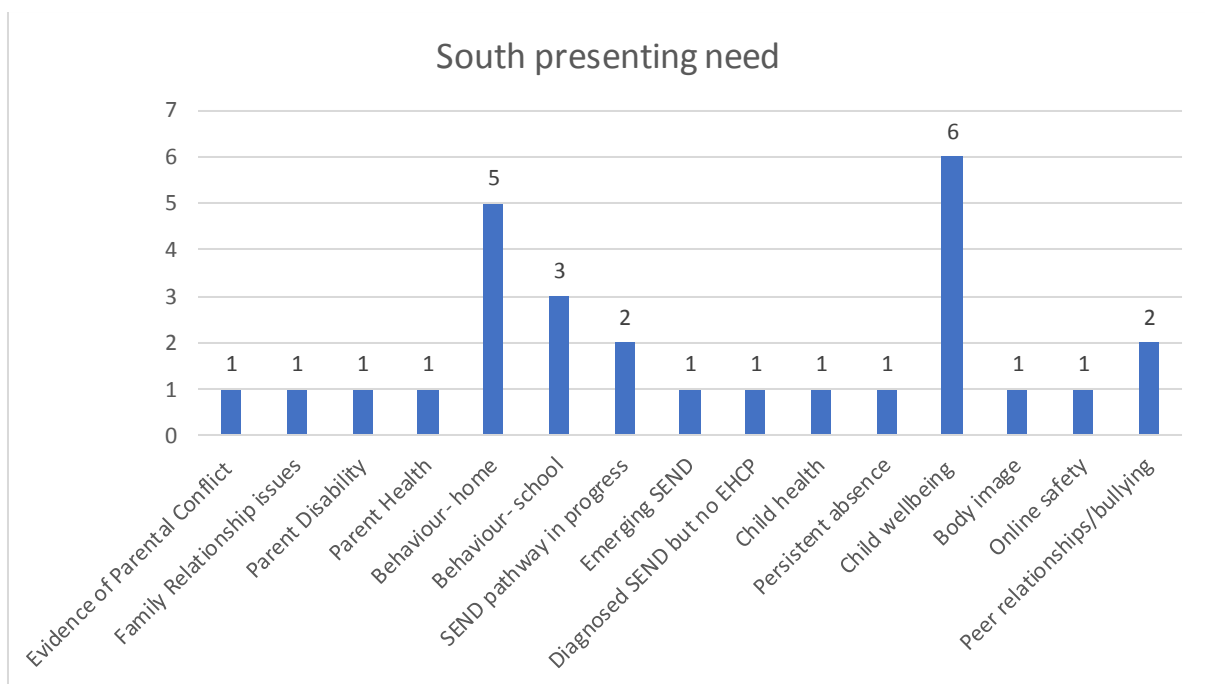
4.2.1 Presenting Needs (West)



The top presenting need for the West between March 2022 and December 2022 is behaviour at home, child emotional health, child well-being and emerging SEND.

**It should be noted that those presenting needs which have scored zero over this time frame have not been included in the above graph.*

4.2.2 South Presenting Need



The top presenting needs for the South between September 2022 and December 2022 are child wellbeing and behaviour at home.

**It should be noted that those presenting needs which have scored zero over this time frame have not been included in the above graph.*

4.3 Summary

Out of the 81 families that were presented at TTT meetings from September to December 2022 there have been 15 contacts into first response, 5 have escalated for C&F assessment, 3 referred to IFS, 3 for universal services, 2 short breaks and 2 to remain with TTT.

Across the 3 localities 6 presenting needs were most prominent. These are:

1. Child emotional health / well-being
2. Behaviour at home
3. Parent mental health
4. SEND (Emerging SEND, Diagnosed SEND but no EHCP, SEND pathway in progress)
5. Parent struggling to meet need
6. Family and relationship issues

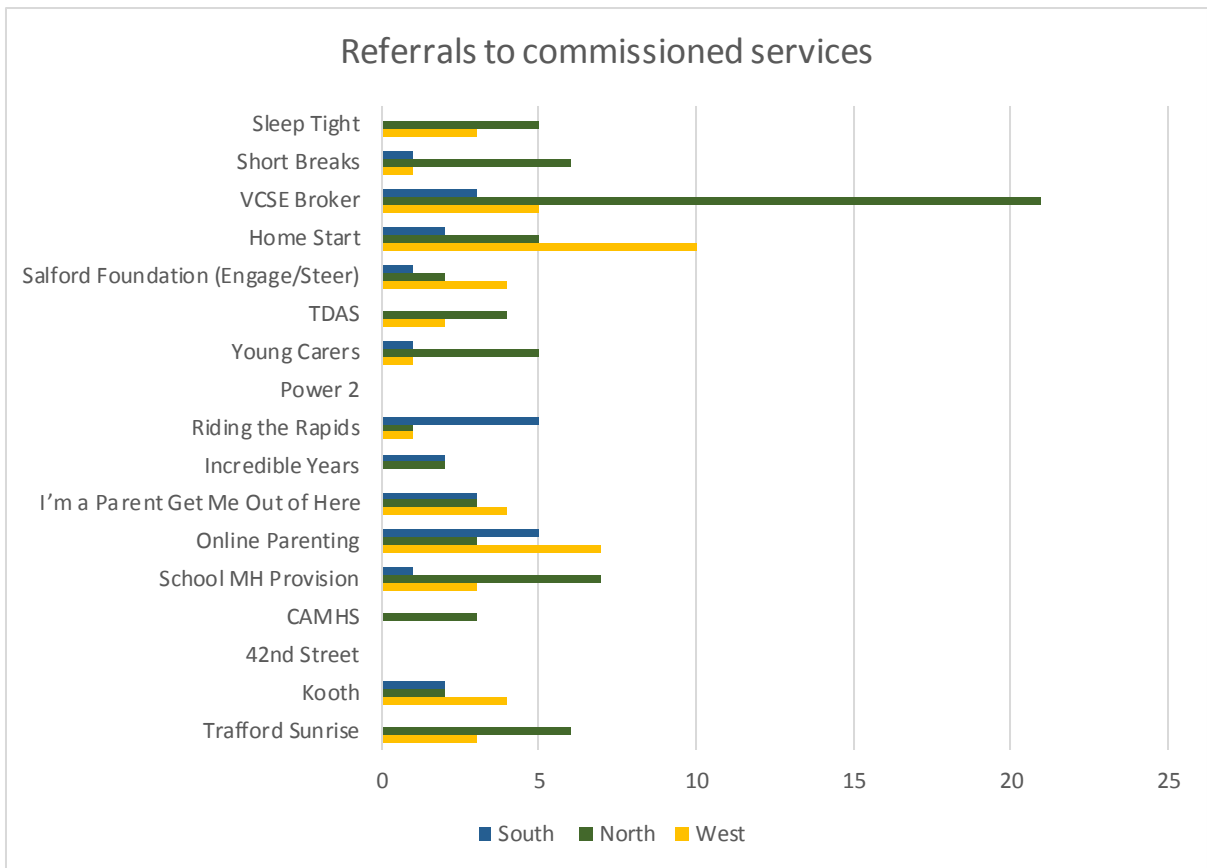
The table below highlights these areas and the current services commissioned from the EH budget to help address them.

Presenting Need	Commissioned Service
Parental mental health	VCFSE Broker Roles (Gorse Hill Studios / The Hideaway) Parent Drop Ins (Calm Connections) Family Support (Home Start)
Behaviour in the home	Engage Mentoring (Salford Foundation) Family Coaching (Calm Connections) VCFSE Broker Roles (Gorse Hill Studios / The Hideaway) Additional Mentoring (Power 2 Re-Discover, supporting children who are struggling in school)
Child well-being	Trafford Sunrise (Just Psychology) VCFSE Broker Roles (Gorse Hill Studios / The Hideaway) Domestic Abuse Support (TDAS) Wellbeing/Counselling/Advice (Kooth)

	<p>Mentoring (Engage and Power 2 Re-Discover)</p> <p>LGBTQ+ Youth Support (Proud Trust)</p> <p>Online Support for Teenagers (Solihull – 1 module for teenagers)</p>
Parent struggling to meet need	<p>Family Support (Home Start)</p> <p>I'm A Parent Get Me Out Of Here Workshops (The Counselling and Family Centre)</p> <p>Parent Drops Ins / Family Coaching (Calm Connections)</p> <p>VCFSE Broker Roles (Gorse Hill Studios / The Hideaway)</p> <p>Online Parenting (Solihull and Triple P)</p>
Family and relationship issues	<p>Reducing Parental Conflict Support (Trained practitioners across voluntary sector)</p> <p>VCFSE Broker Roles (Gorse Hill Studios / The Hideaway)</p>
SEND	<p>Starting Strong (The Counselling and Family Centre)</p> <p>Sleep Clinic (Together Trust)</p> <p>Short Breaks (Sport Works/GHS, Sense)</p> <p>Online Parenting (Solihull – 1 module for children with additional needs)</p>

4.4 TTT and Commissioned services

The following graph shows the number of referrals submitted to commissioned services through TTT between September 2022 and December 2022.



5. Trafford Early Help Offer

In Trafford, there are a wide range of services that provide Early Help to children and families including Council services, our health partners and both commissioned and non-commissioned services from all sectors. We want to ensure our Early Help offer is clear and transparent to local people, that the offer maximises independence and resilience, encourages active community engagement in supporting the most vulnerable whilst also ensuring that the Local Authority continues to meet its statutory duties. In doing so our providers across the voluntary, community, faith, social enterprise (VCFSE), public and private sectors play a key role ensuring that residents understand and know how to access the wide range of support services available to them. One of the routes to promoting our service offer is via the Trafford Service Directory which is utilised by both residents and professionals and as the offer develops, we need to ensure there is advice and guidance for children, young people and families. Our ambition is to work with the Family Information Service to develop a local offer for Early Help like the SEND Local Offer. The flexibility of the

community resources working together means that the support available to individuals and families can be stepped up and stepped down as their circumstances require.

Our primary aim is to provide the right support, at the right time to ensure cases do not escalate to require specialist interventions within the thresholds of social care.

We know the needs of our families are ever changing so the ability to move through relevant services is a key driver for all agencies working in partnership with the shared ambition of a co-ordinated Early Help offer for our families. Within the new FPS for commissioning, we intend to align the structure to the THRIVE model used in mental health services. This is a person-centred approach to enable services to be delivered according to the needs and preferences of young people and their families based on 4 key areas.



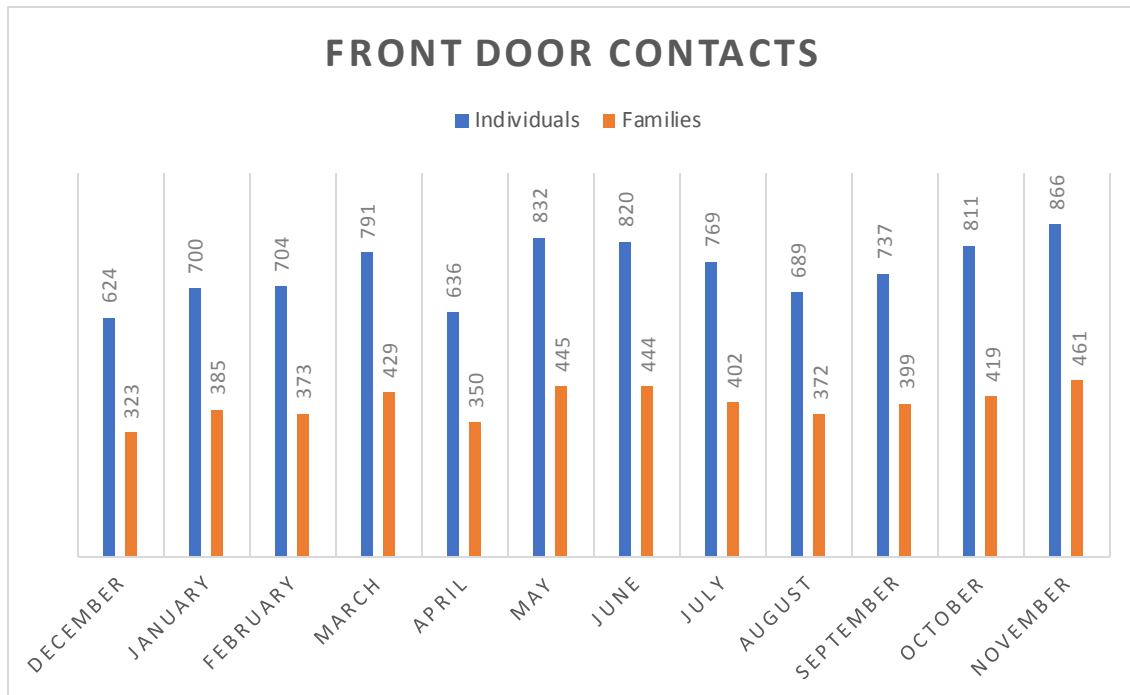
Trafford’s Early Help Contracts fit under “Getting help” and features an important role in supporting families.



6. Early Help Assessments and Front Door Contacts

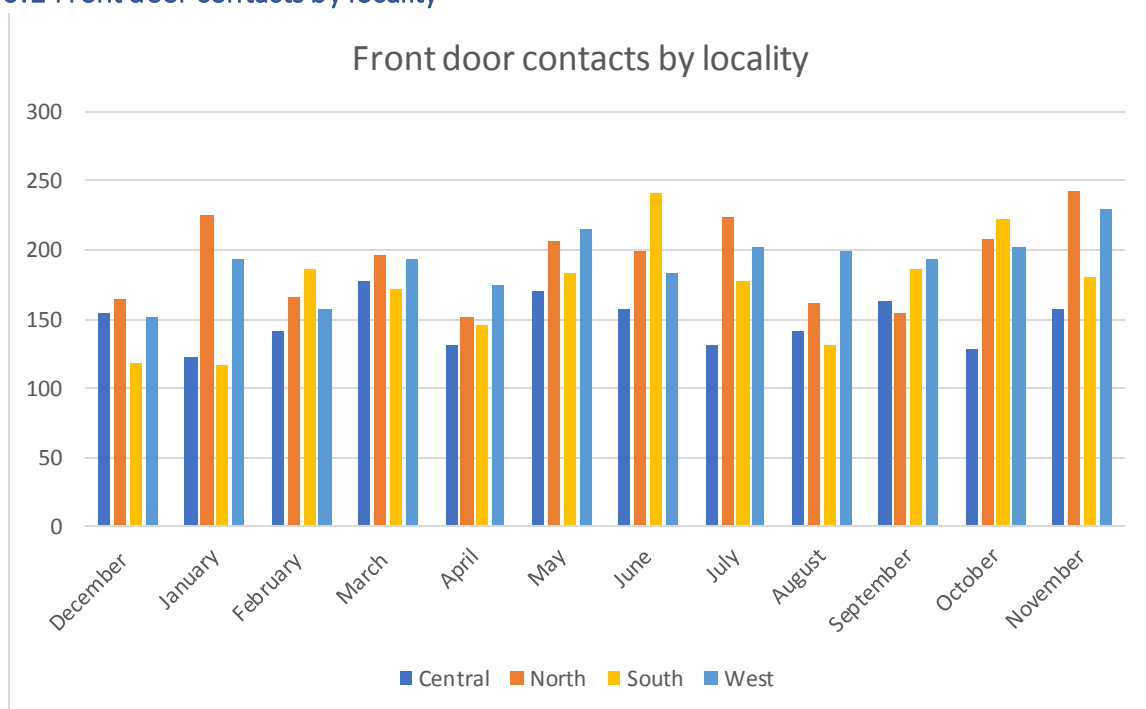
Children’s First Response is Trafford’s single point of contact for all professionals and members of the public to report concerns, request advice and share information about a child and /or family. When an individual contacts First Response, a contact reason is recorded.

6.1 Front door contacts



Between December 2021 and November 2022, the front door recorded 9,131 contacts. November 2022 recorded the highest number across the year (866). The average number of individuals per month accessing the front door from December 2021 to November 2022 was 748. Similar trends were observed in last year's data with an average of 805 individuals accessing the front door between April 2020 and March 2021.

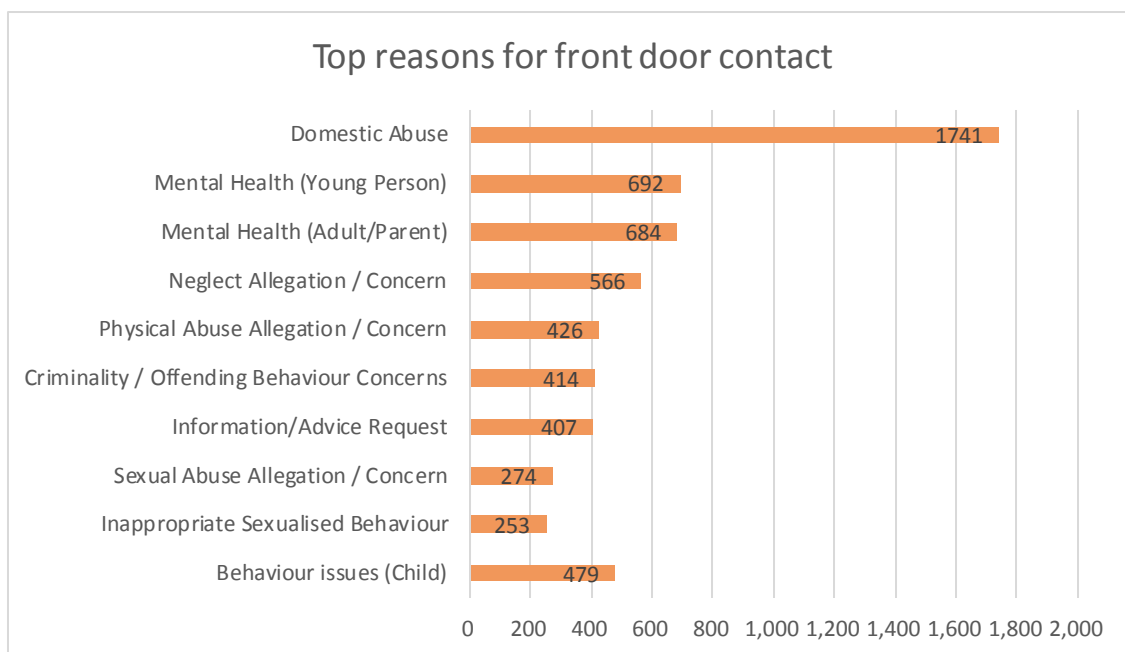
6.2 Front door contacts by locality



The North and South Trafford accessed the front door more frequently than central and west Trafford. The North had particularly high rates in January and November 2022. Between December 2021 and December 2022 402 front door contacts were received from out of borough.

6.3 Contact reasons

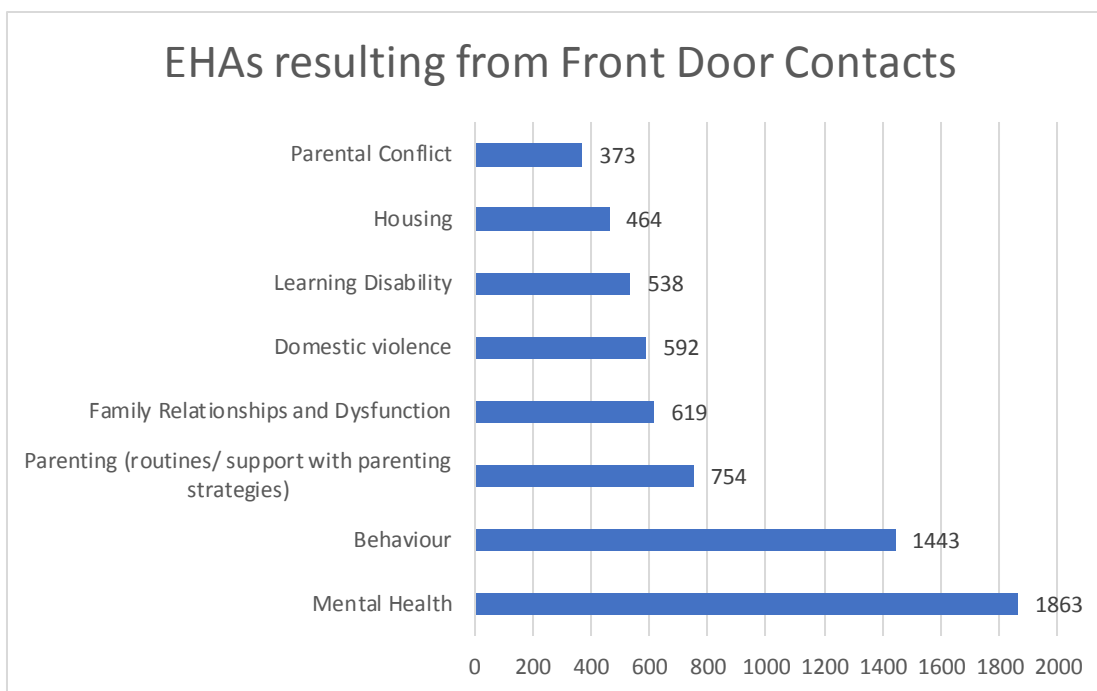
Between December 2021 and November 2022 43 contact sources were recorded. The 10 most recorded contact reasons included:



The highest recorded reason for front door contact was domestic abuse followed by mental health for both young people and parents/carers. Our commissioned services TDAS, KOOOTH, 42nd Street and Trafford Sunrise aim to support young people and their families in these areas.

6.4 EHAs resulting from Front Door Contacts

An Early Help assessment (EHA) is a document completed by a practitioner with family consent, which acts as a tool to help families get additional support where needed. The EHA and plan bring together different people who may be able to support the family as a whole. In some cases, an EHA is used as a referral form into different services and provides an overview of family need, so support can be better coordinated. All EHAs are then logged onto the Early Help Module (EHM) database.



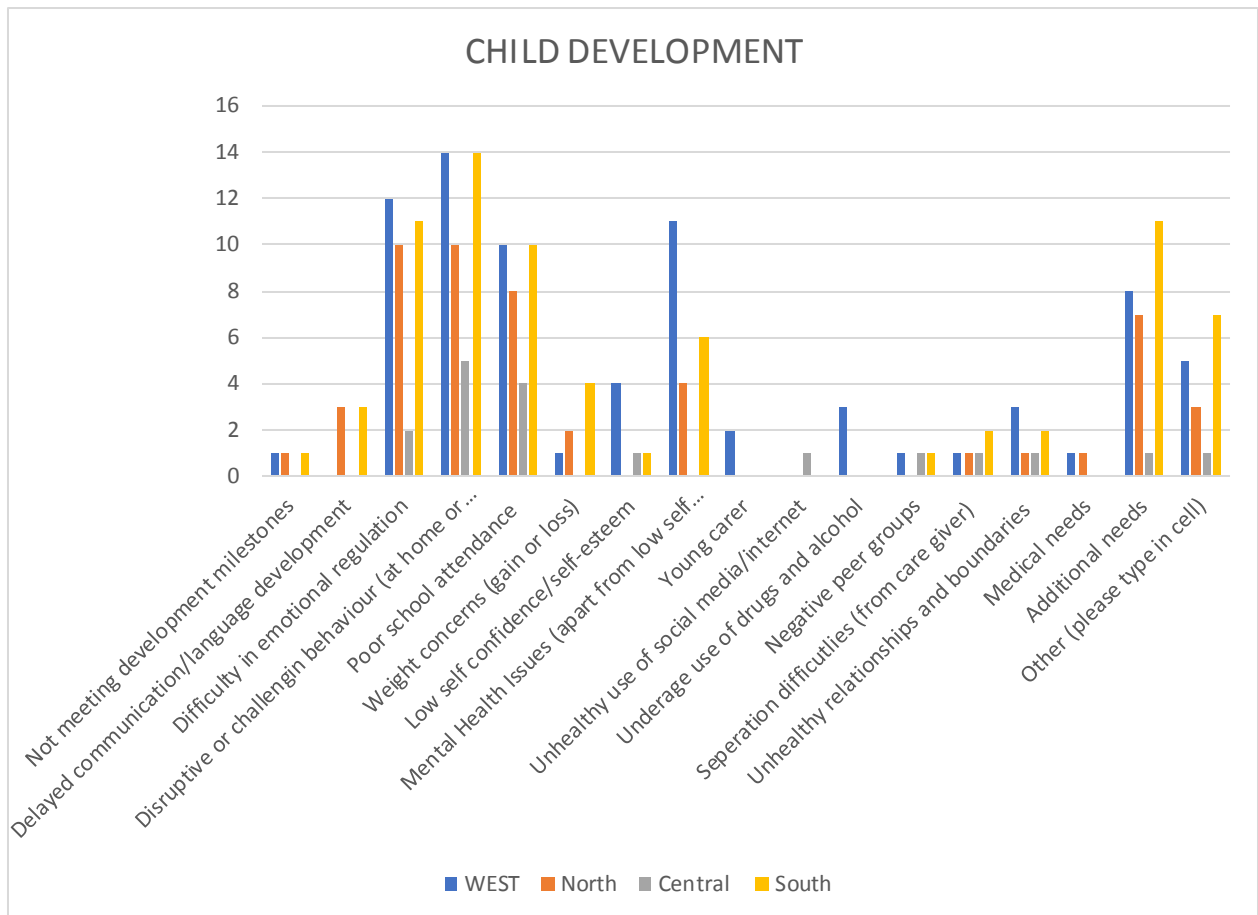
Mental health was recorded the highest number of times for front door contact reason followed by behaviour. Mental health concerns for both parents and child are an emerging presenting need across Front Door data, Commissioned Contract monitoring and Trafford Team Together. The influx of mental health related issues rose significantly post Covid-19 at a time when waiting lists for CAMHS (Child and Adolescent Mental Health Services) were at an all-time high.

6.5 Early Help Panel Referrals

Commissioners attend the Early Help Panels to provide support and advice on appropriate referrals to commissioned services. Panel runs every week and Trafford professionals discuss the most appropriate forms of support for children and families. To help track presenting needs across panels, the Early Help commissioning team established a tracker.

NB (The following tables are reflective of concerns that have been addressed in panels during September 21 –November 22)

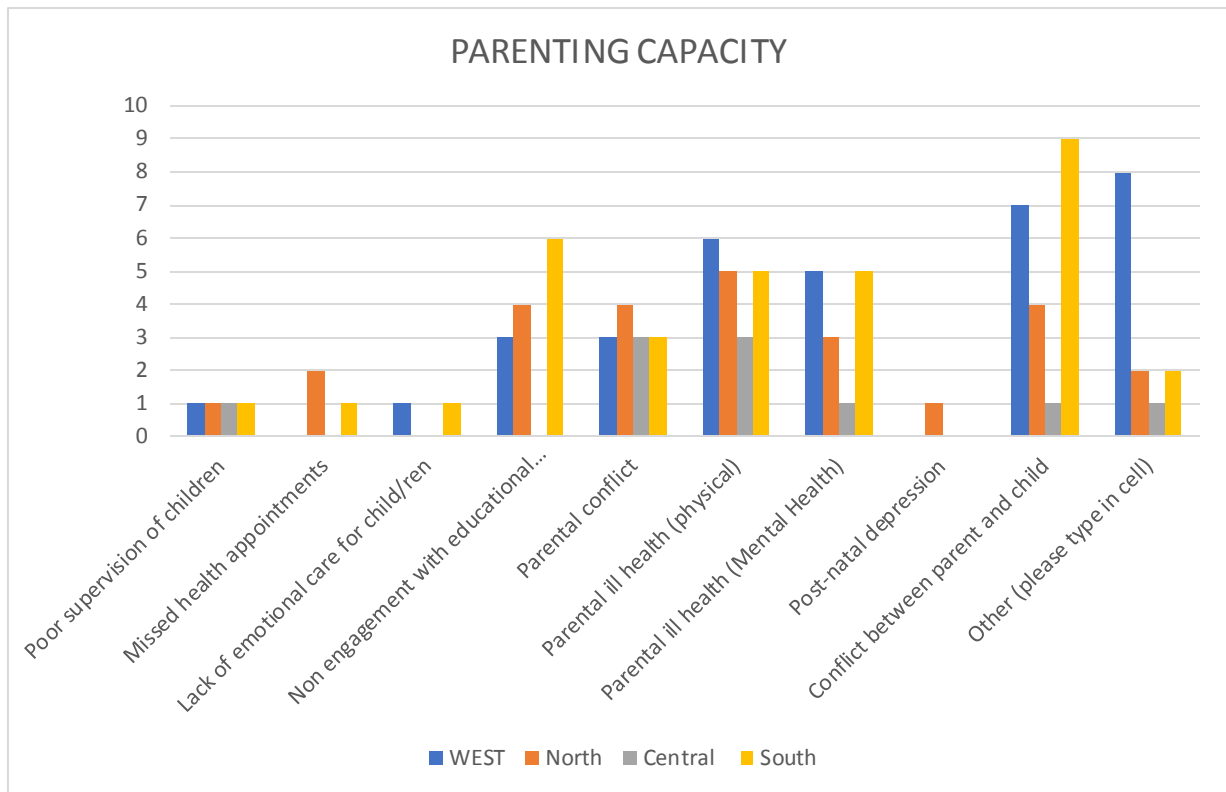
Presenting issues under child development



The data above represents data collected between September 2021 and November 22. During this period three areas had the highest recordings. These include difficulty in emotional regulation, disruptive or challenging behaviour and poor school attendance. The West locality recorded higher case numbers for mental health issues.

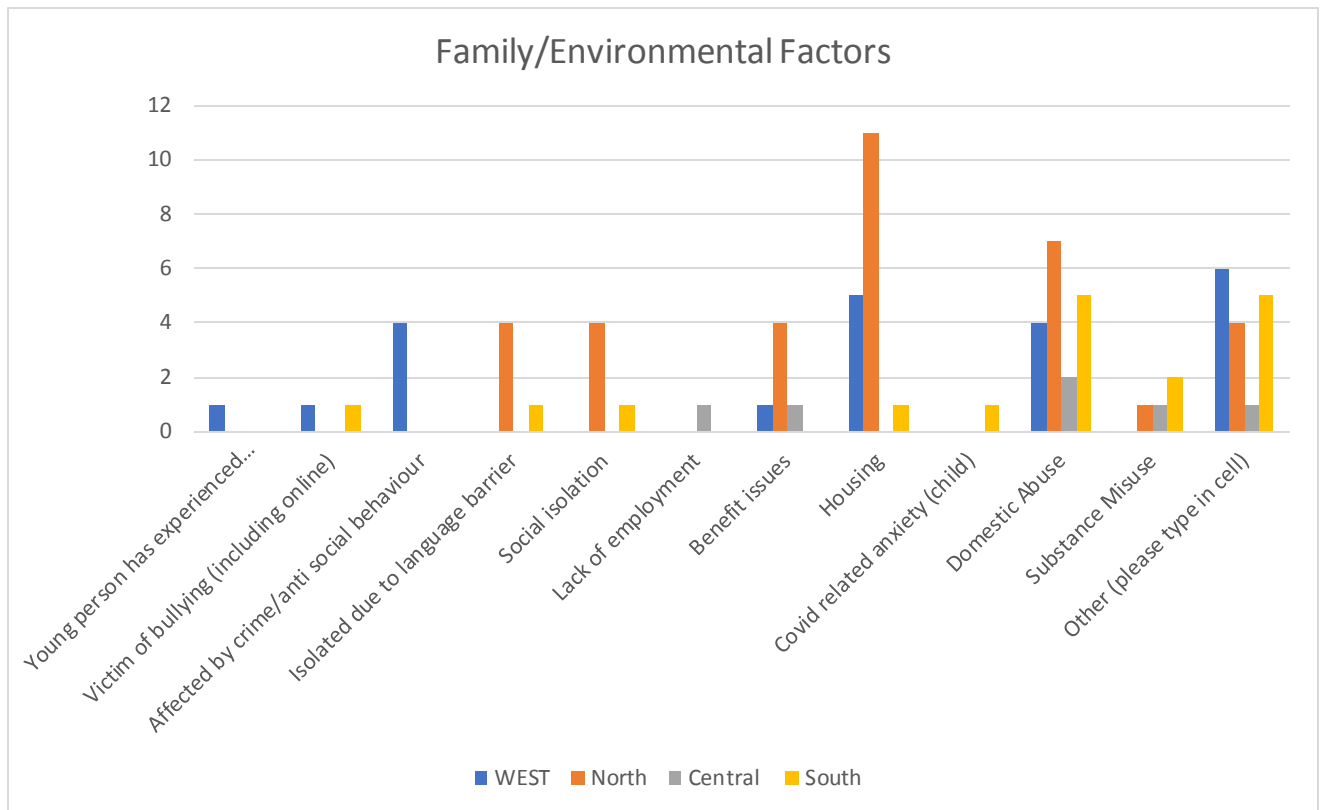
Early Help services commissioned to support these needs include Trafford Sunrise, Engage mentoring and Solihull online parenting.

Presenting issue: Under parenting capacity



The graph depicts data recorded between September 2021 – November 2022. Conflict between parent/child was most often recorded during this time across all 4 localities. Trafford directory offers support and advice to parents struggling with conflict. More info can be found here [Reducing Parental Conflict | Trafford Directory](#)

Presenting issue: Under family/environmental factors



The graph depicts data recorded between September 2021 – November 2022. The top 3 most recorded issues included housing, domestic abuse and other. While Early Help contracts cannot typically support housing issues, our TDAS contract can support and assist families/young people who have experienced or witnessed domestic abuse.

6.6 Summary

Child Development

Data collated from Early Help panels depict higher levels of presenting need in the West and South Trafford. The most prevalent factors recorded for West and South included:

- Difficulty in emotional regulation
- Disruptive/challenging behaviour
- Poor school attendance
- Mental health difficulties (particularly high in the West)

Similarly, data from TTT depicts significant reporting of parental mental health and challenging behaviour. In recent months (September 2022 – December 2022) school attendance has been flagged as a focus for TTT co-ordinators.

Parenting Capacity

Conflict between parent and child has frequently been reported with South recording higher numbers than other localities. Parental mental health was also recorded for all localities. A significant number of TTT cases reported parents struggling with their mental health. The North in particular reported high numbers of parents with mental health issues.

Family/Environmental factors

Housing and domestic abuse were the top presenting factors at Early Help panels. North reported a greater number of housing and domestic abuse issues.

7. Early Help Contracts

7.1 Family Support & Parenting

Commissioned Service 1 Home Start: Family Support

The service offers family support delivered in the home and community venues, supported by both paid and/or volunteer staff. All families are assessed for their level of support and provided with a time limited support package which includes an action plan and review.

What does the monitoring data tell us?

Home Start received 52 new referrals between April 2022 and December 2022 plus 34 referrals which they had not been able to officially accept as of end of Q3. These have been carried over to Q4 to be picked up when staff capacity is freed-up. The service receives referrals from various sources with primary referrers including nurseries/schools and Trafford Team Together. Between September – December 2022, TTT generated 13 referrals for Home Start.

Over the course of the last 6 months, Home Start demographic data depicts high numbers of lone parents/carers (40), parent with low income (16), child mental health (24), social isolation (42), poverty (24), and housing issues (17). Home-Start continues to support families with children aged between 0 to 4 years but also offers support to families having older children too, some of whom might have both younger and older children. So far this year, Home Start supported 82 adults, 32 young people between ages 0-4, 69 between 5-11 and 42 aged 12-18 years.

Home-Start continues to achieve positive outcomes for families shown by increased coping scores amongst parents and de-escalation rates. Between the period April 22 – December 22 Home start have de-escalated 34 families from point of entry, 20 stayed the same and 4 escalated. Across all quarters over 80% of parents have reported an increase in their self-assessment coping scores on both their own wellbeing (in terms of physical health, mental health, isolation, and/or self-esteem) and in ‘family management’.

Waiting list initiative

Demand for Home-Start family support in Trafford is continuing to increase year on year. Since being part of the Trafford Team Together roll-out, Home Start have seen an increase in referrals for family support. Currently 33 families are waiting for support, just less than 50% of these came from a TTT referral (as of 04.01.2022). We expect this trend to continue as Trafford Team Together is rolled across the borough. Without an increase in capacity, it is a concern that struggling Trafford families will be left for longer periods without support. As a result, Home Start have recently implemented a ‘Waiting Well’ initiative which will increase capacity and allow for an additional 24 families to be supported over a 9-month period (Jan – Sept 2023) (as is provided as part of our existing Early Help Contract – either up to 4 months support from a Family Support Worker, or up to 6 months coordinated volunteer support).

The cost for this additional capacity is £29,682 which equates to a unit cost of £1,118 per family. This is in keeping with the existing contract value (£1,111 per family).

7.2 Online Parenting Courses

Commissioned Service 2: The Solihull Approach

The Solihull Approach is a parenting programme focused on emotional health and wellbeing. Solihull supply online courses and face to face groups for parents. It was important for commissioners to extend our parenting support offer into the digital space as historically the feedback had been that parents and carers found face to face parenting sessions which required several weeks commitment at set days and times, hard to access due to employment commitments. The online courses are accessible to all Trafford parent/carers and one for teenagers: understanding your pregnancy birth labour and your baby; understanding your baby; understanding your child; understanding your teenagers’

brain (short course); understanding your brain (for teenagers only!); understanding your child with additional needs; understanding your child's feelings; understanding your child's mental health and wellbeing.

To date Solihull online has 964 registered users of which 729 have started a module. The license allows for unlimited user registration with no restriction on numbers each year. The most popular modules include Understanding your child (289), Understanding your teenager's brain (159) and Understanding your child with additional needs (83). Promotion around Solihull is ongoing and often spoken about at Early Help and Parenting panels.

Commissioned Service 3: Triple P

Triple P is a parenting programme designed to provide parents with a toolbox of ideas. The three "Ps" stand for "Positive Parenting Program" which aims to help parents: raise happy, confident children; manage misbehaviour so everyone in the family enjoys life more; set rules and routines that everyone respects and follows; encourage behaviour you like; take care of yourself as a parent; and feel confident you're doing the right thing.

The commissioning team are working with Triple P to increase code dispersion and uptake of the online offer. We have identified key colleagues to help support with promoting this offer and training has taken place to ensure practitioners know how to issue a code.

Completion of SDQs (Strengths and Difficulties Questionnaire) posed a challenge, thus the commissioning team created an online version using citizen space for ease and accessibility.

*100 Codes were bought in 2020 and no more bought since due to a large amount remaining. To date 72 codes remain some of which have been issued but returned when not registered on site by a parent or carer.

7.3 Emotional Health & Wellbeing

7.3.1 Commissioned Service 4 Trafford Sunrise: Emotional Health and Wellbeing Support for children aged 5-12 years

This service offers group and 1:1 intervention that meet the needs of children and young people between 5 and 12 years old with moderate emotional difficulties in a safe, confidential space. These are children and young people who do not meet the threshold for CAMHS (Child and Adolescent Mental Health Services) in Trafford as they do not have a

significant mental health need. They are also not the children with an elevated level of emotional difficulties that schools would normally buy counselling for. The service also delivers parent workshops on a variety of topics.

What does the monitoring data tell us?

Parent workshops have been successful with **high attendance** recorded at the workshops that focused on anxiety, behavioural difficulties and managing class changes. It has been important for commissioners to keep a contingency budget within this area to respond to arising need and develop bespoke parenting workshops to meet demand. In the context of Covid the purchased workshops focussed on the anxiety and challenges of returning to school which has been present for children, young people, and their parent/carers. Had the entire budget been committed to formal contracts, we would not have been able to respond to the rising demand in this area. During 2020/21 workshops were delivered online which allowed for greater delivery. The service closed in Q3 (2021/22) and remained closed for Q4 which affected number of workshops delivered in 2021/22. Closure of the service resulted from high demand and wait lists for the service continued to grow as the service became oversubscribed. Since its re-opening measures have been put in place to reduce the risk of the same issues repeating. The service initially began as a group offer but moved towards 1:1 support during Covid which led to its over subscription. As a result, strict criteria is now in place to ensure the latter does not occur again.

Trafford Sunrise received 24 referrals in their first quarter after re-opening the service. 47 CYP were supported during this period. Wait times for this service have been managed since re-opening, however, Q2 has seen a huge number of referrals with 113, 71 from GPs.

7.3.2 Commissioned Service 5: Emotional Support Online 11-18 years

This service offers emotional support to secondary aged young people with the aim of increasing emotional resilience, developing positive coping mechanisms, building strong relationships, and increasing protective factors for those assessed with a moderate level of need to prevent their escalation to greater/more significant difficulties. These are young people that do not meet the threshold for CAMHS in Trafford. The interventions offered include 1-1 counselling, shared articles, and peer support. This digital offer was developed in response to the voice of children and young people about some of the challenges they had

encountered around attending specific mental health venues for support or in finding the right trusted relationship where they felt able to talk openly; having a digital offer has enabled more young people to access support in a timely manner although with increased need around emotional wellbeing for our young people during Covid, it is difficult to align how this service can reduce demand on specialist mental health services.

What does the monitoring data tell us?

Using Q3 data, the most common age group of young people accessing Kooth is 14-16 yrs old (51%). Females make up 62%, males 30%, 8% non-binary. Two thirds of all log ins take place outside of work hours (9-5pm) which means this is a really good source of support when other services have closed. The most common presenting need is anxiety/stress followed by suicidal thoughts, friendships and self-harm. The chat and message functions remain popular. 79% of young people accessing counselling via Kooth would recommend it to a friend. Articles and forums are also popular with the 2 most viewed forums focused on sex and relationships, and wellbeing. 88% of young people found the content useful.

7.4 Youth Support

7.4.1 Commissioned Service 6 Engage: Mentoring

The provider delivers a mixed model of 1:1 intensive mentoring and group sessions; ensuring support is available at right and relevant times. Each mentee receives a person centred, solution focussed, personalised support package delivered over 12 sessions. The main target group is young people aged 9-16 years who have an identified need around anger management, expressing challenging behaviours, engaging in negative and/or risky behaviours, not in employment, education or training (NEET), or identified as having low aspirations.

What does the monitoring data tell us?

Engage mentoring received 80 new referrals between April 2022 and December 2022. In quarter 1-3, Engage mentors supported 69 young people with 1:1 support and 10 young people in group support. In April 2022, the wait list had 80 young people waiting to access support. The commissioning team worked with Engage to reduce this number and improve waiting times for young people. In quarter 2 the wait list reduced to 34 young people

waiting for support. This has since increased in Q3 with 50 young people now waiting to access mentoring.

Outcomes for the service remain high with young people reporting feeling better able to manage their emotions, articulate their feelings and make right responses. Feedback from 1:1 support depicts the positive impact Engage mentoring provides:

- A. *“I have an understanding of how to manage my anxiety and put techniques into practice (YP)”*.
- B. *“You have helped me build a better relationship with family (YP)”*.
- C. *“With everyone's help X is like a new lad his improvement is amazing (PG)”*.

Between April 22 – December 22, engage have closed 38 cases of support in which 23 de-escalated, 7 stayed the same and 8 escalated.

The service receives referrals from many sources with the main referrers across the two quarters including Trafford Team Together Early Help Hubs and schools. Between September and December 2022, 28 referrals were generated from TTT meetings. Over the last 6 months demographic data depicts high numbers of lone parent/carers (42), child/parent mental health issues (56), wellbeing concerns (50), children with additional needs (33), and social isolation (19).

Waiting list initiative

In April 2022, the waiting time for accessing mentoring support with Engage reached an all-time high. The wait time for the service sat around 10-12 months from the point of referral. Commissioners and Engage worked to set up temporary measures to help reduce and manage waiting times. The following steps were taken:

1. Consultation with IFS (Intensive Families Support) and a decision to temporarily stop accepting referrals from Level of Need (LON) 3
2. LON3 on the waiting lists not right for group sessions were removed.
3. Re-introduction of groups which had been paused due to poor up take the previous year
4. Engage revised/contacted the waiting list to assess if all were still in need of support.

5. The joint effort of these measures has significantly reduced the waiting list. Wait time for the service is approximately 4 months from point of referral. Those at LON3 who were removed from the waiting list were picked up by IFS to look for alternative support.

7.4.2 Commissioned Service 7 The Proud Trust: LGBTQ+ specific youth provision

The provider delivers weekly group sessions to support LGBT young people including those exploring their sexuality and gender identity. There is also a requirement to work on a one-to-one basis where more intensive work is needed, with no more than 6-10 sessions and where wider awareness and training delivered in schools and to professionals where the need is found.

What does the monitoring data tell us?

The service has supported 20 young people to date with a consistent cohort of 5-6 young people attending sessions regularly. Pride events ran during this monitoring period and the young people got to engage with the local area in its Pride event. The young people also supported Manchester Pride that the Proud Trust supported by hosting a Youth Pride area and were in the youth block of the parade. Lots of the young people engaged in these events and found value in seeing their identities celebrated. The Trafford group also hosted their own Prom as lots of them had negative experiences of their school proms and wanted people to celebrate that moment in their life with happiness.

The lead youth worker who had been with the group for several years left the organisation during this period. The group had met their new youth worker during a handover which allowed for some consistency, however the group is currently dipping in its attendance and only having a small group consistently attend. This seems to be due to the older members who are now in college attending less often as they have received the support they needed from the group and do not require the support anymore. The Trafford youth work team are currently talking with the group about places the team should visit to promote the service and schools that they should go to share the support offered. This work will likely take place in the new year.

The commissioning team will link in with TTT (Trafford Team Together) coordinators to help promote and find any schools who would benefit from training.

7.5 Infrastructure

7.5.1 Commissioned Service 8 Talk, Listen, Change: Volunteer Infrastructure Support: Early Help Hubs and Youth Engagement Service

The provider acts as a crucial point of co-ordination for volunteering support and activity for children, young people, and their families within Trafford Council's Early Help Hubs for 0–11-year-olds in Stretford and Partington and the Youth Engagement Service for 11–19-year-olds, based in Sale. The provider works in partnership with the three hubs to manage their existing volunteers as well as recruiting a strong bank of new volunteers to increase volunteer capacity across the borough. The contract was started in 2015 following the closure of several youth and children's centres which had strong volunteer support. The remaining hubs and operational staff teams found they did not have ability to recruit, train and sustain volunteers but that volunteers were integral to increasing service delivery. Traditionally the Stretford and Partington hubs utilised the volunteer offer well although over the last 12-18 months there has been a positive increase in the use of volunteers, via this contract to the youth engagement service.

What does the monitoring data tell us?

Across April 22- December 22, 63 individuals expressed interest in volunteering with TLC. In total, 17 new volunteers were recruited across quarter 1-3 and 4 disengaged prior to starting a role. Volunteers have contributed 471.5 hours to Talk shop and the Early Help Hubs. Volunteers engage in various activities including supporting Baby Club stay and play, supporting drop-in sessions, supporting the youth forum and detached youth work sessions.

The pandemic significantly reduced the outputs on this contract and commissioners felt it was appropriate to reduce contract value in line with reduced delivery from £29,985 to £21,541 for FY22/23.

7.6 Domestic Abuse

Commissioned Service 9 TDAS: CYP Domestic Abuse Support

This service offers group and one to one support for children and young people aged 5 – 18 years (and up to 25 years for those with complex needs or who are care leavers) who are at risk of and affected by domestic abuse. The service compliments the current offer of domestic abuse support being commissioned via the Public Health team, giving families a wider range of choice in terms of support, and assuring the Council and partners that current levels of demand for support are being met. The funds distributed to this service were in response to long waiting times for the R Space programme for children and young people which the provider receives alternative funding for. At this point there needs to be further discussion about where both victim and perpetrator service offer should sit; with public health leading the adults offer and Early Help commissioning offering contingency funds to manage waiting times for children. In the previous year this was an ad hoc spend in the Early Help budget to reduce pressure on waiting times, but it has become clearer that the PH commission for domestic abuse support for children and young people is not enough to meet need and so a decision is required as to whether this is an ongoing commitment from the Early Help budget to manage demand and complement external funding.

What does the monitoring data tell us?

Groups cover 3 different age groups but the most popular group across the last 2 years has been **5-7yrs**. There is a broad spread of ages who attend 1:1 session. The waiting times have been lengthy on occasion (12 months in 2019 for 1:1 sessions) but following recruitment of additional staff, this improved and current waiting times are approximately 2 months for group work and 3 months for 1:1. Programmes are consistently full and waiting lists are managed, showing a demand for this service.

Summer Pilot

The summer pilot supported 56 CYP in group sessions and 9 parents attended groups. The pilot managed to reach a lot more families, more quickly than previously with a better group uptake. This resulted in the waiting list reducing significantly. Parents will be followed up 1 month after the courses to name longer term impacts.

7.7 Ad-Hoc Spends

In addition to our Early Help Contracts, some of the Early Help budget has been allocated to additional services as detailed below.

7.7.1 Empowering People, Empowering Communities (EPEC)

£40,000 was set aside in FY 2021/22 and rolled over again into FY 2022/23 to fund a coordinator post to deliver EPEC, a peer support programme. A licence fee of £17,000 was paid in 2021/22, which was rolled over into the current financial year, however this is unable to be rolled over again into 2023/24. Therefore, an internal decision needs to be made as to whether Trafford Council go ahead with commissioning EPEC or to continue without. This financial year, part of the £40,000 set aside for EPEC has been used to fund the additional capacity for the Home Start contract as detailed on page 25. Going into 2023/24, the £40,000 set aside for the EPEC Coordinator has been reduced to £35,000.

7.7.2 Reducing Parental Conflict (RPC)

£30,000 has been set aside in previous years (2021/22 and 2022/23) to commission a specific RPC intervention. The Early Help Commissioning team lead on the RPC agenda in Trafford, however focus has been on developing a needs assessment, support pathway and outcomes framework as well as building a training offer to multi-agency partners. The majority of funding for the RPC agenda comes directly from grants awarded by Department of Work and Pensions (DWP), and this £30k was ring-fenced to supplement the DWP funding. Going forward into 2023/24 this amount has been reduced to £10,000. This year we intend to use the £30k to pilot some short breaks offers focused on holiday provision.

7.7.4 Trafford Team Together (TTT) Commissions

As a result of TTT, a number of services have been commissioned as a result of presenting needs of the families supported. These are detailed below.

- Broker roles – two VCFSE organisations (Gorse Hill Studios and The Hideaway) were commissioned in the North and West of the borough to deliver a broker role initially for 1 year (October 2021 – September 2022). The contracts for both providers were extended for a further 6 months until March 2023 in line with the TTT Coordinator posts. The cost allocated over this 18-month period was £75,000k, split equally between the two providers (£25,000 per year). Discussions are ongoing at the current time to determine what this offer will look like going forward.

Data from both organisations is requested on a quarterly basis. Data for the first half of the 6-month extension period has been received and details below show the total data

across the 15-month period that the brokers have been operational to date (Oct 2021 – December 2022).

	The Hideaway	Gorse Hill Studios
Number of families supported	112	202
Number children linked to families supported	265	201
Number of TTT meetings attended	23	47
Number of new connections with community groups	0	25
Number of families disengaged	7	24

Key findings from this data:

- Gorse Hill Studios have supported almost double the families as The Hideaway, however in total The Hideaway have supported more CYP.
- Gorse Hill Studios have attended double the number of TTT meetings compared to The Hideaway, no doubt due to the larger geographical footprint supported
- The Hideaway have not evidenced any new connections with community groups over their 15 months as broker, which is a key aim of the support offered.
- More families have disengaged from GHS than The Hideaway, as a percentage of total families supported this is 19% and 6% respectively. Reasons for disengagement from GHS include complexity and number of issues families facing, requiring other support, and losing engagement over school holiday periods. Reasons for disengagement from The Hideaway include referring back to school, lack of contact, referred onto other services.

It is envisaged that TTT will extend beyond March 2023 and will make up one of 3 elements of Family Help, the new term for the Early Help redesign offer. Due to reallocation of funds, the EH budget does not have capacity to support both VCFSE broker roles going forward over the next financial year and therefore a decision is to be made on what this offer looks like going forward. A maximum of £30,000 is available for 2023 / 24 to support a role.

- Parent Drop Ins – Calm Connections were commissioned to deliver weekly parent drop-in sessions to provide peer to peer support for parent / carers. Attendance at these sessions

has generally been quite low despite an apparent need, therefore in January 2023 delivery changed to monthly with each session having a specific focus (i.e., sleep, anxiety etc). Calm Connections also deliver family coaching sessions providing 1 to 1 family support for up to 6 hours per family. The total cost spent on sessions provided by Calm Connections is £6,400. Due to low uptake, it is unlikely these sessions will be recommissioned in their current format for 2023/24.

- I'm a Parent Get Me Out of Here – The Counselling and Family Centre in Altrincham were commissioned at the start of 2022/23 to deliver 5 x 6-week workshops for parents of teens to help provide support and advice to understand and manage child behaviour. Uptake and attendance at these sessions were positive, (52 parents attended across 4 cohorts), resulting in an additional 5 x 6 weeks being commissioned for the end of 2022/23. TTT outcome data shows there is a demand for support for parents struggling to meet need / children with emerging SEND, therefore 3 x 6-week pilot sessions specifically for this cohort of parents have also been commissioned. The total spend on these sessions over 2022/23 is £7,770.
- 10 places on the Power 2 Re-discover programme were commissioned through needs identified from TTT at £9,790. The programme provides 1:1 support to young people struggling with wellbeing, isolation and engagement and was delivered in 2 cohorts of 5 young people. All 10 places have now been filled and mentoring completed. Outcomes from the mentoring show:
 - 90% young people improved scores for aspiration
 - 65% young people improved scores for contribution
 - 20% young people improved scores for confidence and 70% maintained scores
 - 45% young people improved scores for learning
 - 65% young people improved scores for people and support

In total £47,970 amount has been allocated in the EH budget on ad hoc spends (excluding EPEC and RPC) and £37,970 amount has been spent. More detail will be included below in the appendix.

8. Children with Additional Needs (CWAN) Services

Five services are commissioned through the CWAN budget which is held and managed by the Early Help Commissioning team. Although separate budgets, there is some cross over between service offers i.e., the Sleep Clinic which is accessible to all Trafford families but also has a specific autism / ADHD (Attention Deficit Hyperactivity Disorder) offer, and short breaks which provide Early Help in the form of respite for families. The CWAN budget is jointly funded by Trafford Council and the Integrated Commissioning Board (ICB). The 5 services funded from this budget are:

- x3 Short Break Groups
- Sleep Clinic
- Supported Internship.

8.1 Trafford Council Short Break Commissioned Services Offer

Trafford commissions 3 specific short break services which are designed to support children and young people with additional needs.

An overview of these services is detailed in the table below.

	SENSE	Sport Works 5 – 11 years	Sport Works 11 – 18 years
Cost per place	£100	£40	£41
Age range	5 – 18 years	5 – 11 years	11 – 18 years
Eligibility	Formal diagnosis of ASC with or without other diagnoses	Any additional need requiring less than 1 to 1 support	Any additional need requiring less than 1 to 1 support
Days of delivery	Weekdays x3 school holidays only	Saturdays during term time Weekdays x2 during school holidays	Sundays during term time Weekdays x2 during school holidays
Number of sessions per year	30	56	56
Capacity per session	10	10	12
Total spaces available per year	300	1,120	1,110
Session format	Unstructured play	Structured play	Structured play
Session content	Messy play, outdoor play, art and craft	Sport and activities Drama and music Art and craft	Sport and activities Drama and music Art and craft

Summary

A recent short breaks review (2022) looked in-depth at these 3 services to see what the monitoring data shows and to look more closely at capacity vs. demand. In summary, SENSE and Sport works 5 – 11 years are the most utilised services with the highest number of

children on the registers and in regular attendance and have the highest number of new referrals. However, due to these higher numbers the demand for places is greater. This means, new referrals into SENSE are now placed on a waiting list, and any new referrals into Sport Works results in all those on the register receiving fewer number of requested places overall.

Sport Works 11 – 18y receives fewer referrals therefore attendance for young people at these sessions is more consistent for the majority of those who attend.

Below gives a summary of service use of all 3 commissioned short breaks services.

	SENSE	Sport Works 5 – 11 years	Sport Works 11 – 18 years
Number of CYP actively attending	36	46	37
Most common age group in attendance	10 – 11 years	8 – 9 years	15 – 18y
Attendance of allocated sessions	97%	80%	75%
Additional commissioned capacity	9 x Saturday sessions January – March 2022 98% attendance of allocated sessions	None over this time period	None over this time period

8.2 Sleep Clinic – Together Trust

The Together Trust Sleep clinic started as a pilot in 2016 before being commissioned. In the current contract year (July 2022 – June 2023), the format of delivery was altered to reflect the increase in demand for this service and complexity of cases being referred. The service now offers workshops for professionals and parents and 1 to 1 clinic. There is also a route via paediatric referral for those children with ADHD (attention deficit hyperactivity disorder) and / autism or who are currently prescribed melatonin to help introduce behaviour change techniques to manage sleep habits and reduce the need for medication.

200 clinics are delivered across the academic year. To date, within the current contract year, Together Trust have seen 62 families. The waiting list currently stands at 124 families and an average waiting time of 6 – 9 months. The change in delivery format from earlier years was implemented to address the high waiting lists / times seen in previous years.

8.3 Supported Internship – Pure Innovations

Pure Innovations have held the supported internship since 2013. They are contracted to support 10 young people per year into employment through attendance at 1 – 3 work

placements based at Trafford General Hospital and other external organisations, as well as completing a City and Guilds employment qualification. COVID did impact upon the placement element of the contract over 2020/2021 and 2021/22, however in its current year placements have returned to pre COVID delivery.

8.4 DYC Youth Provision – Sport Works

Sport Works are also commissioned to deliver a youth provision. It should be noted that initially this contract was designed to be an inclusive youth group, but throughout the contract history and despite numerous efforts, attendance has been solely from young people with SEND.

Although not funded from the CWAN budget, (this contract sits within the EH budget), it complements the 3 short breaks commissioned offers as a continuation of support for those young people aged 18 – 25 years with majority of attendees sitting within this age bracket.

Data from the short breaks review tells us that 42 young people are accessing this offer and due to the nature of delivery there is currently no waiting list.

9. Budgets

Below is a summary of spend across the Early Help and CWAN budgets for the last 3 financial years.

Financial year	EH Total Budget	EH Actual Spend	CWAN Total Budget	CWAN Actual Spend
2020/21	£459,388	£409,669	£258,678	£258,399.31
2021/22	£459,388	£395,048	£258,678	£264,859.26
2022/23	£468,576	TBC	£278,611	TBC

A more detailed breakdown of spending over these 3 years can be found in the appendix including unit costs per person per intervention to help give a better understanding of value for money. Where additional services have been purchased, or annual costs increased, this has also been noted.

10. Impact of Covid

The pandemic heavily impacted Early Help (and CWAN) contracts by means of delivery, capacity, and case complexity. Trafford providers responded quickly to the pandemic and moved to virtual delivery where possible. Many of our EH contracts have maintained a

hybrid delivery model post pandemic as it allowed for greater accessibility for Trafford residents.

Demand

Throughout the pandemic demand remained high for Early Help contracts in particular our family support contract with Home Start and intensive mentoring with Salford Foundation.

Capacity

As a result of increased demand waiting lists have grown to 4/6+ months for many EH services. Home Start and Engage struggled to manage the increased demand for capacity coupled with increased case complexity. As a result, waiting list initiatives were brought in temporarily to manage the influx and support service continuity.

Complexity

Post pandemic Early Help providers have seen an increase in complex cases and young people presenting with multiple concerns. Anxieties around school returns and increased mental health concerns have become more prominent.

12. Summary

The key areas of need highlighted in this document across the various points of referral are:

- MH difficulties (child/young person and adult)
- Domestic abuse
- Poor school attendance
- Disruptive / challenging behaviour (child/young person)
- Emotional regulation (child/young person)
- SEND
- Housing.

Whilst some of these issues (i.e. housing), are outside the scope of the Early Help Commissioning team, the other areas show the continued need for current services, particularly Home Start, Engage, Kooth, Sunrise, TDAS, Sleep Clinic and Short breaks (5 – 11-year age range especially) in addressing these themes.

The data presented within this document shows that referrals into services from TTT continue to increase, particularly into Home Start and Engage, since the introduction of TTT in September 21. With a coordinator now based in the South, referrals are likely to increase further into all commissioned services which will increase demand again without an appropriate increase in capacity to manage these. It should also be noted that in the current contract year (2022/23), some commissioned services have reached capacity well before year end. If this trend is to continue into the 6-month extension period, available support will naturally decrease before the expiry date of September 2023 resulting in increased waiting lists and times.

The future of TTT is yet to be confirmed including how it fits in with the new Family Hub offer, but currently roll out to all schools in the South and Central area is expected from Spring 2023. The roles of the brokers are currently under review to see what this will look like for the next financial year; however, it is envisaged the current format of delivery will not be replicated. The ad hoc commissions through Calm Connections are also unlikely to be replicated due to low uptake, however the sessions delivered through CFC are proving more popular, and if demand continues to present through TTT data then perhaps a more permanent commission should be considered for 2023/24.

There are a number of contracts where changes can be made to better suit need / demand. For example, the volunteer contract with TLC, continues to show a slow uptake and retention of volunteers, an ongoing impact since Covid. Internal talks are currently taking place with other council departments / services to see if this contract can be moved to better meet need elsewhere.

Likewise, The Proud Trust continues to show positive outcomes for the young people attending, however numbers attending remain low. A review of this service specification is required to ensure the service provides value for money and appropriate support for the children and young people who access it.

Both online parenting offers show low uptake despite efforts to promote the offer. Talks with the providers show that where these offers are successful in other local authorities, more resources are committed in the form of training practitioners in the online offer to support families to complete. Whilst licences remain valid for Triple P indefinitely, consideration needs to be given as to whether to commit more money to increase uptake, or to not renew licences and try to promote uptake of those remaining. Evaluating the impact of either online offer is proving extremely difficult.

SEND was also highlighted as a presenting need in the form of emerging SEND, diagnosed SEND without an EHCP and SEND pathway in progress. An element of the 4 lots sitting under the FPS was to ensure all services have an inclusive element to ensure they cater for families of, and children and young people with additional needs. With the short breaks review only recently been completed, it is important the findings for that are aligned to the recommendations of this report.

13. Recommendations

13.1 Based on the above summary and data within this document, we have identified a number of themes and proposals for discussion with partners:

Theme	Proposal
Mental health	<p>This is a significant presenting need for children and families.</p> <p>Consider our EH offer in the context of the wider MH offer and identify where we can improve at the EH stage.</p> <p>Continue to part fund Kooth and Sunrise</p>
Children’s behaviour and emotional regulation	<p>Opportunity to map the range of mentoring across the council and identify different ways to support young people where formal mentoring doesn’t suit their needs. Link this in with parenting support and the MH offer which will be contributing to meeting these needs also</p>
Domestic abuse	<p>Due to high level of presenting need at the front door consider scope and capacity needed for the EH offer</p>
Parenting support	<p>EPEC continues to be an opportunity if we agree this fits alongside our Family Help vision. Costs will be increasing for implementation, a cost-benefit analysis may be useful.</p> <p>Triple P has not been a success in terms of uptake. We propose not to buy any more codes but change some of the current purchase to address different issues e.g. supporting children with anxiety</p>
SEND	<p>An opportunity to build more EH support for SEND families and link in with our short breaks offer. Consider how budgets for EH and CWAN can align to meet demand for short breaks</p>
FPS Lots	<p>Review the proposed lots to ensure they will support our requirements (see 13.2 below)</p>
Volunteer infrastructure	<p>Opportunity to review the requirement for this service as the Family Help work develops, or find an alternative way of delivering which provides better value for money</p>

Commissioning high value contracts	Demand is increasing for our high value contracts for family support and mentoring. Commissioning for these services is likely to require a significant part of the EH budget. Opportunity to consider what type of support would help families at an even earlier stage to prevent referrals into these services
Ad hoc commissions	Having a portion of the budget available for ad hoc commissions has allowed us to respond to need identified through TTT quickly. Recommend this continues

13.2 FPS Lots

	Current lots	Description	Review status
A.	Supporting children and families with a 0 – 5 focus	For families and children aged minus 9 months to 5 years. Focus on health, physical development and wellbeing, educational services, outdoor activities etc.	Keep
B.	Provision for children and young people including: <ul style="list-style-type: none"> - 5 – 18 years - up to 25 for young people with SEND - Care experienced young people 	Focus to include sexual health, substance misuse, physical development, behavioural and emotional development, education services etc.	Keep

C.	Community based support – a highly connect professional and supportive network bound by a shared relational practice model that empowers children, young people and families and agency partners	Increase opportunity and capacity within services i.e., volunteering, advice and guidance.	Review
D.	Therapeutic Packages (to be used by the placements team when requests come through via social care)	Targeted support for issues relating to trauma or mental wellbeing i.e., counselling, therapeutic support, psychotherapy and specialist parenting support.	Keep

14. Appendix



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