

Barnet Early Help Multi-Agency Panel Protocol

Introduction

The Early Help Hub will initially run as a pilot within the East Central Locality from September 2017 to February 2018, after which its impact and outcomes will be reviewed. There is a plan to roll out the pilot to the West and South localities in early 2018.

The key development within the hub pilot is the setup of the Multi-agency Early Help panel that will take place every Tuesday within the East Central locality. Within the panel all families that have been assigned to Early Help within the previous week will be discussed. This enables a multi-agency group to identify the needs of the whole family, ensure the appropriate lead professional is assigned and that the plan for the family is reflective of their needs.

All members of the panel are listed in **section 4** of this document. All members listed in **section 4** are currently part of the existing MASH ISA and/or Troubled Families ISA. The development is that the agencies now come together within a formal panel to discuss children; young people aged 0-19 years old and their families who have consented to a CAF.

The families will consent to the CAF via the MASH and the MASH will also gain explicit consent from the family to ensure that they give permission for their CAF to be discussed within the weekly Early Help panel, the family will also have the opportunity during their conversation with the MASH to exclude any organisations that they do not want to be included.

Below is the script that the MASH will use to gain consent for the panel discussion:

“The East Central Early Help Panel is a multi-agency panel that works together to identify the correct help for you and your family. The panel will include a range of relevant services across Barnet that could provide help to you and your family such as Housing, health and parenting advice. We can assure you that any discussions held by the panel will be treated with the utmost confidentiality, you also have the right to exclude any organisations from the panel if you do not wish them to be involved.”

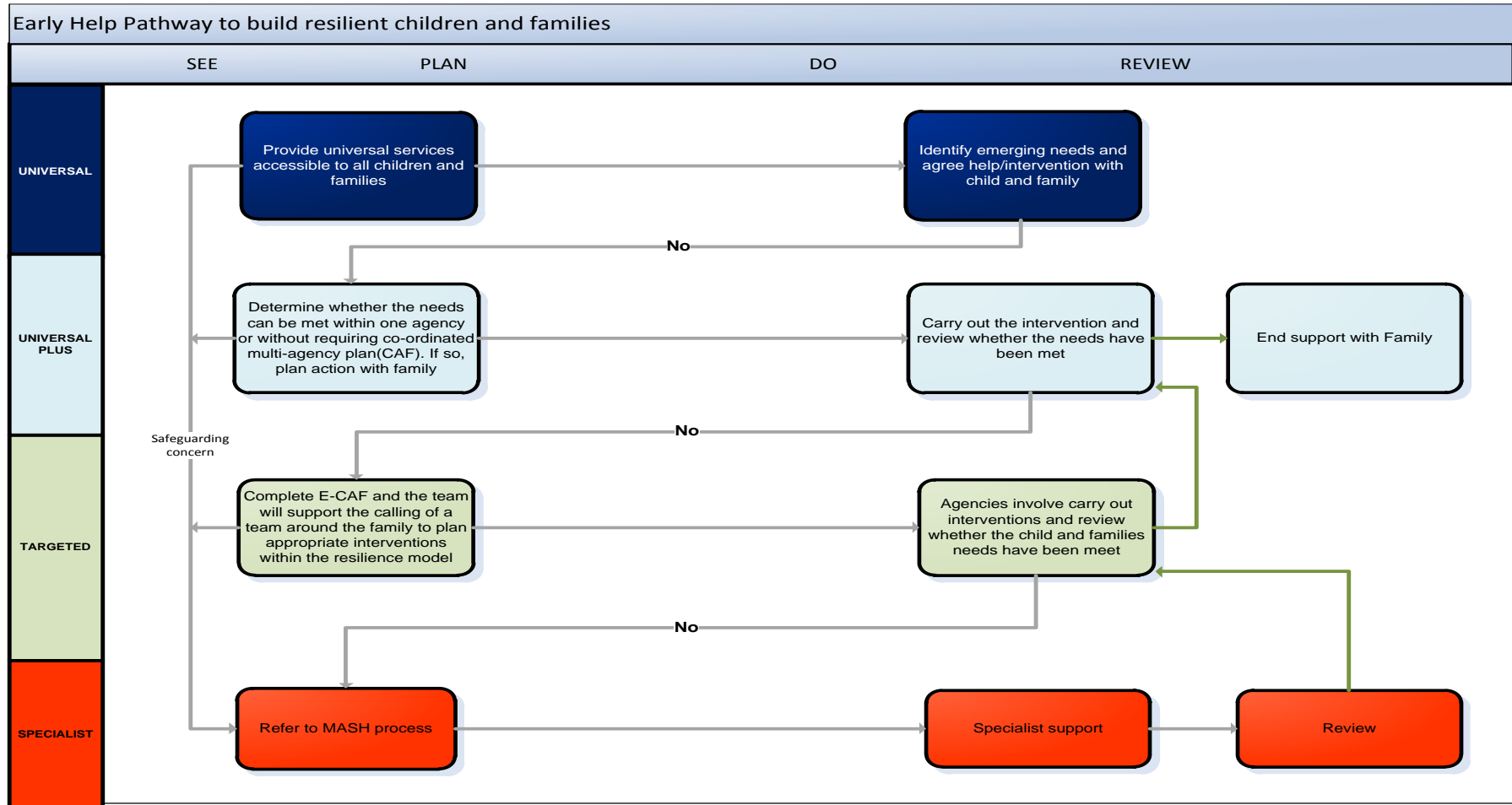
“Please confirm that you agree for your child/children’s information being shared with members of Barnet’s East Central Early Help Panel in order to receive the most appropriate services and help to meet your child’s/children’s needs and to ensure that all agencies are working well together to achieve this.”

Once consent is gained within the MASH, the practitioner within the MASH will record consent within the EHM system as a contact record.

Appendix A is a record of those organisations that form part of the panel will hold and store any information that we provide as they do not have access to the EHM system.

Although a large majority of the panel members will have access to **LBB Early Help Module** which is our own recording system for Early Help; not all panel members have access. Within this instance information will be sent to a secure email address 5 working days prior to the panel. All secure emails are included in **section 4** of this document. All access protocols for the Early Help Module are held within the current CAF ISA.

1. Overarching pathway



2. The Hub model

Over the past six months, the local authority, children's centres, health agencies, education, police, substance misuse, Job Centre, Housing, Voluntary Sector and a range of service providers have been working to improve the way we work together to meet the needs of children, young people and families who need early help services.

As a partnership, we have agreed to pilot a locality framework for delivery that ensures children; young people and their families receive a seamless early help offer that meets their needs when and where they need it.

The pilot framework does not change how you - as professionals - access services for children, young people and families or change the types of services that are available to them. It does, however encourage multi-agency consideration about the allocation of resources to reduce duplication of provision and facilitate joined up assessments, plans and interventions for families which effectively utilises the knowledge, skills and resources available within the partnership. It will minimise the need for families to repeatedly be stepped up to children social care or stepped down from children social care as their needs change, as well as the requirement for them to repeat their 'story', engage in multiple assessments or attend multiple appointments. A multi-agency panel of key providers in the locality will meet regularly to allocate resources to new referrals and review existing provision when this is not achieving improved outcomes for children.

3. Aims of the Early Help Multi-Agency Panel (MAP)

At the heart of the Early Help Multi-Agency Panel is the aim to identifying need to intervene early and prevent problems escalating. Through a multi-agency partnership approach, resources can be mobilised swiftly to meet need early in the life of the problem, helping to build capacity in families to be resilient and manage their own difficulties and reduce the need for statutory agencies to become involved. The Early Help MAP also provides a regular forum for professionals to meet and in which:

- Whole system information can be shared to make decisions
- Families can access the resources they need rapidly
- Agencies collaborate to ensure children, young people and their families receive the right help, for the whole family, first time
- Lead professionals are agreed to drive joined up assessments, plan and interventions for children, young people and their families
- The need for children, young people and their families to have to tell 'their story' more than once is reduced
- Support plans can be reviewed support when needs and/or risks change to minimise the risk of children, young people and their families being referred to specialist or statutory services

4. Membership

Agency	Role	Name	Email Address
LBB Family Services	Panel Chair/Co-Ordinator	Karen Pearson/ Michaela Carlowe/Jennie Patterson	Karen.pearson@barnet.gcsx.gov.uk Michaela.carlowe@barnet.gcsx.gov.uk Jennie.patterson@barnet.gcsx.gov.uk
Underhill School	East Central Strategic Hub Lead	Jack Newton	exec@underhill.barnetmail.net
LBB Family Services	East Central CAF Co-ordinator	Tricia Llyod Denyse Starkey	Tricia.llyod@barnet.gcsx.gov.uk Denyse.starkey@barnet.gcsx.gov.uk
LBB Family Services	East Central CAF Social worker	To be confirmed	
LBB Family Services	Business Support	Kiran Suri	Kiran.suri@barnet.gcsx.gov.uk
LBB Family Services	Multi-Agency Safeguarding Hub (MASH)	Cathy Phelan or Debbie Hammond	Cathy.phelan@barnet.gcsx.gov.uk Debbie.hammond@barnet.gcsx.gov.uk
LBB Family Services	Children Centre Locality Manager	Leanne White	Leanne.white@barnet.gcsx.gov.uk
LBB Family Services	Youth Service	Karen Ali	Karen.ali@barnet.gcsx.gov.uk
LBB Family Services	0-25 Disability Service	Dermot Kelly	Dermot.kelly@barnet.gcsx.gov.uk
Health	Midwifery	Cathy Rogers	cathy.rogers2@nhs.net
Health	Health visiting locality lead	Nicola Boyle	nicola.boyle@nhs.net
Health	School Nursing	Nicola Boyle	Nicola.boyle@nhs.net
Schools and early years	(child dependant)	Varied dependant on child	
Cambridge Education	Education Welfare	Trevor Orr	trevor.orr@barnet.gcsx.gov.uk
Police	Safer Schools	DS Helen Purcell & DS Mike Gale	Helen.Purcell@met.pnn.police.uk Mike.J.Gale@met.pnn.police.uk
Community Safety	Community Safety Manager	Peter Clifton (To be confirmed)	Peter.clifton@barnet.gcsx.gov.uk
Keeping Young People Safe (KYPS)	Team Manager	Karen Ali	Karen.ali@barent.gcsx.gov.uk
Solace Woman's Aid	Domestic Violence Service	S Dur (To be confirmed)	s.dur@solacewomensaid.org
Child & Adolescent Mental Health Services (CAMHS)	Team Manager	Dr Eleanor Martin	Eleanor.martin@nhs.net
Housing	Senior Housing Needs Manager	Tariq Ahmed	Tariq.Ahmed@barnet.gcsx.gov.uk
LBB Adult Social Care Services	Prevention and wellbeing Manager	Sarah Perrin (to be confirmed)	Sarah.perrin@barnet.gcsx.gov.uk

WDP	Substance Misuse Service	Bevan Kay or Tanya Lisak	bevan.kay@wdp.cjsm.net Tanya.lisak@wdp.cjsm.net
Voluntary Community Sector (VCS)	To be confirmed	To be confirmed	

3. Roles and responsibilities

Each agency is responsible for providing a representative with sufficient seniority to allocate resources from within their agency. There is an expectation that panel members:

- Make timely and robust checks of their agency databases ahead of panel meetings
- Share proportionate and relevant information about families known to their agency to help create a full understanding of the needs of families discussed at panel
- Contribute expertise to facilitate meaningful multi-agency discussion
- Know the capacity of their agency to take the lead and commence CAF/early help interventions with families recommended through the panel
- Providing timely updates on request

4. Frequency

Panel meetings are held weekly and will take place (insert venue) between (time and time)

5. Chairing

Meetings will be chaired by the hub co-ordinator for each locality. The role of the Chair is to:

- Screen referral information prior to the Panel meeting
- Ensure consent has been obtained for Panel members to undertake agency checks and share information
- Circulate screened referrals every Monday afternoon to panel members to undertake agency checks and collate information to present at the Panel meeting held on the following Tuesday (5 working days).
- Facilitate discussion, encourage meaningful dialogue in order to find creative solutions to meet families range of needs
- Make and record decisions about resources allocated, lead professionals and actions required

- Track and review the help families are receiving and progress being made to determine closure to the Panel, the need for a Panel review or escalation to statutory services.
- Hold agencies to account for the quality of information provided and agreed follow up actions

6. Panel Preparation

The Business Support is responsible, in each locality, for ensuring appropriate preparation for the meetings. Their responsibilities include:

- Preparing the agenda for the meeting by producing a list of all the cases to be discussed
- Sending a secure email to panel members with the list of children and young people in advance to allow them time to prepare and bring any information or intelligence ahead of the meeting
- Ensuring there is appropriate access to EHM
- Ensuring that a case note is created to record the panel recommendation on EHM and any new information is entered in the case note
- The Business Support will update and maintain a spreadsheet of all the children and families who are discussed. Multi-agency Early Help panel outcomes will be fed back to members as necessary.

7. Panel Agenda

- Welcome and introductions
- Discussion and allocation of new Early Help referrals
- Review existing support plans for children, young people and families receiving early help services and where progress is not being achieved
- Discussion and allocation of targeted support to children, young people and families 'stepping down' from Children's Social Care
- AOB

Panel Outcomes:

- Initiate a CAF (identification of lead agency and time frame for the first Team Around the Family (TAF) meeting)
- Initiate a universal plus intervention
- Ensure support at an organisational level

- Escalate to MASH as a safeguarding referral

8. Information sharing

All staff in every service, from frontline practitioners to managers in statutory services and the voluntary sector should understand the circumstances in which they may lawfully share information, and that it is in the public interest to prioritise the safety and welfare of children.

Panel members and practitioners should follow their agency guidance on information sharing and in considering the impact of sharing information use their professional judgement or consult with their manager if in doubt. Information shared should be necessary and proportionate to the need and level of risk, relevant, accurate and adequate to the purposes it is being shared. Information should be shared in a timely way and shared/stored in an appropriate, secure way.

Record

Information sharing decisions should be recorded whether or not the decision is taken to share. If the decision is to share, reasons should be cited including what information has been shared and with whom, in line with organisational procedures. If the decision is not to share, it is good practice to record the reasons for this decision and discuss them with the requester. In line with each organisation's own retention policy, the information should not be kept any longer than is necessary. In some circumstances this may be indefinitely, but if this is the case there should be a review process. Practitioners should apply the test of proportionality and necessity on each decision to share information.

Information held by other agencies that will be shared in the Early Help Hub may have been gathered where a duty of confidence is owed. Duty of confidence is not an absolute bar to disclosure, as information can be shared where consent has been provided or where there is a strong enough public interest to do so.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419628/Information_sharing_advice_safeguarding_practitioners.pdf

9. Consent

Families need to understand why, what, how and with whom you are sharing their personal information. Explicit consent should be obtained to share sensitive personal information or when the individual may not expect their information to be passed on and they have a genuine choice about this. Consent does not always need to be explicit, it can be implied, where to do so would be reasonable i.e. a referral to another agency or another service.

Panel members and practitioners must comply with the law, including the Data Protection Act 1998, but may still share personal information if it is necessary in order to carry out their roles, or to protect the vital interests of the individual where, for example, consent cannot be given or it is unsafe or inappropriate to do so, i.e. where there are concerns that a child is suffering, or is likely to suffer significant harm. A record of what has been shared should be kept.

- Consent will be sought in the MASH prior to information being shared with the Panel
- If the family do not consent to an Early Help referral, they will not be discussed at the Early Help MAP

10. CAF

The Common Assessment Framework (CAF) is an early help inter-agency assessment. It offers a basis for early identification of children's additional needs, the sharing of this information between organisations and the coordination of service provision. Early help assessments should identify what help the child and family require preventing needs escalating to a point where statutory assessment or intervention would be needed under the Children Act 1989.

Families can withdraw consent for a CAF at any time. If they do withdraw consent, their details will be retained for a limited time due to legal and operational requirements. Where a family has a wide range of needs the CAF may be used to access particular services funded by the Barnet's Family First programme www.barnet.gov.uk/privacy.

11. TAF

The Team Around the Family (TAF) is a group of practitioners led by a Lead Practitioner who work together to provide coordinated support for children, young people and their families. It enables integrated working between multiple-agencies using a clear plan and review process with the family to improve outcomes for children.

Good Practice and the TAF

- Parents are equal members of the TAF team
- Each member of the TAF agrees to work as a closely collaborative and individualised team
- A Lead Professional facilitates each individual team
- The support provided to the child and family is integrated as far as possible
- There is a pro-active effort to ensure that each TAF is founded in good working relationships based on respect, empathy and personal integrity

12. Support

If there are issues in establishing the right services/team around the family during the CAF process, the case will return to the Multi-agency Early Help panel for discussion. Case to be raised prior to the meeting with the hub co-ordinator and presented by the lead practitioner to the panel, any 'stuck' cases or those that may require escalation should be notified to the Co-ordinator (same time scales so Monday lunch time for circulation to panel and discussion after 5 working days) Any safeguarding issues should be referred immediately to the MASH and not wait for a panel discussion.

Early Help Multi-Agency Panel Referral Pathway

Referral to MASH

Threshold outcome decision

Children Social Care

CAF tray

Universal / Universal Plus

Step down Consultation with CAF social worker, step down agreed and CAF social worker becomes lead practitioner. CAF social worker completes CAF and takes to panel

Multi-agency Early Help panel

Step up Planned step up - lead practitioner discusses with CAF co-ordinator who takes to next panel

Lead agency

All urgent safeguarding issues go directly to MASH

Appendix A: Information being shared

What organisation is sharing the information	What information is being shared	Contact	How is the information transferred/shared	What happens with the information when it is received	What retention period is being applied to the data
LBB Community Safety	Barnet Community Safety ASB arrest data	Peter Clifton	GCSX secure email or equivalent	Processed and saved to the Families First (FF) shared drive	3 months
LBB Family Services Youth Offending Team	Youth offending outcome data	Emel Fadil	Direct report from system	Processed and saved to the FF shared drive	6 months
Cambridge Education, Education and Skills	Department of Education School Census	Alison Dawes	Access database on shared drive	Processed and saved to the FF shared drive	6 months
DWP	Department of Work and Pensions Benefit Checks	JCP Families Identification Team	GCSX secure email or equivalent	Processed and saved to the FF shared drive	6 months
LBB Adult's Services			GCSX secure email or equivalent	Processed and saved to the FF shared drive	6 months
London Borough of Ealing, West London Partnership Support Unit (Connexions)	Youth and NEET (Not in Education, Employment or Training) use a shared database called IYSS to store data. LB Barnet do not have a	Dave Pether Information Systems and Policy Manager External IYSS data	GCSX secure email or equivalent Secure portal	An appropriate report is run to cross check the information against IYSS database. Information sent back to Families First Team and saved in the FF	

	reporting tool, however LB Ealing does. Partner to run appropriate reports on system.	management lead		shared drive.	
Barnet Young People's Drug and Alcohol Service	This will be personal and sensitive information on children, young people and their families which will be shared with organisations at the locality panel meeting.	Bevan Kay Bevan.Kay@wdp.org.uk	GCSX secure email or equivalent	Processed and saved to the FF shared drive	6 months
Barnet, Enfield and Haringey Mental Health NHS Trust	This will be personal and sensitive information on Children, Young People and their families which will be shared with organisations at the locality panel meeting and be used to identify needs and plan support.	Doreen Todd Information Governance Manager Doreen.Todd@beh-mht.nhs.uk	Secure email (nhs.net)	This should be a description of how the information received will be stored. It should include the name of the system and any shared drives. The Information Governance Manager will provide this information.	This is the length of time the information being shared will be held for. Any information which is shared about a case which is not allocated should be held for 3 months (standard in case of any re-referral) Any information which is shared about a case which is allocated should be held in line with normal retention periods for case

					information To be provided by the Trust Information Governance Manager
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