

‘SPOA’

Briefings 2016

This briefing will cover:

- What is the SPOA?
- Why do we need a SPOA?
- Where will the team be based?
- Who will be in the team?
- When does this new process go live?
- How will the SPOA work?

What is the SPOA?



‘SPOA’ stands for ‘Single Point Of Advice’ and is the new single point of contact across the county for all referrals into either Children’s Social Care or Early Help.

Why do we need SPOA?

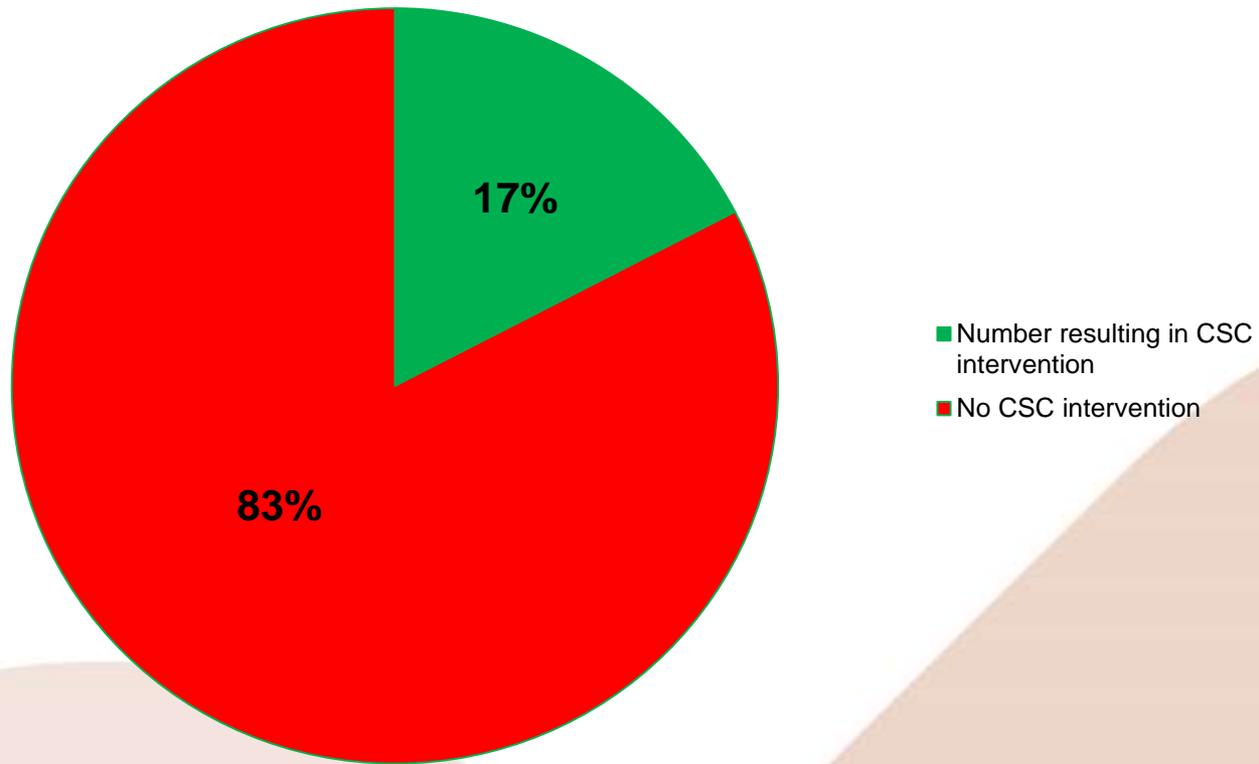
Outcomes of 3 year THRIVE Programme:

- Reduction in LAC by 12%
- Reduction in CP Plans by 31%
- Reduction in referrals by 78%
- Reduction in CSC Assessments by 68%
- Increase in the number of children receiving support through Early Help by 19%

However, in the area of Initial Contacts into Children's Social Care we did not see the progress that was anticipated with an increase in Initial Contacts by 28%.

At present we are managing around 2000 Initial Contacts a month across East Sussex and each contact represents a piece of work that has to be carried out by either a Case Worker or a Social Worker. The majority of these contacts do not result in a Social Care intervention. This volume is unsustainable.

Contacts from Schools



The purpose of the SPOA is to:

- Enable Children's Services to be able to respond to the right referrals to ensure that children and their families are provided with the appropriate support and interventions in the timeliest way.
- Provide a single contact point for all agencies across East Sussex
- To streamline the referral process into both Early Help and Children's Social Care
- To ensure that families get the right support by the right agency in an efficient way
- To reduce duplication in services and ensure that families receive a more coordinated approach

Where will the SPOA be based?

The SPOA team will be based on the first floor of St Mark's House in Eastbourne and can be contacted either by e-mail or telephone on:

0-19.SPOA@eastsussex.gov.uk

0-19.SPOA@eastsussex.gcsx.gov.uk

Telephone: 01323 464222

(8:30 – 5:00 Monday to Thursday and 8:30 – 4:30 Friday)

Out of hours contacts all remain the same!

Who will be based in the SPOA?

Head of Service
Early Help Keywork

Operations Manager
Early Help Keywork

Social Care
Practice Manager

Admin
Worker

SP
Worker

Social
Worker

Case
Worker

Early Help
Manager x3

Case
Worker

Case
Worker

Case
Worker

When does this new process go live?

May 2016

Calendarpedia
Your source for calendars

| Wk | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|----|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 17 | 25 | 26 | 27 | 28 | 29 | 30 | 1 |
| 18 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 19 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 20 | 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 21 | 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| 22 | 30 | 31 | 1 | 2 | 3 | 4 | 5 |

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2nd: Early May Bank Holiday (May Day), 29th: Spring Bank Holiday

Data provided 'as is' without warranty

How will the SPOA work?

Things you need to do before contacting the SPOA:

- Check the Children Index to see if the case is already open to Early Help or Social Care and if it is already open contact that team direct
- Discuss your concerns with your agency Safeguarding Lead to discuss the level of need using the CoN

NB: clear injury or abuse

Telephone call
Public/Professionals

Emails, SOR, Post, Fax
Public/Professionals

Initial Screening Process

Return to referrer for
more information

No

Is there sufficient information
to make an initial decision?

Yes

Check Liquid Logic if known, look at Chronology if available
Check Children Index.
Create a person if not known.
Can be Admin or SPOA worker
Open initial contact

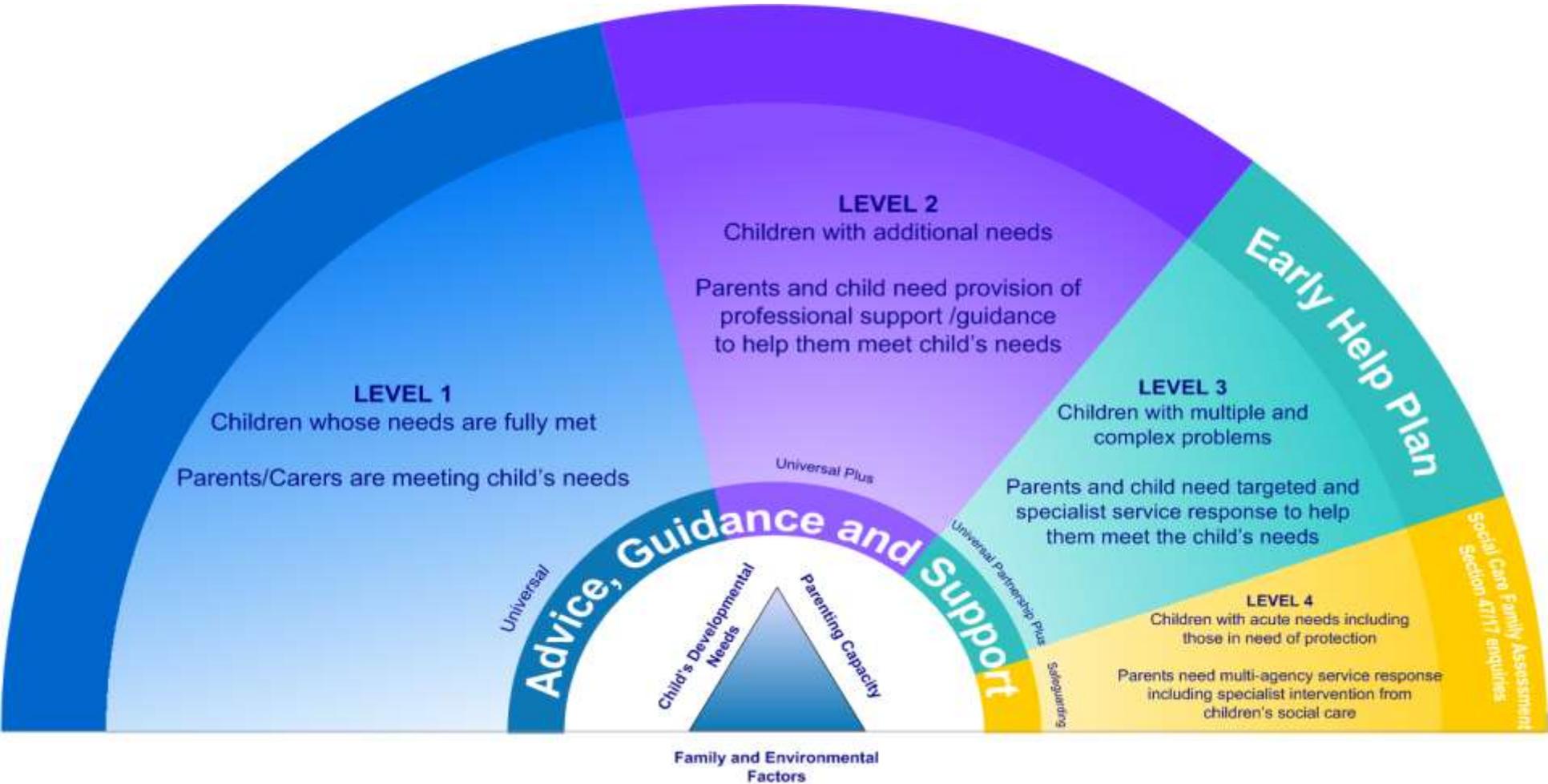
Initial decision and recommendation regarding the
level on the Continuum of Need recorded on Liquid Logic
Initial contact closed

Level 1/2
Signpost to Universal Services
and IAG.
NFA

Level 3
Early Help Allocation Hub

Level 3/4
Level 4
MASH

Continuum of Need

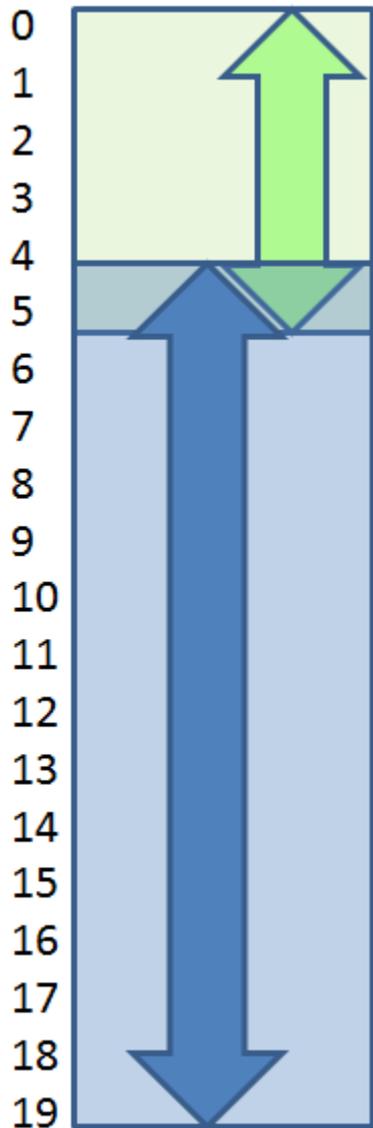


- Multiple & Complex needs
- Not every family assessed at level 3 will automatically receive a service
- Support at level 2 within universal services
- Managing clear disclosures of abuse (relationship between SPOA and MASH)
- Digital Information Advice & Guidance
(see following slide)

Digital, information, advice & guidance

- Building capacity in families, settings and communities
- Creating resilience, not dependence
- Uses a simpler, plainer page format that is mobile and device friendly
- Focus on user need, not overwhelming with information
- Clear headings and concise content
- Simpler language avoiding repetition and jargon

The Early Help Services



Health Visiting and Children's Centre Service (0-5)

This brings together Health Visiting, Children's Centre provision and Keywork offering support to families with children in the 0-5 age group. The services include mandated health visiting checks, support with health issues, targeted group interventions and a Keywork home visiting service which offers a holistic family approach to families who are assessed as being at level three on the continuum of need.

Early Help Keywork (5-19)

The 5 – 19 Early Help Keywork service replaces the previous Family Support Keywork and Targeted Youth Support services bringing them together under one structure. This new service is a cross county service supporting children, young people and their parents. The service works with families assessed at level 3 on the continuum of need in order to reduce risk and prevent escalation to level 4 by taking a whole family approach and will endeavour to work directly with any members of the immediate family who have been identified as requiring a specific intervention.

Any Questions?

