



Leicester  
City Council

**SCE** Social  
Care &  
Education

Families First update

# Family Help pilot

## South cluster Family Help team



Initially 14 staff from Early Help and Child in Need; developing plans with partners to think about their role in the pilot

## South cluster Family Help locations



Eyres Monsell and Saffron Family Hubs

1 FFPP pilot visioning workshop  
with workstream leads

2 south cluster co-design  
workshops with partners

3 SMT sessions to co-develop a  
FFPP outcomes framework

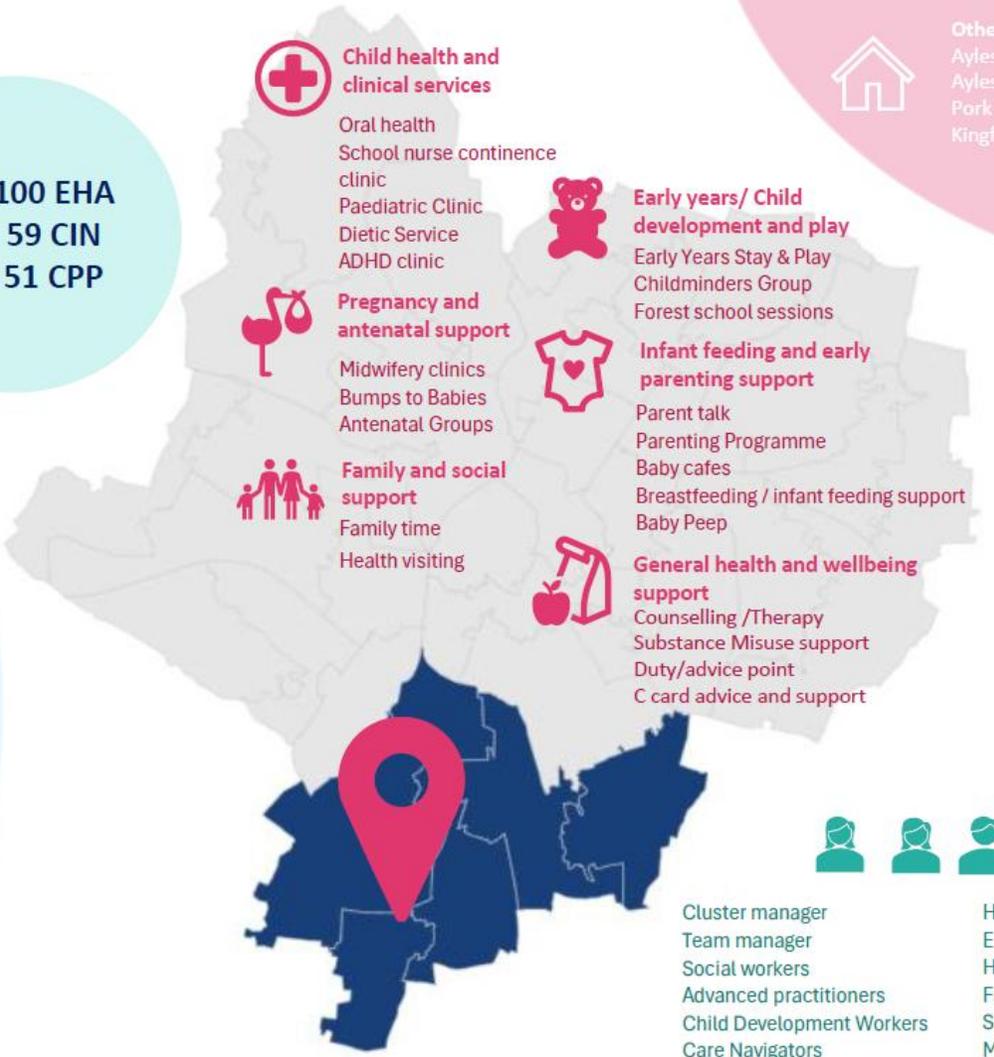
5 reflective huddles with pilot  
managers facilitated

Weekly 1:1s with FFPP leads to  
drive forward plans

# Family Help cluster map

	<b>Community based services</b>	Youth Centres
	<b>Domestic abuse/ crisis support</b>	Living Without Abuse Freeva
	<b>Education and employment support</b>	Connexions Education Welfare
	<b>Health and clinical services</b>	Diana Children's Community Service Physiotherapy Healthy Together Nutrition and Dietetics Speech and language therapy
	<b>Mental health and emotional wellbeing</b>	HeadsUp Leicester PINS Togetherness CAMHS
	<b>Parenting, Early Help and Family Support</b>	Welfare rights Housing Mammas Leicester Homestart Horizons
	<b>SEND and Specialist Support Teams</b>	Children's Hospital School ELSEC Hearing Support Team Virtual school teams Visual support team
	<b>Substance misuse support</b>	Turning Point

 **100 EHA**  
**59 CIN**  
**51 CPP**



 **Other sites in the cluster:**  
Aylestone Leisure Centre  
Aylestone Library  
Pork Pie Library  
Kingfisher Youth Centre



Cluster manager	Helpline practitioners
Team manager	Early years support team
Social workers	Health visitors
Advanced practitioners	Family Support Worker
Child Development Workers	School nurses
Care Navigators	Midwifery
PEEP Outreach workers	Business Support
Children & Families Social Work	

# Family Help pilot feedback

Student social workers shadowing health colleagues and vice versa

The positivity from the partner co-design workshops and desire to work more closely together

Everyone meeting face to face for the pre-launch coffee morning

Knowledge exchange has improved

“One team” ethos

Strong, collaborative relationship between team managers across both teams

Smoothing out minor IT equipment practicalities (right wires etc.)

Maintaining connection across CIN teams

- Social workers have found it helpful to find out about universal offers and the offer from Family Hubs
- Team managers have been able to allocate joint working cases
- Threshold discussions and strategy discussions have taken place in a timely manner within the cluster
- Joint home visits are taking place
- Early help practitioners have found it useful to discuss scenarios on the workloads with the advanced practitioner in the cluster

Living Without Abuse has received 9 direct referrals from the south cluster in the three weeks since the pilot started, compared to 13 direct referrals in the previous 7 months

## Key feedback

- Shared hot desking spaces
- Cross team meeting visits
- Networking breakfasts/informal meet ups
- Feedback spotlight
- Clarifying referral routes
- Make TAFs and other meetings face to face
- Shared workspace or intranet page
- Cross-agency toolkit
- Shared agreements
- Joint training days

## Test and learn

- Exploring how partner agencies can be more effectively incorporated into the Family Help model without the need for them to be permanently based within the centre – particularly in relation to mental health, domestic abuse and substance misuse.
- The learning will help identify what works well, where barriers exist and how partnership input can best support frontline practice across the city.

# Family Help next steps

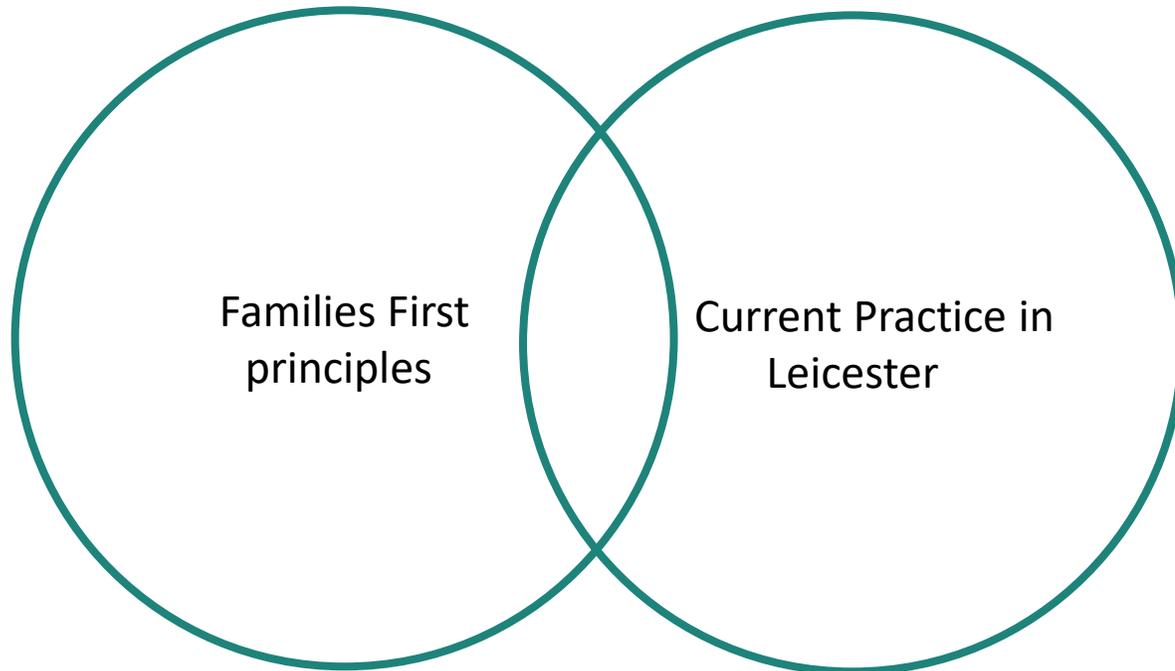
Allocation of  
social work  
teams to  
clusters

Pilot evaluation

Phased  
transition to  
locality-based  
delivery

Training and  
team  
development

Implementation  
of new pathway



Strong multi-agency safeguarding practice

Close working with Police (CAIU), Health and Education

Independent Chairs provide robust challenge and QA

Team Managers chair strategy discussions and oversee s47 enquiries

30+ conferences per week managed effectively

# MACPT next steps

Data analysis

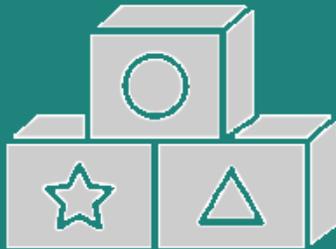
Multi-agency  
strategic  
visioning  
workshop

Threshold  
review

Clarify LCPP  
role

Pathway design

## Foundations



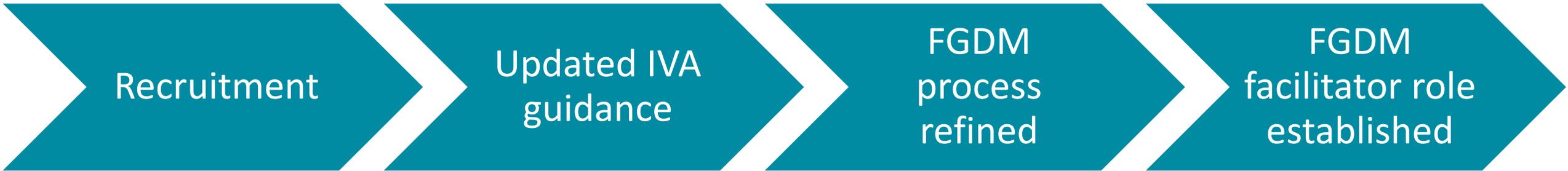
- Family network meetings well-established in child protection, pre-proceedings and court processes
- Growing use in cases involving kinship assessments, adolescents and placement stability/breakdown
- Expanding team capacity within the Family Therapy Team
- Signs of Safety supports consistent use of network meetings for safety planning and sustainability plans

## Development required



- Confidence in distinguishing types of network meetings
- Consistency in guidance being applied
- Consistency on forms on LiquidLogic
- Clearer, more structured FGDM process across Family Help, child protection, pre-proceedings and court proceedings

# FGDM next steps



Recruitment

Updated IVA  
guidance

FGDM  
process  
refined

FGDM  
facilitator role  
established