



**Shaping the future of Wellbeing,
Prevention & Early Help
Service (WPEHS) for children,
young people and families in Lancashire**

**Proposal and consultation
February 2016**

Section 1 - Consultation overview and general information

Prevention and Early Help is a way of working **with** children, young people and families, offering help and support at the earliest opportunity. This prevents problems from getting worse and in turn, prevents children, young people and families requiring more intensive/specialist help.

By responding to people's needs earlier we believe it is more likely that demand on emergency and specialist services, which are expensive, will reduce. Early Help can involve a number of agencies to help a family get the support they need and operates by providing a 'lead professional' who can coordinate the support needed and be the key contact for a family.

By working **with** families Early Help aims to build their resilience, increasing their ability to manage challenging circumstances before they become a problem. Early Help offers children, young people and families more than just a solution to a specific problem; it offers them help to develop the skills needed to deal with a similar problem if it arises in future. Early Help is offered within a family context but can also focus on individual family members specific needs.

The Wellbeing, Prevention and Early Help Service (WPEHS) aims to bring together a range of existing services that currently work with children, young people and families, including children's centres, Young People's Service, Prevention and Early

Help and Lancashire's response to the national Troubled Families Unit programme.

By doing this, the service will be able to offer a **wide range of support across the 0-19yrs+ age range** with a **whole family** approach.

The service currently operates through teams in each of the 12 district council areas.

Lancashire's draft corporate strategy outlines a new approach which aims to match resources with families most in need in order to achieve improved outcomes for our residents.





The service currently operates from 79 children's centres and 53 young people's centres. In the future, it is anticipated that the service will provide joined up support for families with children aged 0-19 years or 25 years for children with special educational needs and disabilities (SEND).

By making these changes, it may mean that access to services from where they are currently delivered may change, however, the service will be accessible from a range of community based neighbourhood centres, and through outreach support within communities and people's homes.

It also means that some of the services offered are likely to change, and this document gives some more details about what this will mean.

The buildings from which the service will operate are subject to a separate consultation of the property strategy of the county council.

Which buildings?

There will be a separate consultation about the buildings the county council may use in the future to deliver its services, this will include Wellbeing, Prevention and Early Help Service. If you would like to have your say about where services should be delivered from, through neighbourhood centres, please visit; www.lancashire.gov.uk.

You can then click on the 'budget consultation' tab which takes you to 'have your say' where you can find our consultation questionnaires and information as these become available. The property strategy (neighbourhood centres) consultation will continue to run for a longer time than the WPEHS consultation.

This information pack provides background details and further information following the decision to transform Wellbeing, Prevention and Early Help Service in Lancashire and aims to give further details about the operational delivery model for the purposes of consultation. The consultation focuses on proposals for a new Wellbeing, Prevention and Early Help Service for children, young people and families in Lancashire.

Section 2 - What is a Wellbeing, Prevention and Early Help Service for children, young people and families?

The Lancashire Wellbeing, Prevention and Early Help Service brings together current services, which you may be familiar with, to offer support to children, young people and families.

The services that will be brought together are the Young People's Service, children's centres and Prevention and Early Help along with our arrangements in Lancashire for responding to the National Troubled Families programme. The service will work with children and young people age 0-19years (including young people up to 25yrs with special educational needs and disabilities) and their families. The service will identify as early as possible when a child, young person or family needs support, helping them to access services to meet their needs, working **with** them to ensure the support offered is right for them, offered in the right place, at the right time.

2.1 Why are we consulting on our proposals?

The county council is having to make financial savings, both to offset the government's cuts to our funding and to account for

significant cost pressures brought about by high demand for many of our services.

These savings mean that some of the services offered may change or reduce and we need to look at how we best use our resources to ensure we can offer the right service, in the right place, at the right time in our communities.

We also need to change the way we work so that we can deliver within the reduced budget and yet still meet the needs of children, young people and families, particularly those who need our support and those most vulnerable.

2.2 What are we consulting on?

We are consulting to:

- Develop a joined up service which brings together a range of services into one 0-19years+ service.
- Continue to offer support to children, young people and families, particularly those who need additional support and those who are most vulnerable.
- Improve coordination of services for families and offer them one key worker/lead professional.



- Allow delivery from accessible neighbourhood centres with other options including outreach delivery so that families can access support from home.
- Know more about what you think are important factors to consider when looking at how we deliver services and how you might like to access these services.
- Streamline the management structure of the service under five clustered groups within Lancashire.

2.3 What will be offered?

The Wellbeing, Prevention and Early Help Service will be delivered from neighbourhood centres and will operate a flexible programme of service delivery, drop-in services and groups, to meet the identified needs of children, young people and families in the local neighbourhood. Each neighbourhood centre will provide a minimum of seven group based or outreach sessions per week, with one identified neighbourhood centre in each 'district' providing an **enhanced** level of access to 12 group based or outreach sessions per week. The service will be accessible Monday-Friday (inclusive) throughout the day and will provide some evening sessions. The service will also have some weekend opening hours.

The service will deliver approximately 452 sessions (morning/afternoon/evening) of group based activity and outreach across Lancashire each week for children, young people and families. This will be offered in the main:

- To groups whose needs are our priority.

- Through one to one key worker support operating from neighbourhood centres.

- Through one to one outreach and detached support.

Using outreach and detached delivery means that there is a wide reach of our services across communities' and where appropriate, this can be delivered within families' homes or from other appropriate environments. It will also include 'virtual' support, which is accessed. For example, via telephone, internet or mobile phone.

2.4 What is a neighbourhood centre and what does this mean for the Wellbeing, Prevention and Early Help Service?

The Wellbeing, Prevention and Early Help Service will be based in neighbourhood centres across the county. It is anticipated that there will be a range of services on offer, including drop-in sessions, group activities and one to one support for



children, young people and families through outreach from other neighbourhood centres where we are not based.

A neighbourhood centre is a building where a broad range of county council services and those offered by our partners, will be available in the future, for example health services, such as smoking cessation.

2.5 What has been considered when putting our proposal together?

- The need to save money whilst ensuring the delivery of early help services to children, young people and families, particularly those who are most vulnerable.
- The differences across the districts of Lancashire and the varying needs of communities.
- The way in which children, young people and families access services, and which services they choose to access. Some of the current children's centres and Young People's Service centres are used more than others.
- The statutory and legal requirements we must adhere to for delivery of our services.
- The potential impact of change on certain groups.
- Information about frequency of activities and attendance within our current provision.
- Information about deprivation and levels of need across the districts of Lancashire.
- Local knowledge and feedback.



Section 3 - How can I have my say?

Lancashire County Council are committed to keeping service users involved in this consultation and are keen to hear your views about the proposed delivery of a Wellbeing, Prevention and Early Help Service in the future.

There are a range of ways to have your say about the development of the Wellbeing, Prevention and Early Help Service, and we very much want to hear what you think.

You can get involved by;

- Completing the online consultation questionnaire by visiting: www.lancashire.gov.uk/haveyoursay.
- Picking up a questionnaire at your local children's centre or young people's centre, and drop it off when you have completed it.
- Look out for drop in sessions we are running at our centres where you can come and talk to us about these proposed changes.



**We would like to hear your views on this proposal and this consultation will be open until
Monday 21 March 2016**



3.1 What happens next?

You can be assured that following the consultation period we will be giving full consideration to all the feedback that we receive.

We will use the feedback to help us think about shaping our future offer to ensure that we can provide the best possible services with the resources we will have available. Thank you for taking the opportunity to feedback and participate.