

South Tees Multi-Agency Children's Hub

To:	Live Well South Tees Health and Wellbeing Board	Date:	
From:	Assistant Director – Safeguarding & Children in Our Care, Redcar & Cleveland Borough Council	Agenda:	
Purpose of the Item	The purpose of this report is to provide the Live Well South Tees Health and Wellbeing Board with an update on the progress of the development of a South Tees Multi-Agency Children's Hub.		
Summary of Recommendations	Not Applicable		

1 PURPOSE OF THE REPORT

- 1.1.** The purpose of this report is to provide the Live Well South Tees Health and Wellbeing Board with an update on the progress of the development of a South Tees Multi-Agency Children's Hub.

2 BACKGROUND

- 2.1** Research indicates that a multi-agency approach to the 'front door' is the most effective way of making decisions about services for children, young people and their families to secure the best possible outcomes.
- 2.2** Safe and responsive access to our services is paramount to ensuring we know our children, understand their needs and can deliver the right service at the right time. Children and families deserve to be able to access seamless services from all agencies working together, so that: they only have to tell their story once; the response they receive is coordinated; and their pathway plans are clear and understood by everyone involved.
- 2.3** A South Tees Multi-Agency Children's Hub Project Board was established in June this year; jointly chaired by both Local Authority Directors of Children's Services. The partnership commissioned a Project Development Lead to support timely delivery of the new service. A series of work streams have since been established; and discussions in relation to the operational model and staffing have now progressed.
- 2.4** The Strategic Project Board agreed that RCBC will be the lead organisation for the South Tees Multi Agency Children's Hub (MACH) and an ambitious 'go live' date of April 2019 has been set but this date is subject to the recruitment of the new lead manager. We are currently actively recruiting to the post of Service Manager for the MACH. In the first year the cost of this post will be funded equally between Redcar, Middlesbrough and Cleveland Police. In future years the CCG will pay a quarter of this cost with their year 1 contribution being realised from a successful funding bid from the North East Commissioning Support Unit (NECS).

- 2.5** The MACH will be an integrated single point of access across South Tees, providing multi-agency triage and assessment of enquiries and referrals in relation to safeguarding and early help about children and their families. Partners within the MACH will share information, risk assess and make decisions to improve outcomes for vulnerable children and their families, with the aim of providing the right support at the right time.
- 2.6** The MACH will be led by a new strategic service manager. All staff who are currently part of Redcar and Middlesbrough's 'Front Door' service will transfer into the MACH under a TUPE agreement. Middlesbrough's HR team have commenced the consultation process with those staff who will TUPE into the MACH.
- 2.7** It has been agreed that the MACH will be based in the same building at Daisy Lane, Ormesby that currently accommodates the Adults Single Point of Access (SPA). There are vacant rooms at the rear of the building that should provide adequate space for the staff who will operate the MACH.
- 2.8** A full business case is being finalised and will form the basis of a legal agreement and Memorandum of Understanding that Redcar's Legal Team are drafting. The MOU/legal agreement will capture ongoing financial responsibilities in relation to transferring staff and to acknowledge that RCBC will be delivering a statutory service on behalf of Middlesbrough.
- 2.9** A number of work streams have been established to develop aspects of the project such as the HR, IT, design and accommodation elements. The design is deemed critical as it will dictate the staffing and the processes that the MACH will operate to and will ensure there are seamless processes for both Redcar and Middlesbrough.
- 2.10** Cleveland Police and the CCG continue discussions to determine the level of resource that they will contribute to the MACH.
- 2.11** A budget of £137,750 has been provided by NECS to cover set-up costs. Set up costs include the IT infrastructure, IT hardware and software and some building adaptations and furniture. Beyond this and the cost of the manager the service is not expected to cost any more than it currently costs.
- 2.12** By the same token direct financial savings from efficiencies are unlikely to be realised by establishing the MACH. This is partly due to the fact that there has been an unprecedented increase in the demand for safeguarding services in recent years, with no indication of any abatement in the future. However, if the MACH is effective in its decision-making and timely in its interventions, there will be benefits to all partners in the reduction of inappropriate use of resources. All partners will benefit from: capturing information in a timely manner, leading

to timely decision-making; better quality of referrals, including a reduction in inappropriate referrals, thus ensuring the right support to families is offered at the right time; and an expectation that there will be longer term impact due to earlier intervention and prevention.

2.13 The following criteria will demonstrate success of the MACH:

- Improved rates of response to referrals, with timely decision making and less delay associated with information gathering;
- Reduction in number of re-referrals;
- Increase in the number of children and families supported through multi-agency early help services;
- Reduced number of contact and referrals to specialist (social work) services;
- Reduction in number of section 47 enquiries due to improved information sharing; and
- Services to be judged as 'GOOD' through external scrutiny.

2.14 The service will be subject to ongoing performance management monitoring to ensure the efficiency and effectiveness of the new arrangements. Quarterly performance reports will be shared with members of the Strategic Project Board to assure all governing organisations of the overall efficacy.

3 BACKGROUND PAPERS.

3.1 No background papers other than published works were used in writing this report

4 Contact Officer

Linda Bulmer – Assistant Director, Safeguarding & Children in Our Care, Redcar & Cleveland Borough Council

Linda.bulmer@redcar-cleveland.gov.uk