



# Norwich Early Help Hub Update

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**NORWICH**  
City Council

# Background

- Ofsted inspection from 2013 - the lack of an early help offer highlighted
- The childrens services operating model focussing on earlier intervention to reduce high cost services
- The need for all partners to reduce demand & costs
- We all share families and residents with issues and concerns
- Achieving better outcomes

# Development

## Steering group established February 2015

- Childrens services, Police, Norwich CCG, Norwich City Council, Mental health & disability commissioning

## Partnership workshop held May 2015

- Increase awareness of the benefits of early help
- Understand residents' experiences of accessing services
- Seek the views of front line staff, service leads and senior managers
- Identifying ways of working together more effectively to improve outcomes and reduce overall costs

# Principles of the Norwich hub

- There is **no new money** - making best use of what is available
- A mechanism for front line staff to seek **early help advice on emerging issues**
- Taking an **holistic** approach
- Procedures and practice need to be **simple and easy**
- Improved **networking**
- Develop the role of **residents and communities**
- **Mental health** at the core
- **Understanding** each others roles and services
- It is **owned by partners**, not any one organisation
- Developing a shared culture
- Early help is **more than the hub activity**

# Implementation

- Partnership hub went live 9<sup>th</sup> May in City Hall
- Informed by South Norfolk, Great Yarmouth and Broadland hubs
- Takes a broad approach - children, families, adults

# Implementation – how does it operate?

Not a public access hub

Has a core group of partner agencies permanently located

Hot desking spaces for partners

Each partner takes responsibility for the duty phone for a day per week – the “office connector”

01603 212121

Core partners and invitees attend an hour long “tricky issue” assessment meeting held at 09:30am each morning – share a problem solve concerns

These are often/usually anonymous unless disclosure is required

# Implementation – who is in the hub?

Childrens services

Police

Fire service

Youth offending team

Neighbourhood housing

Families Unit

Private sector Housing

Income team & Benefits

Financial inclusion

ABATE

Neighbourhood wardens

Environmental protection

# Implementation – themed sessions

Monday – young people, education, safeguarding, domestic abuse

Tuesday – housing options, hoarding, tenancy issues

Wednesday – debt, benefits, budgeting advice, reducing offending

Thursday – mental health, mental capacity, dementia, disabled adaptations, adults

Friday – ASB, drugs/substance misuse

# Next steps

Developing outcome measures and evidence of making a difference

Clarifying, devising, confirming information sharing requirements

More partners involved

- NHS and particularly mental health services

Voluntary sector – a number are due to come in during August

Early help activity outside of the hub including touch down points across the city

Developing a shared culture and understanding

The relationship with the MASH?

Making it work!