Norwich Early Help Hub Update
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

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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

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Implementation

• Partnership hub went live 9th 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

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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

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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!