

Early Help Practitioner Survey 2016/17

Summary



April 2017

Feedback and Insight Team, Commissioning Support, Shropshire Council

Key findings from the 2016/17 Early Help Practitioner Survey are presented below. For a copy of the full report, or for additional analysis, please contact the Feedback and Insight team using the contact details overleaf.

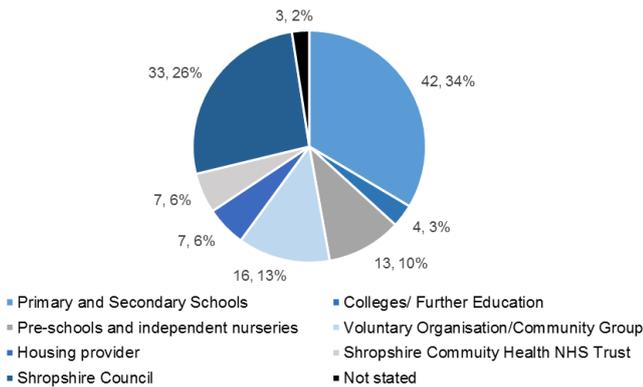
Survey respondents

125 survey responses



69 Practitioners **40** Manager/Practitioners **16** Managers

Type of organisation respondents work for

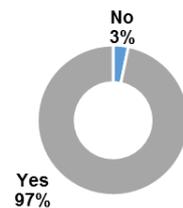


Confidence in Early Help

Confidence levels remain similar to those reported in 2015



Do you know where to go for advice and support from Early Help?



- Over 90% are confident identifying levels of risk against the SSCB multi-agency guidance on threshold criteria.
- Over 80% are confident gaining consent and sharing information, and planning strategies based on assessment.
- Over 70% are feel confident in the role of lead professional and in the support and systems to promote the welfare of and safeguard children.
- Practitioners are less confident in evaluating impact and not all feel part of a well-coordinated multi-agency approach.

Early Help Consultations

62% (58) had one or more professional consultations in the last 12 months

“Sometimes we have quite a wait some weeks for a CAMHS consultation”.

“I have had to wait 2 months for an appointment.” [CAMHS]

“Access to assessment is still very slow.” [CAMHS]

“The number of EH Social Workers has reduced.....so we will have to see if this has an impact.”

“When they [EH Social Workers] have got involved they have been very effective.”

“Depends on the worker” [Targeted Youth Support]

Early Help Communications

69%

feel changes in Early Help have been communicated very well or fairly well

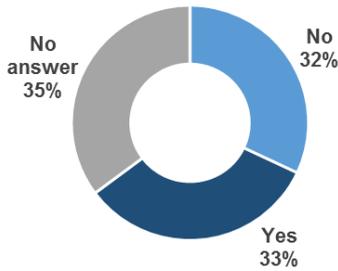


Telephone communications are not seen to be as effective as other forms of communication.

58% prefer communication by email or over the internet.

Early Help Training Needs

Do you currently have training needs?



The training requested by 3 or more survey respondents includes:

- E-CINS
- Safeguarding training
- Child sexual exploitation
- Mental health
- Graded Care Profile
- Neglect toolkit
- General Early Help training
- Child protection

E-CINS

60% (57) survey respondents are registered on E-CINS. 48% have had E-CINS training.

More people commented on E-CINS than on any other topic. Comments included:

“As an intermittent user, it has been difficult to get to grips with it, since it seems to change quite frequently.”

... “User Manual is also not very user friendly.”

“The system will only work when all Early Help agencies have signed up or registered, and actually understand how to use it.”

“My slight concern is that this might lead to more electronic communication at the expense of face-to-face contact.”

“I am becoming more confident the more I use the system.”

Contact Us

For more information concerning the survey results please contact Shropshire Council’s Commissioning Support Unit.

Website: <http://new.shropshire.gov.uk/information-intelligence-and-insight>

Email: commissioning.support@shropshire.gov.uk

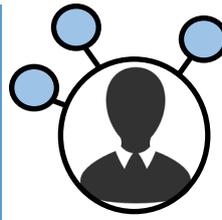
Telephone: 01743 258524)

To find out more about Early Help use the following details:

Website: <http://new.shropshire.gov.uk/early-help/>

Email: earlyhelp@shropshire.gov.uk

Manager Feedback



80% feel confident supporting their staff members with Early Help.

Concerns Line

57% phoned the concerns line in the period January 2016 to early March 2017



Changes in Early Help

On average around 50% of survey respondents are aware of all recent changes

Targeted Services

30% (37) had not made a request for an EH intervention in the last 12 months

Of the requests for interventions made, more were with CAMHS than any other service.

Did you make a request for an Early Help intervention during 2016 from any of the following services?

