

CHILDREN'S SERVICES

Peopletoo working with Kirklees Council

Peopletoo - Early Help Service Redesign

Peopletoo were engaged to co-design a multi-agency approach to ensure the delivery of effective, cohesive Early Support Services to meet the needs of children, young people and families across the diverse communities of Kirklees.

Following a review of Early Support Services, Peopletoo were commissioned to implement the recommendations of the programme. The key focus was to provide a more responsive, timely and integrated support to those in need.

To successfully carry out this work the team were required to understand the culture and context underpinning the Council's Early Support Strategy, whilst identifying areas where changes to the current delivery pathways would have a positive impact on reducing demand on higher tier services and improving outcomes for families. Building on evidenced based, best practice, both within the Service and from across the UK, recommendations were developed to support the transformation of the Early Support Services.

Tangible and sustainable benefits were delivered, including, but not limited to, the development of a new integrated model of Early Support, re-structuring of the Council's Early Support Management team and a new multi-agency panel process for the allocation and coordination of services. A vehicle was also developed to oversee and drive the Early Support Partnership, providing support mechanisms and accountability across the partnership. Following detailed consultation with partners, Peopletoo agreed and implemented two high level administrative areas to provide a focus for the partnership. To support implementation, they chaired the panels to both model best practice, address any further development issues, whilst embedding cultural change in Children's Services and across the partnership.

The number of families already benefitting from a multi-agency Early Support response, driven by the panel process, is over 350 since the establishment of the panels in November 2019. Ultimately, this work will improve outcomes and realise significant savings. Savings will be delivered as families in need will be identified and will receive effective, timely and preventive support at the earliest possible opportunity, thus reducing the demand on higher tier services.

For further information contact:

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