Making a Difference
South Norfolk Council Early Help Case Study
WHY IS EARLY INTERVENTION IMPORTANT?

- Long term savings
- Better outcomes for families
- More joined-up working with partners
- Increased independent living

The Effect of Early Help on the Number of Looked after Children, Children in Need and Family Support Programmes

- Children in Need cases
- Looked after Children
- Family Support Programmes
Not entirely altruistic?

- Cost of A&E visit: £114 per episode
- Cost of an offender being in prison per annum: £34,840
- Average cost of residential care per annum: £29,000
- Average cost of eviction: £7,095
- Average cost of unemployment: £13,236
- £45,000 per annum for every child in care
South Norfolk Early Help

The trusted, local, comprehensive and effective route to support - the easy way to help yourself and connect you with the help you need, sooner.
Who is in the hub?
South Norfolk Early Help approach

**Supporting better outcomes for families and older and vulnerable people**
- Improved outcomes for families
- Team around the family
- Community connectors identify where funding is needed
- Telling their story once and the professionals do the legwork
- Older and vulnerable people living independently for longer

**Providing more effective and efficient joined-up Services**
- Reducing higher need, higher cost acute services
- Removing duplication in services i.e. contacts, assessments
- Generic working
- Investing in workforce development
- Localised service delivery

**Building Community Capacity**
- Empowering the community to be self-supporting
- Working with the community to develop their own solutions
- Increasing community capacity
- Asset based community development
- Flexible Fund to target resources where they are needed
Whole system approach to Early Help

- Homelessness Trailblazer
- Handyperson Scheme
- HONOR project
- Leisure Services
- FIRST
- Community Connectors
Outcomes

95% of families that received help from our Early Help Hub having not seen their issues escalate

47% increase in our Family Support Programmes

20% reduction in persistent truancy cases in both primary and secondary education

Reduced the number of looked after children by 7%

Reduced the number of children in need by over 20%

Top twenty ‘breaking new ground areas’ out of the 140 total Our Place areas

95% of families that received help from our Early Help Hub having not seen their issues escalate

5,300 contacts by agencies for data and intelligence sharing

National recognition by Delivering Differently in Neighbourhoods
<table>
<thead>
<tr>
<th>Shared vision</th>
<th>Owned not told</th>
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</thead>
<tbody>
<tr>
<td>Information sharing</td>
<td>Commitment to solutions not barriers</td>
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<tr>
<td>Leadership</td>
<td>Must bring followers with you</td>
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<tr>
<td>Communication</td>
<td>Ensure the message is spread 360°</td>
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<tr>
<td>Commitment</td>
<td>Do what you say you say you will do</td>
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<tr>
<td>Empowerment</td>
<td>Does everyone have the same understanding?</td>
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<tr>
<td>Resources</td>
<td>Put your money where your mouth is</td>
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<tr>
<td>Outcome focussed</td>
<td>Focus on the 'so what?', not process</td>
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<tr>
<td>Customer centric</td>
<td>Listen/make customers part of solution</td>
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<tr>
<td>Shared culture</td>
<td>Everyone walking the same walk</td>
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Q&A

You have Questions

We have Answers