

## Locality Community Support Service Update – what to expect in September 2023

Dear Partners,

As you may be aware, **some of our** Locality Community Support Service has spent time in 2022/2023 supporting our children requiring statutory plans due to increased demand following the corona virus pandemic. We are pleased to announce that our service has now returned to business as usual.

The Locality Community Support Service was designed to be a professional facing service that offers advice and support to partners in the community to deliver early help (EH) as per 'Working Together to Safeguard Children 2018'. Our core offer is to be present in schools, work in the community with partners, to offer advice, but also to take strategic responsibility for bringing partners together in localities to embed early help and collectively improve outcomes for children and families.

With the above in mind, we have reviewed our core offer and completed a deeper analysis of data on the use of 'No Name Consultations', this has shown:

- 35% of 'No Name' calls are directed to the MASH due to concerns that a child is experiencing significant harm; this additional call to 'No Name Consultation' line has resulted in some delays in responding to children
- With the remaining 65% of calls, LCSS has advised the caller to have a conversation with the family and use the 'Strengths and Needs' form as a tool to do this

As a result, from September 2023, we will move to **named conversations with your linked locality worker to your setting/ local area.**

**This change is occurring as we want to ensure we are having transparent discussions that involve family information and children's needs and to also ensure that there is no unintended delay to a child receiving a required safeguarding response, or a conversation with them on the benefits of early help.**

Our locality workers will be making contact with all partners across July and September to book review meetings and advise you of the updated core offer.

Our core offer:

- Your Link worker will provide visits and review meetings to your setting offering advice and support on delivering 'Early Help' and improved outcomes for children and their families
- We will provide named conversations to discuss 'Strengths & Needs', 'Team Around the Family' Meetings, and give information on other supports in the community for a particular child
- Continue to review of 'Strengths & Needs' to ensure SMART outcomes for child(ren)
- Support professionals with their initial 'Strengths & Needs' and 'Team Around the Family' meetings where support is required around plans/suggestions of resources

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- Support professionals with complex ‘Team Around the Family’ Meetings to ensure robust plans are in place for children at ‘Early Help’ community level
- Offer ‘Community Around the School’/setting offer (CASO)
- Lead Locality based forums to share knowledge, resources to make connections in local areas and increase multi-agency work
- Lead Pastoral/HSLW group meetings/HV lead meetings - to facilitate peer to peer networks and support within agencies
- Use data more effectively to ensure targeted support in “hot spot” areas/settings to ensure ‘Early Help’ thrives

In addition, we plan to:

- Redesign the ‘Practitioner Tool Kit’ to become a ‘Family Toolkit’ – this will include resources for families and those supporting them; for example, tools to support reducing parental conflict. We will involve you in what additional tools would be helpful to include and update as part of this redesign
- Increase ‘Early Help’ skills sessions including “pop-up” training with resources for agencies where required (For example, reducing parental conflict, gaining child’ voice and the new neglect tool kit)

Our locality workers look forward to working closely with you, as our community partners, to ensure that ‘Early Help’ in the community thrives to support the best outcomes for Oxfordshire’s children and their families.

Should you want to discuss the above please contact [emily.smout@oxfordshire.gov.uk](mailto:emily.smout@oxfordshire.gov.uk).

LCSS can also be contacted on:

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Kind Regards



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