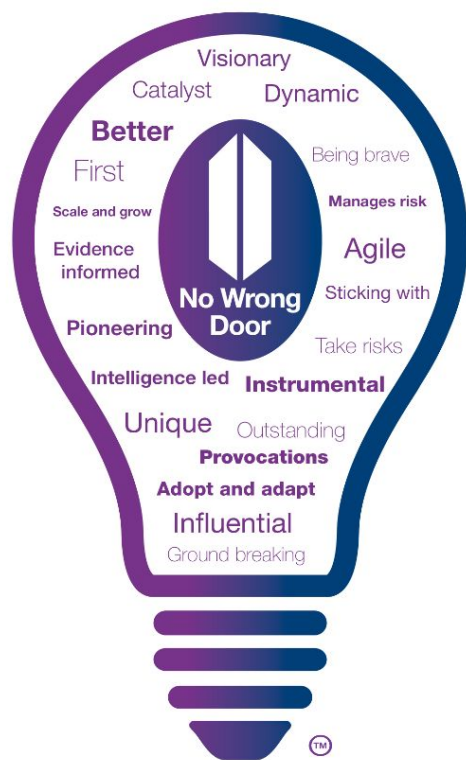


North Yorkshire County Council No Wrong Door ®



SFPC Learning Event No Wrong Door Overview

Janice Nicholson

Co-author of No Wrong Door – NYCC

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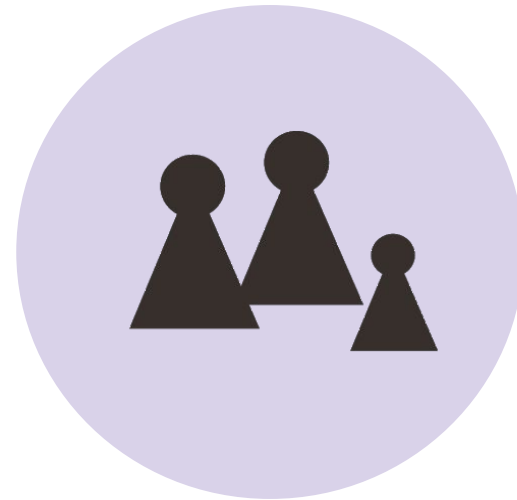
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1

The Beginning



Where did No Wrong Door come from?

2014 – NYCC's Children and Families Service set itself a challenge:

Could we:

- Do better for our children?
- Improve our partnership working?
- Do the right thing, better use our resources and save money?

We could, we did and we still do!

The what

Had 3 Children's Homes (good/outstanding)

- But - key learning through care leavers stories - manage risk now means higher risk when adults - **short term thinking!**

2014 – 'Innovation Programme' helped kick start innovation

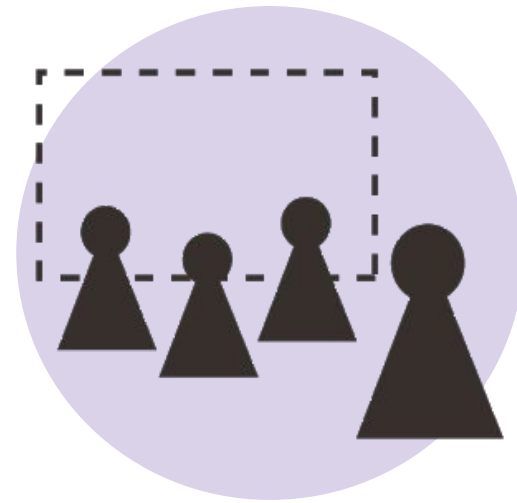
- Rethinking care for adolescents - NWD model **2 Hubs** April 2015
- Ongoing investment in evidence and data – positive evaluation

Resulted in:

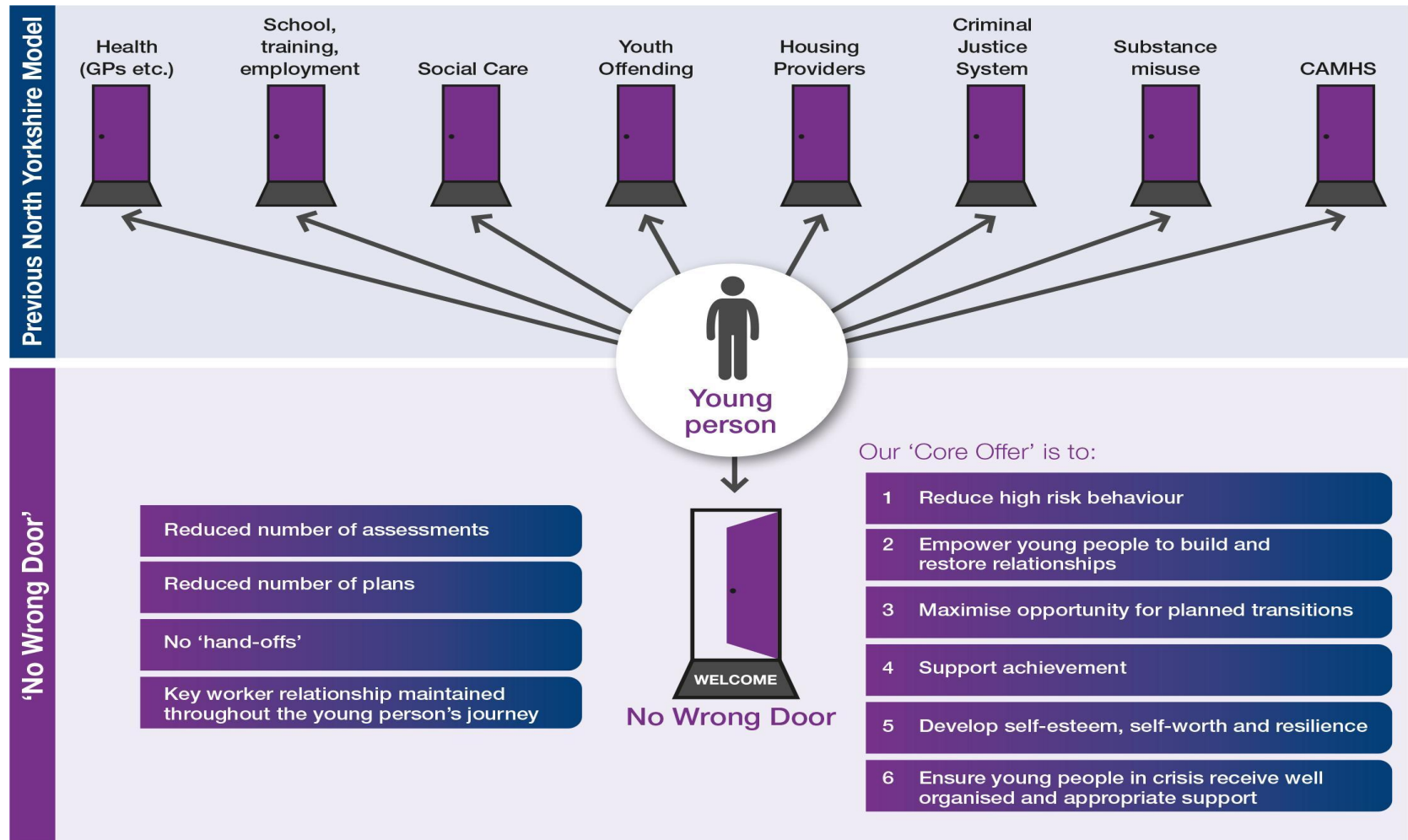
- Still learning from our data - now year 6
- High levels of interest across many sectors in England and beyond

2

How does it work?



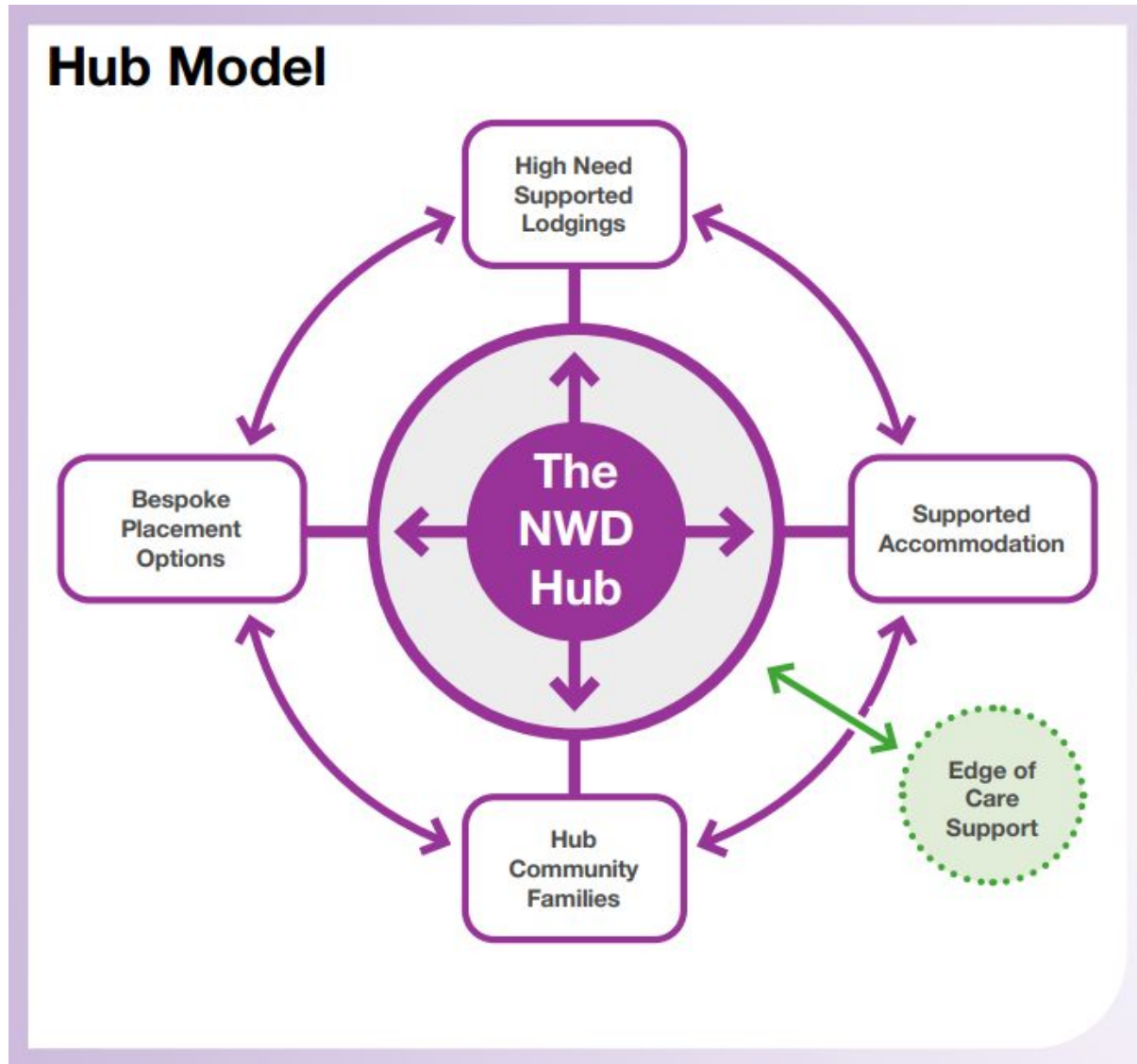
Enabling the system to work for the Child



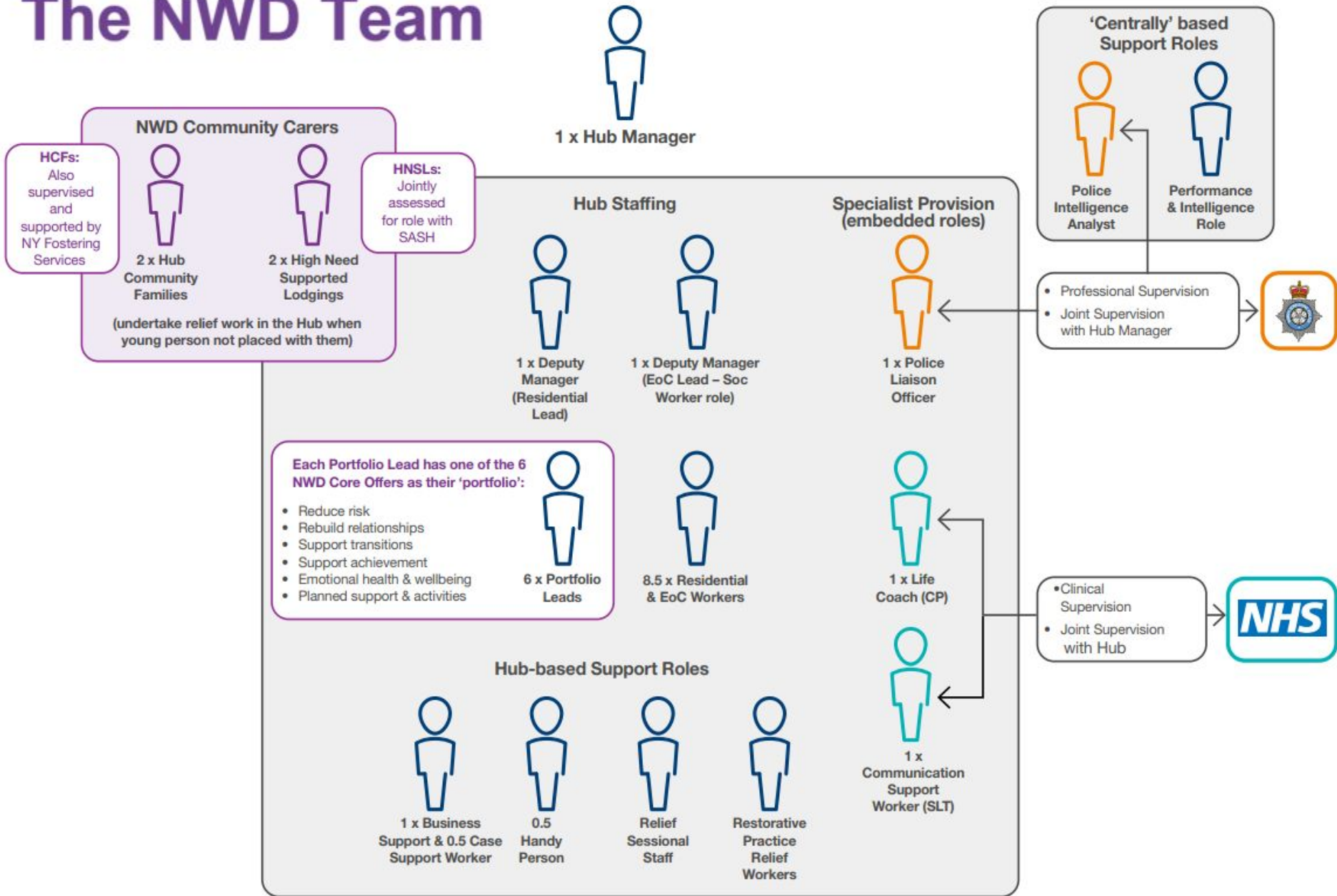
Systems can expect children to come to them for support

NWD brings that support to the child and family

A No Wrong Door Hub

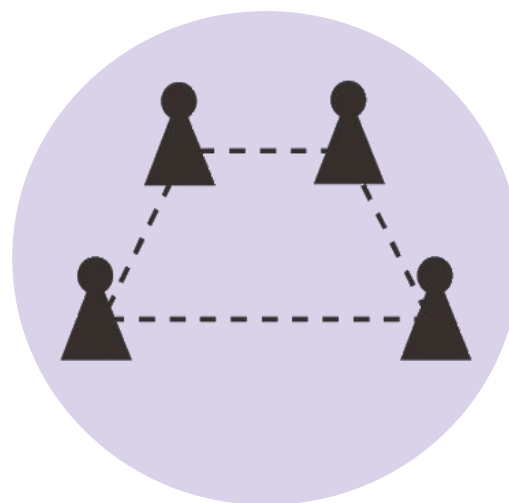


The NWD Team



3

Culture



NWD commitments - faithfulness and flex....

Capturing the 'essence' of the model:

- Shift in culture, systems, relationships, ways of working together
- Focus on creating longer term outcomes for young people

Fidelity built on 'faithfulness' to the commitments that underpin it:

- Faithfulness - central to any adaptation of the model by others
- Some parts can be modified or flexed to fit local context or need

8 'non-negotiables'[™] – **essential values, principles, ways of working**

10 'distinguishing features'[™] – **practical elements of model**

4 'provocations'[™] – **challenge that guides everyday decision making**

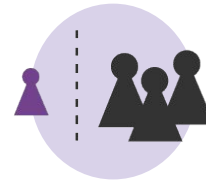
The 4 'Provocations' of No Wrong Door

Guide every day discussions about young people - 'drum beat' of NWD culture change

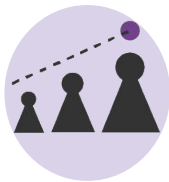
The challenge to ourselves in NWD and now across our wider children and families services



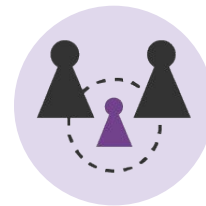
Would this be good enough for my child?



Are we managing risk for the child or for the organisation?



What kind of adult do we want them to be at 20? 35? 50?



Is there a shared approach to parenting?

4

Impact



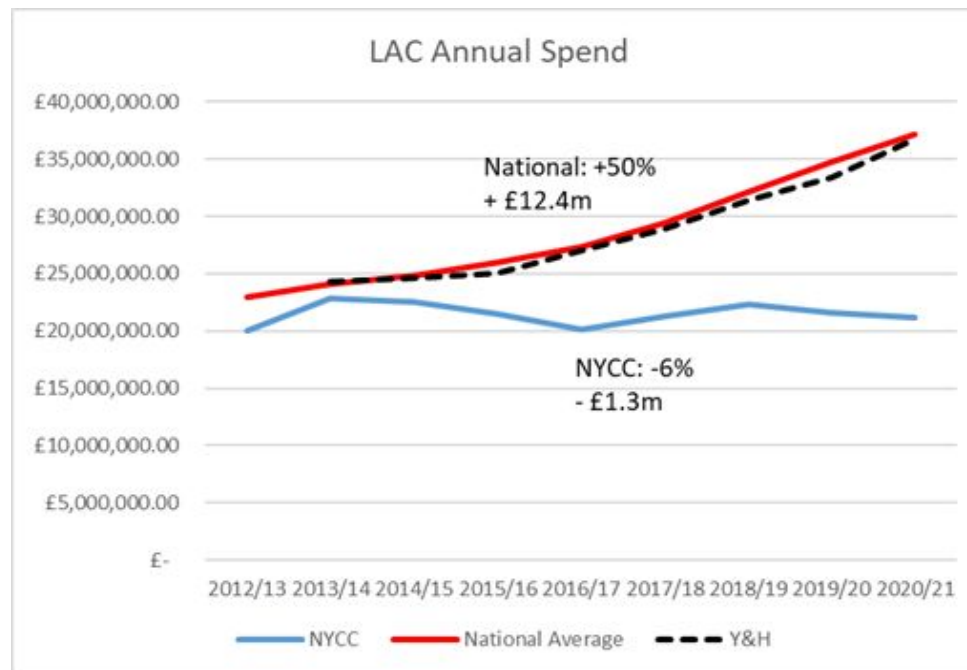
Impact of NWD in North Yorkshire

Since 2013 (pre-NWD)

- Children in care population reduced by 14% (nationally increased by 19%)
- Not reliant on externally provided placements i.e. just 1 IFA currently

Means

- NYCC reduced its children in care spend by 6% (£1.3million), whilst the 'average' spend has increased by 50% (+£12.4 million) [Source: LAIT]



Impact of NWD in North Yorkshire

Fostered
Young People
in IFAs

26.4%

Nationally

0.2%

North Yorkshire

(n=1)



£3.38M

Estimated
Cost Avoided
in 2021/22



Inside North
Yorkshire



50%

Reduction in
arrests

LAC Spend



+24%

Nationally



-6%

North Yorkshire



73%

Reduction in
Missing
Incidents

51%
of NWD Young People
were identified as having an
SLCN



66%
of Residential
NWD Young People
were found to have an
SLCN

88%
of Female Residential
NWD Young People
were found to have an
SLCN

81%

of Young People
at EOC did not
become

LAC

(2020/21)



58%

Reduction in
the time spent
in Residential
Care



98.5%

of Emergency
Referrals did
not become
LAC

80%

Placement
Stability for Young
People in

LAC

(2 years or more in
placement)



Improved
Mental Health
and Well-Being

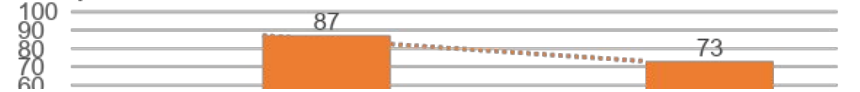
Financial Benefits – SFPC LA's

Middlesbrough - CIC Numbers



Estimated Costs Avoided: £6.9m

Rochdale - Reduction in External placements



Estimated Costs Avoided: £3.5m



Redcar and Cleveland – Edge of Care

87.5% of EOC young people remained OUT OF CARE

Costs Avoided £1.77m

Warrington - CIC Numbers



Estimated Costs Avoided: £1.8m

Norfolk -



Estimated Costs Avoided: £5.1m

And we hold on to this

That more than anything....

It's about the people and the cultures we
create, working collaboratively to take risks

and

learning together to improve the life chances of
our young people!

5

Relationships first, last and everything in between A No Wrong Door Journey



6

SFPC

No Wrong Door[®] Trailblazer

Sue Butcher

Executive Director of Children's
Services

Middlesbrough Council



STRENGTHENING FAMILIES PROTECTING LEARNING EVENT

NO WRONG DOOR TRAILBLAZER

MIDDLESBROUGH COUNCIL FUTURES FOR FAMILIES

Sue Butcher
Executive Director of Children's Services

Rob Hamer
Futures For Families Service Manager
01642 729999



MIDDLESBROUGH
CHILDREN
MATTER

The 'Futures For Families' logo features the word 'FUTURES' in large blue letters and 'FOR FAMILIES' in smaller blue letters below it. To the right of the text is a stylized orange figure with arms raised, resembling a person or a flame.

FUTURES
FOR FAMILIES

The 'Middlesbrough moving forward' logo features the word 'Middlesbrough' in blue and 'moving forward' in orange below it. Above the text are two stylized orange arrows pointing upwards.

Middlesbrough
moving forward



Our mission is to show
Middlesbrough children
that they matter.



Futures For Families



- **Late November 2019:** Research – Other No Wrong Door adopters from Greater Manchester shared their learning with Middlesbrough.
- **December 2019:** Workforce Presentations – Began with Early Help and ended with Care Leaving Service.
- **January 2020:** Theory of Change Session – We collaborated with partners to find out ‘where are we now’, ‘where do we want to be’ and ‘how we will get there’.
- **January 2020:** Creating the Futures For Families Hub – remodeling an existing building with help from our Middlesbrough young people.
- **February 2020:** Recruitment of Futures For Families service staff including specialist roles.
- **March 2020:** Adopted and adapted 9 Non-negotiables, 4 Provocations and 10 Distinguishers for the Middlesbrough Futures For Families Service.
- **April to August 2020:** Wider Systems Change – embedding Futures For Families across Children’s Services.
- **September 2020:** Futures For Families Service became fully operational.



Rob Hamer
Futures For Families Service Manager
01642 729999

FUTURE FOR FAMILIES Hub Model

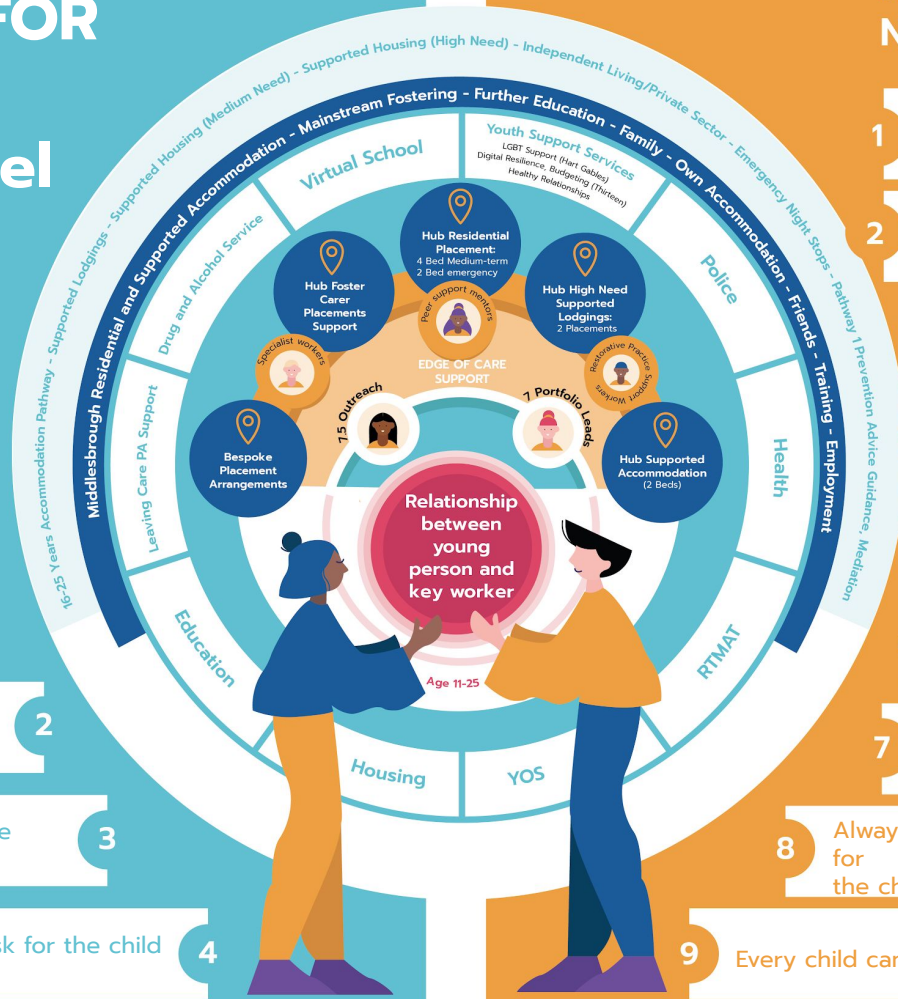
Provocations

1 As a parent, would I be happy with this for

2 Where do we see the young person in 6 months, 1 year, 2 years?

3 Would we say this, to the child?

4 Are we managing the risk for the child or for us?



Non Negotiables

1 Working with partners, sharing the risk and supporting each other to take risks.

2 Having those difficult conversations!

3 Working together to meet the needs and outcomes of young people!

4 Having the right staff members with attitude and skills in place to make that difference!

5 The voice of the child at the centre of their journey!

6 A whole family approach!

7 Team around the child training strategy!

8 Always working to permanence for the child!

9 Every child can be fostered!

Children and Relationships First

A model for practice in Middlesbrough

Our commitment to keep children safe, happy and well, and ensure at all times that "Middlesbrough children matter".

Our passion to deliver a service that children and young people experience as good.

How will we do this? by listening to children, young people, families and partner agencies, focusing on excellent practice and measuring impact of service delivery.



Provocations

As a parent, would I be happy with this for my child?

Where do we see the young person in 6 months, 1 year, 2 years?

Are we managing the risk for the child or for us?

Would we say this, to the child?



Middlesbrough Children's Care Practice Model

Rob Hamer
Futures For Families Service Manager
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Futures For Families

The Impact what others say

"We sat down together and he read out his 'My Story' (a child's journey with FFF). He smiled and asked 'Can I have this when I leave'?"
Young person and Portfolio Lead .

"The opportunities for joined up working, easy engagement with multi-disciplinary colleagues in order to manage the needs and risks of the young people and families we are working with. I am able to work with young people and families who would not have not engaged with traditional SALT services". **Sharon, Communication Support Worker.**

"The hub is lovely. I wish I had the opportunity for something like FFF and I'm looking forward to supporting the service."
Tia, Futures For Families apprentice who helped set up the Futures For Families Service.

Since you've started working with us we feel as a family things are improving. Having you available to support N and us, we can concentrate on building relationships with N whilst feeling confident you are available to tackle the smaller issues. Now, N, R and myself are feeling more positive and happy. The small changes you've suggested have helped greatly. Knowing that you've reinforced these with N has been instrumental to the success of the intervention.
Foster Carer's message to Chris, Portfolio Lead.

"It's nice to talk to people without feeling weird about it, because she is just here".
Young person about Life Coach Hayley.



Rob Hamer
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Futures For Families The Hub



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Thank you

nowrongdoor@northyorks.gov