



Norfolk County Council
Children's Services



Welcome

- Please put your camera on.
- We want people to participate but please use the 'raise hand' facility to ask questions and contribute when others are talking.
- Please be considerate to others - together we want to create a safe, open and reflective space to learn.
- You can turn live captions on by clicking the 3 dots at the top of your screen if you need this.
- Please do take the time to provide us with some feedback towards the end of the session.

Thank you!

The New Roads Service

New Roads is the Norfolk model of the ‘No Wrong Door’ (NWD) service went live on 1st June 2021.

Strengthening Families Protecting Children (SFPC) was a five-year Department for Education Programme supporting local authorities to improve their work with families and safely reduce the number of children entering care by implementing successful sector-designed innovations. The SFPC provide funding for LA's to adopt and adapt one of three innovations, Family Values, Family safeguarding, and No Wrong Door.

Norfolk County Council was successful in obtaining £5m funding from the DfE to implement and embed our New Roads service. We are were **supported by North Yorkshire County Council (NYCC)**, who are the innovator authority for NWD.

The New Roads service will ensure that young people get the help and support that they need through an **integrated team** that sticks with them through their journey. The service is built around a hub model, supporting both young people residing in the hub and on an outreach basis.

New Roads is not just an operating model - it requires **a shift in culture**, systems, relationships and ways of working together. Adopting the approach requires a focus on creating the outcomes we want for young people in the future.

New Roads Aims



- A reduction in the time young people spend in residential settings
- Wherever possible children/young people live in family-based care, such as foster care, when they cannot live with their own families.
- Fewer children and young people in local authority care
- Wherever possible children/young people reside closer to family, friends and their community.
- A reduction in missing episodes, arrests and hospital admissions.

New Roads Practice Model

Communication and relationships central to everything we do!

Flexible & accessible specialist services – threads through consultation, formulation & supervision

Building on & embedding training, theory and frameworks

Whole system approach to enhancing practice

Resilient 'can do' residential team



The Hub Teams

	Management: Hub Manager and 2 Deputy Managers (one leads on Residential, and one leads on Outreach).
	The Hub workers: Portfolio Leads Residential and Edge of Care Workers Peripatetic Workers
	Specialist team: Clinical Psychologist (Life Coach)
	Specialist team: Speech and Language Therapist (Communication Support Worker)
	Specialist team: Police Liaison Officer

The New Roads Team

Core Components



1 x Performance and Intelligence Officer

New Roads Community Carers
Undertake relief work in the hub when no young person placed with them

HCF's also supervised & supported by Enhanced fostering team

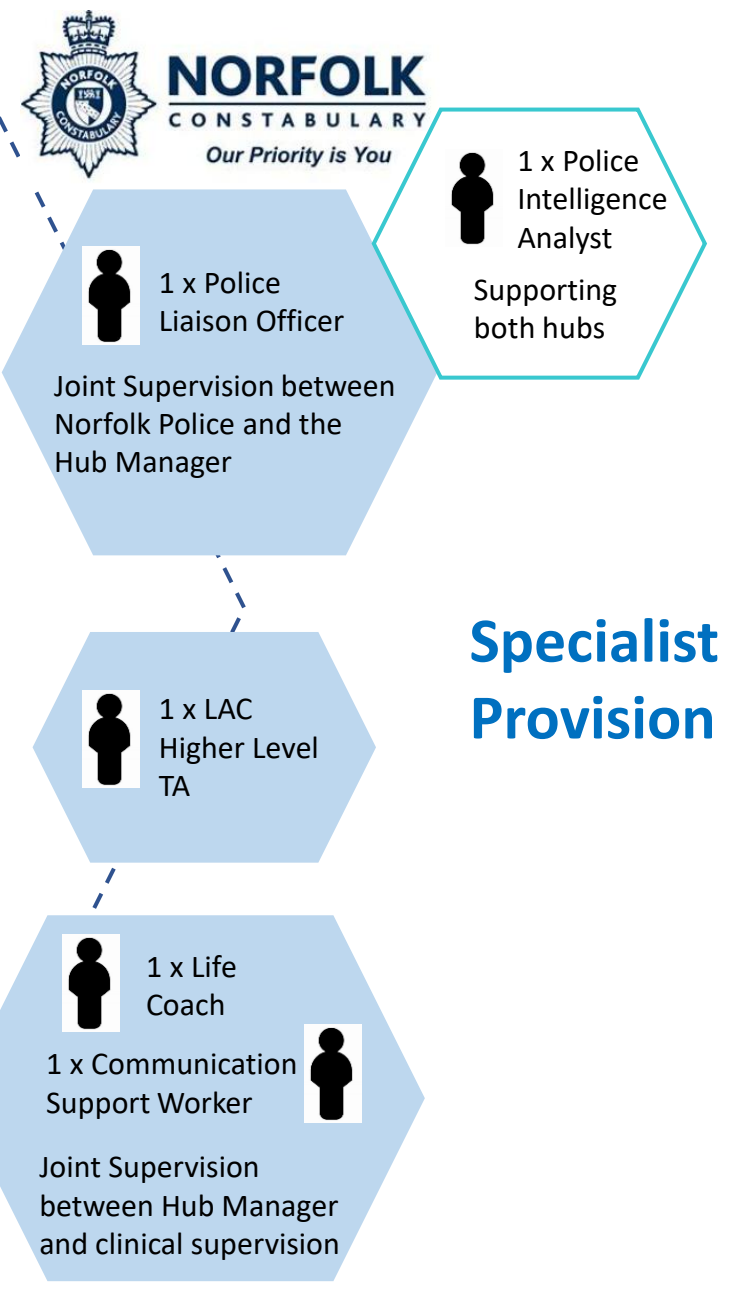
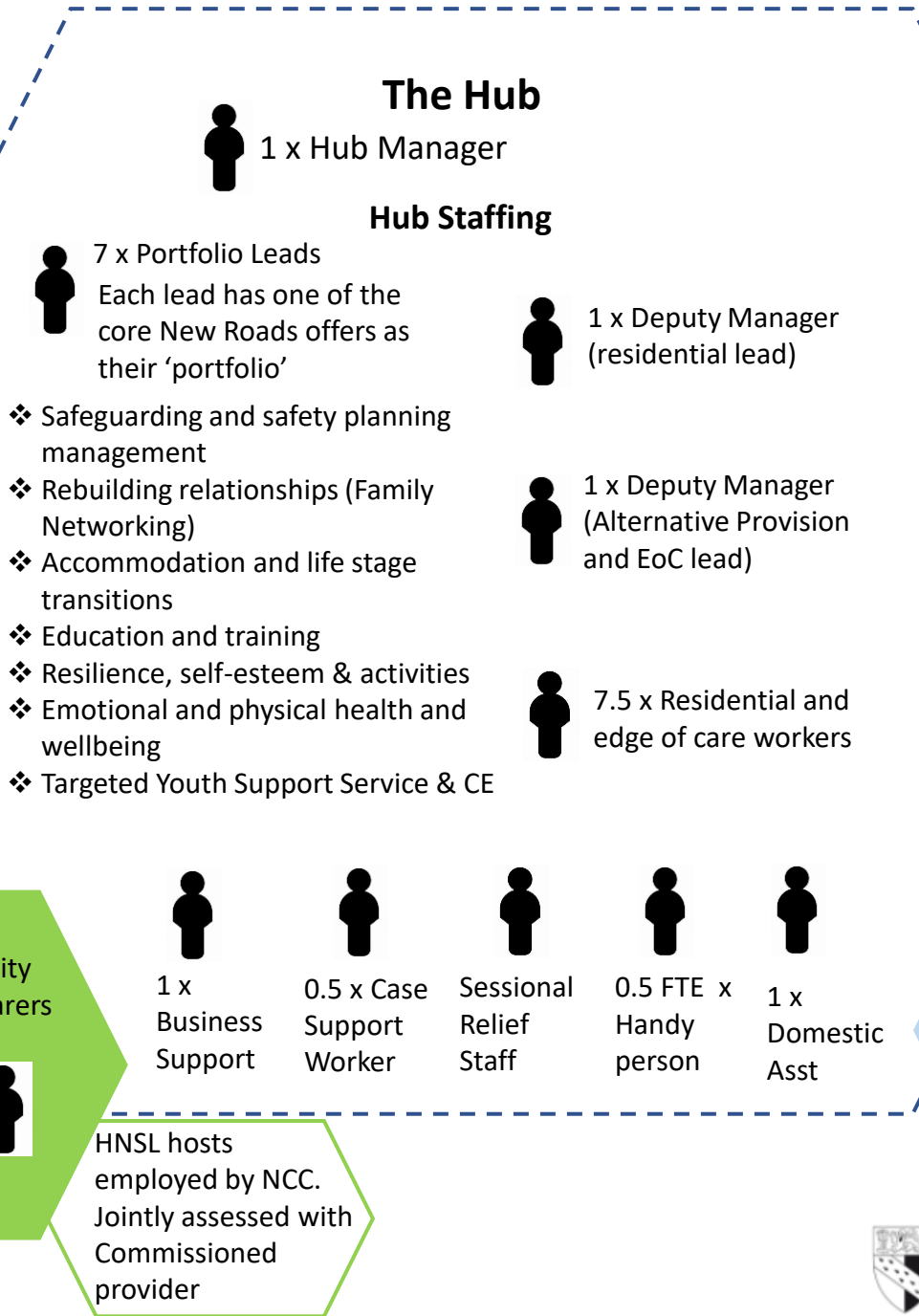


2 x Hub Community Family Carers



2 x High Needs Supported Lodgings Hosts

HNSL hosts employed by NCC. Jointly assessed with Commissioned provider



Specialist Provision

Would it be good enough for my child?



Examples of everyday New Roads practice which has made a big difference to young people's lives

- Relationship building

Taking the time to understand and get to know young people at the Hub and on Outreach using trauma informed practice.

- Accessing health services

Taking young people to GP appointments and supporting them in the appointment if they request this to help reduce their anxiety and understand the information shared by the Doctor or other healthcare professionals

- Education

Driving young people to school to make sure they get there safely or to help them feel less anxious

- Meaningful activities

Supporting young people to try activities for the first time, such as bowling, swimming, horse-riding and climbing.

Our hub family children

- We have moved many of our children into family-based placements
- Our own staff have fostered some of our children
- We have managed to reunify children back to their family homes
- We have supported children into their own flats via the flats attached to us and then to their own tenancies
- We have moved children to foster placements that had a plan of long-term residential care
- We have supported children to remain in county and close to their networks
- We have supported our children to build a support network and remain there for them

Cumulative Savings: June 21 – March 25



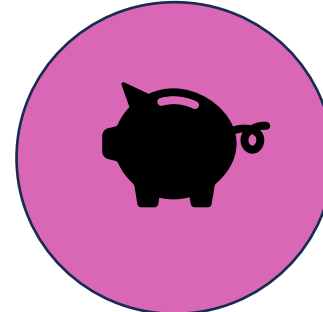
YEAR ONE
£5,224,789



YEAR TWO
£12,205,198



YEAR THREE
£10,557,267



YEAR FOUR
£16,530,000



TOTAL
£44,517,254

Questions





Norfolk County Council

Thank you



Our presenter was:



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