

Stronger Families Update

2nd October 2014

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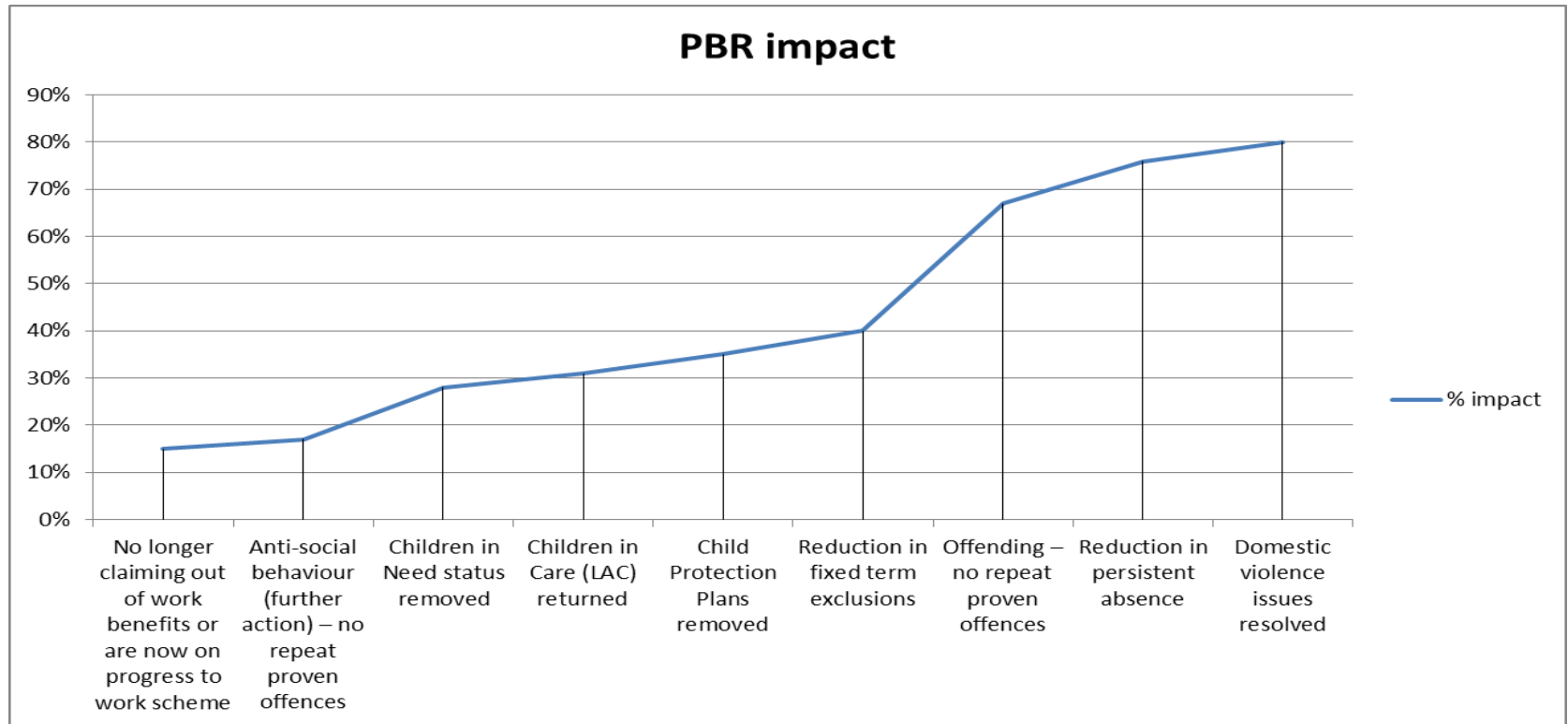
Aims of the New Delivery Model	Key Features of the New Delivery Model
<p>Support the family to independence;</p> <p>Resolve issues at the earliest possible opportunity;</p> <p>Look at the whole family in context;</p> <p>Be family driven not service driven; “Think Family”</p> <p>Agree and achieve realistic outcomes with (rather than “to”) the family;</p> <p>Flexibility to change and able to stop things that aren’t working;</p> <p>Open, honest, trusting and transparent relationships between agencies; and</p> <p>Result in a simplified, lower cost delivery system.</p> <p>Confidentiality and data protection are upheld to the highest levels</p>	<p>A new, distinct doorway for referring Stronger Families</p> <p>Single whole family assessment developed and used with all families (CAF)</p> <p>A key worker for each family to improve integration, coordination, prioritisation and sequencing of interventions</p> <p>Integration of Service: Right Place, Right Time, Right Order</p> <p>The principle of a whole family approach to tackling issues and aligning resources.</p> <p>Strong emphasis on providing an evidence based interventions</p> <p>The importance of the family developing actions plans and of promoting self reliance and self responsibility</p> <p>IT solutions to assist with early multi agency identification of risk , to track progress and efficacy of interventions</p> <p>Information sharing agreements in place and interventions fully consent based.</p> <p>Triage process in place to ensure families are allocated to the appropriate service for case co-ordination</p>

Achievements to date

- As of 1st September 2014 we have identified 365 which is over our allocated 360 Stronger Families cohort.
- Number of families 'turned around'.
 - Offending – 147 families were identified under the offending category and throughout the process we have seen a 67% reduction in the number of recorded crime incidents to date.
 - Persistent absence – 92 families were identified under persistent absence and to date we have seen a 76% improvement in this area.
 - Families progressing to work or in work – 285 families were identified on benefits and since then we have seen a 15% improvement on the number of individuals
- We have turned around 73.5% of the families we have worked with to date which has enabled a payment by results claim of £221,600 to date.
- Breakdown of the payment by results claims:
 - 234 families - Crime/ASB/Education
 - 18 families - sustained employment
 - 27 families – progress to work

Where we are making a difference?

The graph below demonstrates the improvements we have started to see from the families that we have now turned around. The highest turnaround to date is in and around families seeing a reduction in domestic violence. This is an 80% reduction in the number of families in the cohort who have children under 18 and have a parent who is subject to domestic violence..



Some of the lessons learnt

- Every family require different approaches from each agency so it is very hard to scope out what agencies need to change.
- Agencies not always feeling skilled to take on the case co-ordinator role for the whole family
- Services traditionally deal with individuals – not families - and work on a presenting or dominating problem, not the interconnected, layered problems and dynamics within a family.
- The Family CAF is being used as a therapeutic approach to engaging families and it can take up to 6/7 weeks to complete the assessment.
- Families have reported that they feel listened to and the family CAF allows them to see the positives
- Managers unable to support the whole family approach due to targets, timescales and lack of resources.

Future developments

- **Volunteering model**

To develop a wider volunteering model so that families can be supported by local people if appropriate but also have access to more specialist volunteers who are not from their community.

- **Family monitoring data**

To create a full mapping journey of the identified troubled families to date with particular focus on some of the key areas to look for patterns and key themes from the identification stage.

- **Cost Saving Calculator**

To calculate the savings achieved through the delivery of the programme with real families by looking at their actual outcome before and after intervention.

- **Making a difference' toolkit for community groups.**

The 'community support toolkit' designed to enable community third sector organisations within Trafford to measure and demonstrate qualitatively & quantitatively the success of their interventions related to Stronger Families and their communities.

Expanded Troubled Families Programme (TF2)

Background

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- Greater Manchester has been successful in becoming a pilot for the roll out of Troubled Families 2 (expanded programme). We have been asked to work with 181 families from 1st September (Now) to March 2015.

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- A payment of £1,800 per family will be available; £1,000 attachment fee for each family we commit to working with and £800 paid on an outcome basis (TBD).

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- Focus of the pilot is; to roll out the TF model for a expanded cohort, undertake a detailed cost saving calculation, robust tracking of families to support the national evaluation.

To be eligible for the expanded programme, each family must have at least two of the following six problems:

- 1. Parents and children involved in crime or anti-social behaviour.
- 2. Children who have not been attending school regularly.
- 3. Children who need help.
- 4. Adults out of work or at risk of financial exclusion and young people at risk of worklessness.
- 5. Families affected by domestic violence and abuse.
- 6. Parents and children with a range of health problems.

Next steps

Troubled Families 2 can't simply be a case of expanding the current model used in Troubled Families 1.

In order to increase commitment from partner agencies to offering dedicated resources to expand the model, it is proposed to offer one of the two options:

- Shared funding of dedicated posts offered by partners to be allocated to Troubled Families 2, to work to the dedicated family model, to supplement work completed under business as usual for cases that need a less intense response.
- or
- An offer of a payment based on results to partner agencies who offer and fund in full a dedicated resource to work to the dedicated family model.

The dedicated resource/post would need to engage the family in order to complete an assessment and family action plan and undertake the role of case coordinator. There would need to be discussion about whether the posts were co-located in MARAT – Stronger Families or not (a virtual team), but they would support the interface with MARAT and the opportunity to explore the option of having one front door for children and adult services in the future.

Discussion

- Do you feel volunteers can offer support to stronger families and why?
- What would be the benefits and barriers to volunteers taking a case co-ordination role?
- How can your organisation support the stronger families model