

Family Support Team Progress in 2015/16

Summary

This report sets out the tracked progress of families worked with in the last year to see if the improvements achieved have been sustained in the 9 months following intensive support work with the Family Support team.

Portfolio - Regulatory

Date Portfolio Holder signed off report 1 July 2016

Wards Affected

Recommendation

The Executive is advised to NOTE this report.

1. Resource Implications

- 1.1 There are no resource implications arising from this report. However, the service is funded through payment by results and it is important that the success in working with families is maintained.

2. Key Issues

- 2.1 The purpose of the troubled families' initiative was to change the repeating generational patterns of poor parenting, abuse, violence, drug use, anti-social behaviour and crime in the most troubled families in the UK. In Surrey this initiative has been rolled out through partnership working with the districts and boroughs. Since its inception in 2013 the joint Runnymede/Surrey Heath project has worked with 230 families providing intensive support and been awarded £654,815 in total funding for set up and payment by results. This represents an average cost of £2,847 per family worked with.
- 2.2 The scheme works in two parts with families receiving intensive support for a period of around 12 weeks through the Team around the family (TAF) and then support through a lead organisation for the following 9 months (post TAF). One weakness of the scheme was the lack of an agreed approach to monitoring progress of families in the post TAF period or resourcing for this. Partly in response to this concern, the restructuring of the Family Support team within Runnymede/Surrey Heath introduced 2 senior posts with responsibility for post TAF tracking. The restructuring fits with the approach now being taken with Surrey County Council (SCC).
- 2.3 SCC is now rolling out to a 2nd phase of the Troubled Families initiative in which a more refined approach to assessing and tracking of families is being promoted across the 12 months to make claiming of Payment by Results (PBR) easier as well as monitoring of the improvements achieved to see whether these have been sustained. Improvements

claimed to include changes around employment, mental health, take up of support for domestic abuse and anti-social behaviour.

- 2.4 The Runnymede/Surrey Heath Team has sought to look back at the 54 families worked with over 2015/16 and track what has happened to those families. It has proved difficult to track families once they leave intensive support and to monitor progress against DCLG criteria and that issue is the subject of further work with partners.

3. Options

- 3.1 The Executive is asked to note the report.

4. Proposals

- 4.1 Members are asked to note the following outcomes for the work undertaken in 2015.
- 4.2 Of the 54 families worked with in 2015/16, 27 were Runnymede families and 27 were Surrey Heath families.
- 4.3 Of the 54 families, 8 were found to have circumstances that warranted more serious intervention and of these 5 were referred into Children Services and for 3 cases some form of child protection was sought. It is not clear whether PBR can be claimed for the work done with these families.
- 4.4 Of the remaining 46 families these have been tracked against the levels identified by SCC with Level 4 representing the most severe cases and Level 1 representing the point at which no further support is required. For example for a child out of school Level 4 is out of school with only 50% attendance, Level 3 is 50-60% attendance, Level 2 is 70-60% attendance and Level 1 is 70 – 90% attendance. 2 of the families tracked remained in intensive support at the beginning of 2016.
- 4.5 Of the 46 families, all showed improvement in at least one criterion. Most of the families showed improvement and that improvement was maintained to the end of the 12 month period. The most successful work has been in improving school attendance. The Team has also been successful in helping to deal with health issues. Most families were found to have low level mental health issues such as mild depression in one or more family members and the team has worked with families to address this.
- 4.6 The criterion which has proved the hardest in which to effect improvement is Domestic Violence/ Abuse with 8 of the 11 families with some form of problem showing no improvement following intensive support. In those cases this is mainly because those families declined to work with other agencies that could provide ongoing support. More work is being done in 2016/17 with the supporting agencies to encourage increased take up of support.

4.7 Annex 1 sets out in summary the key criteria (families must have 2 or more to be included) and for those criteria shows how many families met the criteria and the level of the problem, the levels to which they progressed due to intensive support and where they are now, showing whether they have sustained the improvements achieved against each of the criteria. Not all criteria are included as in some cases criteria overlapped or applied to a very small number of families. Annex 2 sets out the criteria worked with.

5. Supporting Information

5.1 The numbers of families worked with in 2015/16 was low due to staff vacancies and sickness absence; as a result the team missed its target. In the current 12 week period, the team is working with 23 families and that is the highest caseload of any team in Surrey. The annual target for 2016/17 is 104 but if current caseloads are maintained that figure could be exceeded and go some way to redressing the missed target for 2015/16.

6. Corporate Objectives And Key Priorities

6.1 The Family Support Service helps to deliver Corporate Objective 4 to build and encourage communities where people can live happily and healthily and supports Key Priority 4 working with partners to support the community.

Annexes	Annex 1 - Summary of main reasons for working with families and the improvements achieved and sustained
Background Papers	None
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Consultations, Implications and Issues Addressed

Resources	Required	Consulted
Revenue	✓	<u>02/06/2016</u>
Capital		
Human Resources	✓	<u>02/06/2016</u>
Asset Management		
IT		
Other Issues	Required	Consulted
Corporate Objectives & Key Priorities	✓	<u>02/06/2016</u>
Policy Framework	✓	<u>02/06/2016</u>
Legal		
Governance		
Sustainability		
Risk Management		

Resources	Required	Consulted
Equalities Impact Assessment		
Community Safety		
Human Rights		
Consultation		
P R & Marketing		

Review Date:

Version:

ANNEX 1

Summary of main reasons for working with families and the improvements achieved and sustained against the main DCLG criteria (Level 4 is the highest level of need for support and Level 1 the lowest).

Note: 4 families had not completed the end of 12 month assessment, it has been assumed they will maintain the standard reached on leaving intensive support.

Families with children who need Early Help (under age 5)

Stage	Level 4	Level 3	Level 2	Level 1
On entering intensive support	19	0	0	0
On leaving intensive support	0	12	7	0
At end of 12 months	0	6	6	7

Families with Children in Need (Age 5-18)

Stage	Level 4	Level 3	Level 2	Level 1
On entering intensive support	6	1	0	0
On leaving intensive support	0	3	2	2
At end of 12 months	0	3	1	3

Families with children not attending school regularly/ permanently excluded/ not registered

Stage	Level 4	Level 3	Level 2	Level 1
On entering intensive support	9	4	7	3
On leaving intensive support	3	3	5	12
At end of 12 months	2	2	6	13

Families with a child Not in Education Employment or Training (NEET)

Stage	Level 4	Level 3	Level 2	Level 1
On entering intensive	5	0	1	1

support				
On leaving intensive support	0	1	3	3
At end of 12 months	0	1	3	3

Families with Adults out of work ,at risk of financial exclusion and children (age 16+) at risk of worklessness

Stage	Level 4	Level 3	Level 2	Level 1
On entering intensive support	14		1	0
On leaving intensive support	7	2	1	5
At end of 12 months	6	2	2	5

Parents and children with a range of health problems

Stage	Level 4	Level 3	Level 2	Level 1
On entering intensive support	3	6	4	5
On leaving intensive support	0	1	8	9
At end of 12 months	0	1	8	9

Families affected by drug and /or alcohol abuse

Stage	Level 4	Level 3	Level 2	Level 1
On entering intensive support	6	1	0	0
On leaving intensive support	1	1	2	3
At end of 12 months	1	1	2	3

Families affected by domestic violence and abuse including child on parent

Stage	Level 4	Level 3	Level 2	Level 1
On entering intensive support	9	2	0	0

On leaving intensive support	8	0	2	1
At end of 12 months	8	0	2	1

Family with Parents and children involved in ASB

Stage	Level 4	Level 3	Level 2	Level 1
On entering intensive support	1	1	0	0
On leaving intensive support	0	0	1	1
At end of 12 months	0	0	1	1

Family with an ex or young offender

Stage	Level 4	Level 3	Level 2	Level 1
On entering intensive support	2	2	1	0
On leaving intensive support	0	3	2	0
At end of 12 months	0	2	3	0

Family with unmanaged debt

Stage	Level 4	Level 3	Level 2	Level 1
On entering intensive support	2	5	0	0
On leaving intensive support	0	0	7	0
At end of 12 months	0	0	7	0

Headline	Eligibility Criteria	Level 4 (indicator)	L4	Level 3	L3	Level 2	L2	Level 1	L1
Help	Identified/assessed as needing Early Help	No indicator	0	A child identified and/or assessed as needing early help in last 3 months	0.8	Currently involved in a TAF Action plan completed and delivered for child assessed as needing Early Help	0.5	Thresholds for Early Help or above no longer apply	0
Help	Child in need/subject to an enquiry/Child Protection Plan	Family with a Child Protection Plan A looked after / Temporary fostered child A family with a 'step down' to TAF in the last 3 months	1	A child in need as per s17 Children Act 1989 (or equivalent)	0.5	No indicator	0	Child supported in universal settings	0
Help	Child reported missing	Regularly reported as missing from home in the last 3 months.	1	Child reported as missing on more than one occasion in the last 3 months	0.8	Previous episodes of being reported but none in the last 3 months	0.5	No concerns in the last 6 months	0
Help	Risk of sexual exploitation	CSE (Child Sexual Exploitation) risk assessment indicates high risk	1	CSE risk assessment indicates medium risk	0.8	CSE risk assessment indicates low risk	0.5	No concerns in the last 6 months	0
Work	Significant unmanaged debt	Court action for recovery of debt	1	Referral to and early engagement with licensed debt/money management services	0.8	Engagement with arrears and/or debt plan with some missed payments	0.3	Sustained engagement with arrears and/or debt plan over 6 months	0
Work	In receipt of Out of work benefits	Unemployed adult	1	Working toward employment, education and or Support Programme	0.8	In paid or unpaid temporary work	0.3	Sustained employment, education and or training	0
Work	NEET (or risk of)	NEET young person	1	Working with support agency but not yet in education, employment or training	0.8	Attending training or support programme In work experience placement	0.5	Attending Work Programme In education, employment or training for 6 months or more	0
Work	Homeless (or risk of)	Family living in B&B or other short term accommodation; Notice of Seeking Possession on home; Notice to quit; Possession order	1	Agreed tenancy arrears or debt repayment plan	0.8	Engagement with arrears and or debt plan	0.5	Family in secure housing	0
Work	Children eligible for (FSM) free school meals	Child not receiving free school meals when eligible	0.8	Applied for free school meals	0.5	No indicator	0	Receiving free school meals	0
School	Persistent absence (+10% last 3 consecutive school terms)	Persistent absence (+50% absent)	1	Persistent absence (30-49.99% absent)	0.8	Persistent absence (20-29.99% absent)	0.5	Persistent absence (10-19.99% absent)	0.3
School	Permanent exclusion or [(10 days fixed term exclusion secondary school) or (5 days fixed term exclusion primary school) in last 3 consecutive school terms	Permanent exclusion in the last 3 consecutive school terms	1	Primary: 5 or more school days of fixed term exclusion in last 3 consecutive terms OR 3 or more fixed term exclusion in last 3 consecutive terms Secondary: 10 or more school days of fixed term exclusion in last 3 consecutive terms	0.8	Less than 5 school days of fixed term exclusion in last 3 consecutive terms Less than 3 fixed term exclusion in last 3 consecutive terms	0.3	No exclusions in the last 3 consecutive terms.	0
School	Child in an AP	Child in an AP as sole educational provision	1	Child in AP with between 30% and 50% mainstream provision	0.8	Child in AP with between more than 50% (but not yet fully integrated in) mainstream provision last term	0.5	Child fully integrated into mainstream school	0
School	Pupil of significant concern/subject to managed move or pupil support plan	Managed move / psp initiated by the school	1	Managed move / psp requested by family	0.8	(Managed moved on trial period) or (psp targets/actions progressing well)	0.5	Child in full time educational setting	0
School	Child with SEMH (Social Emotional Mental Health) impacting on education	Child with History of Fixed Term Exclusion	1	Pupil open to STIP: Behaviour Support or Education Psychology	0.8	Pupil has an EHCP/Statement	0.5	Child at risk of permanent Exclusion	0
School	Child not registered with a school or otherwise educated (CME)	Child not on school role and not receiving any education	1	Child receiving EHE (Elective Home Education)	0.8	No indicator	0	Child fully integrated into mainstream school	0
School	Pre-school: Child eligible for Free Early Education for Two Year Olds (FEET)	Pre-school children not in early years place	0.8	Very poor or no attendance at early years place	0.5	Attending pre-school but less than entitlement	0.3	In receipt of full entitlement for pre-school	0
School	Pre-school: Child eligible for Early Years Pupil Premium	Child eligible for FEET funding but not applied	0.8	Applied for FEET funding	0.5	Applied for FEET funding and name down at a nursery	0.3	Child in nursery setting	0
Crime	Adult with one or more offenses/ASB interventions in previous 12 months	Police or other agency receive more than 3 reports/complaints of ASB or criminal offenses	1	Police or other agencies receive between 2 and 3 reports/complaints of ASB or criminal offenses	0.5	Adult acknowledges the problem and positively engages with agencies Police or other agencies receive only 1 report/complaint of ASB or criminal offense	0.3	No ASB/criminal offenses within last 12 months	0
Crime	Young offender with one or more offenses/ASB interventions in previous 12 months	Police or other agency receive more than 3 reports/complaints of ASB or criminal offenses	1	Police or other agencies receive between 2 and 3 reports/complaints of ASB or criminal offenses	0.8	Young person acknowledges the problem and positively engages with agencies Police or other agencies receive only 1 report/complaint of ASB or criminal offense	0.5	No ASB/criminal offenses within last 12 months	0
Crime	Adult subject to licence/supervision in community	Adult not complying with conditions of license/supervision order	1	Adult shows initial signs of complying with conditions of license/supervision order	0.8	Adult shows good progress complying with conditions of license/supervision order	0.5	Adult fully complying with conditions of license/supervision order	0
Crime	Family open to CIAG (Community Incident Action Groups)	Fast track/monitoring at CIAG	1	CIAG agree to remove from rolling agenda	0.3	No indicator	0	No further action from CIAG	0
Crime	Existing CBO (Criminal Behaviour Orders) and ABC (Acceptable Behaviour Contract) in place	CBO/ABC in place	1	Mostly compliant with terms of CBO/ABC	0.5	Full compliance with CBO/ABC	0.3	CBO/ABC successfully completed	0

Health	Mental health issue	Family not receiving appropriate health and social care support	1	Family not engaging with appropriate health and social care support i.e. missed appointments	0.8	Inconsistent engagement with appropriate health and social care support	0.3	Stabilised with appropriate support and management	0
Health	Drug problem	Family not receiving appropriate health and social care support and unable to manage health problems	1	Family not engaging consistently with appropriate health and social care support i.e. missed appointments	0.8	Inconsistent engagement with appropriate health and social care support	0.3	Stabilised with appropriate support and management	0
Health	Alcohol problem	Family not receiving appropriate health and social care support and unable to manage health problems	1	Family not engaging consistently with appropriate health and social care support i.e. missed appointments	0.8	Inconsistent engagement with appropriate health and social care support	0.3	Stabilised with appropriate support and management	0
Health	Family with a young carer	Family with non-identified young carer	1	Identified as young carer and awaiting support from appropriate agencies	0.8	Family with Young Carer receiving some support	0.5	Family with Young Carer receiving appropriate support	0
Health	Poor health impacting on whole family e.g. obesity	Family function severely affected by health need	1	Family function moderately affected by health need	0.8	Family Function lightly affected by health need	0.5	Family Function not affected by health need	0
Health	Family behind on immunisations	Family behind with immunisations with one or more child	1	Some health milestones for any child/YP are	0.8	Health milestones for each child/YP are up to date	0	All children/YP up to date with immunisations	0
Health	Frequent unplanned health interventions	Frequent unplanned health interventions for non-accidental injuries	1	Frequent unplanned health interventions - inappropriate use of health services	0.8	Occasional unplanned health interventions - inappropriate use of health services	0.3	No unplanned health interventions - inappropriate use of health services	0
Health	No registration with GP	No registration with GP	1	no indicator	0	no indicator	0	Registered with GP	0
DA	Family with known perpetrator/victim of domestic violence - 1	Family at risk because of known perpetrator living in family home or in contact with the family	1	Initial engagement with DA (Domestic Abuse) support services and/or programmes	0.8	Sustained engagement with DA services and programmes	0.5	Family report feeling safer and less isolated Agencies report improvement	0
DA	Family with known perpetrator/victim of domestic violence - 2	Adult subject to a DVPN (Domestic Violence Protection Notice)/DVPO (Domestic Violence Prevention Order)	1	Victim in refuge or similar	0.8	no indicator	0	Family report feeling safer and less isolated Agencies report improvement	0
DA	Family with known perpetrator/victim of domestic violence - 3	Referral to MARAC (Multi Agency Risk Assessment Conference)	1	Initial engagement with DA support services and/or programmes	0.8	Sustained engagement with DA services and programmes	0.5	Family report feeling safer and less isolated Agencies report improvement	0
DA	Family self-reporting Domestic Abuse to non-specialist DA services	Family self-reporting DA but with no engagement with support agencies	1	Initial engagement with DA support services and/or programmes	0.8	Sustained engagement with DA services and support	0.5	Family report feeling safer and less isolated Agencies report improvement	0
DA	Police call out for one or more domestic incidents in last 12 months	Significant concern from police in relation to domestic abuse	1	Positive engagement with police and/or DA support services and/or programmes	0.8	Sustained engagement with police and/or DA support services and/or programmes	0.5	Family report feeling safer and less isolated Agencies report improvement	0
DA	Child to Parent Violence (CPV) reported	Family self-reporting CPV but with no engagement with support agencies	1	Initial engagement with agencies addressing CPV (missed appointments etc)	0.8	Sustained engagement with police and/or DA support services and/or programmes	0.5	No incidents of CPV in last 6 months	0