

Supporting Leicestershire Families (SLF)
Service Update from the County Council SLF Team

September 2017

1. National Troubled Families Update

- 1.1. Service Transformation** – Leicestershire’s Early Help Services are currently working towards undertaking a self-assessment as required by the DCLG as part of its Service Transformation Maturity Model. This encourages work with those families receiving a service from Early Help and those partners engaged in the Early Help Agenda to start to look at how far along the journey services are to achieving maturation. The focus of the assessment is around six strands – family experience of services, leadership, strategy, culture, workforce development and delivery structures and processes. An event is planned to evaluate the self-assessment with partners and an event is being planned for October 2017. Invites will follow shortly.
- 1.2. Troubled Families Annual Report and Leicestershire Performance:** - At the time of the production of the Troubled Families Annual Report (April 2017), Leicestershire had achieved 25.4% of its maximum funded target a further three years remaining until 2020. This places Leicestershire in the top 5% of the country with only 6 other Local Authorities scoring above 25% of their total maximum funded families. There are 123 Local Authorities, including Leicestershire, providing data on their troubled families programme. Out of the 6 LA’s which have drawn down a higher level of family funding, only one LA is of comparable size to Leicestershire in its targets and that is North Yorkshire. West Sussex and Leeds are larger LA’s which have drawn down a high proportion of funding and the remaining 4 are all smaller LA’s with smaller numbers of families to achieve outcome for. These are Redbridge, Stockton-On-Tees, North Somerset and Merton. Supporting Leicestershire Families are focused on achieving a significant proportion of the funded families total to contribute to the pooled budget for years 2019-2020, pending the changes to Payment by Results (PbR) which are due in autumn this year. In updating the figures as of June 2017, SLF has now achieved 33% of its target.
- 1.3. Troubled Families – Next Phase** – Following the April 2017 Annual Report, the DCLG have made a commitment to review the financial framework of the programme. We have limited information on this at the moment, but the revision is expected in autumn 2017 for implementation in January 2018. It can be surmised from the DWP Improving Lives Paper 2017 that there will be a considerable focusing on progress to work and sustaining employment.

2. Supporting Leicestershire Families Update

- 2.1. LCC Management Update** – Jane Moore has been appointed as Assistant Director for Education and Early Help. Chris Thomas was successfully recruited to Jane’s previous post of Head of Early Help and Carly Turner has since returned from maternity leave as Service Manager for SLF. Janet Gower-Johnson retired at the end of June from the second SLF Service Manager post and there will be no replacement to this.
- 2.2. Service Transformation – Maturity Model** – The County Council will be host to an event in late October to complete the DCLG required Maturity Model as a

partnership. The focus will be an evaluation of how, as a partnership, it manages the demand of families with multiple complexities. It will broadly follow the guidance from the DCLG but the County Council has spent time localising this and making it relevant to Leicestershire.

- 2.3. Oadby & Wigston SLF** - In relation to the funding, an agreement was made in 2015/2016 by all partners to continue to contribute to the pooled budget for a further three year period (2016/17 – 2018/19). For Oadby and Wigston Borough Council the value of this is £23,333.00 per financial year. In essence, the agreement continues to be in place.

The statistics in relation to OWBC are:

Intervention	2014-15	2015-16	2016-17
Number of families meeting Troubled Families Agenda (Phase 2) that were worked with in OWBC – Intensive Family Support	44	41	67
Number of individuals worked with as part of the above Families	164	150	260
Number of one to one interventions offered as part of the Youth Offer in OWBC	60	68	72

Additional comments:

- The information above specifically relates to the Troubled Families – Phase Two families and the Youth Work figures, although the Youth Work interventions are not formally part of Phase 2 unless their family is being worked by an Intensive Family Support Worker. The number does not identify the wider Early Help offer from LCC.
- There has been a year on year growth in terms of the number of families engaged and worked with during Phase Two of the of the Programme in OWBC.
- Intensive Family Support Workers can stay involved with families for average of 12 months.
- In 2015, the Youth Service became part of Supporting Leicestershire Families and re-focused work from generic youth based activities to a more targeted offer. This is managed by Team Leaders in localities and this will contribute to the increase in interventions offered to young people as it enables for a more responsive Service.

2.4. The Oadby & Wigston SLF Team

Through pooled budget contributions and LCC budgets the staffing offer for Oadby & Wigston is as follows:

- Rachel Lobel – Locality Manager for (Blaby, Oadby & Wigston and Harborough)
- Amy Perry – Team Leader
- Lee Kramer - Locality Youth Development Worker (also Blaby, Oadby and Wigston and Harborough)
- Intensive Family Support Workers (IFSW) x 4 posts
- Youth Workers x 3 posts
- Assistant Youth Workers x 1 posts (5 hour contracts to deliver group work).

- The staff are generally based at the Bobbin Factory in South Wigston but they do maintain ties with all the staff with Oadby and Wigston Borough Council Officers in relation to the families that they work with.

2.5. Partnership Working

- Meeting quarterly with Steve Nash of OWBC to discuss caseloads, issue and barriers and cases that are being jointly worked between SLF and OWBC.
- SLF engaged in the Supersonic Boom and have reported it being a great opportunity to gain the voice of families and young people. The SLF team are also aware that a number of SLF Families attended the event when previously they may not have. As an outcome from this meeting, SLF families are flagged on the OWBC housing system and information is shared around potential evictions.
- Amy Perry is developing links with the School Heads to look at further collaboration concerning those SLF Families where education is a concern.
- Engaging with the VCS Mental Health Forums and the potential development of a Mental Health Café
- Attending the Primary Behaviour Partnership at Oakfield School
- SLF are providing caseload information to JAG members prior to the meeting which means that there is effective information sharing.
- Attendance at the CSP providing SLF information and most recently the partnership collaboration of a Networking Event.
- Amy Perry attends meets with the Clinical Leaders of the School Nurses and Health Visiting Services.

2.6. Caseload Information:

- 22 families are currently being worked with by Intensive Family Support workers.(IFSW) This equates to 99 individuals within those families who are also all worked with.
 - It is anticipated this number will increase following the start of the new school year. Each IFSW will hold between 6-8 Families depending on the complexity of the family and the workers contractual hours. This count does not include any young people being worked with by Youth Workers.
 - Within the SLF families, there is an average of 4.5 individuals.
 - The SLF Team have a comprehensive group work offer which is open to a wide range of people and concerns SEND support for young people, confidence building, parenting support, dealing with risky behaviours etc
- The national Financial Framework has six outcomes linked to working with families. When the IFSW start working with a family, they track progress through the Family Star Plus which is an outcomes monitoring tool that is linked to the SLF PbR structure which look at ten domains of need. The assessment looks at a families progress under each domain – are they 'stuck', 'accepting help', 'trying', 'finding what works' or 'effective parenting'.
 - The most prevalent needs presenting in those families are: managing boundaries and behaviour with their children, education and learning of their children (school based issues such as poor attendance), meeting emotional needs and difficulties around making progress to work.
 - Most recorded positive progress was made by families who moved up at least one stage (from 'trying' to 'finding what works') in these domains of need: improving their wellbeing, dealing better with their children regarding boundaries and behaviour, meeting the emotional needs of their children .

- In terms of the PbR outcomes from the Troubled Families Outcome Plan:
 - 4 of the 22 families are no longer claiming benefits, 16 of the 22 remain reliant on benefits at the current time and the other 2 were not claiming benefits. To improve this outcome we are refocusing work with the DWP, particularly in light of the rollout of Universal Credit to the area next year which will present a challenge to some families. This measure regards independence from state benefits for 16 weeks and moving into employment. 13 of these families are not yet making progress to work, this could be due to the complexity of issues in their life.
 - 6 families had positive outcomes for education for their children. To improve this, Amy will be developing links with the Head Teachers of the Academies to unpick further the issues that are going on with the SLF families. We do routinely share the names of the families that we are working with the School Heads. The PbR outcome linked to this is less than 15% absence over three school terms.
 - Health outcomes have been achieved for 17 families, with 5 still receiving support to improve their health – accessing appointments appropriately, maintaining a healthy lifestyle, registered with GP/Dentist etc).
 - 6 families still self-report incidents of domestic abuse within a 6 month period and supports will have been accessed for these families where there is consent. 6 families have made progress in this area and for 10 families there is evidence that this have not been a presenting need.
 - In terms of the criteria for Children Needing Help there is still work ongoing with 6 families, and 16 families have made the required progress. The measures for this criteria concern reductions in missing episodes for young people, accessing the relevant Early Years support for younger children, no active involvement from Social Care around Child Protection and measures in the Family Star.
 - The crime measure is taken in relation to youth crime and recorded ASB, there are just two families who are working