

Safe and Healthy People Select Committee – 14th March 2014



Supporting (Troubled) Families in Hampshire

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The Ambition

“A unique opportunity to improve the lives of families and communities, manage down demand and work in better coordinated and new ways to improve the efficiency and effectiveness of public sector spend for high cost families”

- **Improved outcomes and lasting positive changes** to the lives of families
- **Greater inter-agency coordination and more effective partnership working** with whole families
- **Challenging and changing** the way we work – Not just more of the same
- **Reduce the current and future costs** of high need families on the public purse

Programme in numbers

- At least 1,590 families (~5,000 children) to identify and engage between 2012 – 2015
- Estimated each family costs the public purse £75,000 (approx. £119m in Hampshire)
- DCLG funding of £3.2m over 3 years, plus up to £2.1m of potential payment by results.
- HCC investing an additional £1.4m over the 3 years
- Significant resource contributions from District Councils, Hampshire Constabulary and Job Centre Plus

National definition

Troubled families are households who:

1. Are involved in youth crime and/or anti-social behaviour;
2. Have children not in school (<85% attendance, 3 fixed term exclusions, permanently excluded, or head teacher discretion);
3. Have an adult on out of work benefits.

.....and as a result cause high costs to the public purse.

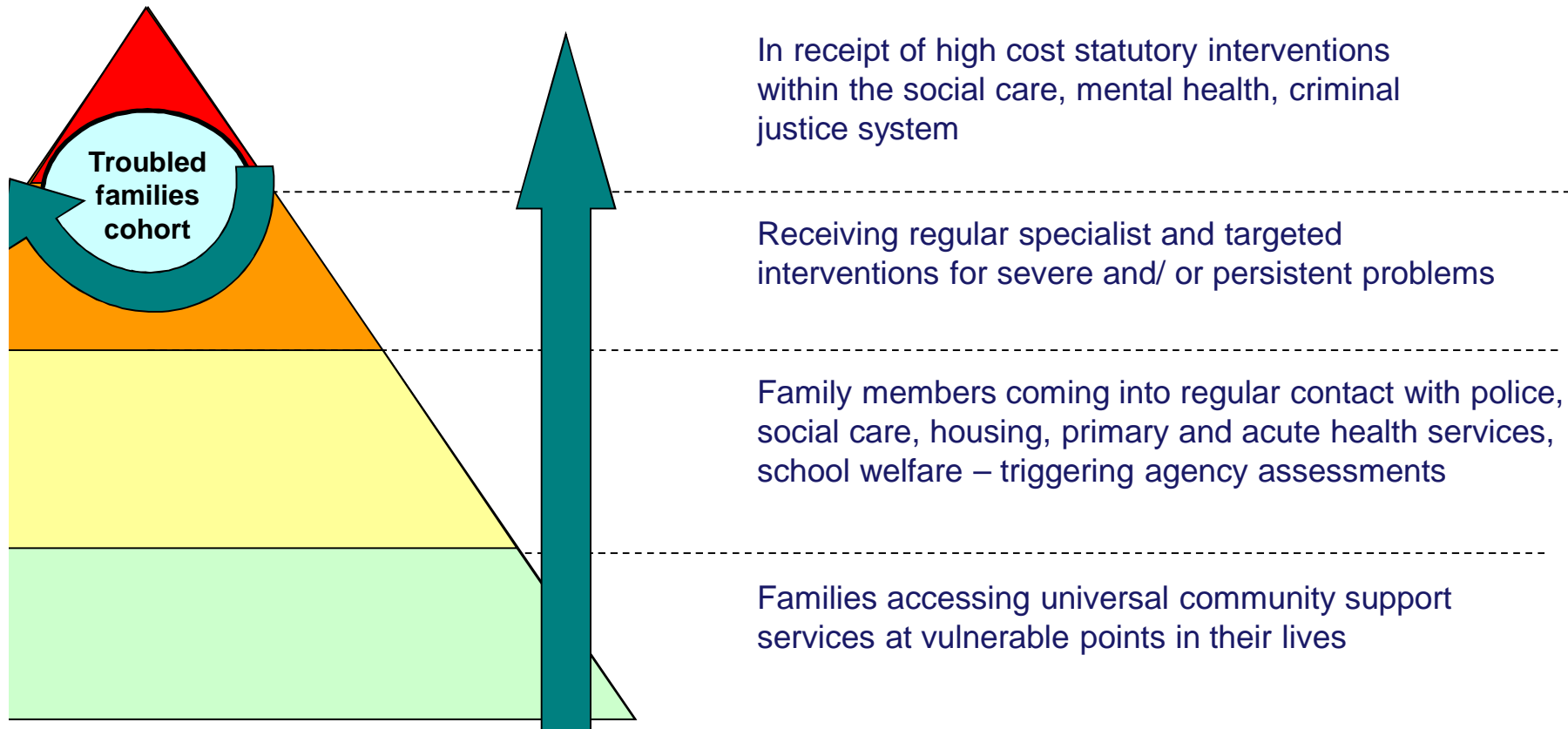
DCLG funding claimed for those families meeting **at least two of the three criteria**

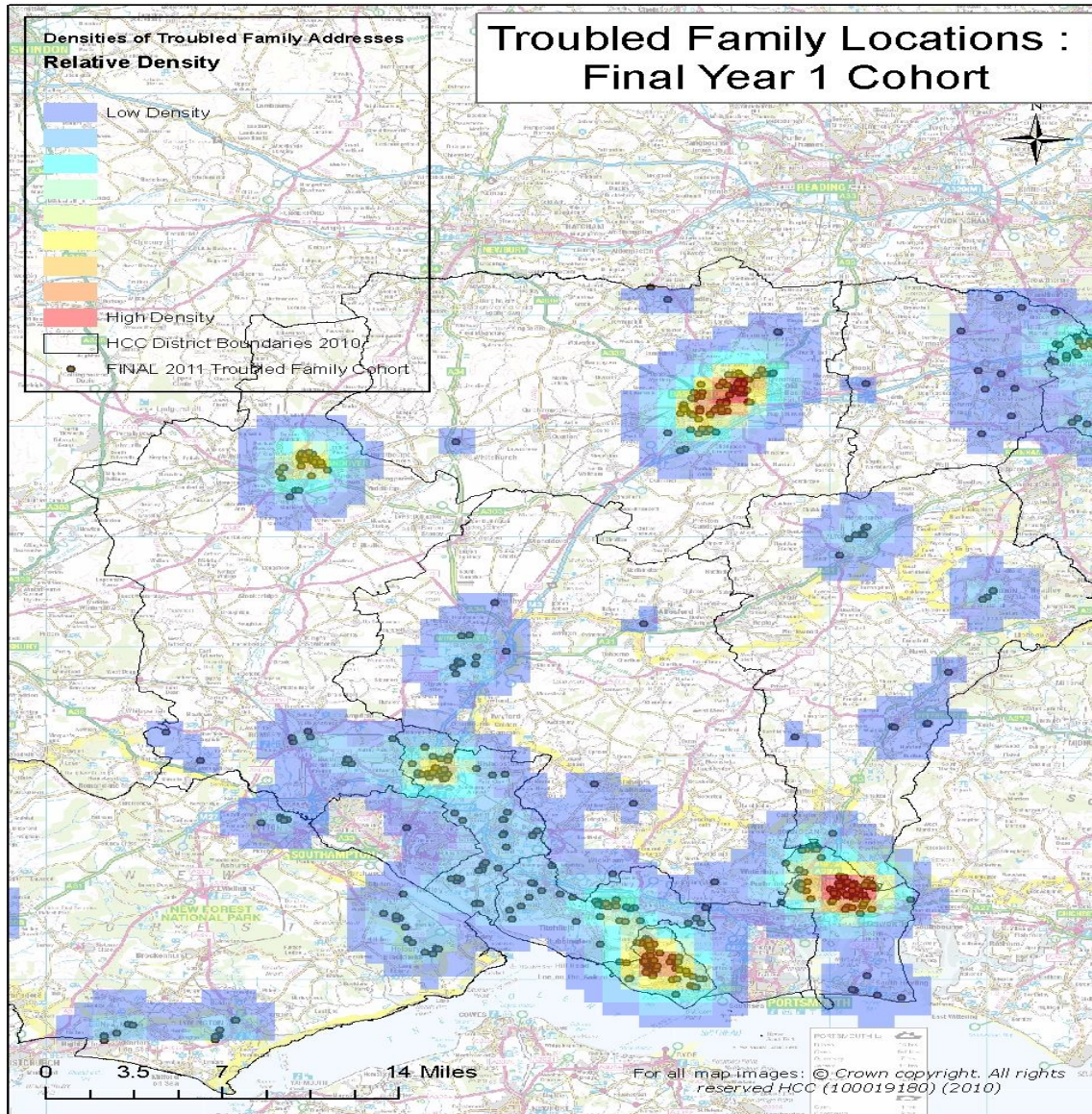
Local discretion can also be used by partners.

Not about chasing the money – if a family will benefit they will be included

Troubled families cohort

- High cost families, persistent problems, cross cutting a number of agencies, at risk of escalating



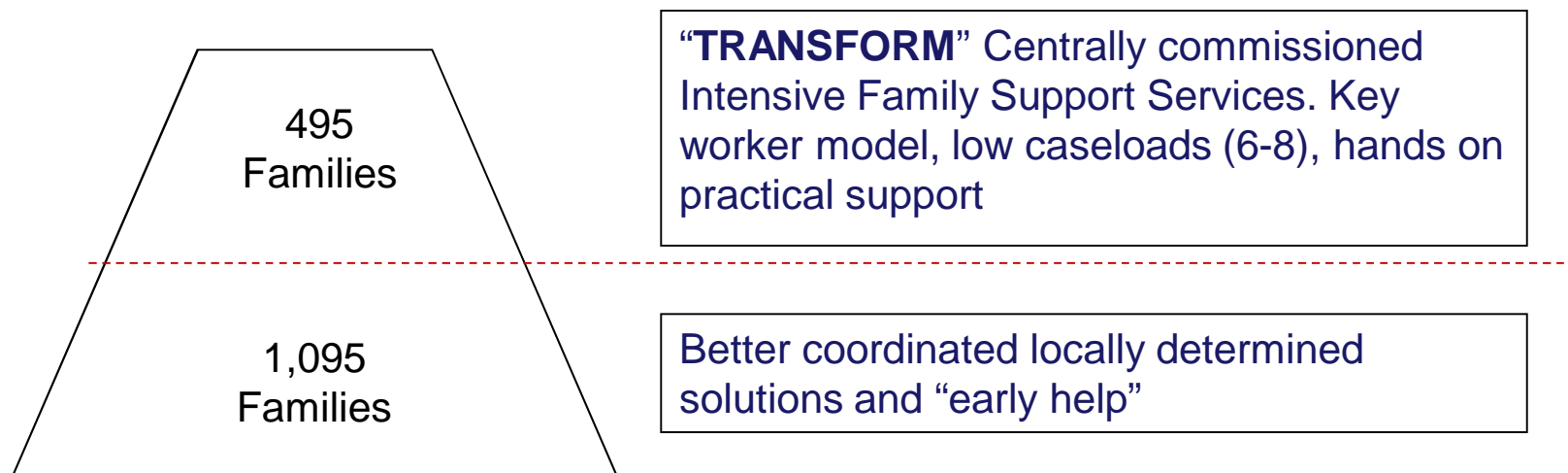


- **No surprises....**
- Geographically concentrated in Hampshire's most deprived communities
- Domestic Violence and Substance Misuse prevalent
- 80% in social housing
- Vast majority of families already known to police, YOT, Children's Service, Adult Services, VCS, District Councils, Housing etc
- Health overlay – 70% of troubled families in top 30% of wards for health deprivation / inequality



Delivery approach

- 9 Local Coordination Groups (LCGs) based on District Council boundaries
- Local Multi Agency Identification of Families
- Single Family Plans and Lead Agency for every family
- Twin Track Approach – Intensive Family Support Service and Local Solutions



What's new

- Family at the centre of service delivery – customer first
- 1 Family, 1 Plan, 1 Joined Up Approach (both a new service and a new way of working)
- One accountable agency / professional leading the work
- Better Information Sharing - use of existing assessments and real time information sharing between agencies (the family view).
- Simple action plan – what will make the difference
- Working together to reduce demand for high cost services
- **Collective Responsibility – It everybody's core business**

Progress

- Approximately 1,300 (80%) families now identified and over 950 families engaged
- Over 200 families engaging with Transform
- 397 (25%) successful outcomes reported to DCLG up to Feb 2014
- Innovative grant funded projects
- Programme evaluation with Portsmouth University
- Tangible Partner commitment: e.g. Job Centre+ secondees
- Case studies

Case study

Mark Stukings Job Centre + Secondee to STFP

Family Composition and History:

- Single parent household with six children (aged 3 to 16) living in a rural community.
- Father (single parent) separated from his partner who has mental health issues.
- Father was in employment but left work to care for the children when mother left the family home.
- Claiming significant number of benefits and is subject to the benefit cap.
- Significant rent arrears and heading towards court proceedings and a mandatory eviction notice.
- Problems with rubbish in the front garden.
- Children not attending school due to either Dad not able to coordinate school runs or issues and disputes with the schools.

Services / Agencies Currently / Historically Involved

- Children's Services Locality Team
- Job Centre Plus
- School Parent Support Advisors
- Housing Association

Case study continued

The Single Multi-Agency Plan

- Locality team are working with the children to address attendance issues.
- Dedicated Job Centre Plus employment advisor to work with Father to get him back to work.
- Father encouraged to start his own business in waste disposal using a truck that he owns. Father received support and advice with the transition from claiming benefits to running own business.
- Lead professional working with the Housing Association and local borough council to clear the rent arrears over a period of time and enabling the family to stay in the property.

The Outcomes:

- Father has set up a business and is now working
- Rent arrears plan in place and housing eviction avoided
- Improvement in Father's mental health
- Improvement in school attendance
- Significant future cost saving to public purse

Future challenges and opportunities

- Normalising and embedding a new way of working
- Strengthening the effectiveness and accountability of multi-agency partnerships
- Continued engagement and contribution from all local partners
- Alignment to linked programmes (e.g. Early Help Offer)
- Sustaining the voluntary sector support and contribution
- Evidencing the benefits and selling success