



Supporting (Troubled) Families in Hampshire

Year 1 Report
September 2013

The Hampshire 'ambition'

- 1,590 families across Hampshire over the next 3 years
- **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

National definition

Troubled families are households who:

1. Are involved in youth crime and/or anti-social behaviour (ASB);
2. Have children not in school;
3. Have an adult on out of work benefits.

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

DCLG grant can only be claimed for those families meeting at least two of the three criteria. However non eligible high cost families should still be included.

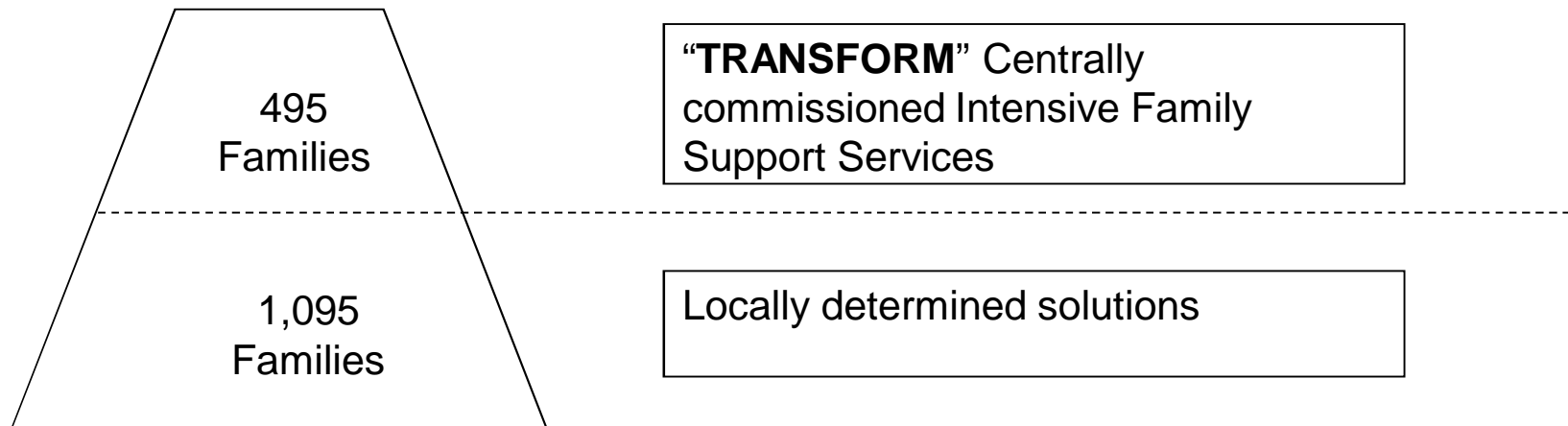
Local discretion filters can also be used by partners to determine other attributes that are cause for concern e.g. substance abuse, domestic violence call outs, social care needs etc.

What's New

- 1 Family, 1 Plan, 1 Joined Up Approach (not a new service, but a new way of working)
- One agency / professional leading the work
- Better use of existing assessments
- Simple action plan – what will make the difference
- Working together to reduce demand for high cost services
- Family at the centre of service delivery
- **It everybody's core business**

Delivery Approach

- 10 Local Coordination Groups (LCGs)
- Multi Agency Identification of Families
- Single Family Plans for every family
- Twin Track Approach – Intensive Support Service and Local Solutions
- Independent Evaluation and Strategic Business Case



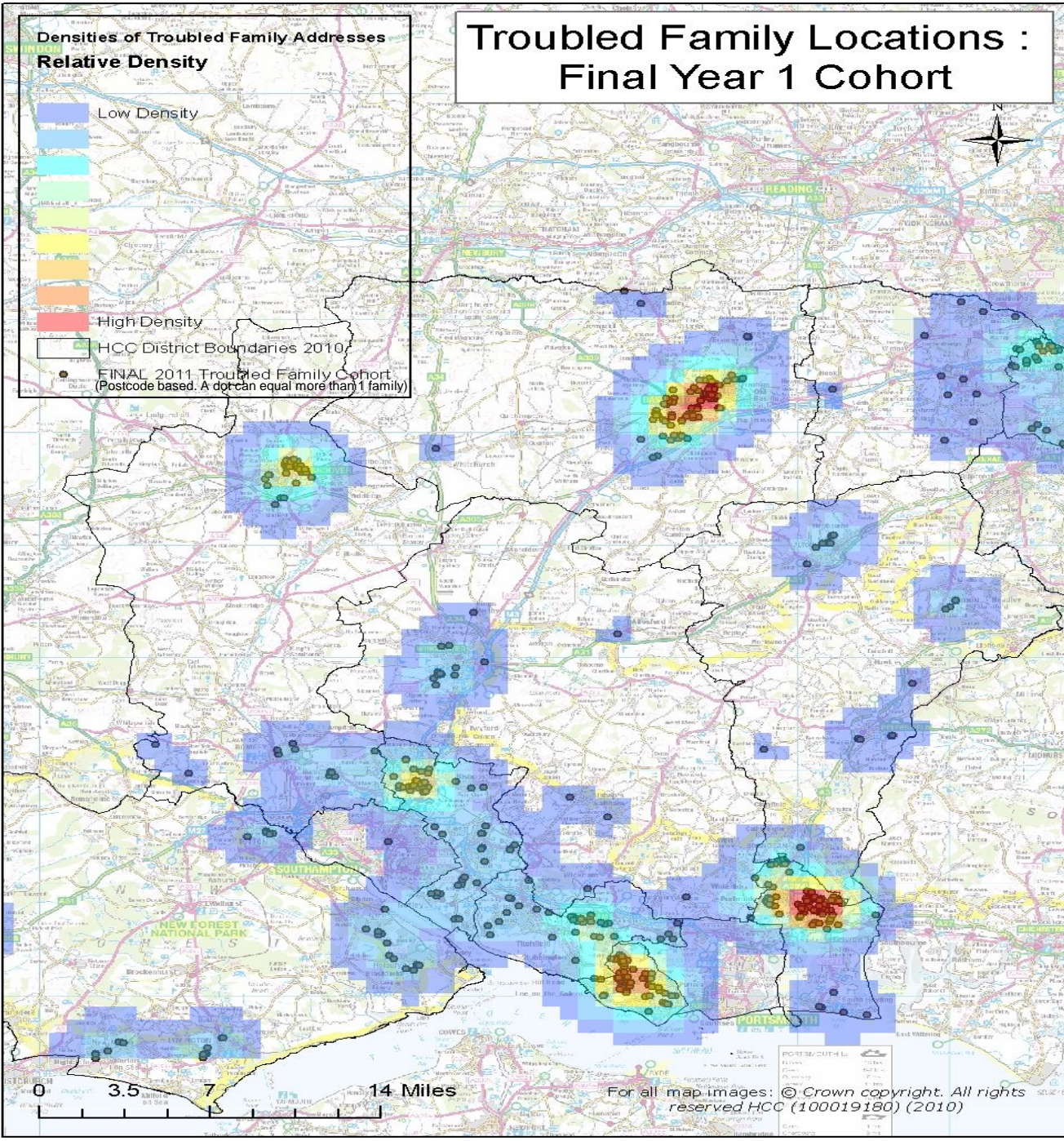
Progress

- Identified **546** families in year 1 (exceeding the target of 530).
- **79 positive outcomes** reported to DCLG at the end of July.
- Established **local multi-agency groups** to drive and deliver the programme locally.
- **Good contributions** from most agencies – Public Health funding now agreed
- **Single multi-agency family plans** for every family which is available to all relevant professionals.
- An **Intensive Family Support Service** delivered by a voluntary sector consortium called “Transform” will provide support to 500 families over the next 2 years. Since Transform started in April ‘13 over 120 families have been supported
- **Portsmouth University** appointed as an independent evaluation partner.
- DCLG announced in June that the **programme will be extended beyond 2015** and will be investing an additional £200m.

Year One Cohort

- Geographically concentrated in Hampshire's most deprived communities
- Range of complex issues
- Families already known to police, YOT, Children's Service, Adult Services, VCS, District Councils, Housing often over a number of years / generations
- Health overlay – 70% of troubled families in top 30% of wards for health deprivation

Troubled Family Locations : Final Year 1 Cohort



Family Profile

- 5 family members
- 2 adults in the household (normally 1 single parent and an adult child)
- 80% in Social Housing
- 22% current / historical mental health issues
- 29% current / historical substance misuse issues
- 28% current / historical domestic violence / abuse

Year 1 review and Lessons Learned

- **Families want to be helped** in a more coordinated way.
- **No one organisation has the skills and resources to “go it alone”**.
- **Importance of a single family plan** – 1 family, 1 plan, 1 joined up approach.
- **Locally Accountable Multi-Agency Forums**
- **Referral Culture**
- **Responsibility and Leadership** – Must have collective responsibility for delivering outcomes for families.
- Must **continue to engage with all local partners** to embed better partnership working at the family level.

Year Two operational Next Steps

- Family Engagement
- Nominations to “Transform”
- Monitoring progress with year 1 families
- Complete identification & engagement of Year 2 cohort of families (712)
- Learn from interim evaluation report
- **Embedding a new way of sharing information and joining up service delivery at the family level...**

Year 2 & beyond strategic focus

- Effective structures & local buy in
- Embedding the accountable Lead Agency
- Improving the multi – agency buy in and contribution to single family plans
- Strengthening accountable multi agency practioner forums
- Improving flexibility of data sharing arrangements, real time family information and the ‘family view’
- Join up with Health & Wellbeing
- Supported employment opportunities
- Development of a Directory of Services and identify Service Gaps
- Integration with early help models and explore co-located hub models
- Tracking and evaluating outcomes

Case studies