



Hampshire's Supporting Families Programme

(part of the national Troubled Families Programme)

Policy and Resources Select Committee

23rd November 2017

Ian Langley SFP Strategic Lead, Hampshire County Council
e-mail: ian.langley@hants.gov.uk

Key messages

- The programme is avoiding costs to public services
- Successful partnership working is the key to success and to further central Government investment for Hampshire Families
- A positive experience for families - making a real difference to their lives

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”

Core Principles

- Family at the centre of service delivery – customer first
- 1 Family, 1 Plan, 1 Joined Up Approach
- One accountable agency / professional leading the work (doesn't mean they do all the work!)
- Simple action plan – what will make the difference
- Working together to reduce demand for high cost services
- **Collective Responsibility – everybody's core business**

Strategic Partners

- Dept. Communities and local Govt.
- Children's Services
- DWP/Job Centre Plus (4 staff attached to programme)
- District Councils
- Adult Services
- Community Rehabilitation Company
- HM Prison Winchester
- NHS/CCGs (Snr Health Mgr attached to Programme)
- Public Health
- Voluntary sector
- Constabulary (Ch Insp attached to programme)
- Office of the Police and Crime Commissioner
- YOT
- Housing

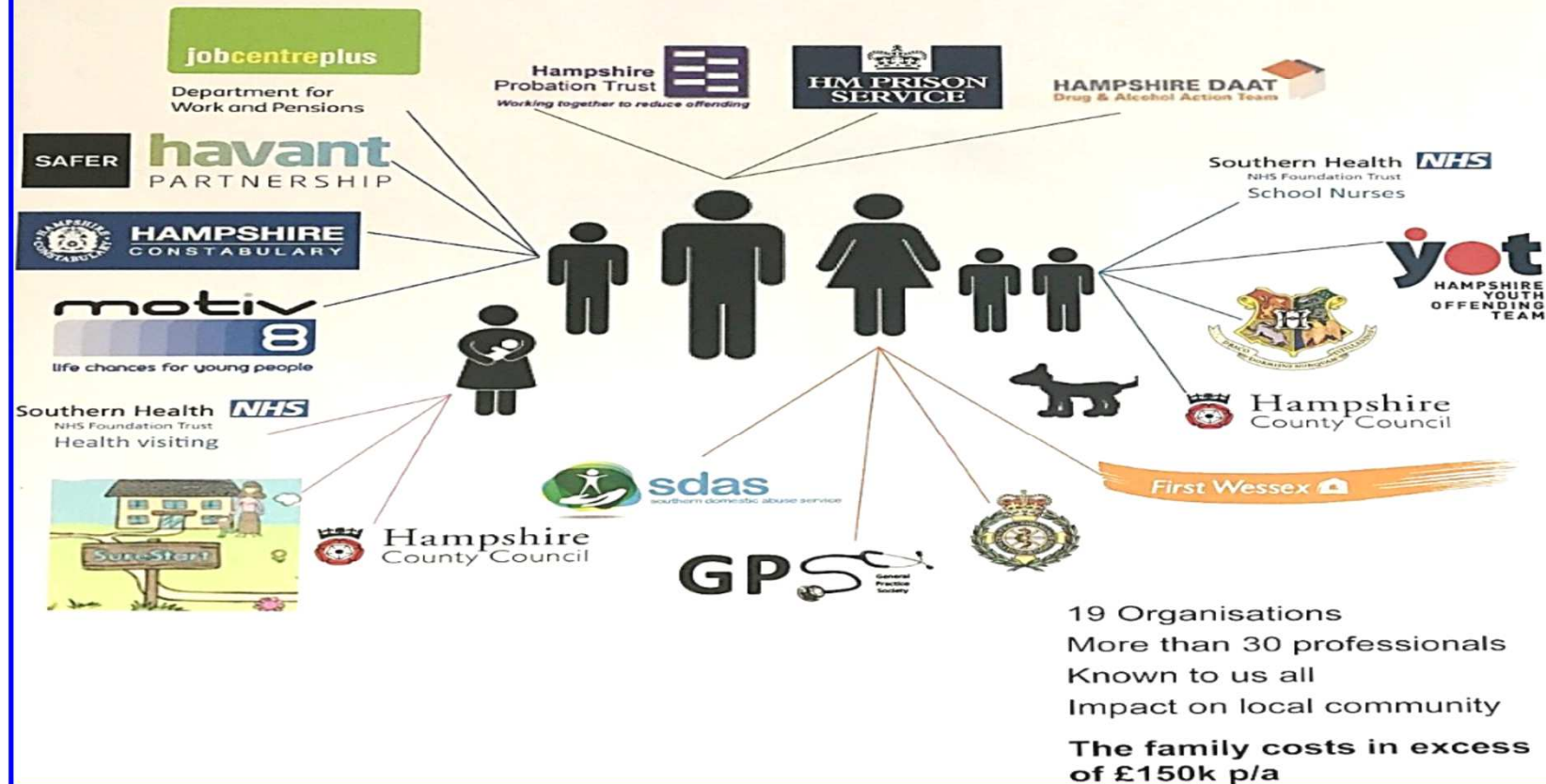
Typical Partners in Local Co-ordination Groups

- Community Safety
- District/Borough Council
- Police and or PCSO
- Children's Services
- Vol Sector
- Schools
- Health Visitors/School Nurses

A 'Troubled' Family?

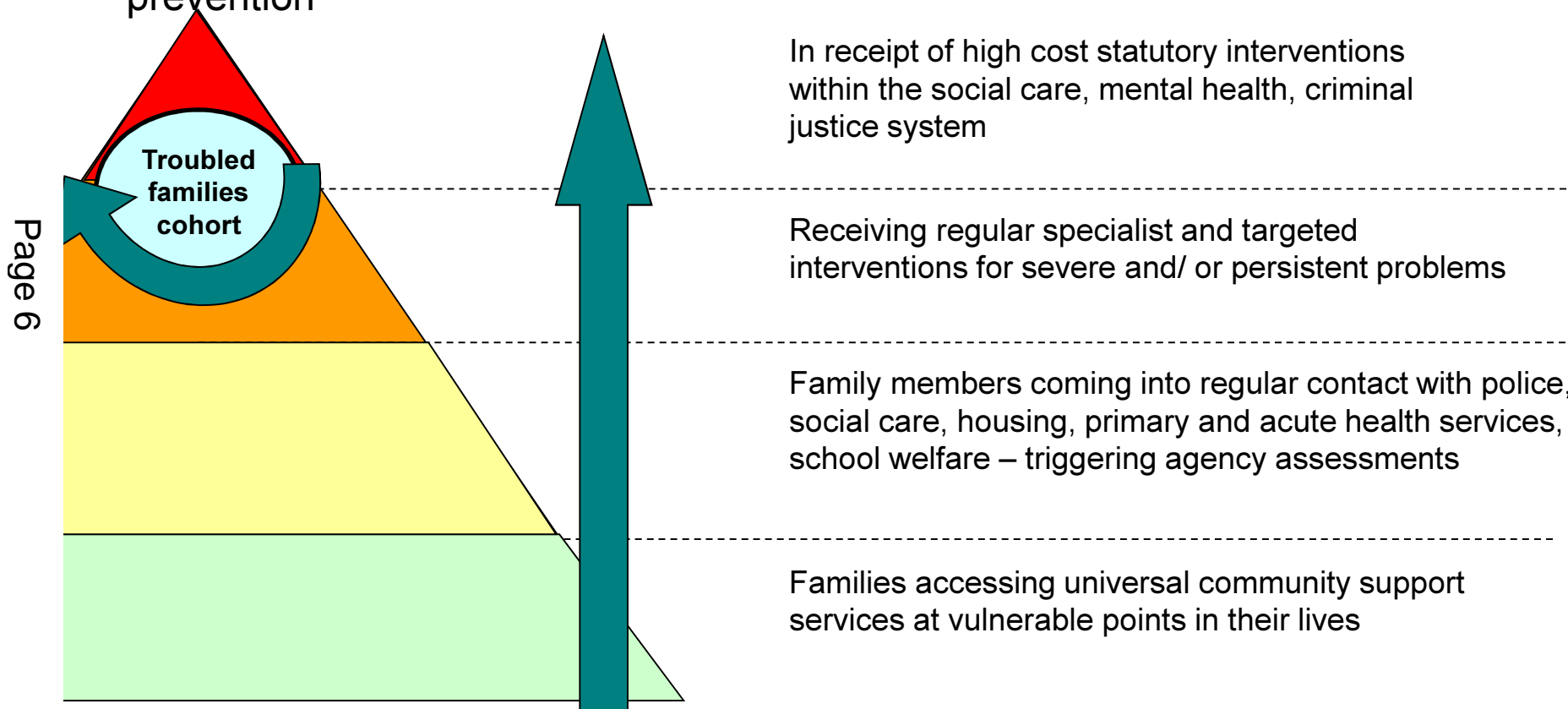
The Family

- 2 parents
- 1 adult male child
- 1 teenage daughter at home
- 2 twin boys
- 1 grandchild
- 1 dog



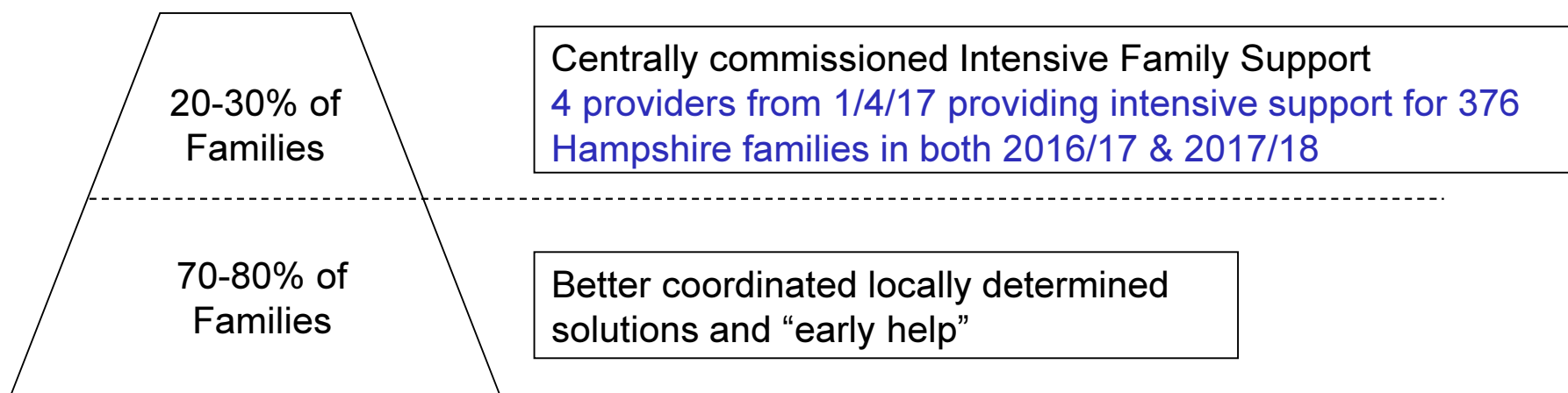
Supporting Families Cohort

- High cost families (£75k pa on average), persistent problems, cross cutting a number of agencies, at risk of escalating
- For 120,000 Phase 1 families £8bn p/a reactive spend, £1bn p/a on targeted prevention



Delivery Approach

- 10 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
- Independent Evaluation and Strategic Business Case



Hampshire Supporting (Troubled) Families Programme

Phase 2: May 2016



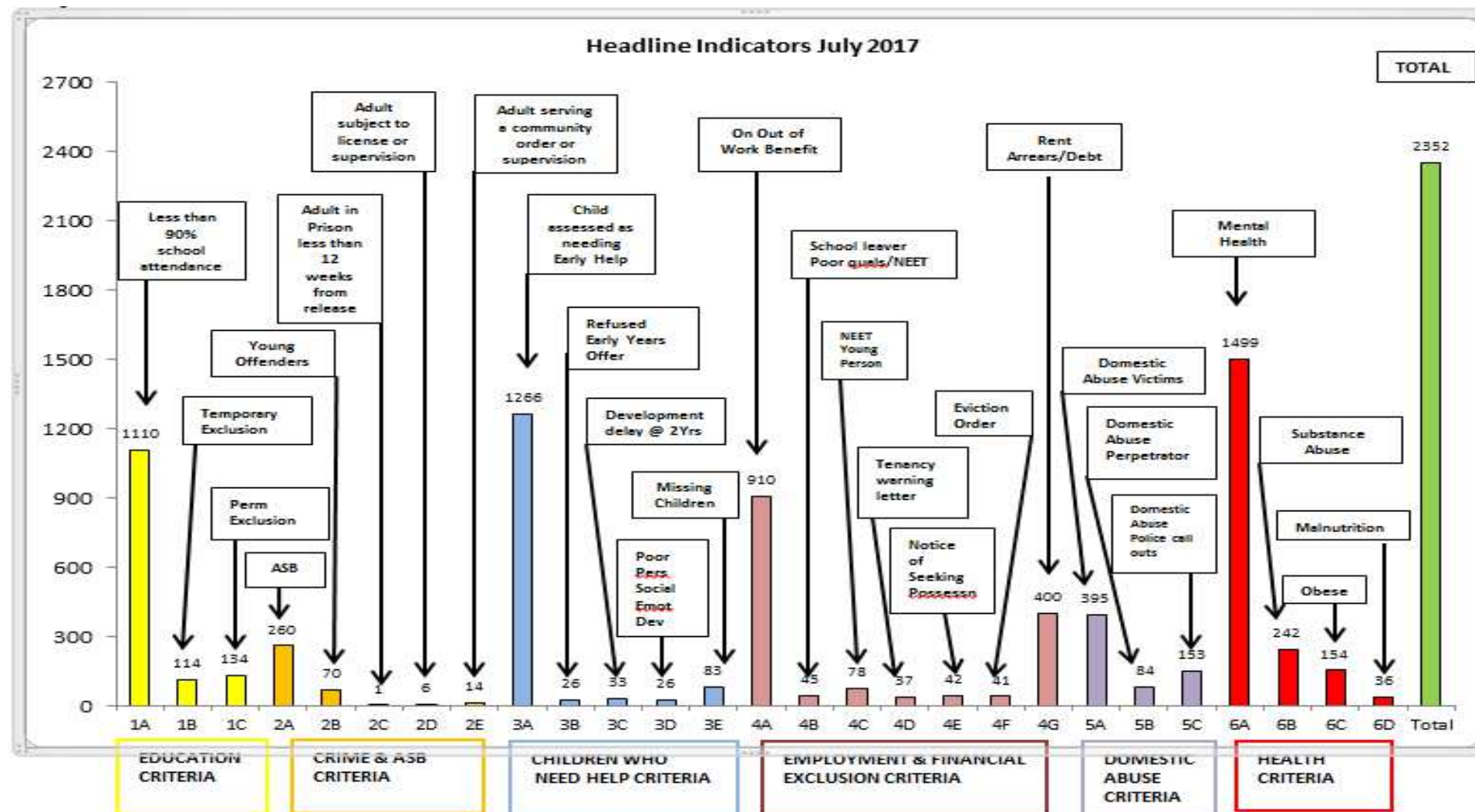
www.hants.gov.uk/supporting-troubled-families

Family Problem	Headline Indicators	Descriptor	Outcome measures
1 EDUCATION	<ul style="list-style-type: none"> School attendance or exclusion 	<ul style="list-style-type: none"> Persistent absence (DfE definition) 3+ Fixed or Permanent exclusion in last academic year 	<ul style="list-style-type: none"> School attendance above 90% Reduced exclusions
2 CRIME AND ANTI-SOCIAL BEHAVIOUR	<ul style="list-style-type: none"> Anti Social Behaviour Youth or Adult Offending 	<ul style="list-style-type: none"> Offenders on licence/supervision orders Offenders 12 weeks prior to release from custody Recorded ASB/noise nuisance incidents 	<ul style="list-style-type: none"> Reduced offending Compliance with licence Reduced ASB
3 CHILDREN WHO NEED HELP	<ul style="list-style-type: none"> Families identified by Early Help (EH) Hubs Pre-school children who don't thrive Children going missing (MISPER) 	<ul style="list-style-type: none"> Early Help Assessment scores Early Years Foundation Stage guidance 2yr old Health Check scores Children/Young People Reports 	<ul style="list-style-type: none"> School attendance or exclusion Improved EH outcomes Increased level of development/Health check score Reduction in MISPER
4 EMPLOYMENT AND RISK OF FINANCIAL EXCLUSION	<ul style="list-style-type: none"> Adults out of work Young people at risk of not in education, employment, training Families at risk of homelessness or unmanaged debts 	<ul style="list-style-type: none"> Adults in receipt of out of work benefits DfE participation definitions (NEET) Eviction order, Notice of seeking possession, credit card loans, rent arrears 	<ul style="list-style-type: none"> Adults in work Young People in education, employment or training Secured tenancy and/or managed debts
5 DOMESTIC VIOLENCE AND ABUSE	<ul style="list-style-type: none"> Victims of Domestic Violence/ Domestic Abuse (DV/DA) Perpetrator of DV/DA 	<ul style="list-style-type: none"> Government DV/DA definition Young People or adults known to police as DV/DA perpetrators 	<ul style="list-style-type: none"> Reduced number of reported domestic incidents Reduced risks to victims Sustained perpetrator support/ engagement with approved programmes
6 FAMILIES WITH HEALTH PROBLEMS	<ul style="list-style-type: none"> Adults/children with physical / mental health problems Adults/children with drug/ alcohol problems Unhealthy weight and/or malnutrition concerns 	<ul style="list-style-type: none"> Children or adults with identified Tier 1 or 2 mental health needs not engaging with available support Excessive drinking (3-4 units per day men, 2-3 units women) and/or erratic behaviour (substance misuse) Over or underweight as per BMI definition 	<ul style="list-style-type: none"> Improved physical and mental health Sustained engagement with drug/alcohol misuse support

To be eligible for the programme, each family must have at least two of the above six family problems and a child under the age of 18. If you are unsure if a family meets the criteria contact the SRO for your area.
To record a positive family outcome with DCLG a family must show significant and sustained progress for at least 6 months against the outcome measures.

Analysis of Hampshire's SFP Cohort

Page 9



Hampshire
County Council

Case Study - March 2017

Family Composition and History:

- Mother, Father and two young daughters
- Father currently serving a Community Order
- Father claiming out of work benefit, mother is main carer for two young daughters
- Youngest daughter assessed as needing early help
- Some debt problems

The Single Multi-Agency Plan:

- Father to meet all court order requirements and cease criminal activity.
- Probation Officer involved in the whole family plan.
- Arrange and support parenting courses and group sessions for both parents.
- Both parents to attend local Children's Centre.
- Advice on debt managements and ensure that the family are claiming the correct benefits.
- Support form DWP to help father get back to work, including training and development courses.
- Father to seek appropriate medical support for Father with his mental health problems.

Programme outcomes for the family:

- Mother attended Young Mums Matter course.
- Family engaged well with the Health Visiting Service, and have continued to go to local toddler groups.
- Father in the process of setting up as self employed gardener, and worked with the DWP to support transition into work and ensure he is claiming the correct benefits.
- No further criminal activity and father continued to engage with his court order.
- No further concerns over the health and wellbeing of the children.

Programme Finances

- HCC provide grant @ £350 per non intensive family + £450 reward where a “non intensive” family has been turned around.
- Grant can be used flexibly by SRO & Local Co-ordination Group based on local need, e.g. to commission services locally or support families directly
- In 2017/18 the 10 Hampshire Local Co-ordination Groups given grants totalling £362k
- In 2018/19 (the penultimate year of the programme) Hampshire’s target number of families falls by about a third so local groups notified in April 2017 that local grants likely to fall by similar amount.
- Hampshire have submitted an Expression of Interest to DCLG for ‘Earned Autonomy’ to replace Payment by Results in last 2 years of programme. This could draw down an additional 300k to benefit Hampshire families

Summary of Programme Outcomes (to date)

- 4,000 Hampshire families identified/engaged (2012-17)
- Intensive family support – delivered by voluntary sector providers to 1,000 families, 4,000 individuals.
- Positive family outcomes for 2,000 families (2012-17) e.g. improved school attendance, mental health, reduced anti social behaviour/offending/domestic abuse/drug use.
- 400 families no longer claiming out of work benefits, saving circa £1.5m per annum
- 4 out of 5 families sustaining outcomes one year on
- Estimated 40 children prevented from becoming Looked After

Evaluation and Business Case

- Negative publicity in 2016 on one aspect of the national TF evaluation!
- Hampshire's Independent Evaluation Partner – Portsmouth University provided evaluation report on Phase 1 in Sept' 2015 and concluded;
 - 'Hampshire's STFP is **promoting positive change** in professional practise with families. There is more inter-agency co-operation and understanding, better information sharing, more targeted work with families, more whole family working, more positive experiences for service users.'
- It also concluded that there were 'substantial cost savings from this way of working'.
 - £2.4m 'costs avoided' per annum (not including health of housing costs)
- Independent Academic Evaluation of Phase 2 commissioned from Southampton Solent University – interim report Jan '19 & final report Jan' 2019

This page is intentionally left blank