

## **Test Valley Supported Troubled Families Programme (STFP)**

### **Programme objectives;**

To engage with families who are a high cost to the public purse in order to support them to make changes in their lives which will result in positive outcomes and increased life chances.

### **Families targeted are those who meet at least two of the following criteria:**

- Adult or child involved in crime or anti social behaviour.
- Children not in education
- Adults on out of work benefits
- Young people who are NEETS ( Not in education, emnp0loyment or training)
- Adults subject to Domestic violence / abuse in the last 12 months.
- Families at risk of homelessness or with unmanaged debt.
- Young children failing to thrive
- Adults or children with mental health issues.
- Unhealthy weight and /or malnutrition concerns

### **The main issues within test valley are:**

- Housing
- Parenting and boundaries
- Violence from children towards adults
- Mental health issues

The programme is funded through the government through Hampshire County Council who then allocate funds to each district based on numbers of the allocated target numbers of families. The funding for the programme has now been halved since April 2016 and the number of families increased in line with new government priorities.

In Test Valley during the period July 2012 – December 2016 we engaged with 313 families of these 182 (58%) have achieved a positive outcome resulting in a reward claim.

Between Jan 2017 and end of May 2017 we have recruited 82 new families

Reward claims prior to April 2016 were £800 per family currently the reward claim is £400 per family.

The district received £45,000 in 16/17, for 139 families, 27 of which were intensive support, to deliver the programme this has been reduced in 17/18 to reflect the lower numbers allocated which are 99. In addition we have 48 intensive support places. These are used for the most challenging families to enable a Family Support Worker to go into the home and work on a one to one basis over a period of 6 – 9 months in order to effect change within the household.

The 99 families will be allocated a key worker within an appropriate agency who will call together a meeting of all those organisations and agencies who can support the family to move forward. These meetings are called TAF`s (Team around the family meetings).

There is currently a small pot of funding available to support the delivery of the service to the families, as a result of successful outcomes claims some examples of what these funds have paid for are:

- Purchase of a double bed where the parents were sleeping downstairs on the sofa and so the children felt that was where they should sleep as well as they did not feel safe upstairs when their parents were downstairs. The purchase meant that the parent was able to instigate routines with the children resulting in the children getting a better night`s sleep and being able to attend school on time and ready to learn.
- Hire of a skip to allow a family to clear their garden of collected waste enabling them to start afresh in a tidy home. Result relationships with the neighbours improved, parents felt better about being able to do something for themselves instead of going to housing all of the time. Garden has been kept tidy and is no longer an eyesore.
- Cleared small council tax arrears Mum was worrying about the debt and could not focus on other issues within the family as the case was going to go to court imminently. Paying off the debt has enabled mum to focus on her children and herself. She attended a confidence course which led to a volunteering opportunity and has resulted in an offer of a part time job to fit around her children. She will now be off out of work benefits and claiming child tax credits a saving to the public purse and a boost to the family showing the children a positive role model.

We also use the funds to support services that fill the gaps in provision available in Test Valley these include;

- Youth Counselling through Mind
- Support for young parents through Yellow Brick Road
- Support for those in need of debt management through Test Valley Community services
- Support for those at risk of exclusion or offending through the Phoenix programme
- Parenting programme support through RCS

The cases are referred to STFP through the Early Help Hub which meets weekly, we do take direct referrals usually these are from GP`s or Police.

**We have a multitude of referral agencies and Key leads for the families these include:**

Schools, Young carers, Childrens services, Probation, Foodbank, Fire Service, Colleges, Nurseries, Housing Associations, Faith groups, Crisis support centres, Voluntary organisations, Health workers, Camhs and more.

**The Test Valley Local Families Forum Strategic board** oversees the project in the Test valley its membership consists of:

- Borough Council
- Housing organisation
- Childrens services
- Faith representative
- Education
- Health
- Police
- Fire brigade
- Probation
- Yot
- Young Carers
- Voluntary sector

This board is responsible for identifying the priorities for any additional grant support in the area. Strategic overview of the programme and challenge around outcomes achieved. They also work together to make sure that any funding opportunities in the area are cross referenced against the priorities of the most vulnerable families. They also form the nucleus of the CSI grant panel which assesses and decided which bids should be allocated funding from the County pot. The board is an amalgamation of; The Local Childrens Partnership, Early Help Board and STFP Board, called

This group is supported by the operational group who are the coal face workers who deliver the priorities on the ground make sure the partnerships work and identify gaps in service to the Strategic group.

### **Conclusion;**

313 families in just over 4 years have been supported through the STFP in Test Valley, 58% have achieved successful outcomes and gone on to develop the resilience to not have to rely on agencies for support. Feedback from families is overwhelmingly positive. The case where progress is slower is the result of long term spiral into crisis which takes longer to unpick.

Partnership working in Test Valley has always been a strength but has been enhanced by the programme and the regular networking and skill exchange that happens every week at the Early Help Hub. Colleagues use the time to confirm or erase concerns , to provide support or to signpost families during the informal moments outside of the meeting. A range of joint initiatives have been created as a result of the partnership working including funding bids, support for the foodbank in Romsey, joint training in mental health awareness all resulting in a more professionally training partnership working with families in Test Valley.



## Case Study: Transform Test Valley

### Family Composition and History:

- Mum, dad and five children
- Poor school attendance, one son excluded from school due to threatening behaviour, eldest daughter refused to attend school and claimed she was being bullied.
- Substance misuse, son smoking cannabis and has come to the attention of the police.
- The relationship between mother and eldest daughter was difficult.
- Mum had poor physical and mental health and did not feel supported in parenting the children by dad.

### The Single Multi-Agency Plan:

- Mum felt school was not meeting her son's needs so he would disrupt classes and she was also concerned about the influence of his peer group upon his behaviour.
- Eldest daughter referred to CAMHs, but was not attending appointments initially. Daughter appeared to have a health issue which was not being addressed. She was also isolated and lacked self-confidence. Support CAMHs meetings and link her to Wessex Dance Academy.
- Work with the children to create education plans.
- Mum encouraged to seek a medication review with her GP and also to join a gym.

### The Outcomes:

- Eldest son was supported to more suitable provision and has achieved 100% attendance since. He no longer smokes cannabis and is not coming to the attention of the police. Mum reports he comes home at the agreed time and he is engaged in positive sporting activities.
- Eldest daughter was supported to attend the Wessex Dance Academy. She achieved 100% attendance and participated in the end of term production. Her confidence grew the longer she attended. Through Transform support, she now has an education plan in place that she is happy with and her attendance is improving.
- Transform encouraged mum to have regular one-to-one time with her daughter, and mum reported that she feels the relationship is improving.
- Eldest daughter is also receiving counselling support, this is on-going and CAMHs support is still available.
- Mum attends the gym regularly and has lost weight, which has improved her self-confidence and enabled her to make friends at the gym.
- Work has been completed with both parents to encourage communication and build confidence around joint parenting and making decisions about the children, and relationships have improved.
- There are no concerns around the younger children, and both parents are able to implement appropriate parenting strategies for them.



## Case Study – Transform Test Valley

### Family Composition and History:

- Single Mum with three children
- Poor school attendance
- Mum was isolated and had a previous history of offending and substance misuse.
- Mum not working
- Ongoing problems with rent arrears
- Mum was wary of support services and struggling to parent her teenage children.

### The Single Multi-Agency Plan:

- Youngest child was receiving behavior support and there were concerns around his ability to transition to secondary school. His behavior towards mum was could be challenging. He had sporadic contact within his dad and keep safe work was required as dad was still known to be an occasional drug-user.
- Engagement with school regarding youngest child's poor school attendance
- Support the eldest child with College applications
- Support Mum on a detox programme and link with Drug and Alcohol team
- Housing support, to manage rent arrears and condition of the home
- Support Mums probation visits

### The Outcomes:

- Youngest Child is ready to make the transition to secondary school, and his attendance is now 97%.
- Eldest child secured a place at college for September 2015.
- Mum has completed a detox programme and is no longer on the substitute prescribing scheme. She has on-going support from the Drug and Alcohol team.
- Housing improved the condition of the home and will continue to offer support to mum
- A referral was made to Homestart for mum and her youngest child to reduce her isolation. Parenting work completed with mum around boundaries consistency and a safety plan is in place for youngest child's visits to his dad.
- Secured funding for positive activities and a laptop for the children has been granted to support them with their school work and in engaging with peers.
- Mum has engaged with Probation appointments and her relationship and communication with Probation has improved
- Mums confidence has improved and is looking to return to work.
- Mum has good family support from her immediate family.

# Hampshire's Supporting (Troubled) Families Programme (STFP)

## PROGRAMME AMBITION

- **Targeting up to 7000 Hampshire families (2012-20) with problems relating to;**
  - Crime & anti social behaviour
  - Children not in school
  - Adults on out of work benefits
  - Young people not in employment, education or training
  - Domestic violence/abuse
  - Families at risk of homelessness or unmanaged debts
  - Young children failing to thrive
  - Family members with mental health issues
  - Unhealthy weight and/or malnutrition concerns
- **Deliver local solutions across the county to persistent problems that lead to lasting positive change for families and communities**
- **Apply and share learning from the STF programme to transform public sector services, change delivery cultures and sustain positive progress beyond 2020; the 'BIGGER prize'**
  - Lead professional for each family (doesn't mean they do all the work)
  - Single assessments/plans & data sharing become common practice
  - Co-location of services and staff
  - Pooled budgets and resources

## HOW

- **Government investment (2012-16)** - £7.5m to Hampshire STFP (£1.9m payment by results)
- **Early Help** – tailored support to prevent families becoming high cost and longer term ambition to support 'families of the future' being more resilient and avoiding statutory services
- **Single Family Plans** – whole family approach led by a professional the family trust
- **Intensive family support** – up to a year for families in greatest need
- **Co-ordinated multi-agency approach** – local services working more effectively together, sharing information and delivering more effective/timely interventions
- **Transforming ways of working** – local innovation, system changes, dedicated, assertive and persistent approach

## RESULTS

- **3600 Hampshire families identified/engaged (2012-16)**
- **Intensive family support** – delivered for 1000 families, 4000 individuals, by voluntary sector consortium
- **Positive family outcomes for 1900 families (2012-16)** 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<sub>1</sub>**



# Hampshire's Supporting (Troubled) Families Programme (STFP)

## INDEPENDENT ACADEMIC EVALUATION

- **KEY FINDINGS** by the University of Portsmouth<sub>1</sub> (2012-15)
  - **Estimated 'costs avoided' of £2.4m per annum** (excludes housing/health costs)
  - **Positive shift in working practices** – increased confidence working with whole families
  - **More inter-agency co-operation and understanding**
  - **More positive experiences for service users**
- **Evaluation commissioned from Southampton Solent University (2016-2020)**
  - Interim report early 2018 – final report 2019
  - Looking at business case for investment beyond 2020
  - Will include housing and health costs

## THE AVERAGE HAMPSHIRE TROUBLED FAMILY

**Mother**



Lisa aged 34

**Three children**



Chloe 15, Charlie 14 & Jack 5

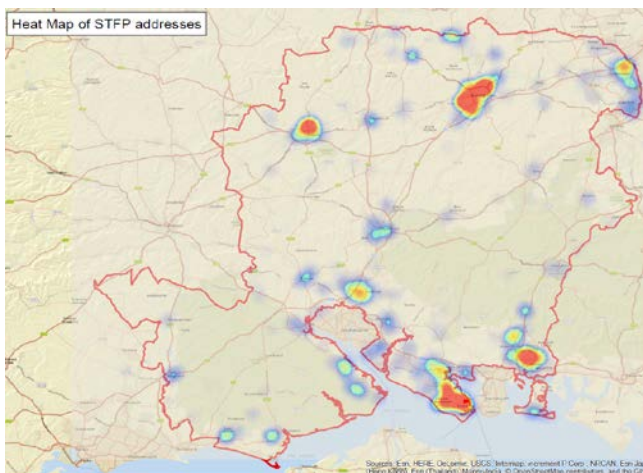
*No Father (in 60% of families)*



Michael aged 39

- **62% of families have at least one family member with mental health issues**
- **50% have children with poor school attendance**
- **47% have children needing early help** e.g. young children failing to thrive/children who go missing
- **44% claiming out of work benefits**

## WHERE HAMPSHIRE'S TROUBLED FAMILIES LIVE



<b>Numbers by District (2012-2016)</b>	
Basingstoke	<b>928</b>
East Hampshire	<b>135</b>
Eastleigh	<b>250</b>
Fareham	<b>183</b>
Gosport	<b>505</b>
Hart	<b>59</b>
Havant	<b>448</b>
New Forest	<b>330</b>
Rushmoor	<b>197</b>
Test Valley	<b>313</b>
Winchester	<b>207</b>

