



Shropshire  
Council



**Shropshire**  
**Strengthening**  
**Families**

**I Shropshire Strengthening Families through Early Help:  
Identifying Families**

**Problem 6: Health problems**

- Parents and/or children with a range of health problems.
- 3 main priorities: mental health, substance misuse and vulnerable new mothers



**Problem 5: Domestic violence and/or abuse**

- Families experiencing or at risk of experiencing domestic violence and abuse. This includes perpetrators and victims.



**Problem 4: Worklessness (or risk of) or at risk of financial exclusion**

- Adults out of work and on benefits
- Young people not in education, training or employment or at risk of worklessness
- Families at significant risk of financial exclusion



**Problem 1: Crime and/or anti-social behaviour**

- Parents and/or children involved in crime and/or anti-social behaviour
- Parents leaving prison or serving community orders or suspended sentences
- Families with a potential crime problem and potentially wider issues



**Problem 2: Children not attending school regularly**

- Children missing 10% or more of sessions (authorised and/or unauthorised) and/or have received 3 fixed term exclusions and/or permanent exclusion in the last 3 terms
- Children missing education
- Children in alternative provision (behaviour)



**Problem 3: Children who need help**

- Not taking up Early Years entitlement
- Social, emotional and mental health problems
- Needing Early Help
- Missing and/or at risk of sexual exploitation
- Child "in need", or subject to an enquiry under Section 47, or subject to a child protection plan





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## Objectives of new programme

### For Families

To achieve significant and sustained progress with up to **400,000 families** with **multiple, high cost problems** by 2020; and  
To make **work** an ambition for all troubled families

### For Services

To transform the way that public services work with families with multiple problems to take an **integrated whole family approach**  
To help reduce demand for reactive services

### For the Taxpayer

To demonstrate that this way of working results in **lower costs and savings for the tax payer**

## Troubled Families Phase 2 - Aims

Reach more families

Solve more problems.

A strong emphasis on the importance of service reform.

More evidence of progress and impact across family outcomes, less emphasis on PbR claims.







Every family receives a 'whole family' approach.



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## The families supported by the original programme

9 significant issues per family on average in original programme

		Troubled Families	All Families
No. of children		2.7	1.7
3+ children		37%	16%
Lone parent household		49%	16%
Out-of-work benefits		83%	11%
No one working		74%	17%
Longstanding illness or disability		32%	19%

Source: DCLG (2014) Understanding Troubled Families

### The case for service transformation:

One troubled family's contact with local services before the programme (with no improvement in outcomes after ten years)

A post-it = a contact or intervention

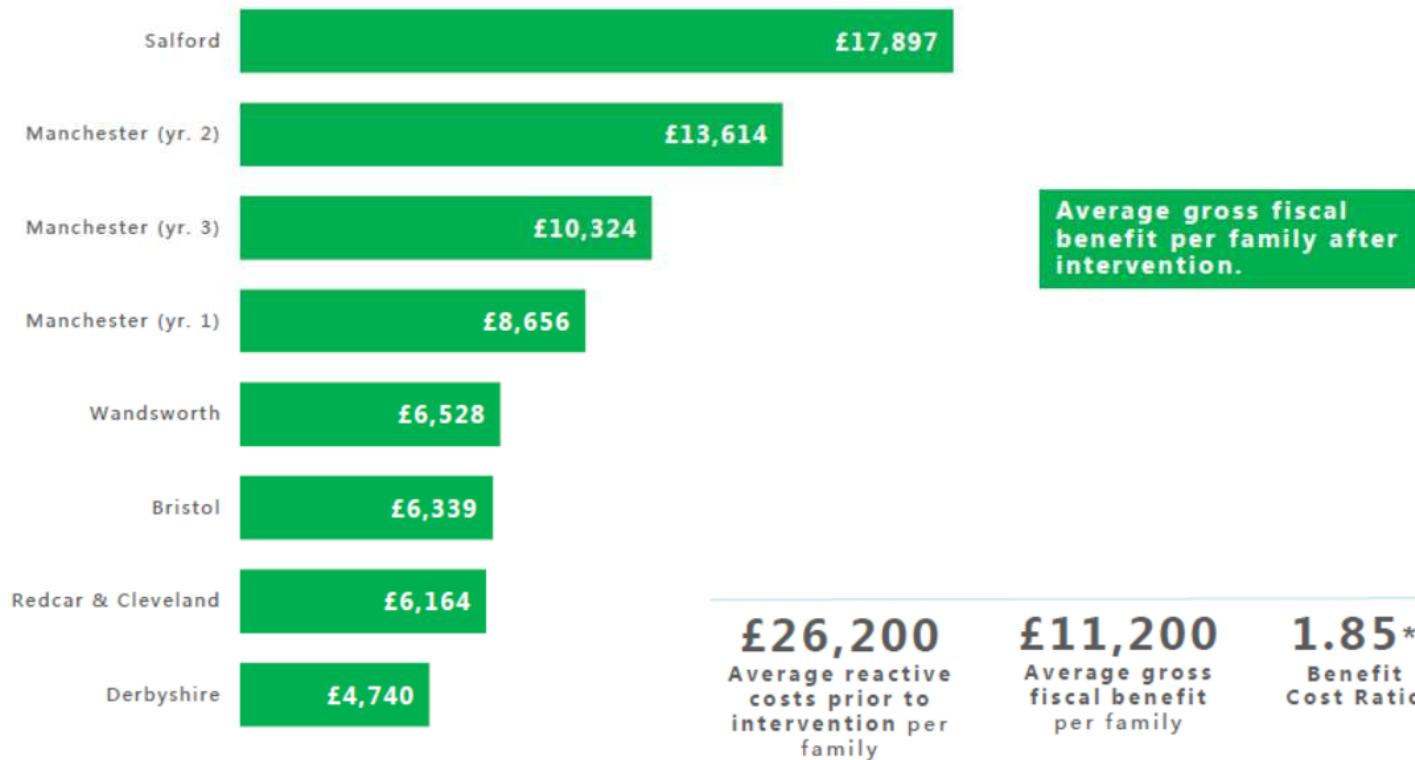


Source(s): Ecorys (2015) Family Monitoring Data – Interim report



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## Growing evidence of local cost savings



Cost Savings Calculator



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## The new evaluation

To assess the level and form of service transformation driven by the programme locally

To assess the impact of the programme on the lives of participating families locally

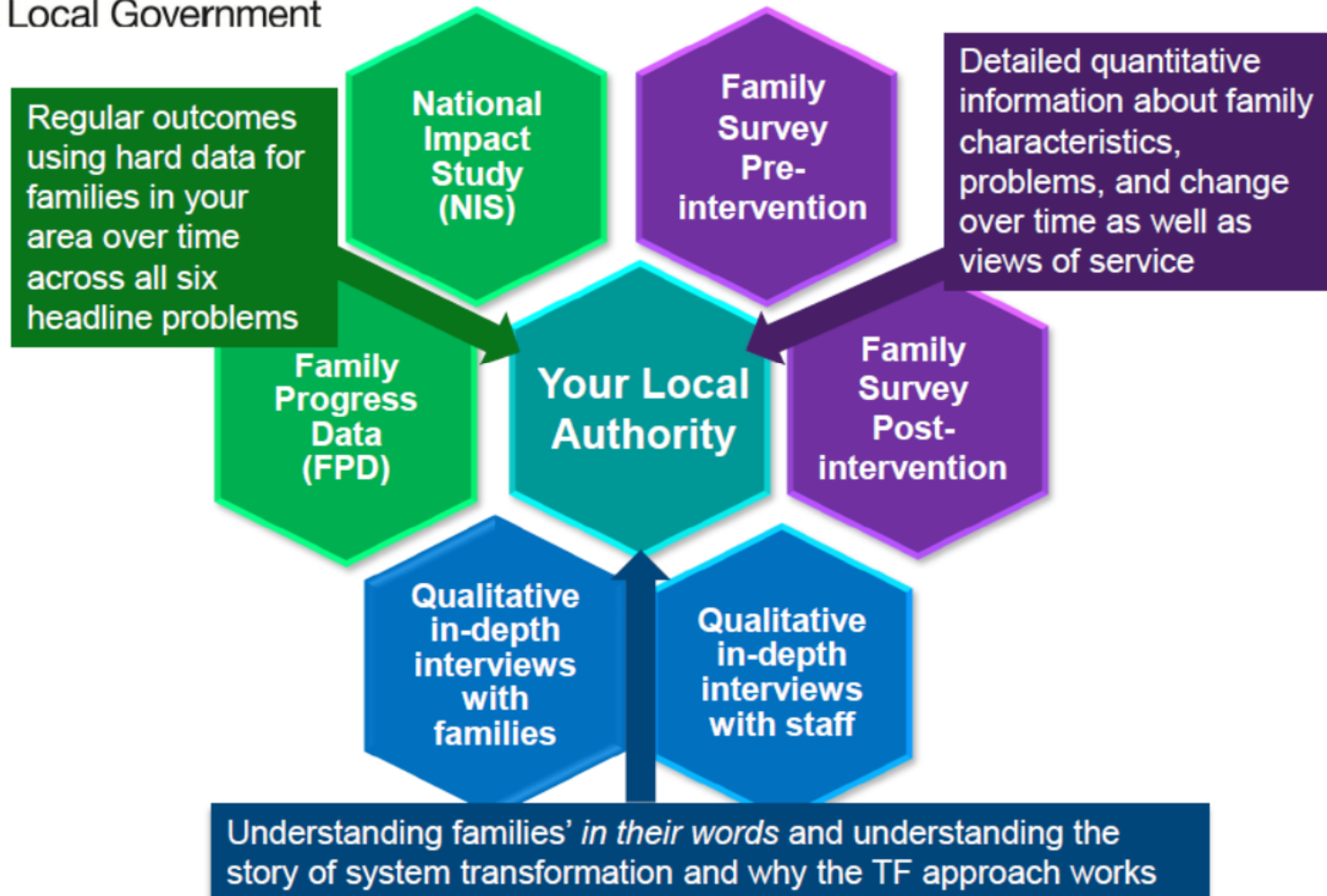
To assess how the family intervention approach achieves positive change for families

To assess the fiscal, social, and economic benefits resulting from the programme in local areas



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## An evaluation based around you





*Our expectations of participating local troubled families programmes is that they:*

- **prioritise the families with multiple problems who are of most concern and highest reactive costs**
- appoint a **keyworker/lead worker** for each family who manages the family and their problems.
- work towards **agreed goals for every family** for each of headline problems which are **shared and jointly owned** across local partners
- are **transparent** about outcomes, benefits and costs
- engage in **ongoing service reform** according to evidence of effectiveness and savings



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## The essentials...

Characteristics  
and costs of  
families

families with multiple problems who are of most  
highest reactive costs

Appoint a keyworker/lead  
the family and their pro

Interviews  
survey with  
keyworkers

each family

Family  
views of  
keyworker

Work  
prob

NIS/FPD  
outcomes  
showing  
change

Agreed goals for every family for each headline  
are shared jointly and owned across local partners

Engage in ongoing service reform according to level of  
effectiveness and savings

Lessons  
learnt from  
case studies

# Strengthening Families through Early Help

“It is estimated that over two million children in the UK today are living in difficult family circumstances. These include children whose family lives are affected by parental drug and alcohol dependency, domestic abuse and poor mental health. It is crucial that these children and their families benefit from the best quality professional help at the earliest opportunity. For some families, without early help difficulties escalate, family circumstances deteriorate and children are more at risk of suffering significant harm”

Source Ofsted (2015) Early help: whose responsibility?

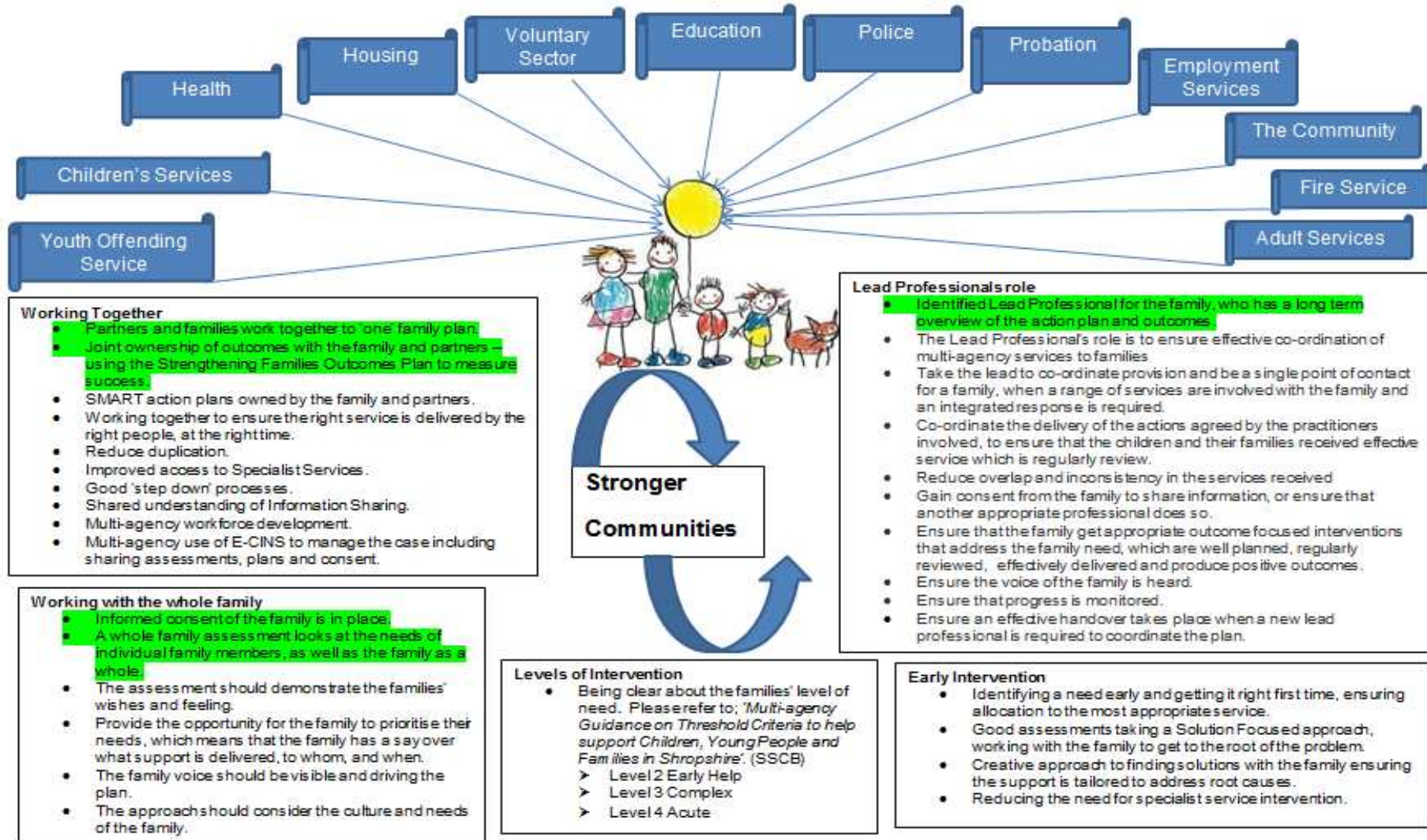
## **Shropshire Strengthening Families through Early Help Supporting Transformation Change**

The overarching vision for development of Strengthening Families is that it is needs led, stressing the importance of starting with, and working from a clear understanding of the needs and issues affecting the families and the communities involved. The key principle of it is participative – all stakeholders may be involved– and that it is based on partnerships and empowering the values of the community.

To provide the vehicle for transformation change, there has been a commitment across Shropshire stakeholders to;

- develop a confident and skilled workforce through joint training and development
- invest in a robustly managed volunteer network
- improve confidence in information sharing, by the development of agreed protocols
- improve secure communication with the introduction of a secure web based case management system
- join up relevant partners work, for example, Adult Services, Health, Integrated Offender Management, Public Protection, Marac
- recognise the needs of the family at Family Locality Meetings and working together to find creative solutions to their needs.
- Listen to the voice of the family, young person, child

## Shropshire Strengthening Families Principles of working



# How are we joining things up

- Development of a skilled and confident workforce – investing in training
- Exploring partnerships with school clusters to jointly fund a Family Support Worker
- Developing A Commissioning Framework to enable us to provide the right support for a family at the right time, delivered by the right people.
- Exploring the development of a volunteer network.

## Challenges

Getting the right people round the table

A countywide agreement and understanding of  
Information Sharing

Managing change – doing things differently

Making Every Contact Count

Changing the focus from individual to the whole family  
without losing sight of the individual needs and  
safeguarding.

Ensuring that every family voice is heard

Realising the commissioning potential between  
partners

# Locality Meetings

## Aim

- Provide relevant, timely support to families, some of whom will be included in the Troubled Families Programme.
- Work with families at the earliest stage to make positive changes and build their resilience, at the same time reducing the chance that they will need further support in the future.
- Provide more emphasis on allocating the right intervention to families with more complex needs and developing a shared responsibility to agree how this is delivered.
- To provide a formalised arrangement for using the Strengthening Families Information Sharing Agreement to enable practical measured activity to deliver 'significant and sustained' outcomes.
- To provide a structured procedure enabling front line workers to bring their agencies intelligence, knowledge, skills and experience to analyse and respond to local families and issues.





E-CINS is a web-based case management system. It provides a central hub where professionals can task and inform one another, bring together reports in one place and share information in real-time. The system allows control of who information is shared with across agencies, giving access to as many partners as is necessary, safe in the knowledge that it is a secure environment.

## Shropshire Strengthening Families Information Sharing Flowchart

