



Children, Young People and Families Scrutiny Panel

14 November 2018

Report title	Troubled Families Update	
Cabinet member with lead responsibility	Councillor Paul Sweet	
Wards affected	All	
Accountable director	Emma Bennett	
Originating service	Children and Families	
Accountable employee(s)	Kate Lees	Partnership Manager
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Report to be/has been considered by	None	

Recommendation(s) for action or decision:

The Scrutiny Panel is recommended to:

Comment and consider the actions and the progress that is set out in this report and the Payment by Results (PBR) Action Plan.

1.0 Purpose

- 1.1 This report will provide a summary of work undertaken since May 2017. The report will outline the progress made and highlight challenges faced in achieving the Payment by Results (PBR) target set for Wolverhampton.

2.0 Background

- 2.1 The Government's National Troubled Families Programme in Wolverhampton is known locally as "Families in Focus" which is designed to support families with multiple and complex needs. Since May 2017, the programme in Wolverhampton is delivered in Early Intervention 0-18 which focuses on an integrated, whole family approach to ensure lasting change, reduce costs and improve outcomes for families.

3.0 Progress Update

- 3.1 In Phase two of the Troubled Families Programme 2,666 families have so far been identified and engaged with. 854 have been claimed out of a total target for turned around families in Wolverhampton of 2,890 by the end of the programme in March 2020. The claim rate for Wolverhampton currently sits at 30%. For comparison, the regional claim rate is 16% and the national 21%.
- 3.2 Wolverhampton City Council's Troubled Families Outcomes Plan (TFOP) has been developed in full collaboration with strategic and operational partners internal and external. The outcomes framework is not a static document and is reviewed as new strategic priorities emerge which supports in achieving the target set for Wolverhampton. The outcomes framework is governed through the Troubled Families Strengthening Families Board.
- 3.3 There is evidence that demonstrates the that the focus on Early Intervention has been key to the improvements in our performance. Early Intervention teams have identified 1,885 eligible families compared to 430 families for Social Care teams and 225 from other agencies. This has been achieved through action panning that focussed on the effective use of data, direct work with teams in Strengthening Families Hubs and managers driving this through robust supervision arrangements and ongoing case management. A series of support audits have been carried out in this period which has supported frontline workers in understanding and embedding the Troubled Families Programme as part of their work plans to maximise PBR claims. Underpinning these approaches, the largest yield has been as a direct result of the Troubled Families criteria being incorporated into the Early Help Assessments in Eclipse. There are further developments around a new Troubled Families Database in conjunction with the Social Care Systems Team, which will enable data to be automated.
- 3.4 A programme of work has been undertaken with our partner agencies to drive forward the Troubled Families Agenda. In Early Intervention 1,885 eligible families have been identified for the Troubled Families Programme compared to 225 identified by partner agencies. Part of this can be attributed to lack of understanding of the Troubled Families

Programme as well as partner agencies using different case management recording systems. The Troubled Families Team have initially focussed on embedding the ethos of the programme into Early Intervention as this would yield higher numbers of families being supported to achieve sustained change.

3.5 Partnership Working Progress to Date:

<u>Agency</u>	<u>Number of Families Identified to Date</u>
Wolverhampton Voluntary and Community Sector	13
Wolverhampton Homes	12
Schools (Citywide)	64
Probation	3
Health	4
West Midlands Police	205
Wolverhampton City Council	266

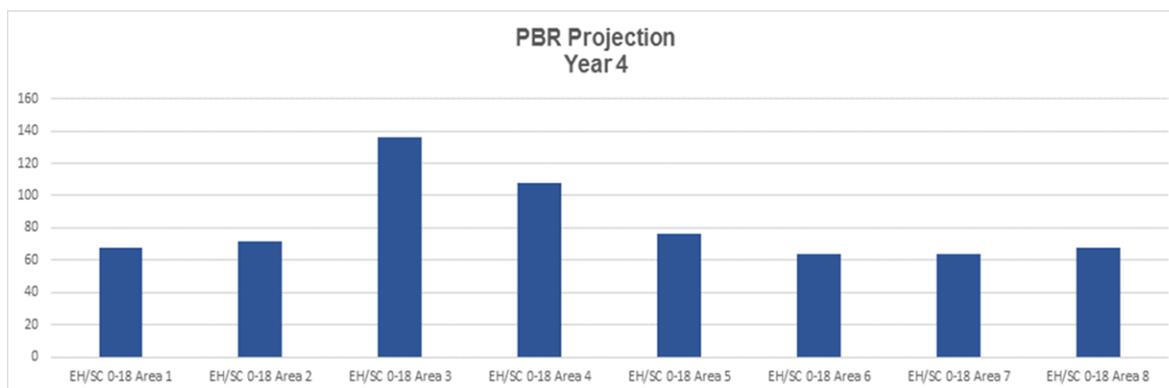
Furthermore, Development Officers have delivered networking sessions around transformation of services and joint working with schools across the city. Aspects of the Maturity Model were discussed in relation to schools' self-evaluation to determine the level of support they require in order to embed a whole family approach. The Supporting Families Pathway and the Thresholds of Need Model were reiterated and linked back to improving outcomes for families in order to achieve sustained change. Following feedback from schools, further Eclipse refresher training sessions are being rolled out to all staff who attended these networking sessions.

Since the launch of the updated TFOP in June 2018, there has been a noticeable increase in the number of families accepted and engaged onto the programme. This is partly as a result of the criteria around Boundaries and Behaviour being included in the TFOP as well as a greater understanding of embedding the whole family approach across the city.

- 3.6 Regionally, Wolverhampton are 3rd in comparison to Walsall who have the highest number of claims. Nationally at the start of March 2018, Wolverhampton were 86th out of 141 in terms of overall PBR claims. This is mainly due to the differences in the approach of using data systems to maximise PBR claims.

4.0 Targets for the Programme

- 4.1 Based on the current rate of PBRs submitted in the 1st quarter of the financial year 2018-2019 across the City, the total number of PBR claims for Year four of the programme would be approximately 500-600 based on further progress to work checks. This is shown in the chart below and broken down across the eight hubs. The target that has been set for Year four of the programme is 1,000 PBR claims to achieve Wolverhampton's overall target of 2,890 by March 2020.



5.0 PBR Action Plan

- 5.1 A PBR Action Plan has been drafted setting out proposals to maximise the number of PBR claims – see Annexe A (attached).

The Action Plan is in two parts – the first focussing on data/system reports to identify potential PBR claims since the start of the programme in April 2015. This will be based on information captured by the Insight & Performance Team and internal partners across the Local Authority. However, the number of claims identified will be dependent on the reporting functions across several IT systems.

The second part focusses on target setting and partnership working. It is proposed to set a target of 100 successful PBR claims for the current financial year for each of the 8 Strengthening Families Hubs. This figure is based on allocated Early Help cases proportional to team size. This would support in achieving the overall PBR target set for the year and identify areas of where further help and support is needed in evidencing successful outcomes.

6.0 Financial implications

- 6.1 Funding for the Troubled Families programme is received from department for Communities and Local Government (DCLG) in the form of a grant.
- 6.2 For the extended programme is DCLG are paying an upfront attachment fee of £1,000 per family for all families each area commits to include within their local programme and a 'result payment' of £800 per family for positive outcomes (significant and sustained change) achieved with those families.
- 6.3 To date for 2018-19 the Council has received £240,000 for claims submitted during the September 2018 window. It is anticipated that a further £517,000 will be claimed during this financial year.

[NM/07112018/H]

8.0 Legal implications

8.1 There are no legal implications.

[RB/03112018/A]

9.0 Equalities implications

This is a breakdown of the ethnicity of the families on the TF Programme:

Ethnicity	
01 - Asian or Asian British – Bangladeshi	0.10%
02 - Asian or Asian British – Indian	4.08%
03 - Asian or Asian British – Pakistani	1.73%
04 - Asian or Asian British – any other Asian Background	0.85%
05 - Black or Black British – African	3.26%
06 - Black or Black British – Caribbean	3.40%
07 - Black or Black British – any other Black background	0.78%
08 - Chinese	0.21%
09 - Mixed – White and Asian	1.25%
10 - Mixed – White and Black African	0.49%
11 - Mixed – White and Black Caribbean	6.67%
12 - Mixed – any other Mixed background	2.14%
13 - White – British	44.63%
14 - White – Irish	0.51%
15 - White – any other White Background	3.57%
16 - Other	2.21%
17 - Not known/not provided	2.47%
Blank	21.56%

10.0 Environmental implications

10.1 None

11.0 Human resources implications

11.1 None

12.0 Corporate landlord implications

12.1 None

13.0 Schedule of background papers

13.1 None