

MEETING	B&NES HEALTH AND WELLBEING BOARD
DATE	14/05/2014
TYPE	An open public item

<u>Report summary table</u>	
Report title	Connecting Families Report
Report author	Paula Bromley 01225 396984
List of attachments	<ul style="list-style-type: none"> • Appendix One – Family Dashboard • Appendix Two – Connecting Families Case Study
Background papers	<p>None</p> <p>Although Connecting Families web site can be found via www.bathnes.gov.uk/connectingfamilies which has a variety of useful information, including the Connecting Families April newsletter.</p>
Summary	<ol style="list-style-type: none"> 1. To brief the Health and Wellbeing board as The Connecting Families programme comes to the end of the first year of operation for the team and to advise about the last year 2014/15 of phase one and progress made to date. 2. To give an update about phase 2 (a new five year programme 2015 to 2020) and brief the board about the suggested new criteria, especially those linked to health.
Recommendations	The Board is asked to note the paper for information purposes and make any recommendations for the programme going forward.
Rationale for recommendations	<p>The Connecting Families team link in with all three key themes of the Joint Health and Wellbeing Strategy, especially:</p> <p><u>Theme 1 - Helping people to stay healthy</u></p> <ul style="list-style-type: none"> • Helping children to be a healthy weight • Improved support for families with complex needs • Reduced rates of alcohol misuse • Create healthy and sustainable places <p><u>Theme 3 – Creating fairer life chances</u></p> <ul style="list-style-type: none"> • Improve skills, education and employment • Reduce the health and wellbeing consequences of domestic abuse

	<ul style="list-style-type: none"> • Increase the resilience of people and communities including action on loneliness
Resource implications	The Connecting Families budget is, in the main, funded via a Government grant from the Troubled Families Unit with a small amount of funding direct from the Council. There is no resource implications directly related to this report.
Statutory considerations and basis for proposal	All of the Connecting Families work is based on a voluntary relationship. However; we work with key partners to enforce statutory duties as required e.g. Social Care/Youth Offending Team /Social Housing Landlords/The Police.
Consultation	Connecting Families regularly seek input from the families we provide intensive support to, informally via their family key worker and more formally via team lead at Team Around the Family meetings. We review this feedback quarterly at a Managers meeting and discuss changes that we may need to make to improve the service and feedback to partners via a regular newsletter and to families via the web site.
Risk management	<p>A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision making risk management guidance.</p> <p>As Connecting Families is grant funded from Government and 50% of the funding is via a Payment by Result method we are regularly audited by the Council's internal audit team to make sure that all the processes and procedures are of a good quality and meet Government and Council's standards. We therefore have an additional risk report to support this process.</p>

THE REPORT

1. Introduction and Background

Connecting Families is the name which Bath and North East Somerset Council has given to the Central Government's Troubled Families Initiative, which the Council fully supports. The brief was to engage effectively with 215 of the most complex families living in the local area.

2. Aims of the Service

- To support these families to make positive change and live full active lives. The staff team (called Family key workers) work alongside families, helping them achieve their aspirations and with parents to give their children an enjoyable, successful childhood and preparing them for adult life.
- By working in a co-ordinated way, staff will support the whole family including children and young people with school / college to get the best from educational opportunities and through positive activities to engage with the wider community.
- Co-ordinating the right services, at the right time to meet the family's needs, to improve outcomes and reduce the impact of crime, lack of education, worklessness, and physical and mental ill health amongst the most disadvantaged families.

3. Connecting Families Criteria

(The family would need to meet 3 of the national criteria or 2 national and 1 local criteria)

3.1 National Criteria

- School Attendance - exclusion, in a Pupil Referral Unit or 15% unauthorised absences across the last 3 consecutive terms.
- Crime / Anti-Social Behaviour - under 18 year old with a proven offence in the last 12 months; anti-social behaviour order, anti-social behaviour injunction, anti-social behaviour contract, or subject to a housing-related anti-social behaviour intervention in the last 12 months
- Out of Work and Claiming Benefits - households which has an adult on DWP out of work benefits (Employment and Support Allowance, Incapacity Benefit, Carer's Allowance, Income Support, Jobseekers Allowance or Severe Disablement Allowance)

3.2 Local Criteria

- Domestic Violence
- Mental ill health
- Children on the edge of care
- Substance abuse

4. **Governance Structure**

- The Connecting Families Team report direct to the Council's Senior Management Team (SMT) on a quarterly basis and it sits under the Health & Well Being Board.
- To advise the Local Authority (LA) on its leadership role in turning around the lives of families facing the greatest challenges and to seek agreement/endorsement from a wide range of key stakeholders on the LA's priorities and plans, an Operational Group was established made up of key partners. This group has met every 3 months over the last year and attendance to date has been very good.
- These processes have provided collective leadership to address the needs of the 215 identified families so that key performance targets are achieved and has developed new and innovative ways of working with families who have previously not engaged and / or have very complex needs. To identify what is good practice, ascertain the best methods of working and to monitor performance against targets for the core and the wider matrix team.
- Partnership work to date has been very positive with a wide range of key partners including Curo and Knightstone, The Police, The Fire Service, DWP, St Loyes, and with some key voluntary organisations e.g. BAPP, Southside & WPA. Closer working relationships with Council Departments working on similar agendas such as Welfare Reform, worklessness and economic strategy team as well as those within People and Community Department e.g. 0 to 11 and 11 to 19 years' service providers and Social Care Teams.

5. **The Team**

- The Connecting Families core team consists of the coordinator / manager's role, plus 2 team leads and 7 family key workers, plus admin support and a business analyst post.
- BAPP, Southside & WPA also have 8 staff (3 FTE) who are commissioned as part of the core team to provide intensive support.
- The wider matrix team of staff from other teams who are working with children, young people and their parents as part of their role but have been identified as being in scope for the Connecting Families programme e.g. CMEO's, Family outreach, YOT, Connexions, Youth Service and Social Care staff.

6. **Progress to Date & Outcomes**

- The core team are now working intensively with 43 families and the matrix team have or are currently working with approx. 180 families. The matrix team use a

lighter touch model, focusing on the needs of one main person in the family and working with others professionals to support the wider issues.

- See attached sheet called the Family Dashboard for a detailed breakdown of the families who are being provided with an intensive package of support (appendix 1).
- As at March 2014, the team had claimed 100% of its attachment fees and 50 % of its total claim linked to payment by results, which in comparison to our local neighbours is good, as their return was between 30 % and 40%, and on track to claim the full quota by May 2015.
- The details of the payment by results are:
 - 81 linked to education/U18 Crime/ASB outcomes
 - 26 linked to the continuous employment outcomes
 - Plus 10 progress to work outcomes e.g. a supported referral to St Loyes on a Department of Work and Pensions (DWP) work programme
- The deadline for the next Payment by Results claim is 16th May, and we are estimating that we will achieve 75% of the total claim by this stage. We are well on track to receive 100% by May 2015.
- A case study is attached to show an example of work undertaken as well (appendix 2).

7. **Phase 2 (2015 to 2020)**

To date the new criteria for Phase 2 has not been confirmed but early indications suggest the national criteria will remain in place, as before (as listed on page 3). However, additional criteria may be added including:

- Vulnerable Children- especially younger ones
- Domestic abuse/violence (as a national criteria not a local one as it is currently)
- Mental and physical health

7.1 Number of families

Early indications state that numbers of families to be worked with will potentially increase from 215 (phase 1 a 3 year programme) to approx. 800 (phase 2 a 5 year programme). This has not been confirmed at present.

7.2 Funding

Early indications are that funding per family will reduce from £4000 (maximum claim) to £2000. However, as we have to work with more families we will actually receive more funding in phase 2 than in phase 1, which will enable us to maintain the current team.

An annual report will be produced in the next few weeks, which I would be happy to share with the Board showing examples of work to date and some of the softer outcomes from the intensive work.

Paula Bromley – Connecting Families Manager

Please contact the report author if you need to access this report in an alternative format