



Troubled Families Outcomes Plan Phase 2 2018 to 2020

The national Troubled Families programme and financial framework has recently been updated and refreshed to allow us to build our local programme to meet the needs of our children & families.

The Programme is underpinned by four essentials that must be evidenced for each family attached to the cohort;

- A Lead Professional for the team around the family – recognised by the family and professional network
- There is a whole family, holistic assessment, taking into account the needs of ALL family members
- There is an appropriate (relevant) action plan
- The family plan outcomes are aligned with the Troubled Families Outcomes Plan.

This document provides an outcome based planning framework for caseworkers and services providing intervention to eligible families, the plan is to be updated as and when service area priorities and the needs of the families in Southwark dictate, but at least yearly alongside the Service Transformation Maturity Model Self Assessment & Plan.

The Plan focuses on the outcome for the family, not the engagement and intervention undertaken, the outcomes detailed in this Plan have been determined by the robustness of the ability to measure success within both the existing hard data sources and the use of qualitative supporting information was appropriate.

These outcomes reflect sustained and significant progress in accordance with the guidance provided in the Ministry for Housing, Communities and Local Government (MHCLG) Financial Framework (January 2018) and the needs of Southwark families.

In order to evidence that a family has made significant and sustained progress i.e. become self-reliant, there must be evidence of success against all national criteria identified at the point of engagement. For example; at the point of **identification** the family may meet two of the headline criteria but if at the point of **engagement** they meet a further two criteria the family must meet **all** of the outcome measures for the four national criteria in total, to enable the family to be deemed ‘turned around’ and therefore claimable under the Payment by Results (PbR) funding streams.

We welcome your views and comments on this plan, it is by no means a ‘finished’ document, and we expect to make regular updates as we move along our own journey of change!

Family Problem1: Parents and children involved in crime or anti-social behaviour.

Indicators to assist in the identification of families (at either identification and/or engagement stage):

- A. A child under 18 years old/ or adult who has committed a proven offence in the previous 12 months;
- B. An adult or child who has received an anti-social behaviour intervention (or equivalent local measure) in the last 12 months;
- C. An adult prisoner who is less than 12 months from his/her release date and will have parenting responsibilities on release;
- D. An adult who is currently subject to licence or supervision in the community, following release from prison, and has parenting responsibilities;
- E. An adult currently serving a community order or suspended sentence, who has parenting responsibilities;
- F. Adults or children nominated by professionals because their potential crime problem or offending behaviour is of equivalent concern to the indicators above.

Strategic Partnership Goals	Significant and Sustained Progress/Outcome(s)	Evidence Source(s)
<p>Family members are not perpetrators or victims of anti social behaviour, violence or crime in their home and environment.</p>	<p>1.1 No further offences committed by children in the family in the last six months. (A, C, D, E).</p>	<p>Police National Computer (PNC) (1.1,1.2,1.3, 1.4, 1.5, 1.6)</p> <p>Care works (YOS database) (1.1, 1.2, 1.6)</p> <p>Mosaic (Children’s social care & Early help database) (1.1,1.2,1.3, 1.4, 1.5, 1.6)</p> <p>Insight - Data warehouse (1.1,1.2,1.3, 1.4, 1.5, 1.6)</p> <p>Key worker / professional statement (1.3 or all where data is not available)</p> <p>Outcomes star (1.5)</p>
	<p>1.2 No further offences by all adults in the family in the last six months. (A, C, D, E).</p>	
	<p>1.3 No further reports of anti-social behaviour across the family in the last six months and/or Key worker / professional statement confirming there has been a reduction in risk associated with offending/referral behaviours (B).</p>	
	<p>1.4 No further police call outs to family home in the last six months (F).</p>	
	<p>1.5 Offending rates within the family have reduced due to positive parenting skills developed from a recognised programme or session with a specialist parenting worker or the Lead Professional working with the family (D,E,F). OR An increase in the Outcomes star ‘Journey of Change’ by at least 2 points (taking the score above 5)</p>	
	<p>1.6 Young people taking up diversionary support do not go on to become first time entrants into the criminal justice system within 6 months of intervention (triage, those taking up YOT preventative services) (F)</p>	

Family Problem 2: Children who have not been attending school regularly.

Indicators to assist in the identification of families (at either identification and/or engagement stage):

- A) A child who is persistently absent (As per current DFE Guidelines) from school for an average of 10% across last three consecutive terms;
- B) A child who has received at least one fixed term exclusions in the last consecutive three terms;
- C) A child at primary school who has had at least five school days of fixed term exclusions in the last consecutive three terms;
- D) A child of any age who has had at least 10 days of fixed term exclusion in the last three consecutive terms;
- E) A child who has been permanently excluded from school in the last three school terms;
- F) A child who is in alternative educational provision for children with behavioural problems;
- G) A child who is neither registered with a school, nor being educated in an alternative setting;
- H) A child nominated by education professionals as having school attendance or attainment problems of equivalent concern to the indicators above because he/she is not receiving a suitable full time education.

Strategic Partnership Goals	Significant and Sustained Progress/Outcome(s)	Evidence Source(s)
Children and young people are attending good schools, getting good results and go to higher education, training or employment	2.1 Every child in the household has attended school, over three consecutive terms, in excess of 90% as applicable (A, F, G).	School census data / Schools attendance records – <i>where local data is not available i.e. child is educated out of borough Lead Professional statement will evidence (2.1, 2.2, 2.3, 2.6)</i>
	2.2 Every child in the household has attended school in excess of 90% over three consecutive terms, with no more fixed term exclusions per person (B, C, D).	
	2.3 Every child in the household has attended school in excess of 90% over three consecutive terms with no permanent exclusions (E).	Mosaic (Early help & Children’s Social Care database) / Care works/Capita YJ (YOS)/Capita (Education database) (ALL)
	2.4 Parents improved engagement with their child’s education i.e. attending parents evening, TAF’s etc. Child is reported to have improved engagement with their education for example punctuality improved, attainment increased, more appropriate school setting attended and/or An increase in the Outcomes star ‘Journey of Change’ by at least 2 points (taking the score above 5) (H)	Case management records (i.e. closing summaries /supervision) (All) Insight - Data warehouse (All) Education professional statement/TAF minutes (2.4) Outcomes star (2.4)

	<p>2.5 The child has moved back into mainstream education has not been re-referred to a PRU within the following six months, and has attended school in excess of 90% as applicable over three consecutive terms. (B,C,D)</p>	
	<p>2.6 Attendance improves inline with agreed expectations of an education professional (i.e. head teacher, member of the TAF, specialist education services) and that this improvement is sustained or improved upon for a 6 month period, this measure supports significant & sustained in the following circumstance;</p> <ul style="list-style-type: none"> • Child has improved attendance by at least 40% point increase from the point of engagement and maintained over 3 consecutive terms. (All) 	

Family Problem 3: Children who need help: children of all ages, who need help, are identified as in need or are subject to a Child Protection Plan.

Indicators to assist in the identification of families (at either identification and/or engagement stage):

- A) Children who don't take up the Early Years Entitlement (A child who has been identified as needing early help);
- B) Children identified as having social, emotional, behavioural and mental health problems (A child who has been identified as needing early help);
- C) Children who have been reported as missing from home and identified as of concern (A child who has been identified as needing early help);
- D) Children who are assessed under Section 17 or 47, of the Children Act 1989, but not deemed a 'child in need' (A child who has been identified as needing early help);
- E) Children who are subject to Early Help Assessments (A child who has been identified as needing early help);
- F) A child 'in need' under Section 17, of the Children Act 1989;
- G) A child who has been subject to an enquiry under Section 47, Children Act 1989;
- H) A child subject to a Child Protection Plan;
- I) A child who has been identified as at risk of sexual exploitation (A child who has been identified as needing early help);
- J) A child nominated by professionals as having problems of equivalent concern to the indicators above.
- K) A child who was previously looked after by the local authority and is now able to live with their parents again, or has another form of permanence, ie is living with a relative or friend under a Special Guardianship Order (SGO)

Strategic Partnership Goals	Significant and Sustained Progress/Outcome(s)	Evidence Source(s)
<p>Children and young people are safe and stable, their basic needs are met and young people within the family are not engaging or being exploited in risky sexual behaviour</p>	<p>3.1 Take up an offer of 2 or 3 year old funding entitlement for early education, and maintain an acceptable level of attendance for a complete term – i.e. 90% or 40% point increase (A).</p> <p>3.2 Improved behaviour of a child or young person after a six month period and improved parenting skills where relevant. Measured by;</p> <ul style="list-style-type: none"> • Strengths & Difficulties Questionnaire (SDQ) score (CYP behaviour) improvement where initial score clinically high (above 18); • and/or Parenting Scale (PS); • And/or are issued a certificate of participation/graduation for the SFSC or similar parenting course 	<p>Mosaic, synergy, Early years team confirmation (3.1)</p> <p>Contacts, documents, closure summaries, management oversights on Mosaic, Care works, synergy(Children’s Centre database) (3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 3.7)</p> <p>Outcomes star system (Star online) (3.2)</p>

	<p>OR similar standardised evidenced based tools including An increase in the Outcomes star 'Journey of Change' by at least 2 points (taking the score above 5) (B, J).</p> <p>3.3 60% reduction in incidents of going missing as compared with previous six month period (C).</p> <p>3.4 Child and family no longer receive a statutory social work service and not re-referred to statutory social work for a six month period (D, F, G, J).</p> <p>3.5 Child and family removed from child protection plan and no repeat plan within a minimum six month period – through either closure or step down to lower level of service(H,J).</p> <p>3.6 Early Help intervention completed, case closed and there are no repeat referrals for support in the following 6 month period (E, J).</p> <p>3.7 A child referred as at risk of child sexual exploitation has reduced risk for 6 months (I).</p>	
	<p>3.8 Child stays with their family and they do not become looked after by the local authority and/or a child who was previously looked after by the local authority and is now able to live with their parents again, or has another form of permanence, ie is living with a relative or friend under a Special Guardianship Order (SGO) (F, G, H, J)</p>	

Family Problem 4: Adults out of work or at risk of financial exclusion or young people at risk of worklessness.

Indicators to assist in the identification of families (at either identification and/or engagement stage):

- A. An adult in receipt of out of work benefits;
- B. An adult who is claiming Universal Credit and is subject to work related conditions;
- C. A child who is about to leave school, has no / few qualifications and no planned education, training or employment;
- D. A child or young person who is not in education, training or employment
- E. Parents and families nominated by professionals as being at significant risk of financial exclusion; problematic / unmanageable levels and forms of debt and those with significant rent arrears/risk of homelessness, No recourse to public funds (NRPF), Including the 'Just about managing'/ working poor families.

Strategic Partnership Goals	Continuous Employment Outcome	Evidence Source(s)
	<p>4.1 Movement off out of work benefits (or Universal Credit out of work elements, as appropriate), and the sustainment of a period of continuous employment (13 or 26 Weeks, dependant on benefit type (See Financial Framework) (A).</p> <p>4.2 Family members are in receipt of Universal Credit Main earnings element or similar (UC) and remain on benefit; the outcome must satisfy the 26 week sustainment period.(A&B)</p> <p>4.3 A family member has undertaken a work or volunteering placement and placement completed OR has attended for 13 consecutive weeks (whichever is sooner) (C, D).</p> <p>4.4 A family member has undertaken accredited training or qualification to improve their confidence, skill levels and training / qualification completed OR has attended for 13 consecutive weeks (whichever is sooner) (C, D,E).</p> <p>4.5 A family member remains on appropriate legacy benefit or moves into an appropriate UC workgroup (C, D, E).</p> <p>4.6 A family member has either volunteered for the Work Programme (DWP or similar) or attached to the European Social Fund provision (ie Pecan / Get set) in</p>	<p>The Job Centre Plus Labour Market System / Universal credit system (LMS / UC) (4.5) Benefit Agency's JSAPS system (4.5) Training provider attendance register (4.4) Certificate of completion / accreditation (4.3, 4.4,4.6,4.7) Statement from host provider (4.3, 4.4,4.6,4.7) Synergy / Care works / Mosaic / Hanlon /outcomes star system–key worker documents / third party provided information (All) Insight - Data warehouse (All) BOXY evidence provided by Exchequer service (4.1, 4.2,4.3)</p>

	<p>the last 6 months. (A, B, C, D)</p>	
	<p>4.7 Completion of 3 out of the 6 interim outcomes identified below;</p> <ul style="list-style-type: none"> • IAG Session/careers advice and guidance • work focused/sector led training • LA standard CV • Interview skills/job search • Better Off at work Calculation (BOC) • Motivational training i.e. GOALS/confidence building/ parenting course <p>OR; Management confirmation of a referral to Southwark Work’s service or similar service –with confirmation that client is engaging with work focused support.</p> <p>(C,D,E)</p>	
	<p>4.8 An income and debt re-payment plan is in place and implemented for at least 13 weeks and/or there is no escalation in sanctions (E).</p>	
	<p>4.9 Risk of homelessness or eviction has been minimised, for example; eviction averted, family have moved into accommodation following unsecured tenancy, eviction, health needs or residing within a hostel (not an exhaustive list) (E)</p>	

	4.10 An increase in the Outcomes star 'Journey of Change' by at least 2 points (taking the score above 5)/ Family has not requested a referral to a food bank or the Salvation Army in the last six months (E).	
	5.0 Family accesses appropriate services/charities to prevent financial exclusion(E)	

Family Problem 5: Families affected by domestic violence and abuse.

Indicators to assist in the identification of families (at either identification and/or engagement stage):

- A) A young person or adult known to local services has experienced, is currently experiencing or is at risk of experiencing domestic violence and abuse or physical chastisement.
- B) Victim/family referred to MARAC (by professionals/local services)
- C) A young person or adult who is known to local services as having perpetrated an incident of domestic violence or abuse or physical chastisement in the last 12 months;
- D) The household or a family member has been subject to a police call out for at least one domestic incident in the last 12 months.

Strategic Partnership Goals	Significant and Sustained Progress/Outcome(s)	Evidence Source(s)
Family members are not perpetrators or victims of anti social behaviour, violence or crime in their home and environment.	5.1 Increased safety for family demonstrated using at least one of the following measures: <ul style="list-style-type: none"> • CAADA-DASH Risk Identification Checklist (RIC) completed 	Case management records (i.e. closing summaries /supervision) (All) Contacts, documents, closure summaries, management

	<ul style="list-style-type: none"> • Reduction of at least one level within the Barnardo's Domestic Violence Risk Identification Matrix; • No repeat MARAC referral in 6 months since first referral • Conviction / civil remedy/ Domestic Violence Protection Order/ Non Molestation in relation to perpetrator; • Adaptations to the home environment undertaken to improve safety of the family <p>OR similar for example; perpetrator has left the home (A, B, C).</p>	<p>oversights on Mosaic, Care works, Synergy, Capita YJ (All)</p> <p>Insight – Data warehouse (All)</p>
<p>5.2 Perpetrator engages in perpetrator programme or similar i.e. direct work with qualified professional / lead practitioner (C).</p>		
<p>5.3 Victim engages in work to address : prevention of further DV, impact of DV on self, other family members and children, through completing recognised programme or direct work with professional (A,B, D)</p>		
<p>5.4 Attends and successfully completes a recognised programme (empowerment, DV, or appropriate parenting programmes), and no further police callouts</p>		

	for domestic violence/abuse/chastisement for the next six months, Family undertake Family Group Conference or undertake relationship counselling. (A,C,D,E).	
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Family Problem 6: Parents and children with a range of health problems.

Indicators to assist in the identification of families (at either identification and/or engagement stage):

- A) An adult with mental health problems who has parenting responsibilities or who has contact with children within the household
- B)** A child with mental health problems or problems with their emotional wellbeing (linked to ACE's ie; Physical chastisement, neglect etc.)
- C) An adult with a drug and / or alcohol problem who has parenting responsibilities or has contact with children with the household
- D) A child with a drug and / or alcohol problem;
- E) A new mother who has a mental health or substance misuse problems and other health factors associated with poor parenting. This could include mothers who are receiving a Universal Partnership Plus service or equivalent; or are not accessing appropriate anti -natal and post natal care
- F) Adults with parenting responsibilities/contact or children who are nominated by professionals as having any mental and physical health problems of equivalent concern to the indicators above resulting in problems like obesity, malnutrition, diabetes, young carers and children at risk of CSE and missing episodes (this is not an exhaustive list).
- G) Children that have speech and language difficulties or are not reaching their developmental milestones
- H) Families that are not yet accessing appropriate medical care for their needs/that are not registered with a GP
- I) Household is overcrowded/poor quality housing is impacting on health and wellbeing of inhabitants

Strategic Partnership Goals	Significant and Sustained Progress/Outcome(s)	Evidence Source(s)
	6.1 Review assessment demonstrates improvement in or appropriate management of mental health condition at case closure / step down from intervention (A, B, E,F). 6.2 Review assessment demonstrates reduction in harmful or hazardous drug or alcohol use at case closure / step down from intervention (C, D, E).	

Families are healthy, parents' mental health is good, and the family's wellbeing is not affected by drug or alcohol misuse	6.3 Family member has attended and successfully completed drug or alcohol treatment programme (C, D, E).	RIO - (ALL) Treatment Outcomes Profile (TOP) or similar document provided by qualified health professional / National Treatment Agency/ Public Health (6.1,6.2, 6.3, 6.4) Information provided by health care professional and/or Mosaic/Care works/Synergy/Capita YJ/Hanlon– Parenting course attendance / key worker gathered evidence (ALL) Mosaic – outcome 'achieved' on plan (6.6, 6.5, 6.9, 6.10) RIO – confirmation of attendance to appropriate course / treatment (6.6, 6.5) Synergy – CC database – healthy eating programme's / 1:1 intervention (6.6) Adult Mental Health services/ IAPT/ RIO database (6.11)
	6.4 Review care plan resulting from professional input demonstrates improved management of long-term health conditions at case closure / step down from intervention (All).	
	6.5 Improved family engagement or uptake of health care services, where appropriate (ALL).	
	6.6 Family participate in a positive activity for 8 weeks or more e.g. parenting course or they engage in direct work with a lead professional, clinical practitioner or CAMHs practitioner (A, B, C, D, E, F).	
	6.8 Family show 33% reduction in attendances at A&E (12 month baseline, performance measured on 6 months data doubled) (A, B, C, D, E).	
	6.9 Improvement in the wellbeing of parents/ carers, demonstrated using: <ul style="list-style-type: none"> the Warwick-Edinburgh Mental Well-being Scale (WEMWBS) the Depression Anxiety and Stress Scale (DASS) OR similar for example; professional statement (A, B, C, D, E,F).	
	6.10 Improvement in the emotional wellbeing of child using:	

	<ul style="list-style-type: none"> Strengths and difficulties questionnaire (4-16 years); <p>OR similar for example; professional statement / standardised evidence based tool (A, B, C, D, E).</p>	
	<p>6.11 Improvement in parenting confidence / ability measured using:</p> <ul style="list-style-type: none"> the Parenting Scale (PS) OR similar for example; professional statement / standardised evidenced based tool (A, B, C, D, E, F). 	
	<p>6.12 Children are referred to SALT or are supported in their speech and language development by professionals, increased uptake of health services for developmental progress.(G)</p>	
	<p>6.13 Improvements are undertaken to the current property to minimise the risk of health problems or injury for all inhabitants OR have moved into a more suitable property (H, I)</p>	

