

**PHASE TWO (2015-2020)**

**OUTCOMES PLAN**

**July 2018**

**.1. Introduction and context**

* 1. The Isle of Wight Strengthening Families Programme (SFP) is a local name for the national Troubled Families initiative. It is a key component of the Early Help offer of services designed to reduce or prevent specific problems from getting worse and becoming deep seated or entrenched. The offer to families with multiple needs will operate seamlessly between Early Help, Targeted Early Help and Social Care services.
  2. Following the successful completion of Phase One of the Strengthening Families Programme (2012-2015), we now have a new challenge to achieve significant and sustained progress or continuous employment results with 1,000 families over the planned 5 year life of the expanded programme.

**2. Identification of eligible families and their needs**

2.1 Families to be worked with through the programme will be identified based on an initial assessment of need and in line with the Troubled Families headline problems as set out in the national Financial Framework – confirmation that the programmes are working with eligible families who require the services offered through Troubled Families will be part of the audit process.

2.2 As part of the whole family assessment and planning process the lead key worker will work with the family to identify all issues which need to be addressed. This will then form the basis of a holistic family plan aimed at addressing need and improving outcomes across the range of issues for the whole family. In order to demonstrate that the family has achieved significant and sustained progress an outcome must be achieved for each headline problem present in the family (refer to the national Financial Framework for a full list of headline problems).

2.3 The exception to this will be the automatic Payment by Results for a successful continuous employment outcome in line with the Phase Two Financial Framework.

2.4 There will be a minimum of two headline problems that need to be addressed (as per the eligibility requirements for the programme set out in the national Financial Framework), whilst the intervention will continue to work with a family across the breadth of their needs outside of the headline problems.

2.5 Where an additional headline problem or problems arise during the course of the intervention an outcome must also be achieved for these problems in order to demonstrate that the family has achieved significant and sustained progress. Once you have notified the additional problem/ problems then the time will start again for those particular problem/problems. E.g. if a mental health problem arises and you are seven months into the programme you must remember you have to provide evidence for 6 months of improved and sustained change.

2.6 The Troubled Families Programme remains a programme for families with multiple, high cost problems. Once families have been identified across all six problems, you need to ensure the programmes resources are being used to its best effect. Families should be prioritised for inclusion in the programme on the basis of the following:

1. They are families with multiple problems who are likely to benefit from an integrated, whole family approach.
2. They are families who are the highest cost to the public purse. Welfare is the single greatest area of public expenditure on these families and the wider benefits of reducing welfare benefit dependency are felt across improvements in health, reductions in crime and local economic growth.

**3. Evidencing outcomes**

3.1 The Phase Two Financial Framework demonstrates commitment to a proportionate and rational approach to the claims process that reflects genuine improvement in the families’ circumstances; for example if there has been a significant reduction in frequency of offending but the nature or severity of the crime is more extreme in nature then this would not be an acceptable claim.

3.2 The framework is based on a triangulation approach which aims to balance quantitative evidence of family outcomes and demand reduction with qualitative assessment of families when assessing if significant and sustained change has been achieved. For example improvements may be apparent based on data recorded but if qualitative assessment and review shows that the family or the lead worker judge that the issues are not addressed and their wellbeing has not improved then a claim should not be made until this has been achieved.

3.3 This judgement will be the subject to rigorous quality assurance and audit.

3.4 A range of evidence sources will be used to demonstrate significant and sustained progress for each outcome and that the family’s status has not regressed before a claim is made I.e. should not have developed one of the six headline problems where it wasn’t a problem at engagement.

.**4. Determining significant and sustained progress**

4.1 The whole family assessment, plan and review process will provide a core qualitative measure of change for all families. They will assess the overall wellbeing of the family, as well as progress against each of the headline problems identified.

4.2 The summary of the Outcomes Framework for Phase Two ( [Appendix 1](#Appendix1) ) sets out the core measures of significant and sustained change which will be used consistently as a minimum standard across all the Isle of Wight.

4.3 A claim for Payment by Results can be submitted once both a) and b) below are demonstrated:

a) The key worker makes a judgement that the improvements across all identified headline problems are significant and are likely to be sustained in the longer-term and therefore the same intensity of support is no longer required (N.B. It is feasible that families may move between different interventions before this judgement is made);

b) The quantitative data demonstrates progress is significant and sustained for each identified headline problem based on the measures and data sources set out in the [Appendix 2.](#Appendix2)

**Isle of Wight Strengthening Families Programme Phase 2: OUTCOMES FRAMEWORK SUMMARY**

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| **Family Problem** |  | **Headline indicators** |  | **Outcome Measures** |
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| **Children who have not been attending school regularly** | 🡺 | * School attendance * Exclusions | 🡺 | * School attendance is above 90% * Reduced exclusions * Attendance improves by 40% |
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| **Parents and/or children involved in crime and anti-social behaviour** | 🡺 | * Anti-social behaviour * Youth or adult offending | 🡺 | * Reduced offending/ASB * Compliance with licence (Probation)/Restorative justice requirements |
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| **Children who need help** | 🡺 | * Families identified by Early Help * Child with Young Carer responsibilities * Pre-school children who don’t thrive * Children going missing (MISPER) * Child to adult violence * A family assessment has been carried out | 🡺 | * Improved resilience * Improved EH outcomes * Increased level of development/Health check score * Reduction in MISPER * Maintained step down from level 4 Social Care |
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| **Adults out of work or at risk of financial exclusion and young people at risk of worklessness** | 🡺 | * Adults out of work * Young people at risk of becoming or already are NEET (not in education, employment or training) * Families at risk of homelessness or unmanaged debts | 🡺 | * Adults in work/progressing towards work * Young People in education, employment and training or a volunteering role * Secured tenancy and/or managed debts |
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| **Families affected by domestic violence and abuse** | 🡺 | * Victims of Domestic Violence/Domestic Abuse (DV/DA) * Perpetrators of Domestic Violence/Domestic Abuse (DV/DA) | 🡺 | * Reduced number of reported domestic incidents * Reduced risk to victims * Sustained perpetrator support/engagement with approved programmes |
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| **Parents and children with a range of health problems** | 🡺 | * Adults/children with physical/mental health problem * Adults/children with drug/alcohol problems * Unhealthy weight and/or malnutrition concerns | 🡺 | * Improved physical and mental health * Sustained engagement with drug/alcohol misuse support services |

**Outcomes Framework for Phase Two (2015-2020)**

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| **Family problem**  **(national headline problems)** | **Headline indicators for the Isle of Wight** | **Outcome/Significant and sustained success measures** |
| **1 of 6**  **Children who have not been attending school regularly** | 1. Has less than 90% school attendance (of available sessions) for an average across the last 12 months 2. Has had at least 3 fixed term exclusion in the last 12 months 3. Has been permanently excluded from school within the last 12 months 4. Is in alternative educational provision for children with behavioural problems and has less than 90% attendance across the last 12 months 5. A child nominated by education professionals as having school attendance problems or equivalent concern to the indicators above because he/she is not receiving a suitable full time education | 1. Has more than 90% school attendance (of available sessions) for an average across the last 12 months 2. Has received fewer than 3 fixed term exclusions in the last 12 months 3. Child has no more than 10% unauthorised absence 4. School attendance has increased by at least 40% (against available sessions) for an average across the last 12 months, when attendance was below 40% at point of referral 5. Who is in alternative education provision has had more than 90% attendance across the last 12 months (of available sessions) 6. Has returned to mainstream education |

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| **Family problem**  **(national headline problems)** | **Headline indicators for the Isle of Wight** | **Outcome/Significant and sustained progress measures** |
| **2 of 6**  **Parents and/or children involved in crime and anti-social behaviour** | 1. An adult or child with a recorded anti-social behaviour (ASB) incident or crime in the last 12 months, or a child known to Youth Crime Prevention 2. A child who is known to Youth Offending Team and has committed a proven offence in the previous 12 months 3. An adult prisoner who is less than 12 weeks from release date and will have parenting responsibilities on release 4. An adult who is currently subject to licence or supervision in the community, following release from prison, and has parenting responsibilities 5. An adult currently serving a community order, or suspended sentence who has parenting responsibilities 6. Adults and children nominated by professionals because their potential crime problem or offending behaviour is of equivalent concern to the indicators above | 1. At least a 60% reduction in Anti-Social Behaviour incidents in the last 6 months in comparison to the number of Anti-Social Behaviour incidents in the previous 6 months is achieved 2. The number of substantive Youth Offending Team outcomes for the child has reduced by at least 33% in the last 6 months, in comparison to the previous 6 months 3. The adult is complying with his/her post release plan and has not reoffended in the last 6 months post release 4. The adult is complying with their supervision/licence/ community order and the overall offending in the last 6 months has been less than 33%, in comparison to their average level of proven offending in the previous 6 months 5. The family member has complied with Restorative Justice requirements 6. The family member has adhered to Anti-Social Behaviour injunction / Anti-Social Behaviour Contract (or equivalent) conditions or have had no convictions for duration or 6 months |

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| **Family problem**  **(national headline problems)** | **Headline indicators for the Isle of Wight** | **Outcome/Significant and sustained progress measures** |
| **3 of 6**  **Children who need help** | 1. A child has been identified by Early Help and assessed as needing early help. 2. A child is not taking up the free Early Years Education offer (including the 15 hours free early education for two year olds) 3. A child has been identified as having young carer responsibilities and needing additional support. 4. A child has been reported missing from home (MISPER) 5. A child has been identified as having a delay in speech language, communication and/or developmental skills 6. A child (under 16) who is the victim or perpetrator of abuse (this can be controlling, coercive, threatening behaviour, violence or abuse) 7. A family assessment has been carried out 8. A child who has experienced Children Sexual Exploitation | 1. Significant and sustained improvements over a six month period against identified needs are clearly evidenced 2. The free Early Years Education offer has been taken up for at least six months 3. A young carer who has engaged with support and evidenced significant and sustained improvement in their resilience and ability to cope 4. The number of times the child has been reported missing over a six month period has been reduced by at least 60% compared to the previous six months 5. Sustained engagement with support available and significant improvement evidenced through a reduction in instances of abuse, over a six month period 6. A family stepped down from Level 4, accepted onto the programme, where continued engagement is clearly evidenced and no re-assessment to Level 4 required for at least 6 months 7. Family member has been referred to appropriate specialised services to support their needs further |

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| **Family problem**  **(national headline problems)** | **Headline indicators for the Isle of Wight** | **Outcome/Significant and sustained progress measures** |
| **4 of 6**  **Adults out of work or at risk of financial exclusion and young people at risk of worklessness** | 1. An adult is in receipt of out of work benefits (JSA, CA, IS, ESA)/an adult is claiming Universal Credit and is subject to work-related conditions 2. A young person who is about to leave school, has no/few qualifications and no planned education, training or employment 3. A young person is not in education, training or employment 4. The family member is 'at risk of homelessness' in accordance with the current legislative decision, have received a warning letter for breach of tenancy, notice of seeking possession (NOSP), eviction order, has been served with a valid Section 21 notice (Housing Act 1988) 5. The family is in rent arrears and/or has unmanaged debts (for example credit card loans, school meals) 6. The family is in unsuitable accommodation and/or temporary housing | 1. The adult is in employment and has not been in receipt of out of work benefits for 13 weeks (ESA, IS, CA…etc…) or 26 weeks (JSA) or significant progression towards work for at least 26 weeks eg volunteering, positive engagement with a keyworker/Troubled Families Employment Adviser or any other professional 2. The adult on Universal Credit has reached the Administrative Earnings Threshold (AET) continuously for 26 weeks out of the last 30 where they are required to look for employment (previously JSA); or continuously for 13 weeks for those not required to actively seek employment (previously ESA/IS etc) 3. The young person is in education, training or employment for 6 months 4. Homelessness has been prevented and accommodation has been secured 5. A debt management plan is in place and followed through by the family for at least six months or the debt has been cleared 6. The family has moved into suitable and or permanent housing |

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| **Family problem**  **(national headline problems)** | **Headline indicators for the Isle of Wight** | **Outcome/Significant and sustained progress measures** |
| **5 of 6**  **Families affected by domestic violence and abuse** | 1. A young person or adult known to local services as having experienced domestic violence or abuse in the last 12 months 2. A young person or adult known to the police as having perpetrated an incident of domestic violence or abuse in the last 12 months 3. The household has been subject to a police call out for a domestic incident in the last 12 months | 1. A 60% reduction in known domestic violent or abuse incidents over a 6 month period compared to the previous 6 months is evidenced 2. The perpetrator of domestic violence or abuse has engaged in a support programme and sustained the engagement over a 6 month period 3. A 60% reduction in recorded/known domestic or abuse incidents over a 6 month period compared to the previous 6 months |

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| **Family problem**  **(national headline problems)** | **Headline indicators for the Isle of Wight** | **Outcome/Significant and sustained progress measures** |
| **6 of 6**  **Parents and children with a range of health problems** | 1. An adult with mental health problems who has parenting responsibilities or a child with mental health problems 2. An adult with parenting responsibilities, or a child, who is deemed to need support in relation to their alcohol consumption or drug use 3. A child or an adult is affected by excess weight (overweight, obesity) 4. A child or an adult is affected by malnutrition 5. A new mother who has a mental health or substance misuse or other health factor associated with needing additional parenting support. 6. Adult with parenting responsibilities or child, nominated by health professionals, who require additional support in relation to any other health problem of equivalent concern | 1. The child or adult is receiving (and engaging with) support and there has been a sustained improvement in physical health and wellbeing over a six months period and/or issue no longer impacts on the family 2. The child or adult is positively engaging with the treatment for drug or alcohol abuse over a six month period and/or issue no longer impacts on the family 3. The child completed a weight loss programme and/or made an appropriate behaviour change, the adult achieved the set 12 week weight loss and/or issue no longer 4. A new mother who has positively engaged with the support offered over a six month period and has made significant progress 5. The child or adult is positively engaging with the support over a six month period and/or made appropriate behaviour changes and/or issue no longer impacts on the family. |

**Payment by results claims (PbR) evidence**

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| Children who have not been attending school regularly. | * Attendance record from Education & Inclusion Service or School showing that 90% attendance and less than 3 exclusions has been sustained over 3 terms. No permanent exclusions over 3 terms. * Attendance record showing 40% improvement over 12 month period using school sensors or EMS |
| Adults/ Children involved in Crime/ ASB. | * Email from Police evidencing over a six month period a 33% reduction in Crime and 60% Anti-Social Behaviour. |
| Children who need help. | * Start and end distance travelled tool evidencing a reduction down to a scoring of 25. If not scored at 25 there needs to be a closure form as well evidencing closure due to outcomes achieved and much progress made. * Email from Early Help Coordinator stating improvement in the Early Help Assessment, why and how it has been sustained. * A completed Early Help closure form showing sustainable improvement, outcomes achieved and much progress made. * Email form social worker stating closure of family due to satisfactory improvement. * Statement from professional showing progress |
| Adults out of work/ NEET/ Debt. | * Back to work statement from Troubled Families Employment Adviser (TFEA). * Significant and sustained progress: Statement from Key Worker evidencing how they know they are employed or still on benefits or key worker stating and evidencing 6 months' worth of engagement: CV writing, interviews, training, attending job centre appointments on their own, volunteering and engaging with TFEA and all the TFEA have asked them to do (statement from TFEA). * Family have a debt plan that has been followed for 6 months (statement from Key Worker). * Evidence of young person attending further education or in employment for at least 6month sustained period - Statement from college course provider, statement from Island Futures, TFEA for employment or last resort from Key Worker. |
| Families affected by Domestic Violence. | * Email from Police showing no Domestic Violence (DV) call outs for 6 months and no perpetrator repeat offending. (Along with statement from Key Worker with how they have addressed this criteria). |
| Adults/ Children with a range of health problems. | * 6 months' worth of engagement and **sustained improvement** evidenced within the family plan. * Statement from health practitioner stating 6 months' worth of engagement and the improvement. |