

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – 19 NOVEMBER 2013

Title of report	SUPPORTING NORTH WEST LEICESTERSHIRE FAMILIES
Key Decision	a) Financial No b) Community Yes
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Purpose of report	To update Cabinet on progress towards delivering a Supporting Families service for North West Leicestershire
Reason for Decision	To ensure Cabinet is kept up to date with on-going service developments
Council's Priorities	Homes and Communities Value for Money
Implications:	
Financial/Staff	None applicable
Link to relevant CAT	Supporting North West Leicestershire Families CAT
Risk Management	Relevant safeguarding risks are effectively managed.
Equalities Impact Assessment	Equalities Impact Assessment has been completed by Leicestershire County Council
Human Rights	No human rights implications are apparent
Transformational Government	The approach to service development and re-design represents industry best practice
Comments of Head of Paid Service	The report is satisfactory.
Comments of Section 151 Officer	The report is satisfactory.
Comments of Monitoring Officer	The report is satisfactory.

Consultees	Corporate Leadership Team Leicestershire County Council Locality Partners
Background papers	Cabinet Report 11 June 2013 http://minutes-1.nwleics.gov.uk/aksnwleicester/images/att5697.pdf
Recommendations	CABINET IS REQUESTED TO: NOTE THE REPORT AND CONTINUE TO SUPPORT THE ONGOING DEVELOPMENT OF THE SUPPORTING FAMILIES PROGRAMME IN NORTH WEST LEICESTERSHIRE

1.0 PROGRAMME UPDATE

- 1.1 Cabinet received a report on 11 June 2013 which informed members of the progress made in establishing the Supporting Families programme in North West Leicestershire.
- 1.2 Service delivery commenced on 1 April 2013 with one Senior Family Support Worker and nine Family Support Workers (FSWs) based within North West Leicestershire District Council offices.
- 1.3 In addition North West Leicestershire has also been allocated a Job Centre Plus worker for Supporting Families based at Coalville Job Centre. This officer works closely with FSWs and attends their fortnightly team meetings. The Job Centre Plus worker provides bespoke support to individuals within 80% of our supported families. This combination of support has resulted in 5 individual family members progressing into work already. This level of success has not been seen in other localities this early in the programme
- 1.4 The Supporting Families team works alongside the Council's Community Safety staff. This 'locality hub' has enabled both teams to ensure that, where appropriate, individuals who are considered at the Joint Action Group as perpetrators of ASB are appropriately supported to change their behaviour.
- 1.5 Leicestershire County Council's Locality Services Co-ordinator is also co-located in this office which enables a more robust understanding of a family's support needs resulting in the most appropriate referrals possible. The Co-ordinator presents these referrals to a fortnightly 'Early Help Hub' meeting. Having an understanding of their association with anti social behaviour can inform which services need to be involved. For example, teenage perpetrators are often referred to Twenty Twenty mentoring support or Youth Service
- 1.6 Membership of the Early Help Hub has expanded and now consists of;
- Supporting Leicestershire Families
 - Strengthening Families
 - Family Steps
 - Children's Centres
 - Youth Offending Service
 - Youth Services
 - NWLDC Housing Management
 - Health
- 1.7 This wider membership enables more rounded consideration and robust decision making about which agency is best to lead and co-ordinate services for the whole family's identified needs.

1.8 Similarly to the approach in paragraph 1.4 the Senior Family Support Worker also attends School Behaviour and Attendance Partnership meetings within the district to ensure that children with school issues are appropriately and holistically supported.

2.0 NORTH WEST LEICESTERSHIRE FAMILIES

2.1 Family Support Workers are currently working with 44 families. This equates to 224 individuals: 82 adults and 142 children.

2.2 To add some context to this, other district's current caseloads are as follows;

• Blaby	24 families	105 individuals
• Charnwood	60	266
• Harborough	13	56
• Hinckley & Bosworth	25	107
• Melton	9	45
• Oadby & Wigston	19	87

2.3 16% of the caseload (7 families) were already being supported through the former Common Assessment Framework (CAF) approach. A further 5 families were listed in the original data capture to identify families with complex needs in 2011 and have been found to still be in need of intensive support.

2.4 Therefore these findings support the need for a new way of working to stop families remaining within a 'revolving door' of needind support provision.

2.5 When each Family Support Worker has a family assigned to them they undertake a 'Family Star' which is an assessment tool to rate which areas of their life require the most support, for example, child safety, progress to work, family routines. The worker spends time getting to know each family member to obtain a fuller picture of the complex needs.

2.6 Although data collation and analysis is still being developed by LCC, the latest information available on our families' identified needs is attached as a dashboard at Appendix One.

2.7 Although not all family assessments have yet been captured in this dashboard, initial findings do provide valuable information. For example, 96% of our families have anti social behaviour issues, 85% are heavily or solely reliant on state benefits and 84% have children with significant difficulties at or with school and formal education.

2.8 This evidence demonstrates that we are working with the right families in that they meet the three key 'Troubled Families' criteria identified by Central Government (Crime and anti social behaviour, education and reliance on unemployment benefits)

2.9 More specifically we are already seeing some very positive outcomes for families. These can be very simple, such as a mother who had a kitchen refurbishment through the Decent Homes program in one of our Council properties but could not have her own cooker reconnected as it was faulty. Her initial solution to this problem was to go to Brighthouse in Coalville and buy a cooker on credit, paying far more in the long term than the value of the cooker. However with her Family Support Worker's assistance she applied for and received a grant from the Welfare Fund to buy a new cooker and have it installed, therefore not incurring any debt.

2.10 Sometimes the positive outcomes can be massive for an individual's life such as the young girl who confided in her worker that she was being given drugs by men who were sexually exploiting her. She has received support for her substance misuse as well as one to one support from her Family Support Worker and now has a work training placement. The information she provided has been shared with Police and she is now safe from harm.

2.11 Further case studies are included as Appendix Two for information.

3.0 IMPROVEMENTS TO SERVICE DELIVERY

- 3.1 Whilst initial referrals indicated that 55% of referred families had parenting support needs, further assessment has recorded that lack of parenting is an issue in 76% of the families, with 69% of families either being observed to have, or have advised Family Support Workers that their children are violent or aggressive in the household.
- 3.2 Therefore 3 of our 9 Family Support Workers have been trained to deliver parenting classes to increase services already available in the district. From October they have been delivering these classes to any parents identified as in need of parenting support, not just those already receiving Supporting Families intervention.
- 3.3 Family Support Workers have noted a significant number of children and some adults within their families have either been diagnosed with, or are displaying behaviours but are yet to be diagnosed with, Attention Deficit Hyperactivity Disorder (ADHD). In response to this our Senior Family Support Worker and the Council's Health Improvement Officer have worked together to ensure simpler referral pathways to ADHD solutions.
- 3.4 In addition the Staying Healthy Partnership and Safer North West Partnership have jointly funded training for our Family Support Workers to deliver '123 Magic' strategies for managing ADHD behaviours effectively. Traditionally recommended strategies for effectively parenting children are ineffective with children with ASHD and can often exacerbate problems. The '123 Magic' strategies in turn will be taught to parents to improve the way they manage their children's behaviour.
- 3.5 19% of our families are experiencing domestic abuse. Many more have suffered these experiences in the past and live with the after affects. This information recently supported a bid by the Safer North West Partnership to the Office of the Police and Crime Commissioner for additional funds to tackle a backlog of cases waiting for outreach worker support from Living Without Abuse.
- 3.6 Countywide, Domestic Abuse Service levels are 5% over capacity. In North West Leicestershire, due to high demand, the service demand is currently 25% over capacity. The aforementioned bid was approved by the Police and Crime Commissioner to reduce the waiting list between now and the end of March 2014.
- 3.7 The successful bid has ensured that we can commission more hours of outreach support for victims of domestic violence, enabling those on NWL waiting lists can now receive support and begin to rebuild their lives

4.0 NEXT STEPS

- 4.1 Over the next few months we will be working with the Clinical Commissioning Group to strengthen our local links with health care professionals and GPs.
- 4.2 In October a Locality event for School Heads was held to learn more about Supporting Leicestershire Families and how the Family Support Workers engage with families. They were also asked what schools can do to support the children from these families and improve outcomes.
- 4.3 In addition strategic partners including the Police, Youth Service, Youth Offending, Social Care, Children's Centres, Homestart and CAB will receive this report and be consulted on how we can improve service delivery to inform future performance and outcomes for families.