



Committed to improving the lives of Leicestershire Families, particularly the most vulnerable. Our ambition is to improve outcomes for these families whilst reducing public sector costs.

Whole place commitment to delivering a whole family approach

SLF Development

Insight

Pooled
Budget

Shared
ownership of
the agenda

The Partnership

- Key feature contributing to success has been the partnership approach at every level
- Locality partnership solutions and delivery
- Central and local leadership that enables whole family approaches to be delivered across services.
- Partnership commitment to whole family working

Delivery Model

- Whole Family Approach
- Family Support Workers and Senior Family Support Workers
- Team Around the Family
- Locality delivery
- Locality and Central leadership

The Delivery Model

Whole Family

- Looking at each of the individuals in the family in order to seek change for the whole family
- Focus on what support is required to enable change
- Lever in a co-ordinate additional support where required.
- Giving families a voice

Locality Focus

- Locality multi-agency teams (virtual)
- Identifying local need
- Engaging with local partners and resources
- Supporting families to access and be part of their community

Time

- Starting from where the family is at
- Length of involvement
- Small case loads
- Listening to needs
- Seeking small changes and doing the basics

The Service

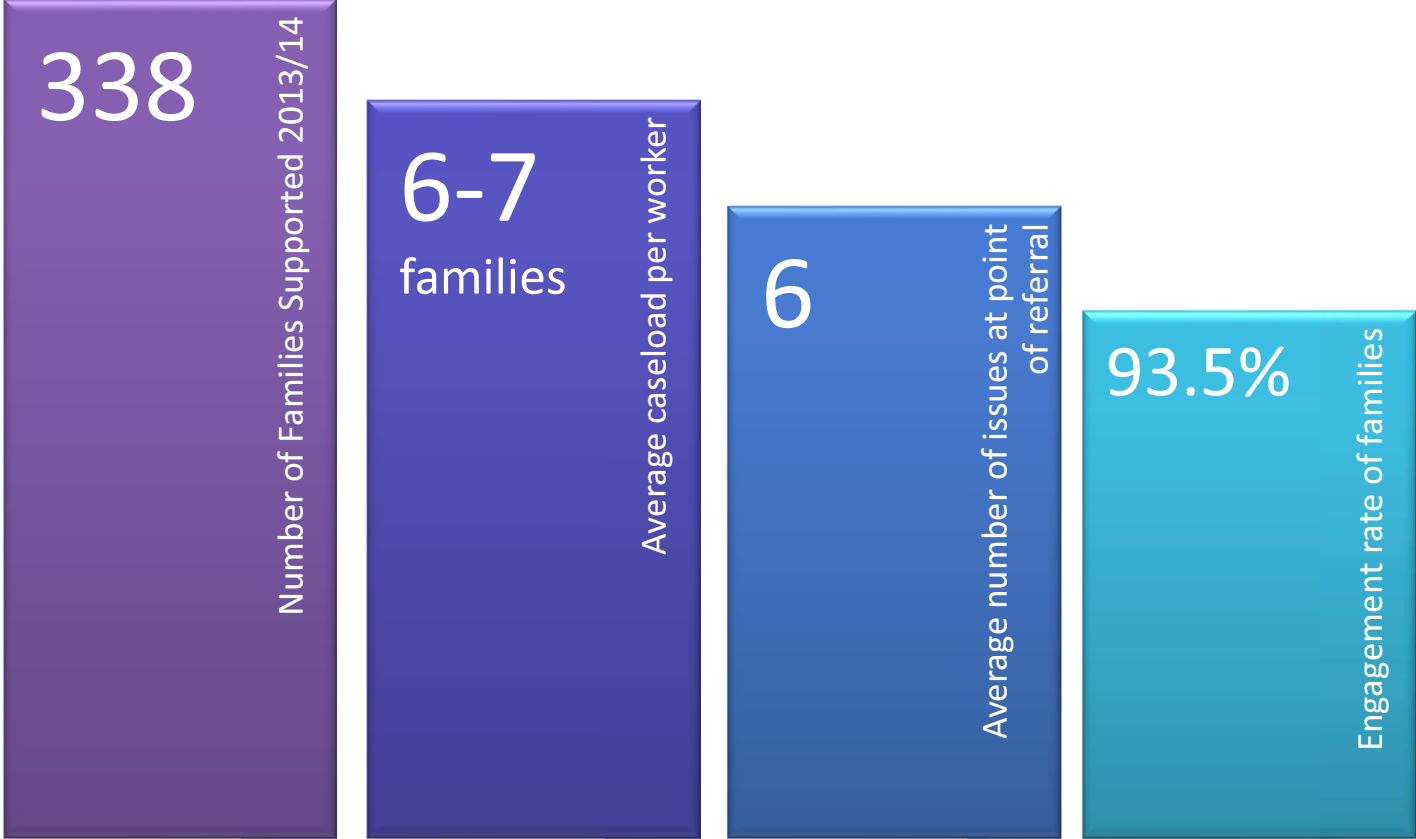


Staff
recruitment
December
2012/
January
2013

SLF workers
took up
post in
April 2013

Started
working
with
Families in
May 2013

The Service



The Families

53% of children had significant attendance issues

61% of children had violent or aggressive behaviour in the home

87% of families identified difficulties in parenting

62% of families had financial issues

72% solely reliant on benefits

53% of individuals had diagnosed mental health issues

64% were single parent families

The SLF Family Support Workers

flexible

versatile

creative

determined

tenacious

resourceful

persistent

challenging

supportive

honest

empowering

practical and
hands on

Outcomes for Families



What the families have said

'She didn't wave a magic wand – she gave me one and I waved it'

'The Family Support Worker has been amazing in helping us with confidence and re building our lives after everything we have been through'

'Since having my support worker my children and me have worked better as a family. She has helped so much, always with a smile'

We would not be where we are now, nor would we be the happy unit that is our little family. Without this support we probably would still be on benefits and living in supported accommodation because didn't have any confidence back then.

'She doesn't just hear me, she really listened to me'

'My children would not be so happy and Jack's behaviour would be too difficult to manage'

What the families have said

'Feel really supported, nobody has ever seen the whole picture before'

'Helpful, approachable, easy going but assertive'

'You've helped me understand what's happening in our family and look at why'

'I've got a job'

'The kids confidence has rocketed'

'If I look at where I was last year and what I'm doing now I wouldn't believe it'

'My life has changed'

'I realised I can do it. Things are hard but I am still going and I never thought I would. I am proud of myself'

National Payment By Results Programme

- Leicestershire's target is to 'turn around' 810 families by March 2015
- In October 2014 announced that we've achieved results for 810 of our families (100%) already
- Leicestershire one of six top performing authority in the country
- Entering phase two of the national Programme six months early.

National Payment By Results Programme

'Turn around' definition

Children who were truanting or excluded have now been back in school for three consecutive terms;

A 60% reduction in anti-social behaviour across the family in the last 6 months; and

Offending rate by all minors in the family reduced by at least 33% in the last 6 months.

An adult in the household has been employed for at least six consecutive months.

- Case study