

**Meeting:** Children, Education and Skills Sub-Committee

**Date:** 21<sup>st</sup> November 2019

**Title:** An update of the Early Help Offer and the Troubled Families Programme 2015-2020

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**Service:** Children, Young People & Learning

**Wards affected:** All

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**1. Purpose:**

To update the Children, Education and Skills Sub-committee on Prevention and Early Help; including the Troubled Families Programme and the objectives for the final 5 months of the programme.

**2. Recommendation(s):**

It is recommended that the Sub-committee:

- a) Note the progress of work to date undertaken to deliver Prevention and Early Help and to achieve the Troubled Families programme outcomes;
- b) Assess the effectiveness of the approach and ability to demonstrate improved outcomes for families.

**3. Update**

From the previous update in February 2019, the teams have continued to work positively with families supporting them to embed sustained changes, to help them to be equipped to adapt positively to challenging life experiences.

Even though the approach is now mainstreamed into our work, we have continued to evidence the progress of the families to be able to claim the Payment by Results (PBR). As discussed in the previous update, the two remaining areas we need to deliver on are the PBR and service transformation.

Payment by Results

In order to maximise the income from this programme we are expected to work with and 'turn around' a minimum of 1480 families. With income being available at the

identification and attachment phase; as well as when sustained changed by the families can be evidenced.

As of 24/10/19 we have identified and attached over our expected number of families; with 2,264 families attached to the programme. 'Additional' families will be continued to be supported in the same way, in line with our service transformation work, showing how we have mainstreamed the approach.

The last claims deadline for PBR had a cut-off date of 31/08/19, to enable cases to be audited. At this point we had currently claimed for 1,156 families (78%) with a trajectory of claiming a 100% of the 1480 by March 2020, which is the end of the programme.

We have 2 claims windows left where we have forecast the following claims:

31<sup>st</sup> December 2019 – cumulative total of 1391 (88%)

31<sup>st</sup> March 2020 – cumulative total of 1480 (100%)

The window in December is known to be a smaller claim opportunity due to the school data not being available until January. All cases regardless of presenting issues must demonstrate school attendance of above 90%, for all school age children in the family, across 3 full school terms. Therefore, for some families, the data from this current school term would be needed.

### Service transformation

We have continued to be able to demonstrate the differences we have made to not only how we work, but also our use of data. Due to the developments we have made, our policy and performance lead has been invited to showcase our systems at several events in other parts of the country. This has been well received and has showcased our systems and processes. These systems are not just used within Early Help, but also the wider council.

A further accolade has been received from regional leads from the Ministry of Housing Communities and Local Government (MHCLG), visiting to see the work we do and the service transformation we have achieved.

We also passed our 'spot check' from the MHCLG, where they conducted an unplanned visit and drill down on cases, to ensure we are doing what we say we do. Feedback from the inspection was particularly complementary to the workers they spoke to and said

'..... The conversations we had really brought to life the great work they do as part of your programme in North Tyneside. They were able to tell us about the families, the intervention they received and the outcomes and we are confident that they are working in a whole family way.'

## **4. Conclusion**

To date the Troubled Families Programme has not only been part of the way in which we have shaped the identification of and intervention with the most vulnerable families; but also enabled us to look at how we work with partners in a different way to ensure support offered to these families is done so at the earliest opportunity. It has been used to inform

and improve our approach as well as our use of data. This is something we are continuing to develop, to be able to show the impact of the early help work across the borough.

It has now been confirmed by MHCLG that the programme will continue for an extension of a further 12 months (until March 2021). However, we are waiting to hear what this will look like as we understand they may make some changes to the programme. We will continue the service transformation in line with the Councils priorities to ensure families' in the borough receive the most appropriate support possible at the earliest opportunity.

## **5. Appendices**

None provided.

## **6. Background Information**

The North Tyneside Outcome Plan (NTOP) is available upon request to the author of this Report.