



Dover & Shepway - Troubled Families

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Background

“Troubled Families are those that have problems and often cause problems to the community around them, putting high costs on the public sector”

Department for Communities and Local Government

December 2012



Background

- December 2011 Prime Minister launches The Troubled Families Programme.
- The government gives commitment to working with local authorities and their partners to help 120,000 troubled families in England turn their lives around by 2015.



Aims

The Troubled Families Programme:

- Get children back to school
- Reduce youth crime and anti social behaviour
- Put adults on path back to work
- Reduce amount public services spend



Dover Profile

Year 1: 113 Families Identified

Year 2: 114 Families Nominated by Partners

Year 3: 40 Families to be Identified

Criteria:

1. Education

Households affected by truancy or exclusion from school where a child has been subject to a permanent exclusion AND/OR three or more fixed term exclusions across the last 3 consecutive terms

2. Crime/ anti-social behaviour

Young people involved in crime and families involved in anti-social behaviour AND/OR Households where 1 or more member has an ASBO, ASB injunction, anti-social behaviour contract or where the family has been subject to a housing-related ASB injunction in the past 12 months

3. Work

Households which also have an adult on DWP out of work benefits (Employment and Support Allowance, Incapacity Benefit, Carer's Allowance, Income Support and/or Jobseekers Allowance, Severe Disablement Allowance)



Shepway Profile

Year 1: 95 Families Identified

Year 2: 96 Families Nominated by Partners

Year 3: 34 Families to be Identified

Criteria:

1. Education

Households affected by truancy or exclusion from school where a child has been subject to a permanent exclusion AND/OR three or more fixed term exclusions across the last 3 consecutive terms

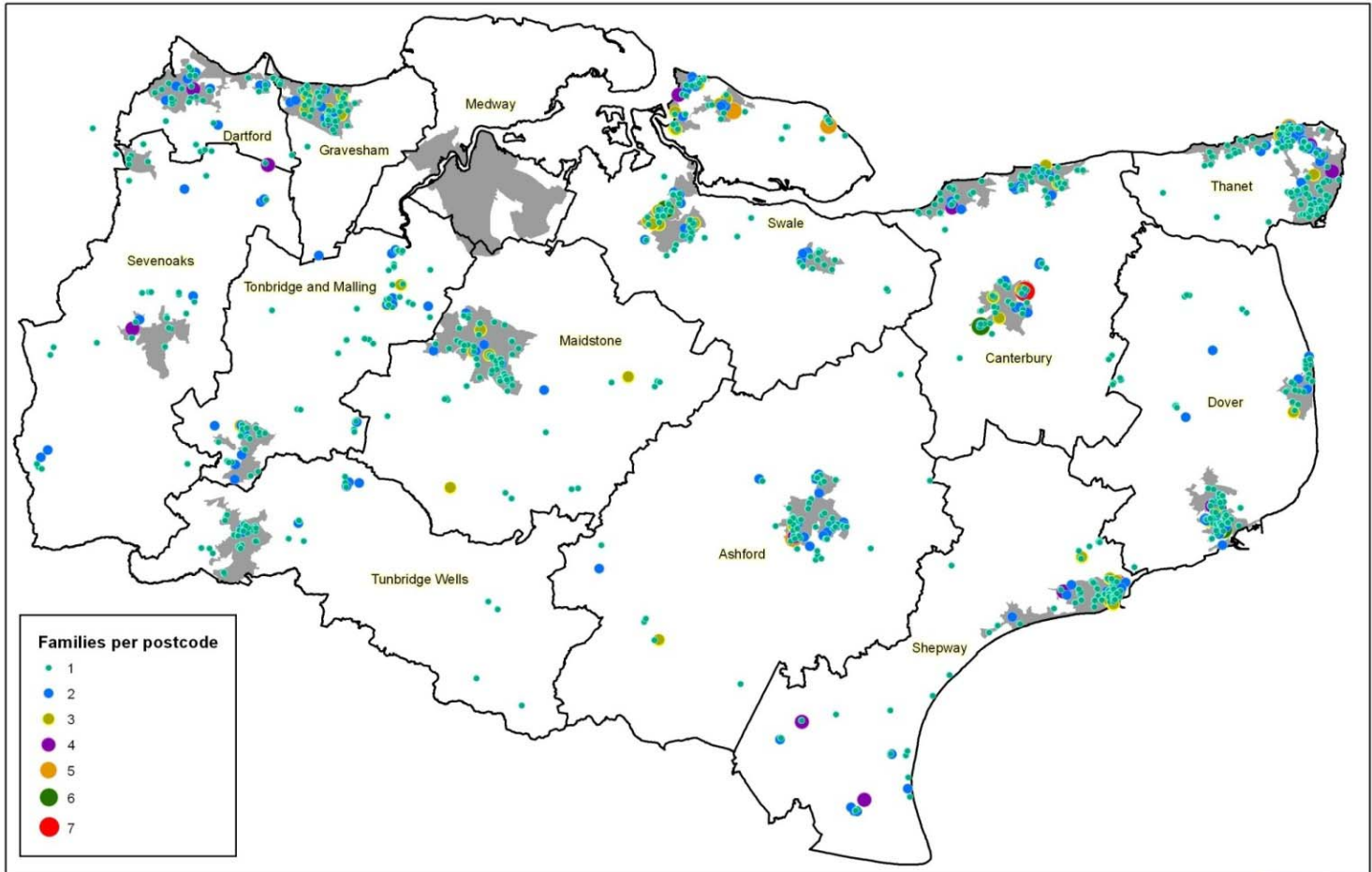
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Kent Perspective



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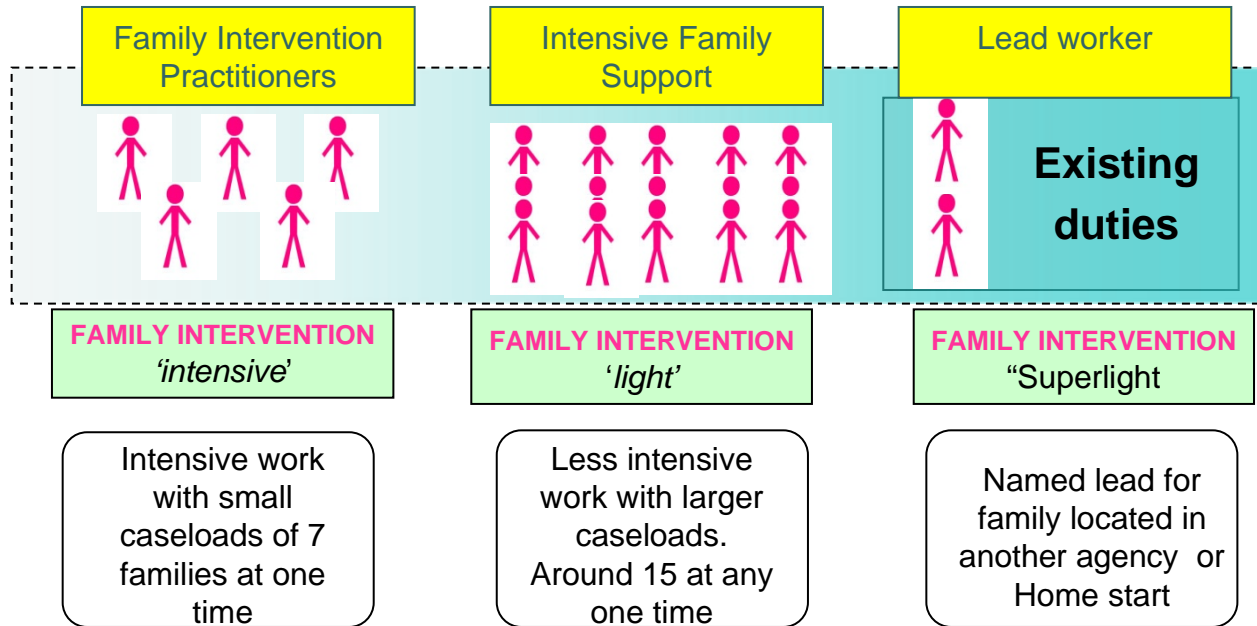
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Kent Troubled Families Offer

- Every Troubled Family will be offered a dedicated worker to be a single point of contact with them
- Every 16-24 year old young person identified as part of troubled families will be offered an appropriate apprenticeship or training opportunity to enable them to gain employment
- Family members who are out of work will get employability training, advice and guidance
- Support services will be developed that the single worker can use to turn around families

Troubled Families Model



The 5 Family Intervention Factors

One worker dedicated to a family

Consider the family as a whole

Practical hands on Support

Persistent, assertive and challenging

Common purpose and agreed action



Dover Business Case

- Additional Workers
- Lead Workers
- Challenger Troop
- Troubled Families Support Fund



Shepway Business Case

- Retention of Family Champions from the “Working Families Everywhere” pilot
- Four Family Champions in post working with 10 families each for up to a year
- Innovative, creative approach to engaging and supporting families holistically



Sharing Agreement

“The Troubled Families programme requires co-ordinated and joint approaches between partners when working with the families that have been targeted as they may have a range of needs and present a variety of risks, both to others and to themselves. The purpose of the Troubled Families Programme is to ensure that agencies and organisations work together to protect individuals and improve outcomes for these families.” *Troubled Families SOP*

- o Standard Operating Procedures (SOP) for the Troubled Families Programme

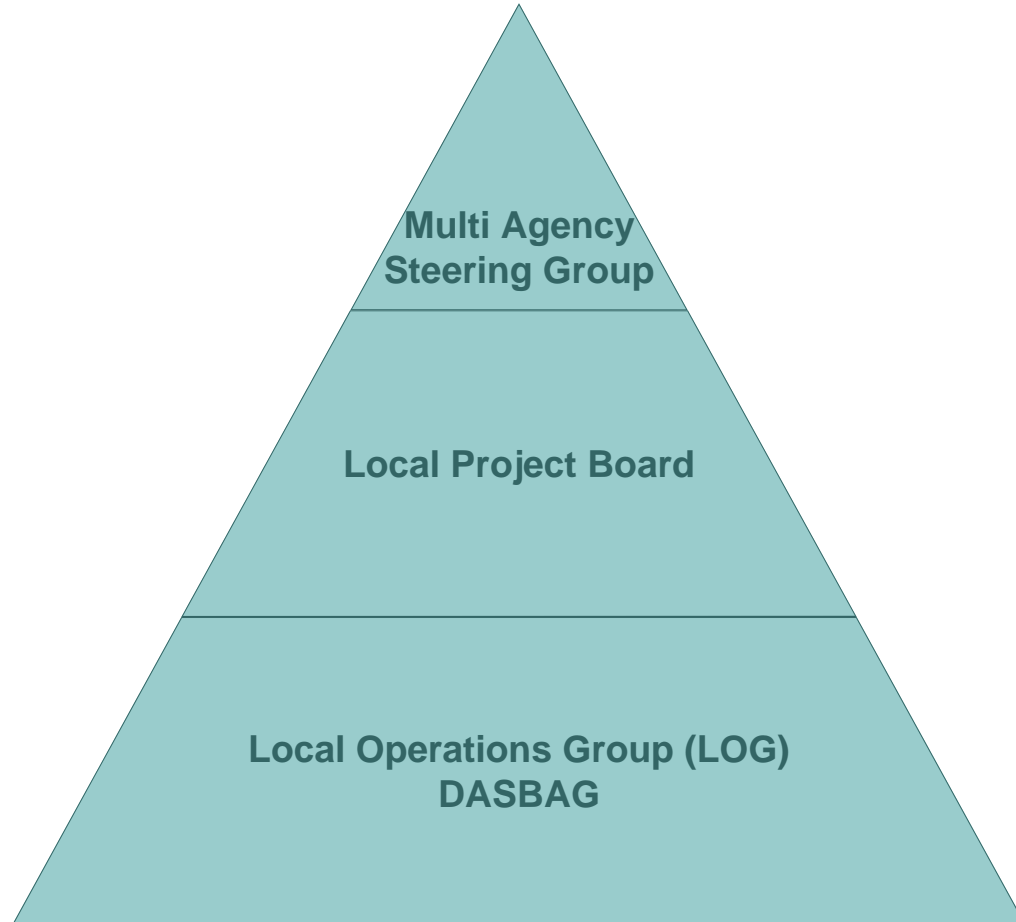
- o Falls under The Kent & Medway Information Sharing Agreement

- o Data can be shared without consent as part of the identification process

- o Family written consent sought either through Common Assessment Framework (CAF) or Troubled Families Programme Form A/B once the family is engaged



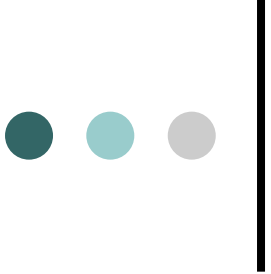
Governance





SharePoint and SKWO

- A new dedicated online Troubled Families SharePoint portal:
<https://portal.skwo.org.uk/sites/troubledfam/Pages/home.aspx>
- A share point has been set up for anyone working with the families. Information about the Programme, Kent's approach, resources / support for families and a discussion forum for practitioners.
- The most up to date list is stored.
- Workers need an enhanced CRB to access the Share point.
- If they have an existing SKWO log in this can be joined.



“Kent troubled families programme is about putting Kent's most vulnerable families at the heart of our approach to get children back to school, reduce youth crime and anti social behaviour, raise aspirations and put adults on a path back to work.”