

Welcome!



Please be aware that some of the sessions are being recorded for sharing later.

We want people to participate but please use the 'raise hand' facility to ask questions and contribute when others are talking.

Please be considerate to others - together we want to create a safe, open and reflective space to learn.

You can turn on live captions on by clicking on the 3 dots at the top of your screen if you need this.

The link to the feedback form will be put in the chat.

Please do take the time to complete it after the session.

Thank you!





flourish

**Understanding how the
Supporting families
programme has
enhanced whole family
practice**

Tottenham riots 2011



Troubled Families Programme

The Troubled Families Programme built on earlier ‘whole family’ approaches introduced in 2006, which worked with a small number of families. The programme, therefore, offered a unique opportunity to bring services together in localities at a greater scale, to improve outcomes, cut costs and demonstrate the benefits of ‘wraparound’ interventions.

The rationale for the programme, which was launched in April 2012, was the government’s estimate that 120,000 of the most troubled families accounted for £9 billion of public spending. £8 billion of this was being spent on reacting to the problems these families have and can cause in their communities and only £1 billion being spent on preventing those problems from occurring in the first place.

National Programme Phases

Phase 1

known as **Troubled families**

- 2012 - 2015
- 120,000 families targeted
- 4 outcomes:
 - Involved in crime or anti-social behaviour
 - Children not in school (exclusion or truancy)
 - Adult on out-of-work benefits
 - Cause high costs to the public purse

Phase 2

became **Supporting families in 2021**

- 2015 - 2022
- Supported over 400,000 families
- 6 outcomes:
 - Staying safe in the community
 - Getting a good education and skills for life
 - Improving children's life chances
 - Improving living standards
 - Staying safe in relationships
 - Living well, improving physical and mental health and wellbeing
- Evidence progress in at least 2 of the 6 outcomes

Phase 3

- Oct 2022 – March 2025
- Funding for up to 300,000 families
- Increasing from 6 to 10 outcomes
- Evidence progress in at least 3 of 10 outcomes

Programme Principles

The current phase of the programme *has* two key ambitions:

- To see vulnerable families thrive, building their resilience by providing effective, **whole family support** to help prevent escalation into statutory services.
- To drive system change locally and nationally, working with local authorities and their partners to create **joined up** local services, able to **identify** families in need, provide the right support at the right time, and track their **outcomes** in the long term.

<https://www.gov.uk/government/publications/supporting-families-programme-guidance-2022-to-2025>

What does whole family practice mean to you?

Supporting families programme expects...

- Assessments and plan that takes account of the needs of every family member children and adults
- The voice of families to be heard in their assessment and plans
- Family networks to be encouraged and supported
- Strong multi-agency partnerships will work together to understand local trends, predict emerging need in their local area, identify and respond to those needing extra help.
- Families will be empowered to become resilient over time and build connections to their local community

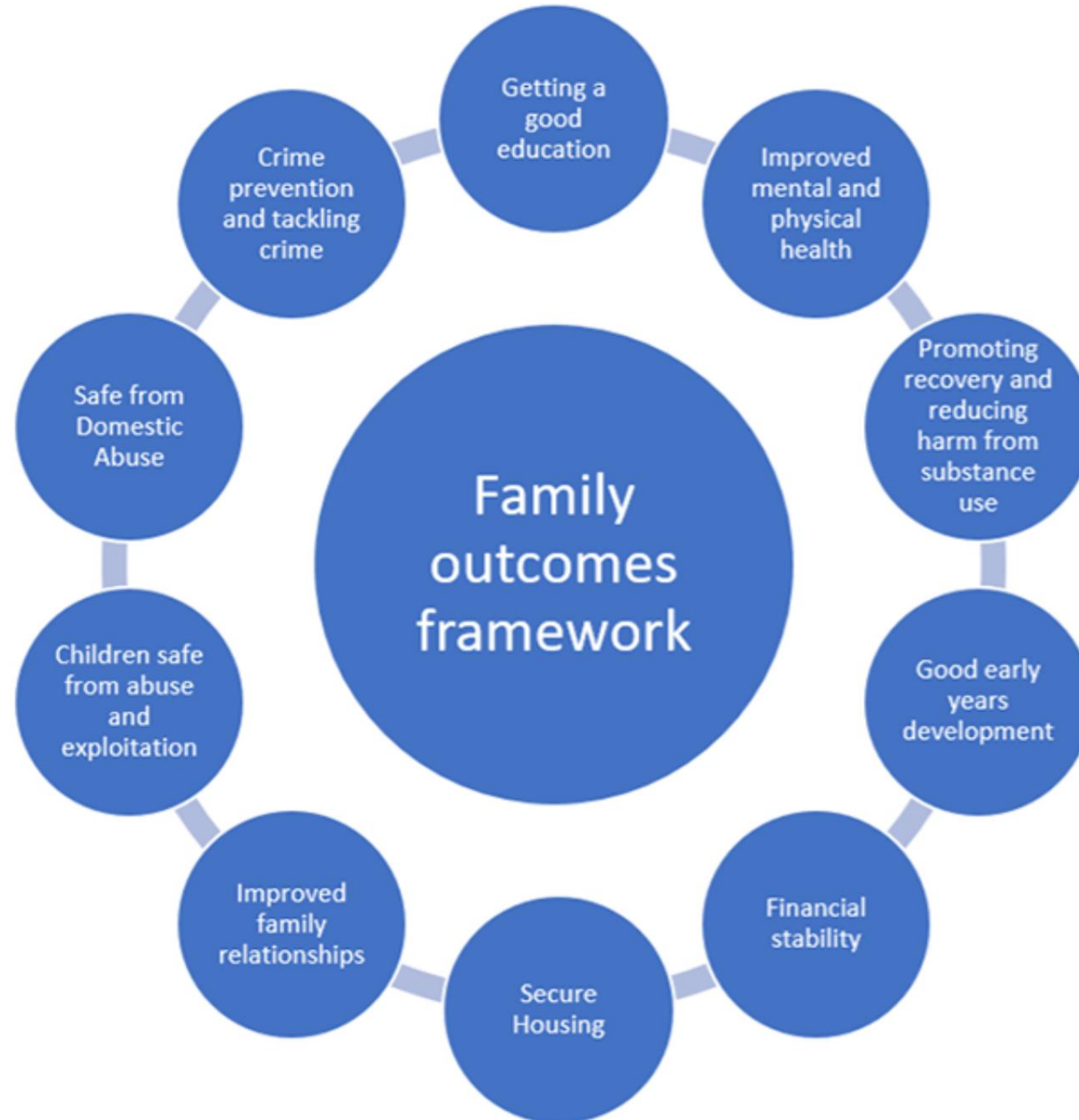


How do you think
Early Help services
are funded in
Norfolk?

Payment by results

- Each LA is given a target number of families each year that we are expected to improve outcomes for
- We are funded for the outcomes we achieve through submitting evidence against the outcome framework.
- This is known as payment by results and is the only continuous sources for funding LAs receive to enable them to deliver and or commission Early Help services.

Supporting Families Outcome framework



How outcomes are measured

Soft v's hard outcomes

- Soft outcomes are captured through case recording, in assessment plans and reviews and closure records.
- Hard outcomes are captured through factual data such as school attendance records, police incidents and DWP data recording benefit claimants

Using data more proactively

- A lot of sources of data are brought in to measure outcomes being achieved for the payment by result process
- This process was brought in to incentivise Local Authorities to develop their Early Help systems particularly in relation to sources of data.
- We have asked ourselves why don't we share this data with practitioners?
- Could we use this data more proactively to identify whole family needs and ensure families are supported earlier.

Family Connect



Family Connect is a new dashboard that brings together the information we have about children and families, making it easier to understand what is happening in a child's household and spot when issues are developing. This means we *could* proactively reach out to families and offer our help.

The aim is to support families as early as we can, so that problems don't escalate, and children and young people have the very best chance to flourish. This not only improves outcomes for children but reduces demand on our other services, as can help children to stay within their families and communities and reduce the need for crisis support and more intensive, specialist services.

What do we want to achieve?



What are we trying to do:

- Change practice- improve whole family working and increase multi agency working
- Help families earlier –prevent getting to crisis

To do this as a partnership we need a single view of multiple sources of data which will require a shared data platform for us all to do this.

Benefits

- To partners/practitioners-
 - earlier identification of need
 - better awareness of who is working with a family
 - empowerment to act
 - Single view of family level data across services
- For families –
 - joined up approach
 - tell their story once

2 core functions of Family Connect

1

Display multiple sources of internal and external hard data in a visual way, including through graphs & timelines and identify historic and current vulnerabilities at an individual and family household level.

2

Provide more accessible contact details for professionals and services working with families.

No recording function

Family Connect will only display data from other systems, there will be no recording capability within the dashboard itself. Case recording, actions or next steps will remain to be recorded in current case recording systems



No decision making

Family Connect will not replace professional judgement but provide a holistic view of family information which should assist practitioners to make a professional judgement

Key messages

The information we have about children and families is currently held in several different places, making it hard to get a full picture of a child's experience or spot the early signs of any issues that are developing in a family. Family Connect **brings together all of this information in one place**, making it easier for us to get the right support to children, parents and carers as early as possible.

It is an **output only dashboard** with no data being keyed into it (other than to search)

It gives our staff a **quick visual representation** of things like school attendance and exclusion, if a child or family is known to us, and the contact details for anyone working with the family. We can use this **to better understand** what is happening in a family and **reach out and talk to families and other professionals** about the support that a child might need.

Key messages

Family Connect **doesn't make any decisions or do any profiling**. It's a tool for professionals so that they can look at what's happening in a whole household and try to understand what a child or family might need to prevent any issues from escalating.

At the moment, Family Connect doesn't include any data that we don't already have and is only available to staff who have had full training and checks. **In the future we want to bring in data from our partners** so that we have an even fuller picture. This is still at the very early stages and we will talk to parents, staff and our partners about what this should look like and how we should use this information.

We are really **careful how we use data** and will oversee, audit and quality assure how the dashboard is being used. As we add more data, we will ensure that it is fully GDPR compliant and secure.

At the moment we are in a **test and learn phase** and the only teams able to access the dashboard are our Community and Partnerships teams. We want to make sure that we get this right for families, so will be working with parents and other professionals as it develops to make sure it works for all of those involved.

2 main views/Uses currently suggested

Both will be used internally and externally but have the potential to contain more/less data depending on the user group

Individual and Household view

"I'm concerned for a specific child/family and want to understand more about the circumstances impacting them."

Specific child and family level data

Not yet built

Strategy View

"I want to see where best to commission services / what needs are in a specific area."

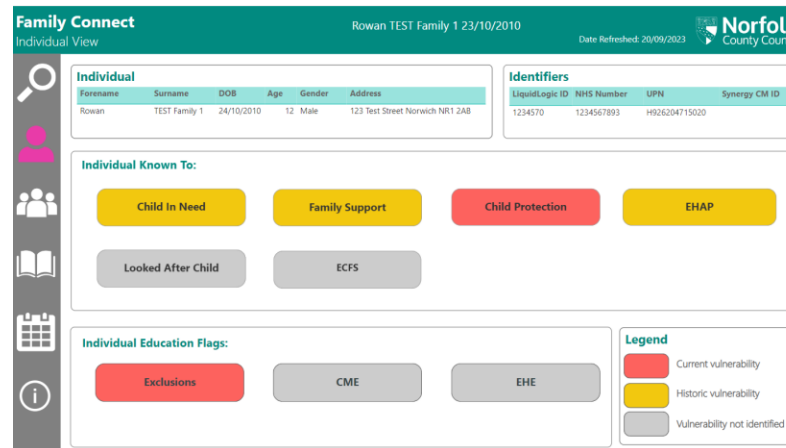


Anonymised aggregated view of vulnerabilities/needs split by zone initially



Family Connect

Live System Demo Individual and Family Screens



Family Connect Individual View
Rowan TEST Family 1 23/10/2010
Date Refreshed: 20/09/2023
Norfolk County Council

Individual						Identifiers			
Forename	Surname	DOB	Age	Gender	Address	LiquidLogic ID	NHS Number	UPN	Synergy CM ID
Rowan	TEST Family 1	24/10/2010	12	Male	123 Test Street Norwich NR1 2AB	1234570	1234567893	H926204715020	

Individual Known To:

- Child In Need
- Family Support
- Child Protection
- EHAP
- Looked After Child
- ECFS

Individual Education Flags:

- Exclusions
- CME
- EHE

Legend:

- Current vulnerability
- Historic vulnerability
- Vulnerability not identified

N.B.

- We are using real cases but have anonymised the data so that the child / family are not identifiable.
- This is V0.01, not the final output

What would you like to see in the dashboard going forward to help you in your practice?



Next steps

- At the moment we are in a test and learn phase and the only teams able to access the dashboard are our Community and Partnerships teams. We want to make sure that we get this right for families, so will be working with parents and other professionals as it develops to make sure it works for all of those involved.

Questions/Contact details:

- To get in touch with the project team please email- FamilyConnectSupport@norfolk.gov.uk

Questions



Please let us know what you think



<https://forms.office.com/e/nFDzqZWk4i>

