Transforming Lives in Blackburn with Darwen

Delivering the Troubled Families Programme

September 2014

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BOROUGH COUNCIL

What is a Troubled Family?

A family that has problems and causes problems around them

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Troubled Families Criteria

1. Youth crime (under 18s) or family anti social behaviour.
2. Educational status - child having more than 3 fixed term exclusions or more than 15% absence
3. An adult not employed in the household and on out of work benefits
4. Local discretion

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Delivery infrastructure

- In-house Key workers
- 5 voluntary sector organisations
- Front Line staff (bending the day job)

Coordinated by 3 Neighbourhood Early Action Coordinators

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Referral/Attachments

- Transforming Lives Panel Request for support form
- Data Matching
- ASBRAC Panel

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Family Monitoring Data

BwD Demographics

The 15% sample represents 68 families with110 adults and 165 children, 28 of these children being under 5.

Of the 68 families selected for the purpose of the study the ethnic origin of the primary carers is as follows;

59 White British, 1 White Irish, 6 Asian/Asian british/Pakistani and 2 Other (European)

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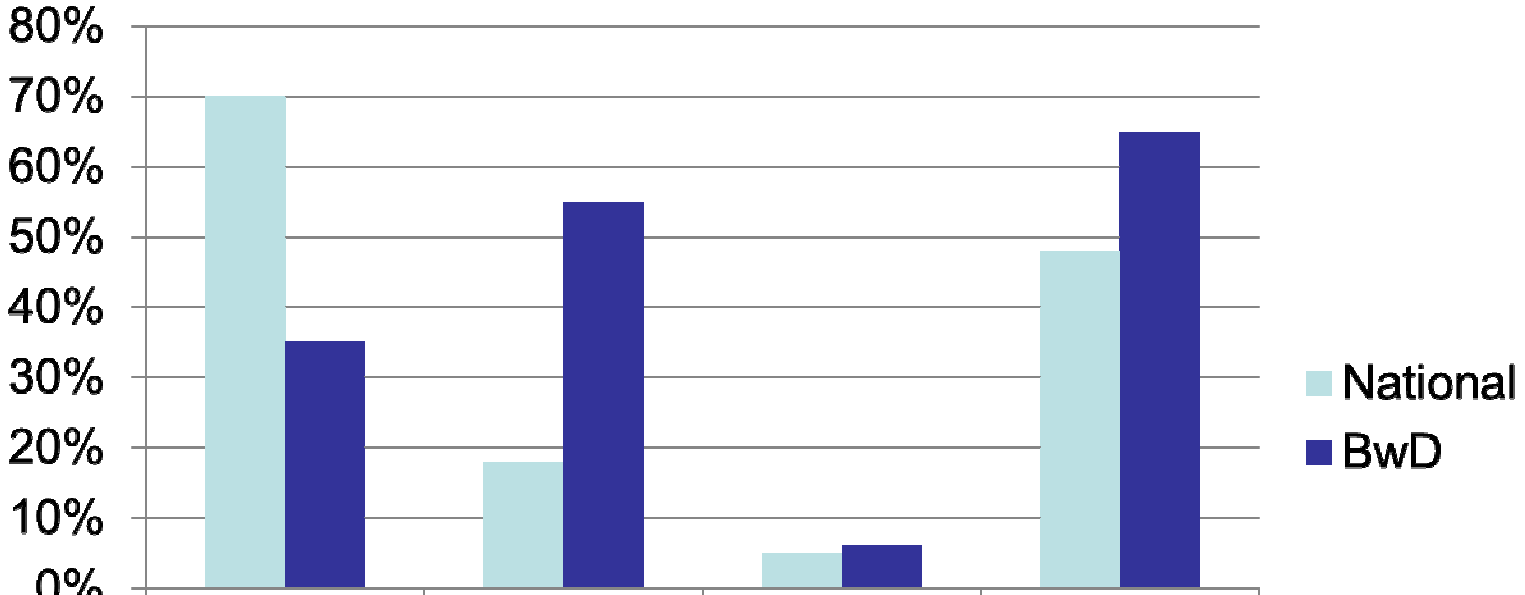
Housing



	RSL	Private	Owner occupied	Debt & arrears
National	70%	18%	5%	48%
BwD	35%	55%	6%	65%

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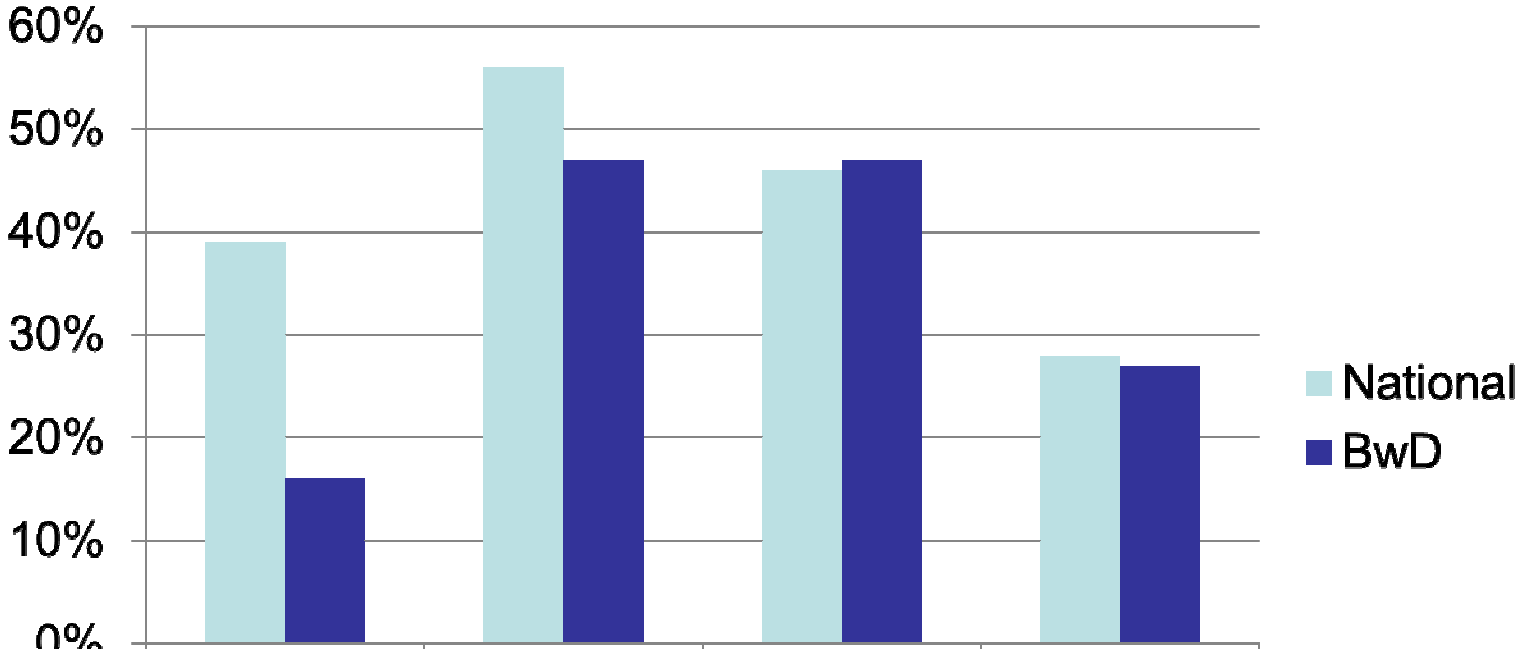
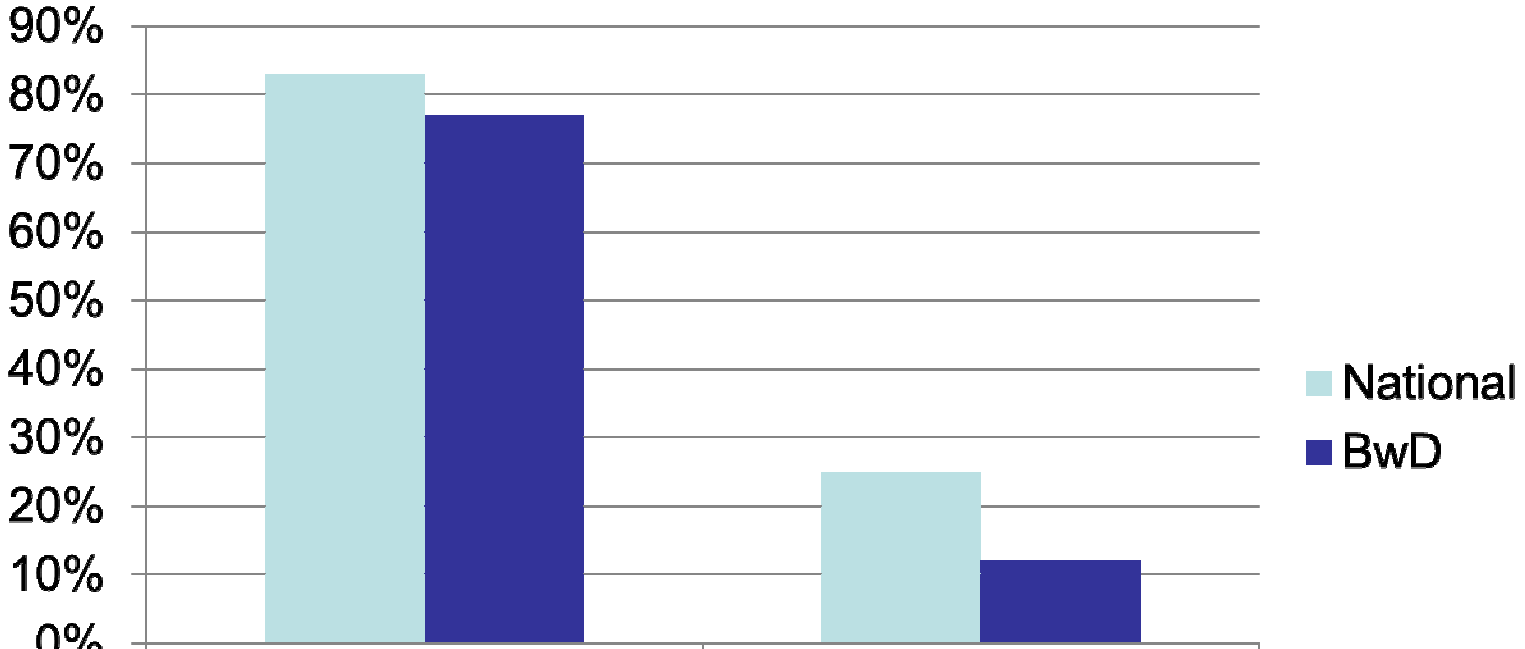
Education



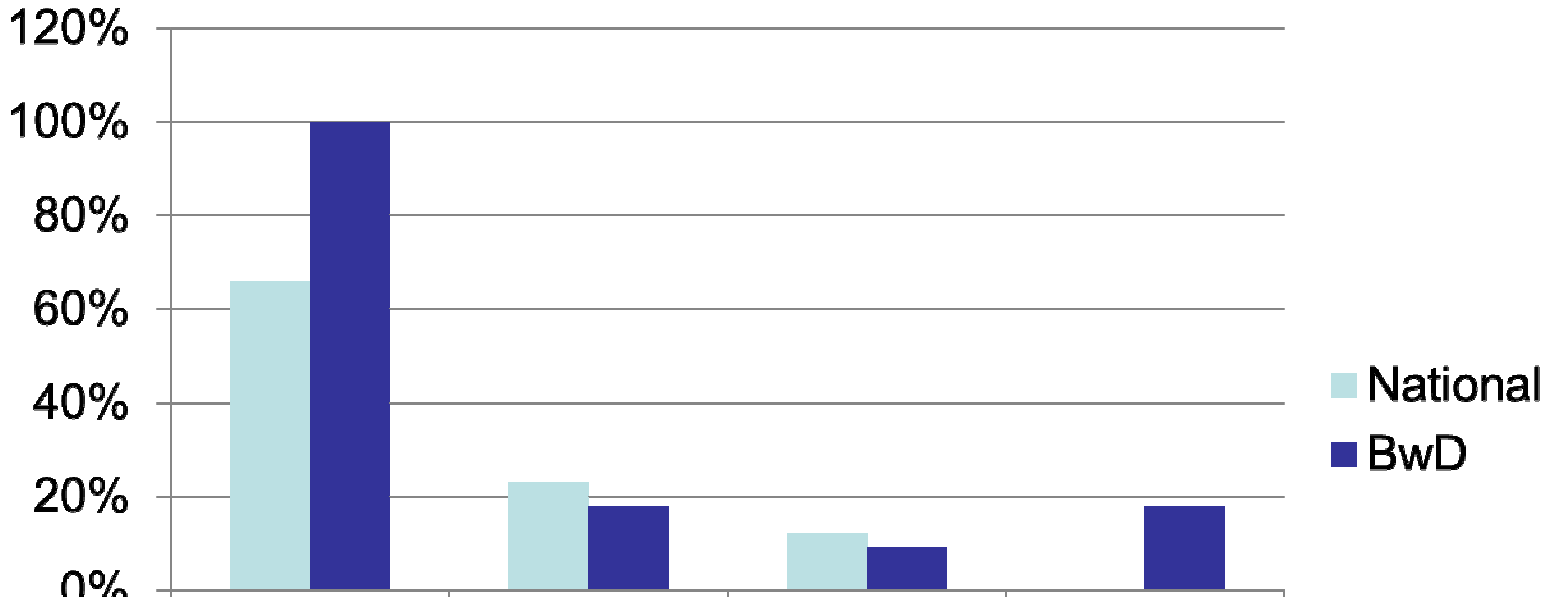
	SEN	Absence	Exclusion	PRU
National	39%	56%	46%	28%
BwD	16%	47%	47%	27%

Work



	on benefits	NEET
National	83%	25%
BwD	77%	12%

Parenting and child protection



	parenting difficulty	CIN	CP	CAF
National	66%	23%	12%	0
BwD	100%	18%	9%	18%

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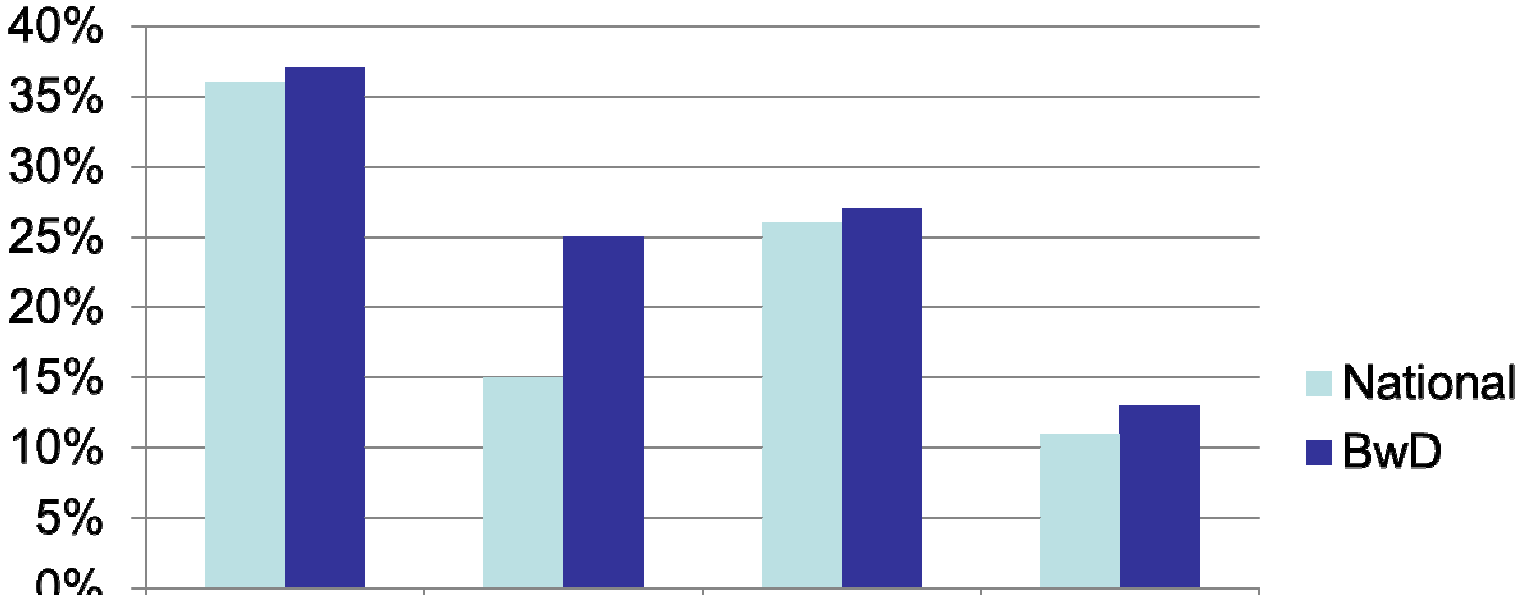
Crime and ASB



	Youth Offending	Adult offending	Youth ASB	Adult ASB
National	36%	15%	26%	11%
BwD	37%	25%	27%	13%

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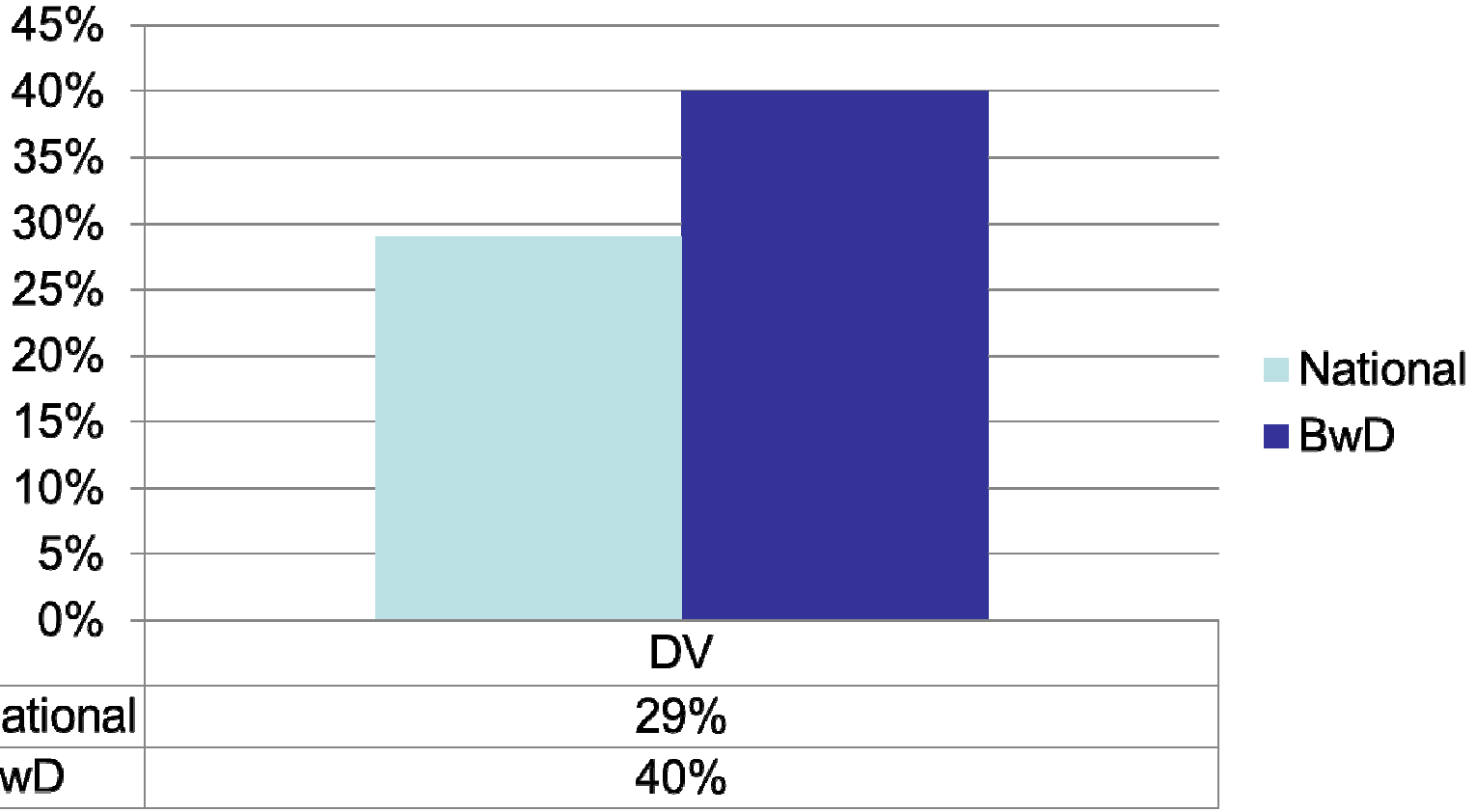
Domestic Violence



	DV
National	29%
BwD	40%

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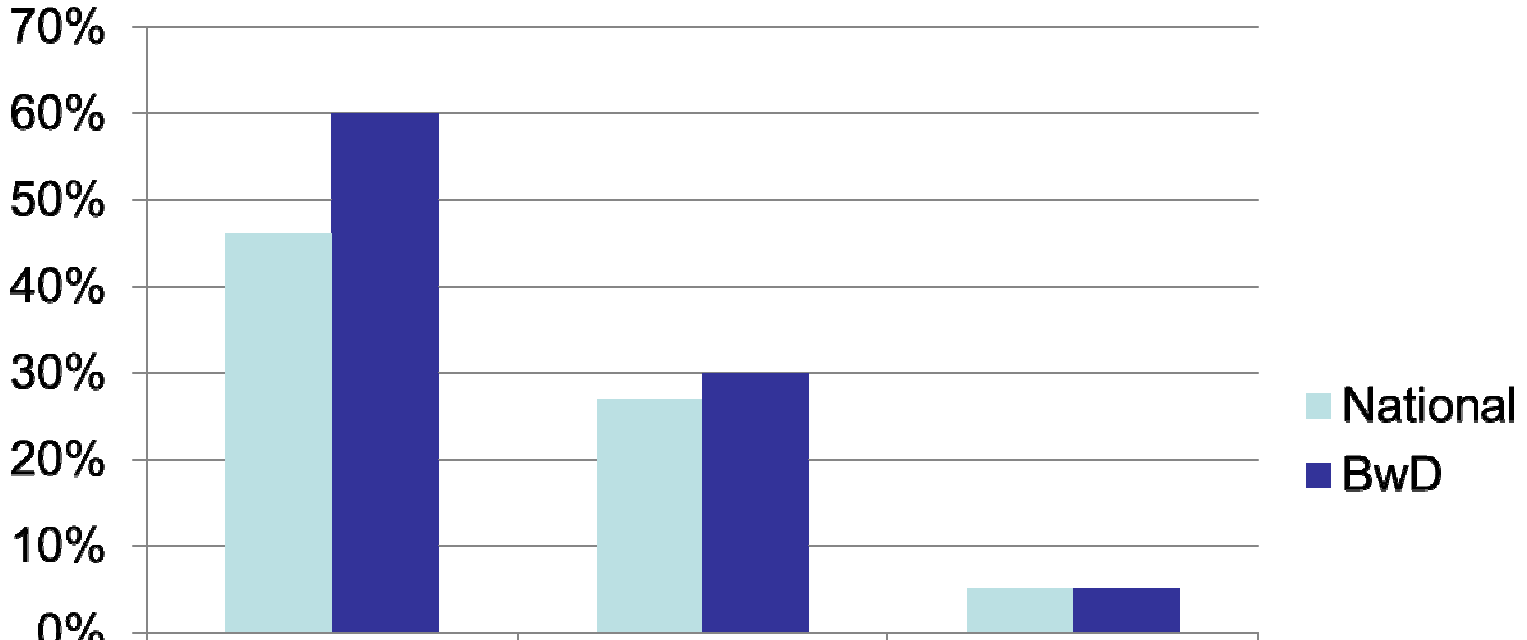
Health



	Mental ill health	Substance misuse	Teenage conception
National	46%	27%	5%
BwD	60%	30%	5%

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On average nine serious problems exist in any one family at one time

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What have we delivered?

- Target over 3 years – 465
- Attachments – 465
- Outcomes up to August 14 – 279 (60%)

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Programme outcomes

- 10% reduction in anti- social behaviour (ASB) complaints year on year

- 190 families achieved reductions in ASB and/or youth re-offending

- Offending rate by all minors in the borough has reduced.

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- 115 children have improved school attendance

- 58 adult family members have achieved ‘progress to work’

- 4 adults have achieved employment

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Other outcomes

- Improved fast track access to counselling and emotional support
- Improved family budgeting and management
- Improved family self-reliance and step down in place via befriending and community support

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Cost benefit analysis

URN	Costs prior and during intervention	Cost 6 months Post intervention
Family No. 40	£125,662.00	£66,262.00
Family No. 235	£27,567.00	£3,664.00
Family No. 85	£96,658.00	£75,746.00
Family No 244	£49,845.00	£27,448.00
Family No. 21	£57,746.00	£35,349.00
Family no. 195	£45,665.00	£16,016.00

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Where the savings have been achieved

	Childrens/Adult Services		CRIME		EDUCATION		ECONOMY		HEALTH/ NHS		HOUSING	
Ref No.	Total annual costs 2012/13	Saving 2013/14	Total annual costs 2012/13	Savings 2013/14	Total annual costs 2012/13	Savings 2013/14	Total annual costs 2012/13	Savings 2013/14	Total annual Costs 2012/13	Savings 2013/14	Total Annual costs 2012/13	Savings 2013/14
40	10519	10519	53136	53136	13168	1976	43580	0	580	580	4679	51
235	0	0	0	0	3664	3664	16862	0	2413	0	4628	0
85	10675	10675	57258	57258	16832	3664	7744	0	4149	4149	0	0
244	22606	22606	0	0	3664	3664	17769	0	1127	1127	4679	51
21	10796	10796	15426	15426	5496	5496	17769	0	3631	3631	4628	0
195	7526	7526	1944	1000	9160	3808	17769	0	4587	3631	4679	51

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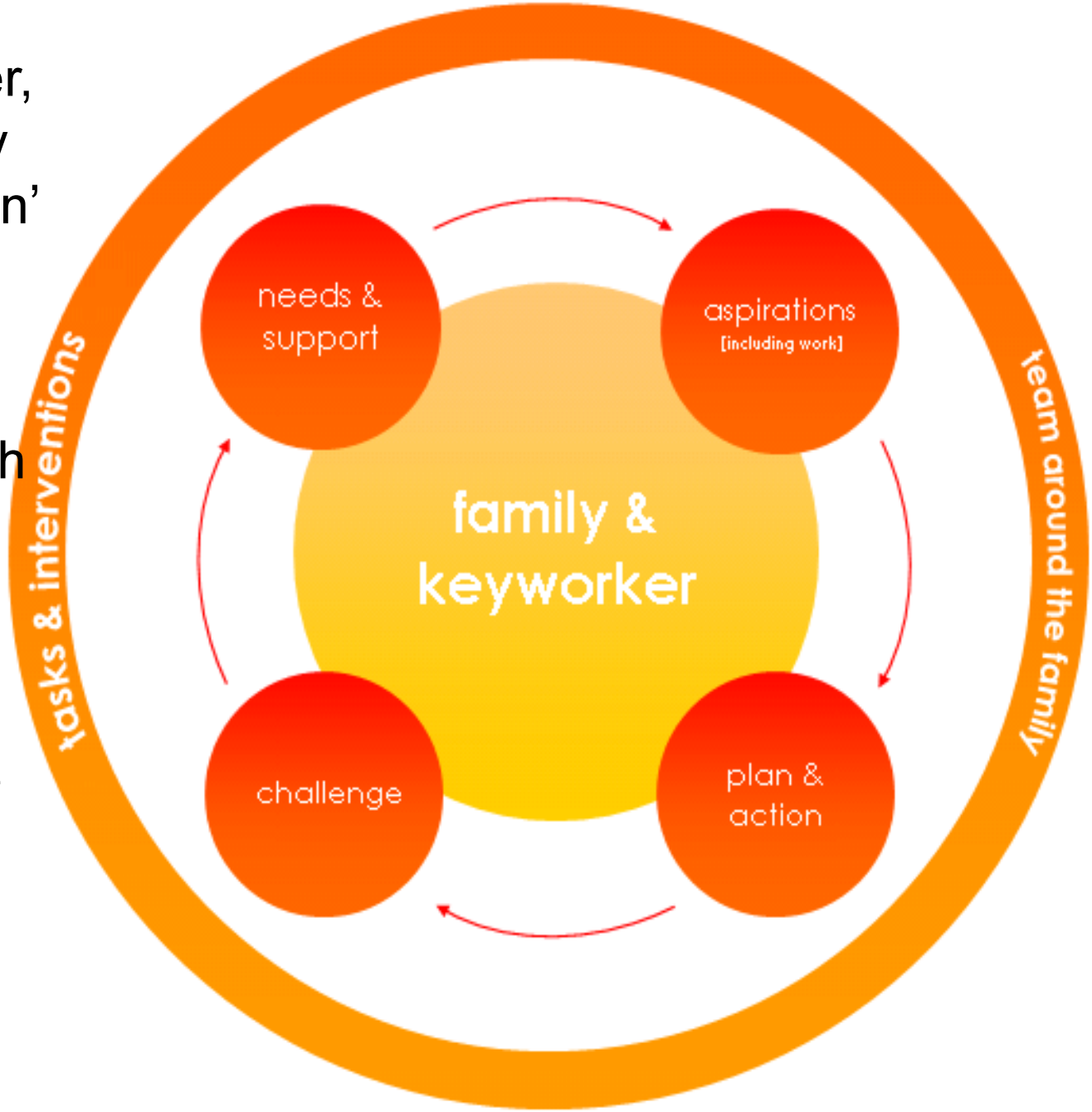
1. A dedicated worker, dedicated to a family
2. Practical 'hands on' support
3. A persistent, assertive and challenging approach
4. Considering the family as a whole – gathering the intelligence
5. Common purpose and agreed action



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Phase 2 : 2015 -2016

To be eligible for the expanded programme, each family must have at least two of the following six problems:

1. Parents and children involved in crime or anti-social behaviour.
2. Children who have not been attending school regularly.
3. Children who need help.
4. Adults out of work or at risk of financial exclusion and young people at risk of worklessness.
5. Families affected by domestic violence and abuse.
6. Parents and children with a range of health problems.

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Measuring Success

- By demonstrating either significant and sustained progress or continuous employment with an agreed number of families
- By capturing a much richer understanding of the progress achieved with a representative sample of families across a broader range of outcomes
- By developing a much better understanding of the financial benefits achieved through the programme and by stimulating ongoing service transformation through transparent local accountability for these benefits.

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Transforming Lives

- Ensure public services intervene with people, at the earliest possible opportunity, to develop appropriate and effective solutions which prevent their escalation into crisis point interventions
- Dealing with families problems as a whole rather than responding to each problem or person separately
- Single key worker / Lead Professional Joining up & coordinating services
- Practical support and challenge

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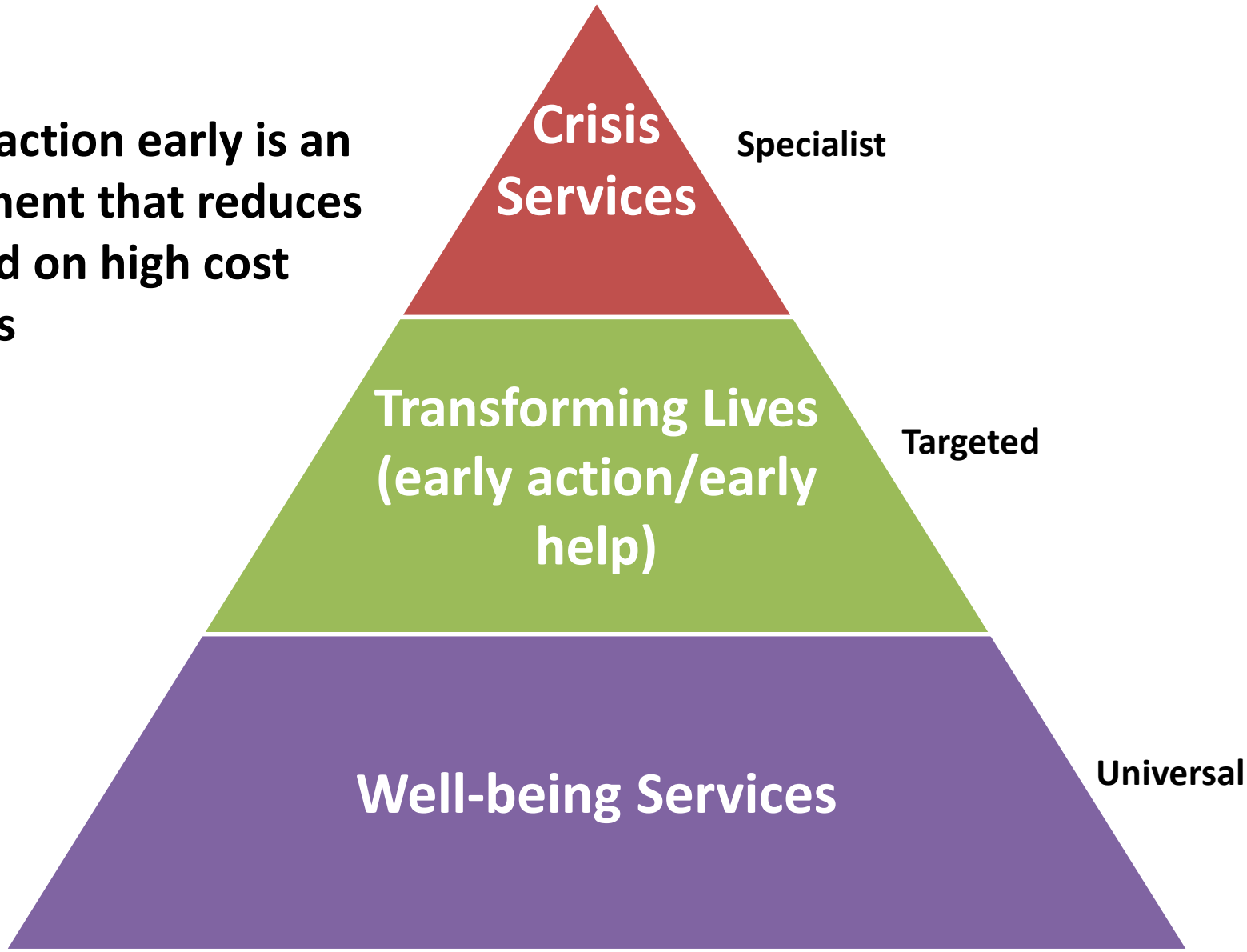
Risk stratification

Taking action early is an investment that reduces demand on high cost services



The Transforming Lives Approach

Workforce development demonstrates that ‘bending’ the day job can have positive impact on the core outcomes of that job e.g. PCSO and ASB

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What we are moving towards..

- Case managers / Lead Professionals (LP) will come from all areas and services in BwD workforce and partners – it's not a separate job
- Moving beyond "I only work with …."
- LPs being the single point of contact, requesting & coordinating other services involvement/intervention
- LP's support the family in their assessment e.g CAF
- LP's provide data to Early Action Coordinators for performance management & analysis
- LPs working flexibly to meet family needs

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Questions?

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