

**Appendix 2: Corporate Plan Performance Report 2024/2025  
Quarter 2 - Exception Reports**

**Exception Report 1**

**KPI 27. Number of families who are open to Early Help who have achieved Significant and Sustained outcomes (Supporting Families)**

<b>Department:</b> Children’s Services and Education (Early Help and Specialist SW)		
<b>Corporate Plan Mission:</b> Every child and young person to have the opportunities to fulfil their potential		
<b>Performance Measure:</b> Number of families who are open to Early Help who have achieved significant and sustained outcomes (Supporting Families)		<b>Good performance is:</b> Higher (312)
<b>Target:</b> 624		<b>Baseline:</b> 391 (2023/24)
<b>Quarterly performance</b>	<b>Q2 performance:</b> 91 <b>RAG rating:</b> RED	<b>Half-year performance:</b> 176 <b>RAG rating:</b> RED
<p><b>What is the reason for the performance?</b></p> <p>The Supporting Families programme provides grant funding to the Council to support the work being undertaken to help families with complex challenges. If the Council is unable to undertake or evidence this work, there is a risk of the grant funding being withheld and ultimately withdrawn. The target set by the Supporting Families National Team for 2024/25 is to assist 624 families.</p> <p>At the beginning of the year, based on performance in previous years we believed that this target was unrealistic and have been liaising with the National Team. They are still encouraging us to aim for the target of 624 but have confirmed that the grant funding will only apply to 537 families. Based on previous performance we still believe this figure to be unachievable and suggested a figure similar to that achieved in 2023/24, 391, was more realistic.</p> <p>At the half-year point of the programme, we have submitted and approved 176 family cases for Significant and Sustained Progress (SSP).</p> <p>Supporting Families is a Payment By Results (PBR) programme. We have been delivering the programme in Blackburn with Darwen since being chosen as a pilot area in 2010. During this period, we have supported almost 3000 families, seeing positive progress made against issues identified under the Supporting Families Framework. To be eligible for the programme a family must meet 3 or more of the 10 Supporting Families criteria. Once progress is evident for a family, this must be sustained for 6 months prior to claim. At the point of claim all school age children in the family must have 90% or above school attendance for the two most recent school terms.</p>		

The combination of historical claims (which cannot be reclaimed unless it's over 2 years since the family was last successfully supported and they have received intervention since April 2020), alongside the need for families to sustain progress for 6 months and all school age children needing 90% attendance, has led to a narrowing of families achieving successful progress. Despite this narrowing, the targets attached to the Borough have increased from 280 in 2021 to 624 this year.

**What is the likely impact of continued performance?**

A key concern is the risk of grant funding being withheld. Based on current performance, this could be in the region of £148,000.

An area seen to be performing poorly against their PBR and not progressing their data maturity, may receive an Assurance Visit from the National Team to identify additional support or intervention. In addition to an assurance visit, the Government may decide to review future payments, which can be delayed or withheld. Services that are currently supported by Supporting Families funding may no longer continue to be available unless budget can be found elsewhere.

**What activities have been or are being put in place to address these issues?**

Transforming Lives – We continue to work closely with the Councils Neighbourhood and Prevention Service to improve the data being received from Transforming Lives Partners, to better understand and evidence the support partners are providing to families.

Digital Solution – We have now procured a digital data matching tool for Supporting Families and Family Hubs. This will allow us to provide lead professionals with a single view of the family using data available, giving lead professionals a picture of the issues the family are facing beyond those identified through assessment and support. In time this will support us to identify additional families that would benefit from Early Intervention.

Peer Support – We have completed our consultancy support with Somerset County Council and continue to engage in Peer Support Groups. Our area of focus continues to be data maturity, and these meetings offer us an opportunity to discuss with councils in a similar position to us, to understand the steps they are taking to improve their data.

Close working with Early Help – The Supporting Families Programme and delivery team are fully embedded within the Early Help service. We continue to utilise knowledge and support from within the service to improve evidencing of outcomes and identification of families eligible for support. Recent work has taken place regarding identification of children with less than 90% attendance, how we are recording this in assessments, the data we are using to evidence this and how we can demonstrate improvement at closure.

**Are there any decisions likely to be required of Executive Members in the future, in relation to this issue?**

There are no required decisions expected.