

**Troubled Families - Birmingham**  
**A Think Family Strategy**

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# Our contribution

- DCLG presentation described the National Payment by results (PbR) programme to turn around the lives of 120,000 ‘troubled families’

- Birmingham’s commitment to the programme is to to achieve good outcomes for 4,180 families**

- Following the three National Characteristics defined by the Troubled Families Unit, a fourth “local criteria” set by Birmingham is;

- Low Parental Capacity within the family household**

**Families must have a coincidence of 3 of the 4 criteria to be ‘worked with’**



# Early needs analysis

During 2012/13 an analysis of the first cohort of Troubled Families confirmed:

- 94% of families include an adult on benefits
- 72% had children low attendance or excluded
- 31% had current or recent Child Social Care involvement
- 28% included a young offender
- 15% had a family member involved in anti social behaviour
- 12% had a child with an educational statement

Just under 30% of our families (609) received a more detailed assessment:

- 34% included a family member with substance misuse problems
- 19% had some form of domestic abuse taking place within them
- 27% included a family member with a mental health problem
- 25% parents were struggling to enforce rules and boundaries.

Improved assessments and data sharing are increasing these percentages.

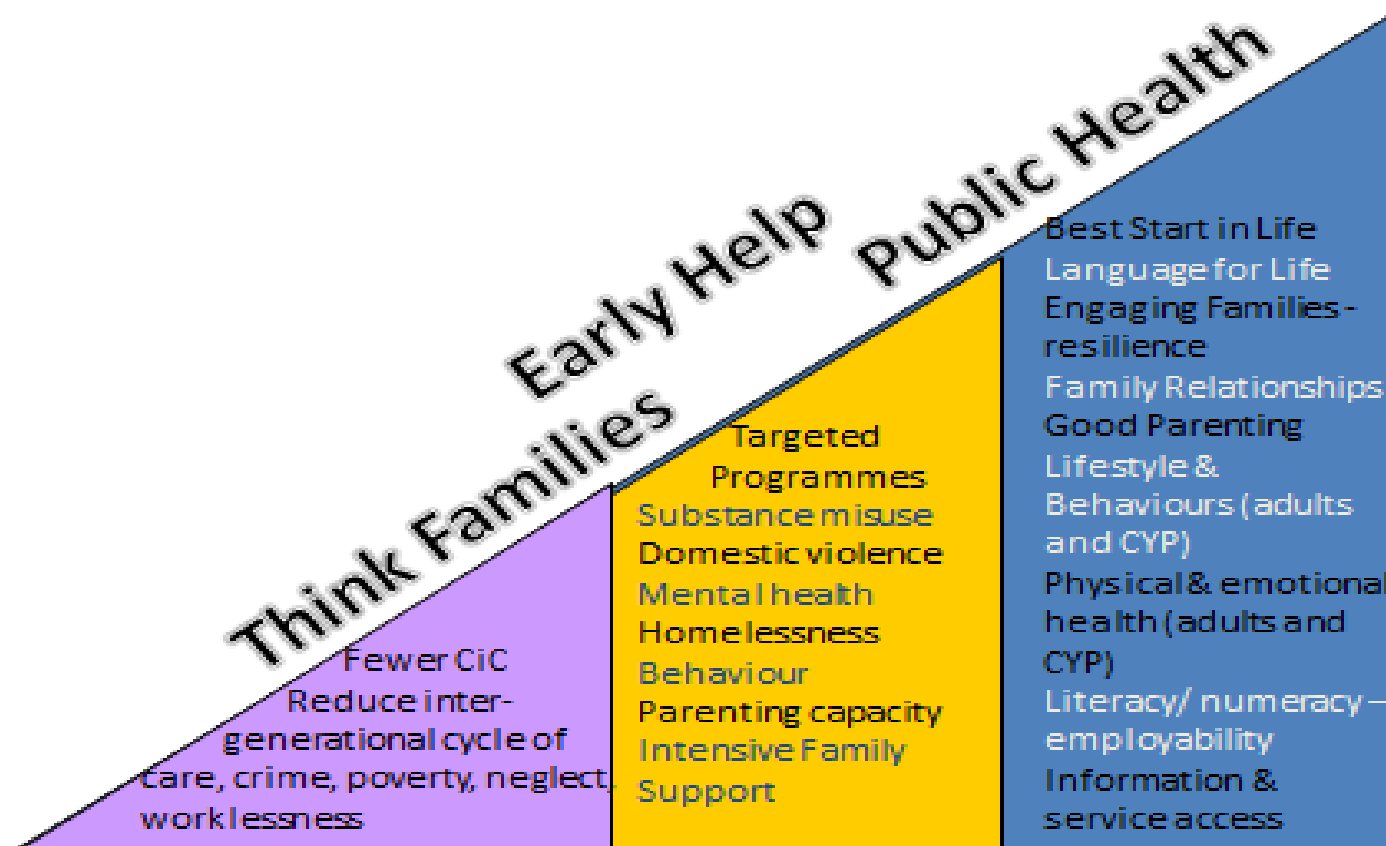


## Local Indicator : Local Parenting Capacity

- Adult or Child Mental Health issues
- Adult or Child Substance Misuse Issues
- Domestic or emotional abuse taking place
- A Child or Young Person with a “Child Protection Plan” or risk of entering care
- Families where a child has Special Educational Needs
- Family experiencing homelessness
- Parents who indicated or demonstrate that they are struggling to parent and/or enforce rules and boundaries

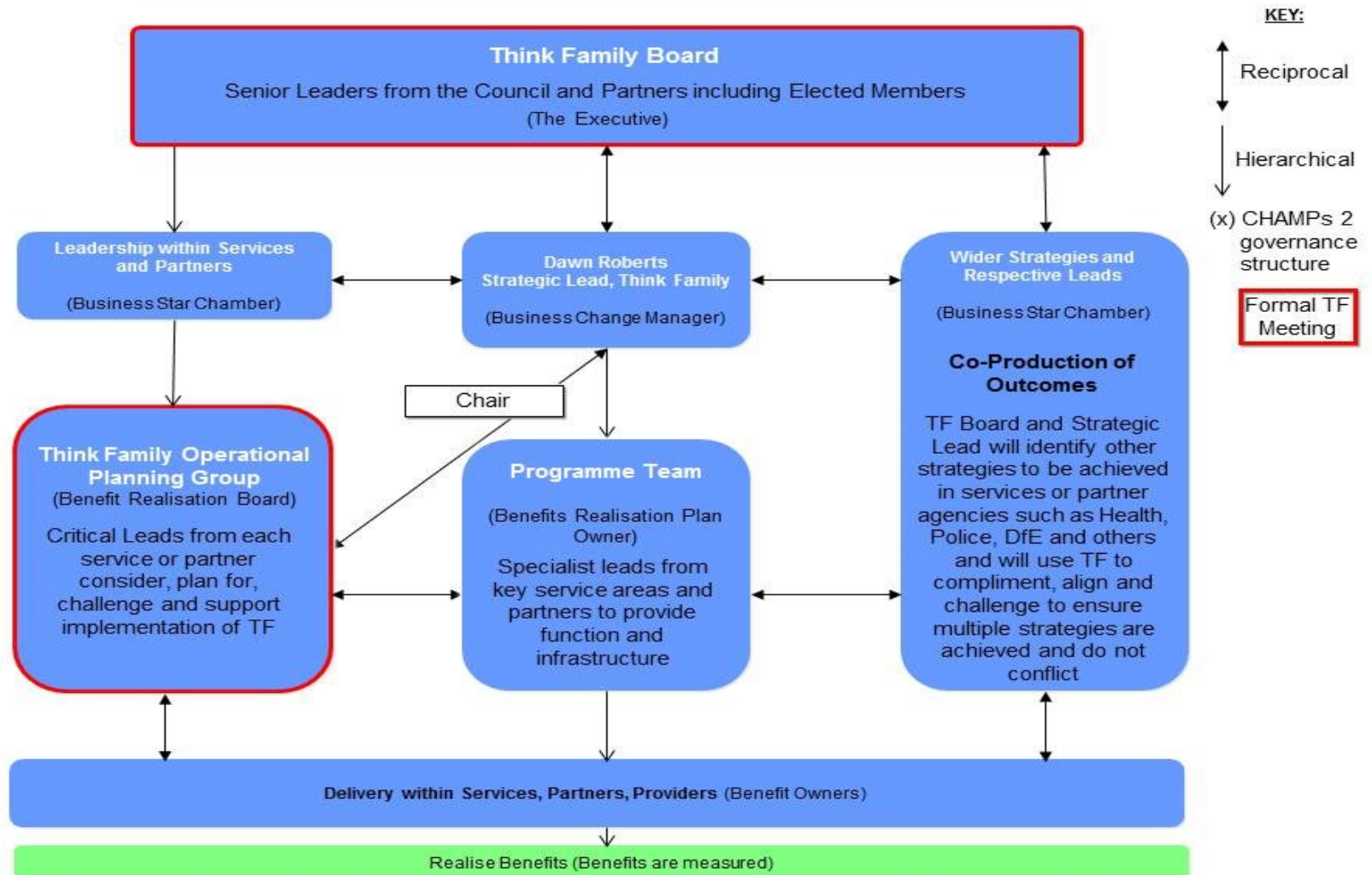
**‘Right families receiving right support’**



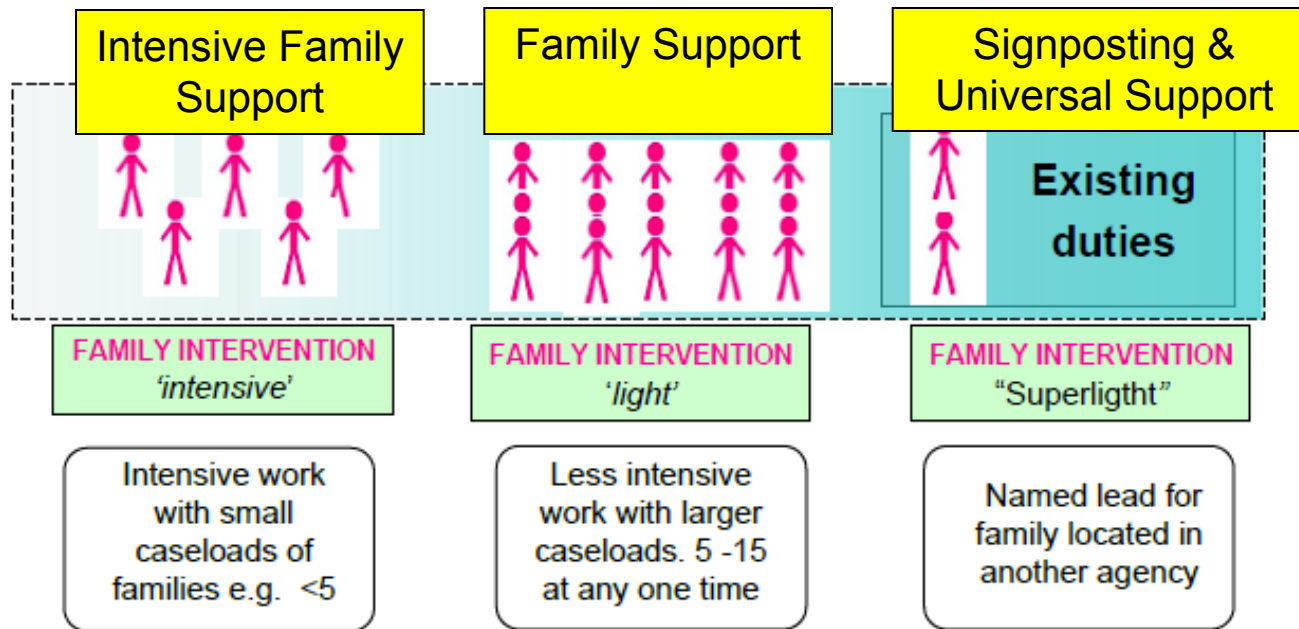




# Governance arrangements



- What is on offer – Think Family 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*



## What is on offer - Core Offer

- Lead Professional/Key Worker
- Holistic family assessment and family plan
- Assertive Engagement to achieve outcomes
- Family Support from 2-6 hours per week
- Evidence based **Parenting interventions**
- Practical support to improve school attendance and behaviour
- **A personalised service** for family members to increase employment opportunities
- Family Contract with balance of support and sanctions





# What is on offer – Intensive Family Support

- Additionally, Intensive Family Support provision made up of a range of providers and specialisms
- Provide from 2 to 7 hours direct family work per week
- Deliver to families that require a complex response or have a complexity of issues preventing good outcomes
- Providers: Action for Children, Barnados, Bromford Housing, Family Action, Malachi, Women's Aid, Spurgeons, CAMHS (Multi-Systemic Therapy), Shelter.

## Birmingham Think Family Intensive Family Support Services

### Summary

This briefing sets out to encourage the identification of families that meet the Think Family criteria and require intensive family support. The briefing explains the Think Family criteria, defines complex needs and provides information on the referral process and timescales. Details of the nine Intensive Family Support providers are provided with information on their services and contact details.

### Think Family Criteria

In order to be eligible for support families must meet 3 out of 4 criteria relating to:

#### A. CRIME AND ANTI-SOCIAL BEHAVIOUR

Households with one or more under 18-year old with a proven offence in the last 12 months AND/OR Households where one or more family member has an Anti-Social Behaviour Order, Anti-Social Behaviour injunction, Anti-Social Behaviour Contract (ABC), or where a family has been subject to a housing related ASB intervention in the last 12 months.

#### B. SCHOOL ATTENDANCE AND EXCLUSIONS

Households where a child has been subject to permanent exclusion, three or more fixed school exclusions across the last three consecutive terms; or is in a Pupil Referral Unit/alternative provision because they have previously been excluded; or is not on a school roll AND/OR a child has had 15% unauthorised absences or more from school across the last three consecutive terms OR there is an "equivalent" concern, which applies to both attendance and exclusion, from the Head Teacher.

#### C. ADULTS OUT OF WORK

Households which have an adult on DWP out of work benefits including Jobseekers Allowance, Employment Support Allowance, Income Support Lone Parent Allowance, Income Support Carer's Allowance, Severe Disablement Allowance

#### D. LOW PARENTAL CAPACITY

Households where at least one of a number of risk factors known to negatively impact on a parent's ability to provide a secure, supportive and healthy environment in which children can thrive are present. These risk indicators include: child on a child protection plan, child at risk of entering care, family member has substance misuse problems, domestic abuse taking place within the family, child at risk of sexual exploitation, adult or child mental health issues, child is statemented, lack of enforced rules and boundaries.

All families with open Social Care cases automatically meet the Low Parental Capacity criteria.

## What is on offer – Specialist Support

- Fire Service Health and Safety Checks
- DWP benefit health checks and employability
- ESOL (English Spoken, Other Language)
- Language and Speech Therapy
- Intensive Family Support provider specialisms
  - Domestic Abuse response for women
  - Housing and occupancy issues
  - Multisystem Therapeutic provision
  - Autism and Special Educational Needs
  - Abuse or neglect
- Barriers fund directly available to families

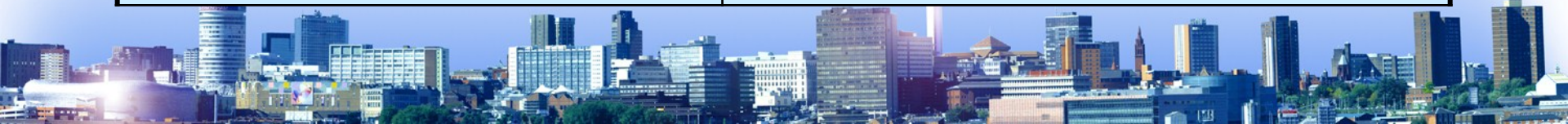


# The Think Family landscape



*Focus on 'Whole System Change'*

<b>Pre Think Family</b>	<b>Think Family</b>
<b>Individual services working to their own targets and performance indicators.</b>	<b>Services taking a whole family approach with a Lead Professional and one Family Plan. Achieving outcomes (1200).</b>
<b>Intensive Family Support provision low for size of City.</b>	<b>9 Providers with capacity to benefit 1,000 families. Increase of Third Sector organisations and Evidence Based programmes</b>
<b>No join up of information from Case Management systems, no joined up view of the individuals in the family.</b>	<b>Shared information around a central HUB initially for Council Services and Schools with potential for a portal with appropriate levels of access. Single view of whole family</b>
<b>No consistency in approach to family practice.</b>	<b>Level 4 Working with Complex Families is baseline training for all practitioners.</b>
<b>Adult and Children's Services working in silo's providing or commissioning to single agenda.</b>	<b>Public Health commissioning adult substance misuse family workers to be based in Children's HUBS</b>





## Department for Work and Pensions – Supporting employment and family outcomes

Each family is unique; there is no ‘one size fits all’. Engaging a troubled family always depends upon the professionals’ involved first establishing trust, thereafter building an understanding that all parties will strive to achieve the good outcomes needed.

The Department for Work and Pensions acts to provide a specialist resource as part of the model of Family Support. Recognising change is needed to engage families, we work directly with them in support of the Family Plan. Building a relationship, identifying barriers and aspirations and helping them to achieve better life chances through sustainable employment or employability for when the time is right.

We are working with parents whose history is to not to manage the multiple issues which beleaguer them and their children. Their tendency is to continue ‘in chaos’ and not be solution focused. Employment is usually their lowest aspiration. Our role is to place employment front and centre as the key aspiration within the family. Employability as the route to achieving lives with structure and rewards that are not only financial but physical and mental. How do we achieve this?



## Department for Work and Pensions – Specialist Support

Key support actions for supporting the family into employment:

- Integrated Support Plan in which employment is a key aspiration
- Employment Focus Diagnostic interview with parent(s) and working age young people in household
- Welfare reform impact review and support
- Benefit income - “health check”
- Benefit calculation - Better off in work
- Skills and Employment history assessment
- Debt and budget support
- Advocacy for the family
- Practical support: Cvs/IT/confidence/work experience/training
- Flexible Support Fund
- Post employment support and financial planning
- Develop and inform services / professionals knowledge and practice



# • DWP – A Case Study

- Open, honest and frequent communication with all
- Co-ordination of activity to avoid duplication and conflicting outcomes
- Helping to find a benefit to the family for them to be involved
- Challenging behaviours, aspirations and circumstances.....

The attached case study gives some example to how the service provided helped to secure progress outcomes.

**DWP Employment Case study**

**Referral Source:** Family Support and Safeguarding Team  
**Agencies involved:** Family Support and Safeguarding team-  
 Think Families Coach DWP  
 ESF Families with Multiple and Complex Problems Provision  
 Voluntary Sector Charity

Family Members	DOB	NINO	Benefits/Other info
Mum	25.8.76		ESA
Child 1	14.5.95		JSA
Child 2	21.1.97		F/T Ed
Child 3	08.5.98		F/T Ed
Child 4	26.01.01		F/T Ed
Child 5	09.07.04		F/T Ed

**Home Address:**

Meeting arranged as a result of referral from the Family support and safeguarding team. Customer is single parent with 5 children aged, 18, 16, 15, 12 and 9. Less than 85% school attendance with 3 youngest children. Due to Mum's mental health condition she transferred from JSA (Job Seekers Allowance) to ESA (Employment and Support Allowance). Mum also has some caring responsibilities for her father. No employment within family since 2003. At referral Key worker stated mum not interested in engaging in route way to employment, but keen for 18 year old daughter, who had recently finished further Education Course to be supported into employment.

**Key Concerns:**

**Mum**  
 Since ESA claimed 27/3/13, had only provided one medical certificate. Only benefit in payment CHB and CTC. Confidence issues around employability.  
 Debt. None payment of water rates.  
 Court fines due to children's none attendance at school.

I had already engaged with Child 1, so suggested that Mum would like to come along to first meeting at families local EOS centre (ESF Support for Families Programme in Birmingham). This would give support to her daughter. After attending and seeing first hand the available options, Mum registered with both DWP and EOS for further support to move nearer to employment

**Actions:**

- Better off calculation
- CV's completed
- Supported access to Universal Job Match and setting up email address
- Liaised with BDC and GP to ensure medical evidence back dated and arrears of ESA paid
- Completed, employability, raising aspirations, money management and Manual Handling courses with EOS.
- Covered options for permitted work

