

Case study and cost avoidance / savings

HALTON Intensive Team Case Study – TF 106

Family Composition				
Mother age 36				
Son 1 age 16				
Son 2 age 19				
Criteria matched for troubled families programme				
National Criteria				
(a) Crime/ASB	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
(b) Education	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
(c) Benefits	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Summary of the problems the family faced prior to intervention				
Son 1				
<ul style="list-style-type: none"> • low motivation, self-esteem and confidence issues • Challenging behaviour in school • Poor school attendance and achievements • Victim of threats from local youths • Often carried a weapon for protection • Hanging around with peers who had a history of anti-social behaviour, crime and offending in the community • No regard for consequences of his actions • Suffering from the loss of a parent • Frequent calls for service from the Police in relation to his behaviour and missing from home episodes • Violent towards Mother and Brother • Received a restorative of justice outcome for shop lifting and theft and referral order • Numerous arrests • Under an anti-social behaviour contract (ABC) likely to progress towards and ASBO 				
Son2				
<ul style="list-style-type: none"> • showed little motivation to further training or gaining permanent work • reported violence with Son 1 within the home environment 				
Mother				
<ul style="list-style-type: none"> • struggling to cope with Son 1's behaviour • absent from work due to suffering from stress / depression without support from health professionals • failing to grieve and come to terms with the death of her husband • received notice to quit from her landlord during October 2013 due to rent arrears of one month • struggling to make ends meet after her child benefit was stopped 				
Description of the situation before intervention				
<p>Mum was struggling to cope with the loss of her husband and Son 1's anti-social behaviour in the community and whilst in school. Mum was employed, however she was absent on long term sick with stress for which she had not received any medical support. She was also in arrears with her rent and received a notice to quit from her landlord, potentially linked to her child benefit stopping, all of which added further to her anxieties.</p> <p>Son 1 had low motivation, self-esteem and confidence issues. He had Historically poor school attendance and displayed challenging behaviours when he was in school. Since the death of his father, his emotional health and wellbeing deteriorated significantly, resulting in a poor attitude towards ASB in the community and at home. He appeared to have no thoughts or consideration for the impact he was having, nor the consequences of his behaviour. This often led to violent episodes with his Mother and brother. He also became involved with peers who had a negative influence over him and subsequently he received a Youth Offending referral order for theft and handling of stolen goods and an antisocial behaviour contract with the Police. He was reported as missing from home on a regular basis, where he carried a weapon for protection against threats from local youths.</p>				

Son 2: left school with little ambition and was unemployed at the start of intervention and the Police recorded several episodes of violence with his Brother, however was not involved in any form of Anti-Social Behaviour in the community.

Description of the intervention

Date intervention began: May 2013

Date results achieved: January 2014 – 8 months support

Type of/ intensity of intervention – supported across 8 months

Intensive Family support provided during first few months with a gradual step down as the family began to improve

Initially sessions were completed facilitating building of relationship with family before Initial professionals meeting and whole family assessment was completed.

Motivation, self-esteem and confidence issues

Son 1: Using core professional skills, the keyworker was able to spend quality time with him, allowing him to befriend and trust by being a non-judgemental 'listening ear'. He was then able to support him to attend the following groups:

- anger management sessions with the commissioned service 'Young Addaction'
- Missing from home support and universal provision with the commissioned service Catch 22

Both services and the keyworker helped him to understand why he was getting angry, the consequences of his behaviour and devised a support plan for him to engage in activities to channel his behaviour and introduce him to a different peer group. Direct one to one work was also undertaken in relation to 'keeping safe' in vulnerable situations and helping him to identify and understand why he became involved in offending; this was also undertaken in conjunction with the youth offending service.

School attendance, attainment and disruptive behaviour

The keyworker attended and supported Son 1 by attending multi agency meetings to set actions / strategies and to agree professional support within the education setting to support a return to school. This was delivered through one to one sessions, again overseen by the keyworker with daily contact and support to Son 1, this initially entailed transporting him to school to help with the routine and confidence issues of returning after absences. Son 1 attended YMCA education provision and this gave him the intensive support to reach his education milestones.

The keyworker also provided Mum with strategies and parenting skills that would enable her to also enforce boundaries around school attendance and set realistic expectations.

Parenting skills / health issues

The keyworker supported Mum during one to one sessions when she was off work due to anxiety and stress.

Encouraging her to see her GP to get some support for her bereavement and treatment for anxiety. Once she was more able to cope work concentrated on her parenting skills. Daily work involved focusing on improving the overall consistency of her parenting and ensuring that she used sanctions that were enforceable. The Keyworker was able to show her how to do this and how to follow these through.

Financial support for Mother was also provided to deal with the rent arrears and agreed a plan with the Landlord to pay off the arrears over an agreed period of time and support in completing a new application for child benefit.

ASB in community, association with Peers and carrying weapons

The keyworker supported Son1 to attend appointments with his YOS officer and encouraged him to engage with NCS and The Prince Trust through one to one sessions where numerous discussions took place to explore his attitude around ASB. Son 1 was also supported through sessions with the commissioned service Young Addaction in relation to his personal safety and Catch 22 to identify and resolve the root cause of his missing from home episodes, covering grievance counselling for his and the family loss of their father. These discussions also entailed close working relationships with the Police, YOS and Connexions.

Employment / training

The keyworker gave advice to Son 2 and sign posted him to the job centre and Son 1 to Connexions where they

were given advice and support in relation to training and work options. Son 2 was able to sign with an employment agency.

Mum was encouraged, by the keyworker, to return to work upon receiving medical support and medication for stress and anxiety.

Result of intervention

ASB in community, association with Peers and carrying weapons

Son 1

- is no longer involved in offending behaviour and he has acted as an advocate for young Males when attending group sessions with Young Addaction. He now seems to have a better understanding of the impact offending has on others.
- Has completed a referral order with the YOS and this seemed to have a positive effect on his attitude.
- Is taking responsibility for his own behaviour and actions.
- There has been a significant reduction in his ASB, Offending Behaviour and violence, both within the household and the community.
- There have been no reports of Missing From Home or being involved in disagreements with family members.
- Mother reports that he will now talk about his feelings with her and when he is feeling frustrated about situations.
- He is happy in his training placement and is completing an accredited work placement in horticulture.
- He is engaging with Connexions and hoping to be accepted onto an apprenticeship in the near future.

Employment / training

Son 1

- Obtained a GCSE in English; he had a place at Riverside College to do Sports Science. He then decided not to go to College and he is now attending the Power in Partnerships (Horticulture) 2 days a week and was offered Chrysalis psychiatric support and counselling.
- He attended Bridge Builders scheme with Halton Housing Trust to strengthen his integration into the community
- He is now doing a mixture of practical and theory work, this will lead to a level one qualification.

Son 2

- Has been working for an employment agency and he is doing full time hours at BT.

Mother

- Has returned to work full time, is taking prescription medication for depression and attending appointments regularly with her GP and appears to be less anxious.
- Reports that she feels less anxious when Son 1 goes out.
- Feels that Son 1 is doing well and she is more optimistic about the future for him. She has reported that he seems to have more confidence and motivation around education/work.
- A notice from the court to suspend the eviction was granted and she paid off rent arrears. She continued to work additional hours where possible to help with this until she started to receive child benefit again.

The family

- The financial situation of the home has improved and Son 2 is contributing to the running cost of the home.
- The family are getting along better and there have been no more incidents of violence between Son 1 and 2.
- The family are making a positive contribution to their community.
- The family are no longer at risk of eviction and Mother has started to receive child benefit again
- Despite the family, in particular Son 1, being considered for counselling, funding was not available due to

financial constraints – the Keyworker suggested that he accessed this support through his GP.

Statement of Outcomes. Which *Payment by Results* indicator was met?

(a) Crime/ASB reduction	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	
(b) School attendance	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	
(c) Employment	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	
Have you continued to work with the family?		Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>

Whilst the intensive team have not continued to work with this Family, Son 1 continues to be monitored through the NEET process given that he was a school leaver during the troubled families support.

Have any progress been made against wider outcomes (including local criteria)?

No local measures were evident at the identification and closure stage for this family.

Additional info / service user feedback

Despite several attempts to contact the family for feedback on the approach and the service provided a post closure questionnaire has not been completed. Feedback throughout intervention has however been extremely positive from all members of the family, particularly around the coordinated efforts of the key worker.

Estimated cost savings due to intervention (per annum)

Estimated cost savings presented for this family demonstrate a minimum of £1: £13 return on investment ratio in the first year following intervention.

$$\text{Return on investment (ROI)} = \frac{\text{Gain from investment} - \text{cost of investment}}{\text{Cost of investment}}$$

Cost savings in the first year are estimated to be at least £149k. Given that the average cost of intervention for a family has been estimated, by the Department for Communities and Local Government (DCLG), to be in the region of £10,000, estimated first year savings of £139k are evident for this family alone. The attachment shows how these savings have been calculated; the research methodologies used that are based on the social return on investment model (SROI).



Microsoft Excel Worksheet

Demand reductions, included in the costing noted above, for this family across one year included:

- 146 more school sessions attended / 29 more days in school
- 10 less fixed term exclusions,
- 2 less permanent exclusions
- 3 less offending breaches (YOS)
- 3 prevented ABC's,
- 1 prevented ASBO and subsequent breaches and professionals meeting,
- 62 less calls for service to the Police service seeing reductions in incidents relating to shoplifting, antisocial behaviour, and violence and missing from home.
- Missing from home reductions also present a reduction to the demands placed upon the commissioned service too. This hasn't been included within the costing presented.
- Prevention of eviction from home.
- The employment of one adult in the family.

The cost savings can be broken down into the following organisations:

beneficiary of saving	Son 1	Son 2	Mother	Financial (£) savings in first year	percentage of first year savings
Police / Criminal Justice	£53,363.08	£5,034.96	£6,227.00	£64,625.04	43.26%
youth offending service	£46,580.00	£0.00	£0.00	£46,580.00	31.18%
social services	£7,481.00	£4,800.00	£0.00	£12,281.00	8.22%
Education	£9,549.00	£0.00	£0.00	£9,549.00	6.39%
Department for Work and pensions	na	£7,800.00	already employed	£7,800.00	5.22%
housing / local authority	£0.00	£0.00	£6,500.00	£6,500.00	4.35%
Individual	£748.75	£748.75	£0.00	£1,497.50	1.00%
Health	£545.16	£0.00	£0.00	£545.16	0.36%
	£118,266.99	£18,383.71	£12,727.00	£149,377.70	

The areas included within the cost saving calculations merely 'scratch the surface' in relation to the savings and demand reductions realised. Further development over the coming months will provide greater clarity of Health and Social care benefits too. See attached spreadsheet for breakdown of savings and demand reductions with appropriate 'dead weight' percentages and Attribution.

case study author

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