REPORT TO:	Children, Young People & Families Policy & Performance Board
DATE:	14 November 2022
REPORTING OFFICER:	Strategic Director, People
PORTFOLIO:	Children & Young People
SUBJECT:	Supporting Families Update
WARD(S)	All

1.0 **PURPOSE OF THE REPORT**

1.1 To provide an update of the Supporting Families Programme and current performance levels.

2.0 **RECOMMENDATION: That:**

i) **The report be noted.**

3.0 **SUPPORTING INFORMATION**

3.1 **Department for Levelling Up, Housing & Communities (DLUHC) Update**

3.1.1 The Spending Review in October 2021 announced an extra £200m boost to the Supporting Families Programme which will not only continue for the next three years (2022-25), but that the programme will be expanded.

3.1.2 The DLUHC are committed to improving the programme to achieve this. The Supporting Families programme will:

- Raise the ambition for vulnerable families, driving local services to work better together to build their resilience and help them to thrive.
- Drive improvements to local partnership working and data use so that vulnerable families receive the right support, at the right time. This means investing more in good practice, overcoming barriers to data-sharing and involving the voice of families in service design and commissioning.
- Update our eligibility and outcomes framework to ensure it continues to reflect the needs of families and provides flexibility for authorities to respond.
- Help local areas to work towards stronger multi-agency, data-driven local partnerships by co-designing a road map to

achieving a mature local system of family support services and considering new incentives to help drive progress.

- Using our national voice, alongside local and national networks to champion the case for early help, ensuring families get the support they need as early as possible before their problems escalate into crises and they need statutory support. Because we know that this is the key to making services more sustainable for the future.

3.1.3   Halton signed up to the programme commitments and funding agreement in April 2022. Within this agreement there were key parameters around performance requirements, resourcing the programme and service and data transformation.

3.1.4   The key differences in the programme are:

- A new outcomes framework includes ten headline outcomes rather than the previous six. This will enable more detailed reporting on the problems families are facing, clarify what good looks like for these outcomes, and what levels of evidence would be expected when measuring these outcomes. The 10 headline outcomes are listed below. Within each outcome there are a number of measures:

  o Getting a good education
  o Good early years development
  o Improved mental and physical health
  o Promoting recovery and reducing harm from substance use
  o Improved family relationships
  o Children safe from abuse and exploitation
  o Crime prevention and tackling crime
  o Safe from domestic abuse
  o Secure housing
  o Financial stability

- A refreshed Early Help System guide has been published following collaboration with local authorities and other government departments. It's a self-assessment tool to support discussion, reflection and action planning against key areas that influence the effectiveness of Early Help. It aims to provide a framework for local workshops, partnership conversations and strategic planning and to support prioritisation around Early Help.

3.2   **Halton Update**

3.2.1   For Halton, the practice commitment is still the same, supporting vulnerable families via whole family support from a lead professional where families are experiencing multiple complex problems. The partnership will continue to identify families in need of extra help, target services more effectively and track family level outcomes over

the long term.

3.2.2   Halton's funding agreement gives an indicative funding amount each year as a 'core' element to support the resourcing of the programme plus an 'target' for each year of the families that we can claim successful outcomes for under a payment by results (PBR) scheme. The numbers are 22/23 - 291 families, 23/24 - 354 families and for 24/25- 438 families, making a potential income of £866,400 under PBR.

3.2.3   Due to the additional demands of the programme, we have recruited an additional data tracking officer so now there is 2.4 FTE tracking officer's in post. We will also be look to recruit a part time performance post. These posts will support with the additional requirements on data collection and quality assurance as well as developing those process for monitoring and evidencing successful outcomes.

3.2.4   We are currently working with the Eclipse team to ensure one of the key programme requirements will be in place from September within HBC case management system. This is to ensure all individual indicators and outcomes (at indicator level) are embedded from notification / assessment to closure. Further work will be done with Eclipse and IT colleagues in the coming months to develop additional requirements within Eclipse.

3.2.5   For the 1st August each LA is required to complete a Supporting Families Outcome Framework that will highlight the data and evidence sources we will use across the partnership to evidence outcomes. Once this is complete this will inform a refreshed information sharing agreement across the partnership as well as new Supporting Families Outcome Plan for Halton.

3.2.6   Halton held a session with partners in June to share the Early Help Guide and have some conversations around the 5 areas of focus within the guide these are Workforce, Communities, Leaders, Data, Family Voice and experience. All LA's are required to choose 3 specific descriptors from the Early Help Guide they want to work on and progress during the coming year.

3.2.7   Halton's had previously submitted an Early Help system guide and Halton's self-assessment score was a 2 within the data model section. Given this benchmark Halton could only pick descriptors from the data section of the new guide. Halton's guide was submitted on 1st July and the 3 descriptors from the data model that we will be working on over the next 12 months will be:

- **Our case management system allows us to record all issues affecting the family and outcomes in a quantifiable way and run reports on these**. - *A mature*

area quantifies issues that could previously only be captured and monitored in a qualitative way (such as parenting needs or parental conflict). This enables the partnership and analysts to understand which issues are affecting families and how these interact with other issues and outcomes. Embedding quantitative reporting should commence from notification through to closure and should be checked by supervisors at closure

- **We have a system that allows us to pull together all data, analyse these data and ensure practitioners can see results** - *Data warehouses and data lakes provide the opportunity to bring all data together in one place, and automate matching across partnership data. This in turn will allow analysis of these data, which could be in this system or in a separate system. It is important that the results of this analysis and any matched data are visible to practitioners to inform their work with families*

- **We are using data to inform performance across the Early Help partnership, demand and resourcing (including commissioning), operational delivery and workforce development**. *A mature area uses data and analytics effectively with senior leadership, across the partnership and at a lower tier authority level (where appropriate). These data and analytics are used to inform what is commissioned, resourced and in future planning (in terms of volume of staff/skills/resources required by practitioners in all services across the partnership). Processes should be in place to ensure and continuously improve data quality to ensure these data and analyses are robust.*

3.2.8 In order to address some of these we have some capacity from an HBC IT developer to support the development of a data warehouse to assist with data matching. We are also during July completing the training of 24 HBC staff members that includes IT, Children's Performance team, Supporting Families and other selected individuals around the use and development of Power Bi as a reporting tool. A Task and finish group has been set up with its first meeting last month. This task and finish group chaired by IT will look to support the implementation and use of Power Bi across the council. The first reports to developed using Power Bi will be around the Councils Early Help Offer.

3.2.9 Halton will continue to take steps forward to ensure we integrate and transform local public services to embed whole family working using the Early Help System Guide. This will continue to build on working with complex families and service transformation so that the programme will clearly sit as part of a wider system, with key changes to identification of families, improving data, tracking and

monitoring of families, as well as the potential change for funding distribution and performance requirements.

3.2.10   This approach will support Halton's development and implementation of a new Early Help strategy. Work around the strategy will start in the coming months once the Early Help Strategic Partnership Board is re- established in the Autumn. This will enable Halton to fully embed preventative approaches into our support systems for families, creating more resilient communities for the long term.

3.3   **Performance Update**

3.3.1   Halton has achieved targets set by the DLUHC across all phases of the programme, achieving 100% year on year since the start of the programme, enabling the Local Authority to maximise on the income available. The annual report published in Spring 2021 highlighted of the 140 areas that recorded PBR only 19% (27 areas) achieved 100% PBR of which Halton was one.

3.3.2   The Halton Supporting Families team continue to be supported by our internal audit team with selected audit days to dip sample 10% of the families that we highlighted have achieved successful outcomes in order to claim PBR. We have completed our first audit for 22/23 and successfully claimed for 82 families (28% of our target) A further audit will take place in the autumn which we are projecting that we will achieve our 2022/ 23 target early in order for us to refine and enhance work on our chosen 3 descriptors from the early help guide.

3.3.3   The National Supporting Families team will continue to conduct assurance visits from April 2022 to make sure that all areas are adhering to and progressing against the programme sign up conditions.

3.3.4   To do this, local authorities will be asked for anonymised information on 10 randomly selected claims submitted in the most recent claims window and a self-assessment detailing their progress against their sign-up conditions. Following the case reviews and self-assessment the national Supporting Families team may request a visit to discuss the selected cases in more detail. At these visits the national team will review how local authorities use their case management and data systems to track, monitor and evidence outcomes.

3.4   **Case Study**

3.4.1   There is a Widnes family that consists of Mum, stepdad, 16yr old girl, 14yr old boy, 5yr old boy living in a Halton Housing property (HHT). The family had previously been open to social care a number of years ago due to family breakdown. The family were

highlighted through the different data criteria of the programme around ASB, education issues and the 16yr old missing from home incidents. The family information was passed for the locality team in order for a MAP to be completed to have that holistic approach to identify the needs of the whole family. The family engaged positively and welcomed the additional support to help address key issues. Outcomes that were achieved:

- CAB support around debt management
- 16yr old 1-2-1 work around missing and life skills. Reduction in missing incidents. Improved attendance
- 14yr old worked with YOS divert programme. Reduction in ASB. Improved attendance
- 5yr old in Nurturing programme at school with 1-2-1 support
- Stepdad was referred by HHT Customers into Employment
- 69% reduction in calls for service to the Police over a three-month period -estimated cost savings of £64K
- 87.5% reduction in Missing from home -estimated costs saving £7K
- 79% reduction in ASB incidents and arrests- estimated cost saving of £55k (using police national costs)

4.0 POLICY IMPLICATIONS

4.1 The future model for the Supporting Families could have policy implications for the future implementation and delivery of services. These implications will need to be evidenced within individual action plans.

5.0 OTHER/FINANCIAL IMPLICATIONS

5.1 None identified.

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

6.1 Children & Young People in Halton

The Supporting Families' initiative is intended to address the crucial factors for children in disadvantaged settings not meeting their potential.

6.2 Employment, Learning & Skills in Halton

The programme will be integrated with other employment/learning based initiatives.

6.3 A Healthy Halton

A range of health partners are committed to contributing to the programme including case analysis and service delivery.

6.4 **A Safer Halton**

Troubled Families make a significant impact on public resources; a more targeted approach offers economic advantage.

6.5 **Halton's Urban Renewal**

None identified.

7.0 **RISK ANALYSIS**

7.1 Depending on the future remit of the programme there will be need to be adapt processes including HBC internal case management systems to identify, monitor and evidence outcomes.

8.0 **EQUALITY AND DIVERSITY ISSUES**

8.1 An Equality Impact Assessment has been undertaken. The aim of the programme is to try and work with disadvantaged families supporting them to overcome many of the barriers they face.

9.0 **LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

None under the meaning of the Act.