

Thurrock’s Strategic Vision for Troubled Families

The Troubled Families Outcomes Plan has been created to help identify and address the needs of those families who have many of the multiple and complex needs set out in the 6 criteria / Family Problems below:

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: children of all ages, who need help, are identified as in need or are subject to a Child Protection Plan.	4. Adults out of work or at risk of financial exclusion or young people at risk of worklessness.	5. Families affected by domestic violence and abuse.	6. Parents and children with a range of health problems.	7: Local Criteria - Demand Management - To help partners sustainably reduce demand for services
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The Troubled Families Outcomes Plan provides an area-wide set of significant and sustainable outcome measures applicable to all families. For example, if a family has three of the above criteria e.g. a debt problem, domestic violence problem and unemployed adult at the point of engagement, then relevant outcomes would be drawn from the Troubled Families Outcomes Plan and form the goals against which significant and sustained progress would be measured for this family.

Some indicators have several ways to demonstrate Significant and Sustained Progress; however the demonstration of only one is required. Where qualitative sources of information to support an outcome are used, Thurrock TF Central Team will use a reliable, valid, measurement tool to evidence all progress.

The Troubled Families Outcomes Plan will remain an evolving process as new strategic priorities emerge, workforce works differently, data comes on stream and demand reduction ambition/objectives become more visible and therefore subject to change.

The Troubled Families Outcomes Plan has been co-developed across the area with multiple partner agencies. It has been agreed this Troubled Families Outcomes Plan will be used across Thurrock as part of the National Programme; however, Thurrock council and its partners may add to and develop this version of the plan to prioritise local objectives.

In order to promote joint working and joint outcomes, a seventh criterion has been added, which aims to measure demand management.

1: Parents and children involved in crime or anti-social behaviour.

Local Authority Strategic Goal: To build pride, responsibility and respect

Indicators to assist in the identification of families (at either identification and/or engagement stage):

- A) A child who has committed a proven offence in the previous 12 months;
- B) An adult or child who has received an ASB intervention (or equivalent local measure) in the last 12 months;
- C) An adult prisoner who is less than 12 months from his/her release date and will have parenting responsibilities on release;
- D) An adult who is currently subject to a licence or supervision in the community, following release from prison, and has parenting responsibilities;
- E) An adult currently serving a community order or suspended sentence, who has parenting responsibilities;
- F) Adults and children nominated by professionals because their potential crime problem or offending behaviour is of equivalent concern to the indicators above.

Significant and Sustained Progress/Outcome(s)	Evidence Source(s)	Interchangeable Outcome(s)
1.1 Offending rate by children in the family reduced by at least a 33% in the last 6 months; and, maintain or reduce the gravity score. (A, C, D, E).	<ul style="list-style-type: none"> • YOT team able to provide full list of youth offenders for any period of time 	
1.2 Offending rate by all adults in the family reduced by at least a 20% in the last 6 months (C, D, E).	<ul style="list-style-type: none"> • Police sources to be checked for reporting functions • Probation service send all adults meeting criteria C,D & E. 	<ul style="list-style-type: none"> • (A) Probation list to be used for any young people who had a YOT offence that are now over 18
1.3 A 60% reduction in anti-social behaviour across the family in the last 6 months (B).	<ul style="list-style-type: none"> • Send ASB leads households with ASB. List showing improvement returned. 	
1.4 Reduction in police call outs to family home by 60% in the last 6 months (F).	<ul style="list-style-type: none"> • Insight via Police data • Housing ASB data • Send ASB leads households with multiple police callouts. List showing improvement returned. 	

2: Children who have not been attending school regularly.

Local Authority Strategic Goal: To create a great place for learning and opportunity

Indicators to assist in the identification of families (at either identification and/or engagement stage):

- A) A child who is persistently absent from school for an average across the last 3 consecutive terms (more than 10% unauthorised absence);
- B) A child who has received fixed term exclusions in the last consecutive 3 terms equal to any of the following:
 - a) 3 Fixed term exclusions;
 - b) A child at primary school who has had at least 5 school days of fixed term exclusions;
 - c) A child of any age who has had at least 10 days of fixed term exclusions;
- C) A child who has been permanently excluded from school within the last 3 school terms;
- D) A child who is in alternative educational provision for children with behavioural problems;
- E) A child who is neither registered with a school, nor being educated in an alternative setting;
- F) A child nominated by education professionals as having school attendance problems of equivalent concern to the indicators above because he/she is not receiving a suitable full time education.

Significant and Sustained Progress/Outcome(s)	Evidence Source(s)	Interchangeable Outcome(s)
2.1 Every child in the household has attended school in excess of 90%, over three consecutive terms, with no more than 2 fixed term exclusions per person and no permanent exclusions (A-F).	<ul style="list-style-type: none"> • Education data team to provide full attendance and exclusion lists. Attendance and exclusion data is 1 and 2 terms in arrears respectively due to statutory right to appeal. 	

3: Children who need help: children of all ages, who need help, are identified as in need or are subject to a Child Protection Plan.

Local Authority Strategic Goal:

To improve health and well-being & build pride, responsibility and respect

Indicators to assist in the identification of families (at either identification and/or engagement stage):

- A) A child who has been identified as needing early help, Children below the threshold for services under section 17, Children Act 1989 i.e.
 - a) Children who don't take up the Early Years Entitlement;
 - b) Children identified as having social, emotional and mental health problems;
 - c) Children who have been reported as missing from home and identified as of concern;
 - d) Children who are repeatedly assessed under Section 17 or 47, of the Children Act 1989, but not deemed a 'child in need';
 - e) A child who has been identified as a young carer;
- B) A child who has been assessed as needing early help;
- C) A child 'in need' under Section 17, of the Children Act 1989;
- D) A child who has been subject to an enquiry under Section 47, Children Act 1989;
- E) A child subject to a Child Protection Plan;
- F) A child who has been identified as at risk of sexual exploitation;
- G) A child nominated by professionals as having problems of equivalent concern to the indicators above.

Significant and Sustained Progress/Outcome(s)	Evidence Source(s)	Interchangeable Outcome(s)
3.1 Child and family no longer monitored by children's services and not re-referred to children's services for a 6 month period. (A(b, d), C, D).	<ul style="list-style-type: none"> • Insight via Internal social care management information 	
3.2 Take up an offer of 2 or 3 year old funding entitlement for early education. (A(a)).	<ul style="list-style-type: none"> • Early help have lists containing this data. 	3.1
3.3 60% reduction in incidents of going missing as compared with previous 6 month period (A(c)).	<ul style="list-style-type: none"> • Insight via Internal social care management information 	3.1
3.4 Child and family removed from child protection plan and no repeat plan within a minimum 6 month period (E).	<ul style="list-style-type: none"> • Insight via Internal social care management information 	3.1

<p>3.5 Early Help intervention completed, case closed and there are no repeat referrals for support in the following 6 month period (B).</p>	<ul style="list-style-type: none"> Insight via Internal social care management information 	<p>3.1</p>
<p>3.6 A child referred as at risk of child sexual exploitation has reduced risk for 6 months (F).</p>	<ul style="list-style-type: none"> CSE list collected from the MASH team 	<p>3.1</p>
<p>3.7 Young Carers identified and receiving appropriate support (A(e)).</p>	<ul style="list-style-type: none"> Insight via Internal social care management information 	

4: Adults out of work or at risk of financial exclusion or young people at risk of worklessness.

Local Authority Strategic Goal: To encourage and promote job creation and economic prosperity

Indicators to assist in the identification of families (at either identification and/or engagement stage):

- A) An adult in receipt of out of work benefits;
- B) An adult who is claiming Universal Credit and is subject to work related conditions;
- C) A child who is about to leave school, has no / few qualifications and is at risk of becoming NEET;
- D) A young person who is NEET;
- E) Parents and families nominated by professionals as being at significant risk of financial exclusion. This may include those with problematic / unmanageable levels and forms of debt and those with significant rent arrears.

Continuous Employment Outcome	Evidence Source(s)	Interchangeable Outcome(s)
4.1 Movement off out of work benefits (or off Universal Credit, as appropriate), and the sustainment of a period of continuous employment (13 or 26 Weeks, dependant on benefit type (See Financial Framework) (A).	<ul style="list-style-type: none"> • DWP Automatic data matching system (ADMS) lists all current households receiving benefits. Any further queries are sent to the DWP worker for confirmation of employment. 	
4.2 Family members are in receipt of Universal Credit (UC) and remain on benefit; the outcome must satisfy the current Department of Work (DWP) and Pension earnings thresholds.	<ul style="list-style-type: none"> • DWP Automatic data matching system (ADMS) lists all current households receiving benefits. Any further queries are sent to the DWP worker for confirmation of employment. 	

Significant and Sustained Progress/Outcome(s) (Progress to Work)	Evidence Source(s)	Interchangeable Outcome(s)
<p>4.3 A family member shows improvement by undertaking:</p> <ul style="list-style-type: none"> • a work or volunteering placement • accredited training or qualification to improve their skill levels • the voluntary Work Programme or attached to the European Social Fund provision in the last 6 months <p>All placements must be completed or have been attended for 13 consecutive weeks. (C, D).</p>	<ul style="list-style-type: none"> • DWP, TFEA (Central TF Team) 	<ul style="list-style-type: none"> • If (A or B) are the met criteria, these evidences can also be applied, however, all other criteria will also need to show significant and sustained improvement.
<p>4.4 An income and debt re-payment plan is in place and implemented for at least 13 weeks and there is no escalation in sanctions (E).</p>	<ul style="list-style-type: none"> • Can Housing identify this? 	

5: Families affected by domestic violence and abuse.

Local Authority Strategic Goal: To build pride, responsibility and respect

Indicators to assist in the identification of families (at either identification and/or engagement stage):

- A) A young person or adult known to local services has experienced, is currently experiencing or is at risk of experiencing domestic violence and abuse;
- B) A young person or adult who is known to local services as having perpetrated an incident of domestic violence or abuse in the last 12 months;
- C) The household or a family member has been subject to a police call out for at least one domestic incident in the last 12 months.

Significant and Sustained Progress/Outcome(s)	Evidence Source(s)	Interchangeable Outcome(s)
<p>5.1 If there is still a risk of DV to the victim, there must be continued engagement with DV services; or; Should there no longer be a risk of DV to the victim, services have ceased due to no further action being required. (A, C).</p>	<ul style="list-style-type: none"> • Liaise with DV Coordinator • Feed in to Insight for distance travelled data 	
<p>5.2 If there is still a risk of a DV perpetrator committing DV, there must be continued engagement with DV services; or; Should there no longer be a risk of a DV perpetrator committing DV, services have ceased due to no further action being required. (B, C).</p>	<ul style="list-style-type: none"> • Liaise with DV Coordinator • Feed in to Insight for distance travelled data 	

6: Parents and children with a range of health problems

Local Authority Strategic Goal: To improve health and well-being

Indicators to assist in the identification of families (at either identification and/or engagement stage):

- A) An adult with mental health problems who has parenting responsibilities or a child with mental health problems;
- B) An adult with a drug and / or alcohol problem who has parenting responsibilities or a child with a drug and / or alcohol problem;
- C) Adults with parenting responsibilities or children who are nominated by health professionals as having any mental, physical health or disabilities of equivalent concern to the indicators above. This may include unhealthy behaviours, resulting in problems like obesity, malnutrition or diabetes.

Significant and Sustained Progress/Outcome(s)	Evidence Source(s)	Interchangeable Outcome(s)
6.1 Family member continues to engage with appropriate mental health services for a period of 6 months since identification. (A)	<ul style="list-style-type: none"> • Insight via Internal/external health care management information 	
6.2 Family member continues to engage with appropriate substance misuse service for a period of 6 months since identification. (B)	<ul style="list-style-type: none"> • Insight via Internal/external health care management information 	
6.3 Reduction in drug and alcohol risk score in YOS in line with other indicators. (B)	<ul style="list-style-type: none"> • Insight via Internal social care management information/YOS 	

7: Demand Management - To help partners sustainably reduce demand for services

Local Authority Strategic Goal:

To build pride, responsibility and respect

Indicators to assist in the identification of families (at either identification and/or engagement stage):

A) Where a particular problem(s) result in increased service demand but is not specific to a particular family or individual yet is identified in targeted area*

*areas of Thurrock whereby multiple Troubled Families reside

B) Where a particular problem(s) results in increased Police call-outs specific to a particular family

Significant and Sustained Progress/Outcome(s)	Evidence Source(s)	Interchangeable Outcome(s)
7.1 Family place less avoidable demand on Essex Police with 60% reduction in avoidable police call-outs (B)	Insight via Police data extract	
7.2 Reduced incidence of missing from home episodes (A/B)	Insight via internal Thurrock records	
7.3 Reduced re-referrals into MASH	Insight via internal Thurrock records	