

## Section 13: Troubled Families Agenda

### 13a Troubled Families Eligibility Criteria

Families which satisfy two or more of the following criteria are eligible for the Troubled Families Programme:

- Staying safe in the community (Parents and/or children involved in crime or antisocial behaviour).
- Getting a good education and skills for life (Children who have not been attending school regularly).
- Improving children’s life chances (Children who need help).
- Improving living standards (Adults out of work or at risk of financial exclusion and young people at risk of worklessness).
- Staying safe in relationships (Families affected by domestic violence and abuse).
- Living well, improving physical and mental health and wellbeing (Parents and/or children with a range of health problems)

### 13b Early Help Unit responsibility for Troubled Family identification and Positive Family Outcome Claims

All families referred through the online referral form will be assessed by the Early Help Unit who will decide the families next step. This may either be Early Help Case Management where the family will be allocated a Case Manager, or they will be assigned to the Parenting and Family Team for direct Parenting Support or they will be signposted to other services both inside and outside of the Local Authority.

The Early Help Unit will identify the Troubled Families Indicators from the information provided by the referrer and complete the Troubled Families Positive Family Outcomes Form unless the family are allocated to the Parenting and Families Team, who will be responsible for completing their own Troubled Families Positive Family Outcomes Form.

Families signposted to services outside the Local Authority will be contacted by the Early Help Unit to assist in completing the Outcomes Form and gathering evidence of outcomes.

These families will be alerted to the Troubled Families Team via Mosaic and added to the Nottinghamshire Troubled Families database (NIS+). They will then be reviewed quarterly in line with MHCLG’s claim submission deadlines.

**13c Early Help Case Management Team and Children’s Centre Lead Professionals responsibility for Troubled Family identification and Positive Family Outcomes Claims**

All families open under the Family Service (both in Early Help Case Management Teams and in Children’s Centres) will, at the point of assessment, be screened to assess whether they meet two or more of the Troubled Family’s criteria and to identify the indicators on the Troubled Families Positive Family Outcomes Form. The Case Manager must include all family members in their assessment.

There will be a requirement on the Early Help Case Manager / Children’s Centre Lead Professional to include in their assessment details as to how the criteria are met in addition to recording some aspects of data required by the Troubled Families Unit, such as school attendance and ADMS / DWP benefit information.

The Nottinghamshire Troubled Families Team will complete quality assurance of the data on the family’s information provided.

All identified families will have a Family Action Plan which will include targets agreed with the family and linked to the Nottinghamshire Family Outcomes Plan (FOP). The plan will also be the mechanism by which data is collected and reviewed for Positive Family Outcomes and other data as required by the Ministry of Housing Communities and Local Government (MHCLG).

In partnership with the whole family we will be working towards Significant and Sustained Progress (SSP) against **all** the criteria which the family meet. The definition of Significant and Sustained Progress (SSP) will be different for every family in line with the Nottinghamshire Family Outcomes Plan (FOP).

The Family Action Plan, and progress made towards the family’s targets, will be reviewed **a minimum of every 3 or 4 months** and the Troubled Families Positive Family Outcomes Form updated with evidence to support the claim. At the point of closure, where significant progress has been made and all supporting evidence is available on Mosaic, the Nottinghamshire Troubled Families Team will be notified to allow the monitoring and auditing of a possible Positive Family Outcomes (PFO) claim.

These families will be added to the Nottinghamshire Troubled Families database (NIS+) and reviewed quarterly in line with MHCLG’s claim submission deadlines.

In some circumstances, a Positive Family Outcomes (PFO) claim can be made when a household member comes off benefits and into Continuous Employment (CE) despite the family still receiving a service. In these instances, the Nottinghamshire Troubled Families Team should be informed prior to closure.

**Related Document: Nottinghamshire Family Outcomes Plan (FOP).**

<b>13d</b>	<b>Parenting and Family Teams responsibility for Troubled Family identification and Positive Family Outcome Claims</b>
	<p>The Early Help Team will direct families that have already had a whole family assessment and do not require an Early Help Case Manager to the Parenting and Family Team. The Parenting and Family Team will be responsible for completing a plan of intervention and the Troubled Families Positive Family Outcomes Form, which will be reviewed and include evidence of successful outcomes on closure.</p> <p>These families will be alerted to the Troubled Families Team via Mosaic and added to the Nottinghamshire Troubled Families database (NIS+). They will then be reviewed quarterly in line with MHCLG’s claim submission deadlines.</p>
<b>13e</b>	<b>Quality Assurance of assessment, plan and interventions for Troubled Families</b>
	<p>The Family Service and Children Centres quality assurance will include assessment and analysis of work with families that meet the Troubled Families’ criteria. This will include scrutiny of:</p> <ul style="list-style-type: none"> <li>• The quality of evidence recorded in the assessment and Family Action Plan to show that the criteria has been met.</li> <li>• The inclusion of SMART targets towards all identified criteria within the Family Action Plan.</li> <li>• The appropriateness of the interventions delivered to successfully achieve progress against the plan.</li> <li>• The inclusion of all required data in the assessment and Family Action Plan.</li> </ul> <p>Lead Professionals will be expected to make themselves available as required to discuss cases with the Troubled Families Spot Check team to ensure that claims are valid and evidenced.</p>
<b>13f</b>	<b>Auditing of Positive Family Outcomes Claims</b>
	<p>At closure the Team Manager, Senior Professional Practitioner or Children’s Centre Lead will ensure the Closure Summary complies with the requirements of the Troubled Families Programme including the availability of all relevant evidence on Mosaic.</p> <p>All families will then be audited by the Nottinghamshire Troubled Families Team. A 25% random selection being submitted to the Project Manager for a Stage 2 audit. A further selection will be audited at Stage 3 by the Coordinator if required.</p>

	<p>Information gathered will be used to populate the Nottinghamshire Troubled Families Database (NIS+) from which a Dashboard of data will be available in Business Information Hub.</p>
<p><b>13g NEET Unit’s responsibility for Troubled Families identification and Positive Family Outcome Claims</b></p>	
	<p>One of the Troubled Families criteria is “Improving living standards”. As such, every case open to the NEET workers within the Interventions Team will have met this criterion.</p> <p>The Futures NEET team will identify families that meet two or more Troubled Families criteria including NEET or risk of NEET. They will undertake an assessment using their Life Chances Fund documentation and an action plan. These families will be alerted to the Troubled Families Team.</p> <p>The Futures NEET team are required to share information with the Troubled Families Team about the NEET status of young people attached to the Troubled Families programme in line with GDPR.</p>
<p><b>13h Youth Justice Service responsibility for Troubled Family identification and Positive Family Outcomes Claims</b></p>	
	<p>Every case open to the Youth Justice Service will meet the criteria of ‘Staying safe in the community (Parents and/or children involved in crime or antisocial behaviour)’.</p> <p>Where there is not another Lead Professional involved the Youth Justice Case Manager takes responsibility for screening as to whether the family are eligible for the Troubled Families Programme. Where a family is identified, the Youth Justice Case Manager will complete a Family Action Plan to include all identified criteria met and set targets inline with the Family Outcome Plan.</p> <p>The Youth Justice Case Manager will then notify the Nottinghamshire Troubled Families Team of their family’s eligibility and update the Family Action Plan at each review. The Nottinghamshire Troubled Families Team will ensure monitoring and auditing will be completed as required for a potential Positive Family Outcomes claim.</p>

**13i Children’s Social Care and the Troubled Families Programme**

All families open to Children’s Social Care will be screened by the Nottinghamshire Troubled Families Team to identify whether they are eligible for the Troubled Families Programme and audited in line with the Family Outcomes Plan.

The allocated Social Worker should step down to the Early Help Case Management Team, with the consent of the family if there are outstanding issues at Tier 3 of the Pathway to Provision in line with good practice.

The Social Worker will identify which of the Troubled Families Positive Family Outcomes indicators the family have met on the Step-down documentation.