

Keeping families strong: Intensive and whole family approach to troubled families



Walsall Council

Scott Degville

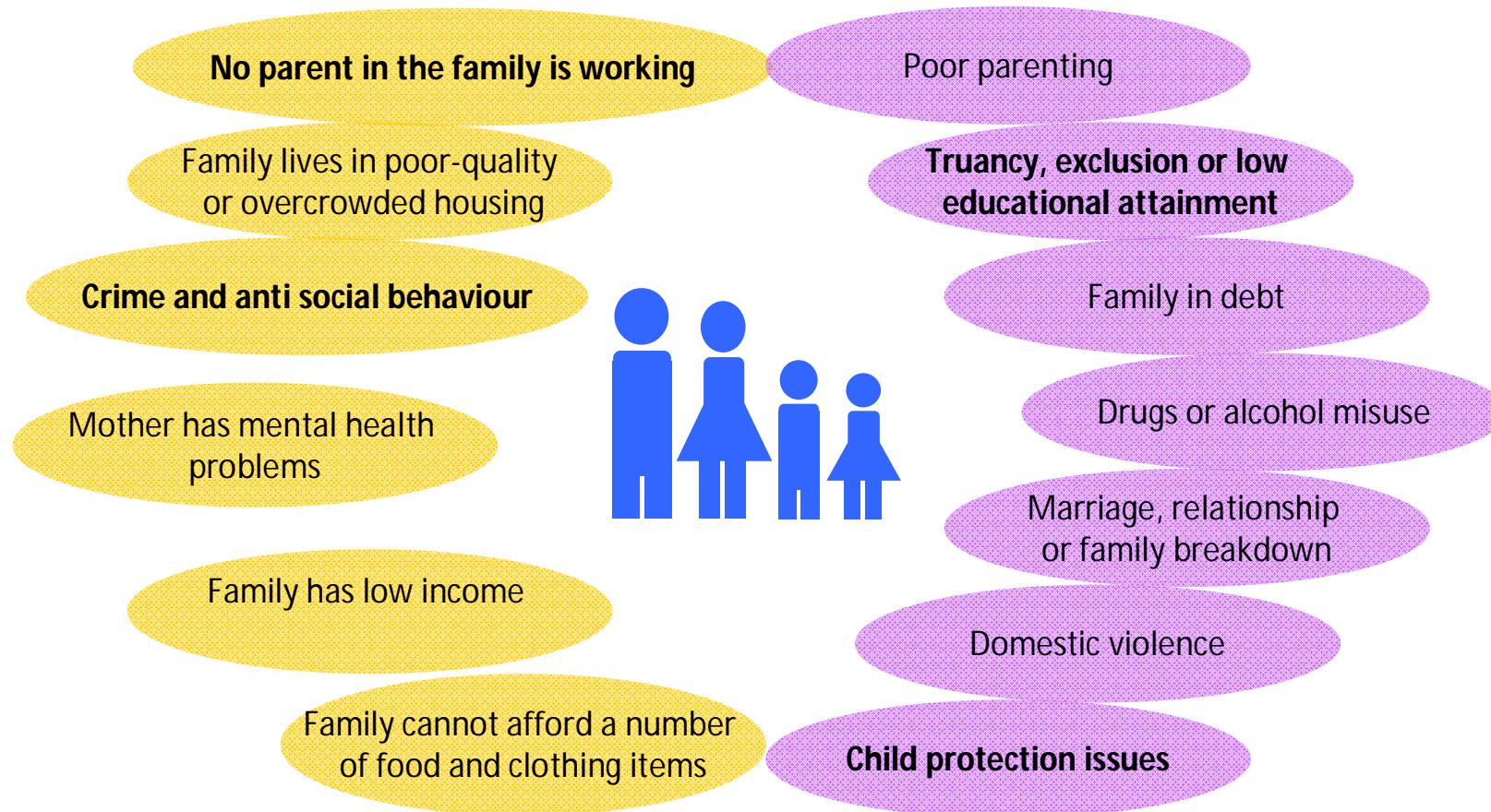
Troubled Families Project Manager
Walsall Children's Services

Introduction and Aims of Session

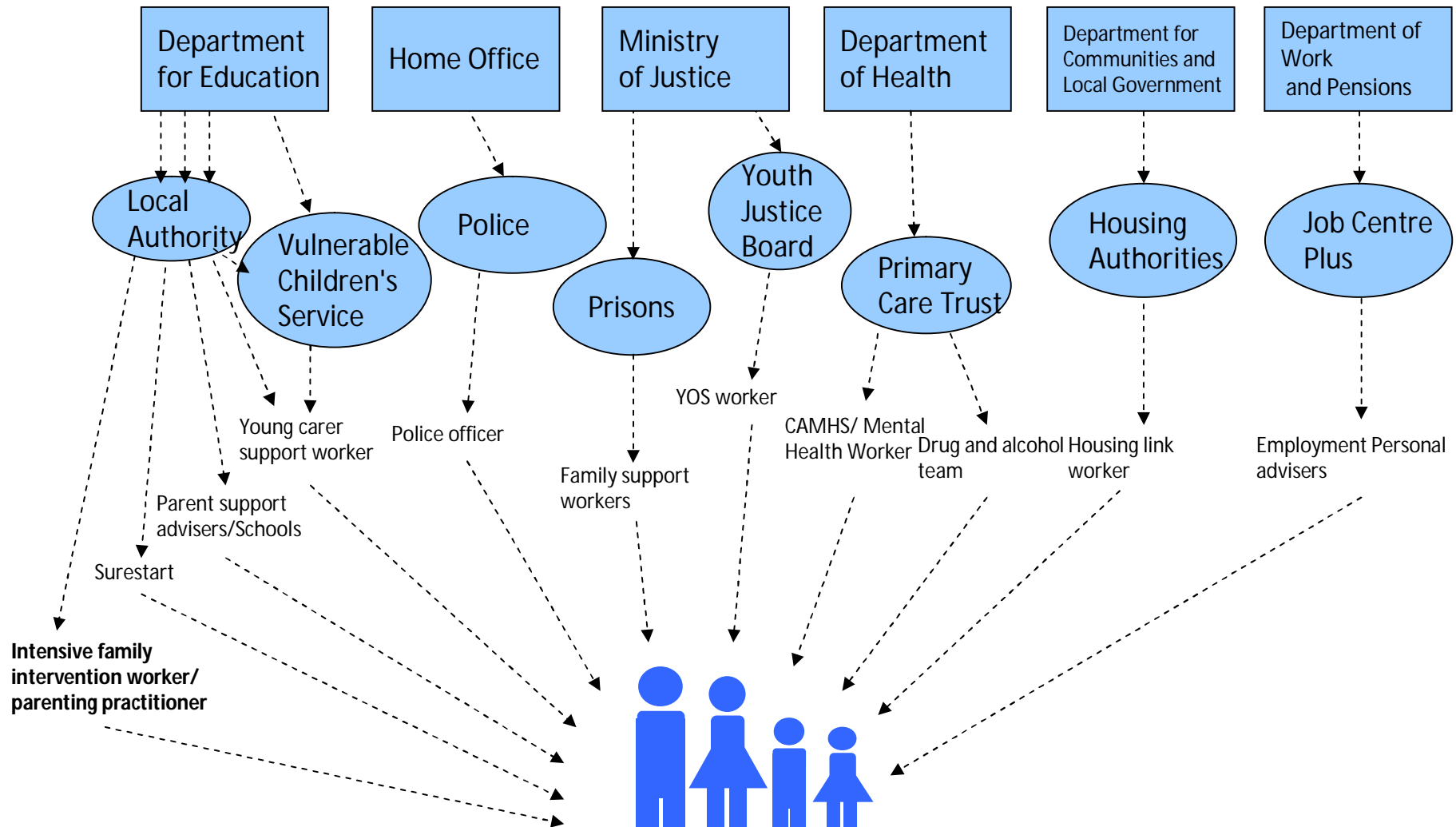
- Working with families - a national view
- Walsall's Working Smarter approach & Our Impact with Children and Families
- Multi Agency Area Family Support Teams (AFST's)



Who are families with multiple problems or 'Troubled Families'?



Previous arrangements for dealing with Troubled Families were often complex and ineffective....



Need for a new child and family support framework

- Part of Councils **Working Smarter** programme
- Radical systems based approach to delivering children's services focused on **improving outcomes** for children – our primary customers .
- Growing body of evidence **that earlier investment** both in terms of age of early support and at the onset of issues costs less **and is more effective** than specialist support once problems become complex and entrenched



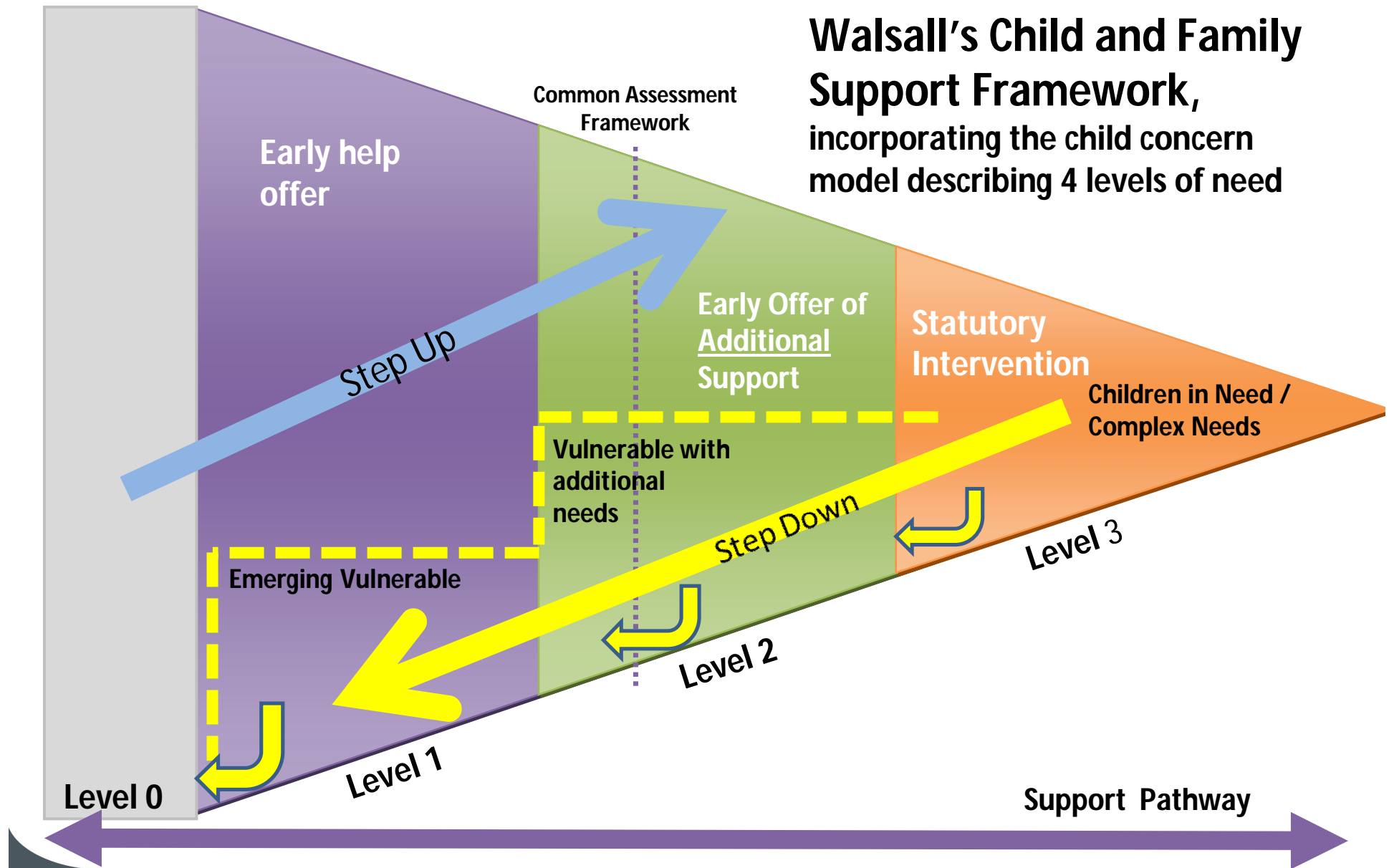
Key components of child and family support framework

“Reducing step up, increasing step-down”

1. **Reducing** the number of children and young people requiring more intensive help and support
2. Increasing step-down - **increasing** the number of children and young people receiving help in their community
3. Caring for more children in **local placements** when the need arises
4. **Improving the quality and choice of local** placements
5. **Reducing the time children remain looked after**



Walsall's Child and Family Support Framework, incorporating the child concern model describing 4 levels of need



Types of support

Level 1

- Schools
- Children's Centres
- Early years
- Youth Services
- Community Child Health
 - Healthy lifestyles
 - Emotional wellbeing
 - Sexual health
 - Family Intervention Projects

Level 2

- Targeted Youth Support
- Targeted Health programmes
- Support to young offenders
- SEN

Level 3

- Initial Response Service
- Safeguarding
- Adoption
- Fostering
- Specialist CAHMs
- Disability



Area Family Support Team

Core Team

- Centre Manager
- Team Co-ordinator
- Children's Social Worker
- Family Support worker(s)
- Targeted Youth Support
- Health Visitor
- Adult Community Social Worker
- CAF Co-ordinator

Additional support available on pull

- *Schools*
- *Substance Misuse*
- *Housing*
- *Police*
- *CAMHs*
- *Education Welfare Officer*
- *Teenage pregnancy*
- *Family Nurse Practitioner*
- *Special Education Needs*
- *Children with Disability*
- *Community Nurses*
- *Benefit & Welfare advice*
- *School Nurses*
- *Adult Mental Health*

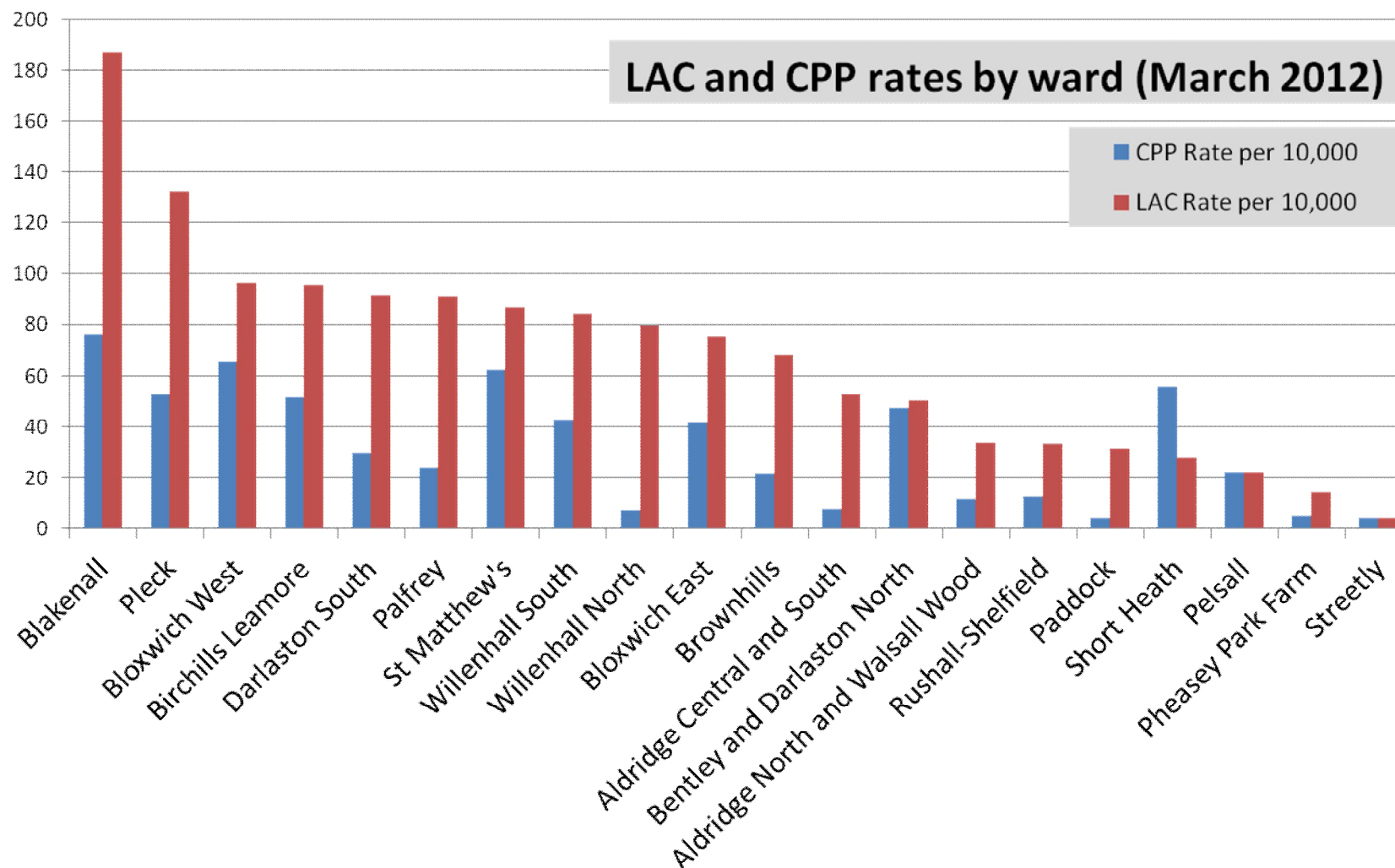









Where are the AFST based?

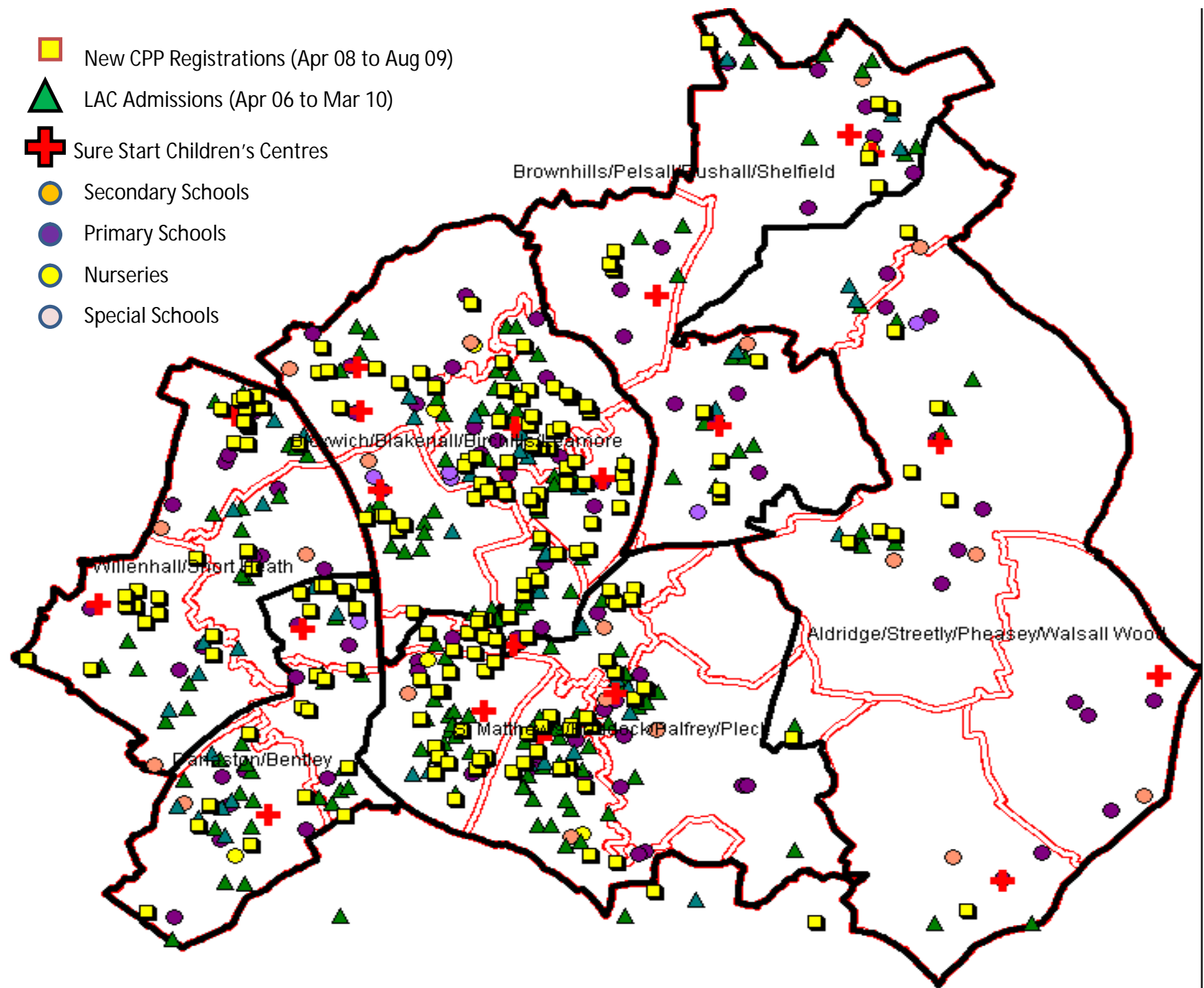
- 5 Area Family Support Teams
- **Phase 1** includes 2 sites at Bentley/Darlaston and Birchills
- **Phase 2** includes 3 sites at Palfrey, Bloxwich/Blakenall and Willenhall
- All sites have been through a rigorous needs led approach where
 - local data has led us to the identification of high demand localities that continue to
 - have high need of Looked after Children (LAC) admissions
 - Children with a Child Protection Plan (CPP)
 - Expressions of interest to host an AFST were sent to every primary and secondary school and each children's centre.



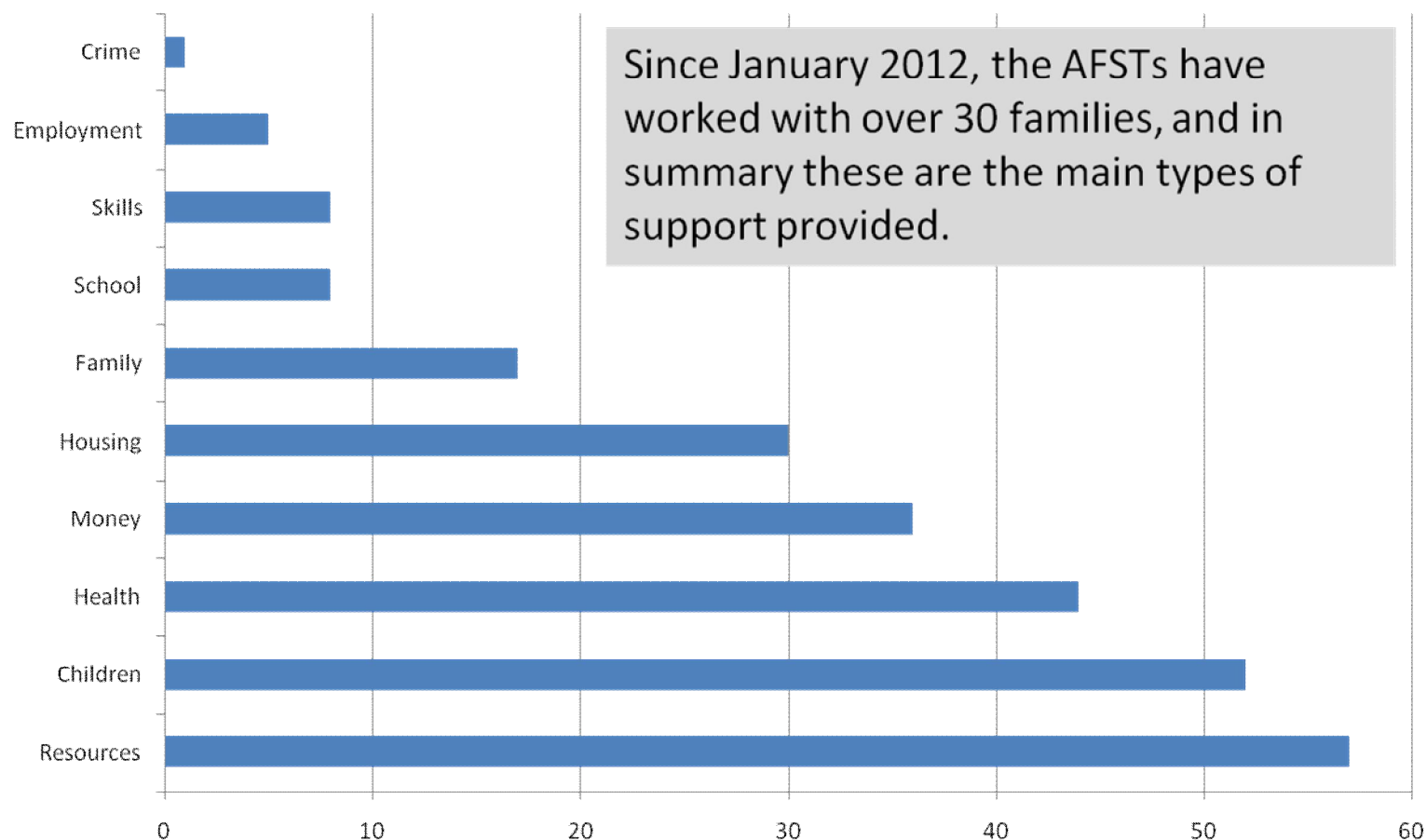
2012 Walsall LAC & CPP Performance



-  New CPP Registrations (Apr 08 to Aug 09)
-  LAC Admissions (Apr 06 to Mar 10)
-  Sure Start Children's Centres
-  Secondary Schools
-  Primary Schools
-  Nurseries
-  Special Schools



Type of support provided by AFSTs



Case Study

Family background

Dad (age 24), **Mum** (age 23),

Child 1 (age 3), **Child 2** (age 10 months)

What did the family need support with?

- **Financial problems** - debt, no money for electricity/gas/ food
- **Housing** – private rented, Repairs not completed
- **Parenting/household issues** - children hungry / not dressed, late for nursery, poor routine for baby
- **Mental health** - Mom refusing to review high dose of medication for anxiety



Case study

What was done to support the family?

- **Food** - obtained food vouchers and food from food bank, took mom shopping
- **Financial** - money management, attended JCP, dealt with arrears and HMRC
- **Employment** - supported self employment
- **Housing** - organised general housing repairs
- **Health** - nursery place for baby, supported mom about anxiety and medication

What has changed for the family?

- **Finances** - less stressed, regular benefit payments & income, created budget plan
- **Employment** - set up own business with some work coming in
- **Housing** - improved conditions, written routines, sharing chores
- **Health** - child gets to nursery on time, better feeding regime, family happier



Case Study

Feedback from the family

Mom said **“he [Dad] came in smiling yesterday because the team had been able to sort a lot of things for him”**

Dad said it had been **‘great’ that the AFST had been able to sort his benefits quicker than anyone else would have been able to do it”**

Both parents were really pleased outstanding repairs completed as **“we couldn’t even open the backdoor before”**

They said they had had a chance to tell the AFST what they felt they needed support with and said **they would recommend the support to other families.**



Increasing Need to Meet Demand

- Our regression analysis has proven link between deprivation and need/demand
- For every 1000 JSA = +15 LAC
- For every 1000 pop. Growth = +8 LAC
- For every 1000 Child Poverty = +16 LAC
- Combined estimate for 2015 = **80+ LAC**



Local Financial Modelling for AFST Work

Work undertaken to estimate the average annual cost for each AFST

- Forecast costs per team for Walsall, including overheads = £248k per year
- Additional work to estimate annual number of children that each AFST may support (based on extrapolating pilot work) = 98
- Actual figure for children supported may be higher once system is fully rolled out



Local Financial Modelling for AFST Work (2)

Information on current and new systems allowed a number of options to be modelled:

% of children worked with that would have progressed to become LAC without AFST intervention	Net Annual (Saving) / Cost per AFST (£)	Return on Investment
100%	(£4,042k)	17:1
25%	(£825k)	4:1
10%	(£181k)	2:1
6%	(£10k)	1:1
2%	£162k	1:3



Contact Details

Scott Degville

**Troubled Families Project Manager
Early Intervention, Workforce and Partnerships
Walsall Children's Services**

Tel: 01922 650994

Mobile: 07709 406420

Email: degvilles@walsall.gov.uk



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