

Appendix C - Troubled Families Project

1. Aim and objective of the project

The Troubled Families (TF) programme is a government initiative which is now into its second phase. It is focussed on those families with complex needs covering issues such as poor school attendance, worklessness and youth offending coupled with locally determined issues such as domestic violence. Families are benefitting from intervention and support to 'turn-around' and improve their situation. This includes support to gain employment. The TF Programme operates a payment by results funding model with £1,000 for each family identified and £800 for each family 'turned around'.

To be eligible for the TF programme, each family must have at least two of the following six problems:

1. Parents or 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 or children with a range of health problems.

2. What data we used

Data is matched and linked into Council systems as a means of identifying names that are flagged across multiple data sets.

The following data sets are analysed:

- Benefits Data – internal data (criteria 4)
- Protocol LCS – internal data from the Early Intervention Team in Children's Social Services.
- Employment, Education and Training data from West London Partnership Unit (criteria 2, 4)
- MARAC - Police data (criteria 1)
- Children's Centre data – internal data (criteria 3, 4, 5)
- Youth Offending Service – internal data (criteria 1)
- School Data from gathered via the bi-annual census' (criteria 2)
- Manual checking
 - Children in Need (CIN) and Child Protection Plan (CPP) data - internal data (criteria 2 & 3)
 - Housing/homelessness data – internal data (criteria 3, 4, 5)

3. Methodology employed for analysis

The benefits information is used as a database for the Troubled Families programme and all other data is matched to this. This data provides the broadest catchment of families fitting the Troubled Families criteria as it holds details of out of work benefits, how long the client has been in receipt of them as well as details of all family members

as a unit. It also gives the latest home address, this is crucial evidence that these families reside in Hillingdon. This is then cross matched with all other data sources (from the list above) with the aim of identifying all families where 2 or more TF criteria are apparent.

Further checks are carried out cross matching the housing/homelessness data and CIN and CPP data. This manual checking is completed using Excel.

4. How was it used to drive project/influence service change etc

The data is used to identify families who have problems that can be linked to at least 2 of the 6 criteria as set out in point 1. This programme is intended to focus on clients where a high volume, high costs of services are provided to help and assist with their daily lives. The intended outcome is to improve the services that work with them and to ensure more efficient and effective use of public money for the long-term.

Families that are classified as turned around would, by definition, be more independent and self-sufficient and less dependent on the support of social care and the benefits system.

Using a data-matching approach also allows the Council to target and tailor subsequent interventions to address the challenges that each family faces.