

Stockton-on-Tees Intensive Support for Families with Multiple Problems

Business Case

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Introduction

Why invest in intensive support for families with multiple problems?

A family with multiple problems may be lacking the resilience to overcome the problems facing them, or the motivation or capacity to get the support they need. A large proportion of these families will have four or more members, often where the father is absent and the mother struggling to cope and set boundaries. Substance misuse and/or mental health problems are common and often a factor leading to family violence and increased risk of children being taken into care. A lack of capacity to cope and poor family functioning will often result in a lack of engagement in learning, leading to low school attendance and attainment as well as consequences from poor behaviour in the classroom. Positive parenting that can help achieve success for parents and for children are often missing in these families.

These families are often known to many agencies and their chaotic lifestyle can cause misery for local communities. They will be the families who have moved in and out of services as they hit crisis intervention points, entered the criminal justice system, come near to eviction etc. Many agencies will work with elements of these families at different times but only when they meet their threshold for service or intervention. Individual services are not meeting the range of needs for the whole family and agencies will be familiar with the revolving door and intergenerational issues within these families.

These high cost/high demand families may be worked with over a long period of time by a multiple of different agencies. Work has been done where some authorities have highlighted High Contact Families as a 'deep dive' priority and identified huge costs associated with these families.

Through the Local Strategic Partnership and Children's Trust partners, work can be carried out to identify these families in each local authority area. This can be done by sharing information and data on families known to many partners in order to consider which families would benefit from a whole family and intensive support service.

Who is going to fund intensive support and targeted parenting programmes for families with multiple problems in the future?

Whilst central funding will continue in 2010/11 through a separate, but un-ring-fenced Think Family grant, no decision has been taken about whether these monies will continue from 2011/12 or how they will be paid. But whatever happens it will be increasingly up to local authorities to decide how they allocate resources.

The scale of provision for families with multiple problems will, in the future, be based upon local decisions and the kind of matched funding that is increasingly being provided through local partnerships, agencies and voluntary sector organisations. Already some local authorities supplement the funding provided centrally for Family Intervention Projects from their own resources, **whilst 92 authorities have secured matched funding through social landlords, Stockton-on Tees being one of these.**

In addition to this, a number of local authorities (including the 15 family pathfinder authorities who have been centrally funded) have invested their own resources to develop new and innovative whole system approaches to support families with multiple problems. This means, irrespective of the service accessed, a family's needs can be identified and met before a crisis point is reached.

This shows the potential for expanding provision in line with the potential efficiency savings and reduction in service demands from local partners choosing to invest in these services.

Local areas will need to work with the Local Strategic Partnership to consider how to use funding in the future to support these families. Data will need to be shared and analysed amongst partners and work will need to be carried out to show how the outcomes for these services meet the needs of local partners and fit their strategies.

This could be along the lines of the "deep dives" carried out for high demand/cost families and overlaying information identifying the families in the area as done through Total Place initiatives.

Other areas have looked at their top 50 families known to each agency and overlaid this data to see which families are known to a range of agencies. This has provided a powerful and visual picture of the families known to be worked with/intervened with by key partners.

Every local authority has had some "pump priming" through the previous Government to set up projects to work in a different way with these families and have shown some fantastic results. It is now for local authorities to look at what has been evidenced to work and to sustain and increase the projects to bring about long term improvements in outcomes for families and reduce costs over the short and long term.

Services for families with multiple problems which are **strategically relevant** to the delivery of the local authority's or other local partners outcomes are those that are most likely to be viewed positively and supported through continuing investment.

Current Model in Stockton-on Tees

The Intensive Family Intervention Service in Stockton-on- Tees is delivered by Tees Valley Housing and has been operational since May 2009. The service works towards a number of objectives, therefore contributing to a number of agendas. These include:

- Reducing anti social behaviour
- Reducing offending
- Reducing the number of children entering the care system
- Improving school attendance and attainment
- Developing emotional resilience
- Improving the stability of accommodation
- Improving parenting skills
- Improving engagement with health services

Current Eligibility Criteria

The primary target group for the Stockton on Tees Intensive Family Intervention Service has been the most vulnerable and problematic families with children at risk of offending and or re – offending. The eligibility criteria has included families that:

- Must have children between the ages of 8-16 in the household (in exceptional circumstances older or younger children)
- Live in rented accommodation (owner occupiers in exceptional circumstances)
- Are involved with anti-social behaviour, criminal activity, alcohol / substances misuse or domestic violence
- Have multiple support needs

In April 2010 Tristar Housing provided match funding to the Department for Education's (formally DCSF) housing challenge money to employ another key worker into the team. This meant that the eligibility criteria was then widened to focus on families at risk of losing their tenancy through anti social behaviour.

What is effective in supporting families with multiple problems?

The Stockton-on Tees Intensive Family Intervention Service operates using an approach that includes the following, which are seen as key to ensuring success:

1. **Whole family working** – Whole family as well as individual assessment of need, family agreements/contracts to secure commitment to change, 'Team Around the Family' approaches to multi-professional working
2. **Family key-workers** with the skills to work in a respectful but persistent way with families and small and protected caseloads (e.g. 5 families per 12 months)
3. **Support being provided when it is needed** – families are worked with for as long as needs require (average 12-18 months)
4. **Multi-agency approach** – tailored packages of support drawing on the full range of services available either delivered by a dedicated family key-worker
5. **Flexibility** in how support is offered and work delivered across partners and service – prioritisation of needs in partnership with other involved agencies and the family
6. **Targeted Parenting Support** interventions using evidenced based parenting programmes or approaches through skilled programme facilitators

To help families acquire skills to enable them to assume responsibility for their lives and their role in the community, services for families with multiple problems will need to form part of a wider network of universal and specialist support. They will also need to be flexible enough to respond to changing family needs which could mean support plans being revised or families withdrawing or re-engaging with services.

National Outcomes

It works

Whole family intervention has been evidenced to work. Services who work with these families following intensive whole family models regularly feedback that partners are surprised at the speed and range of outcomes that are met through this intensive support, stating that they did not anticipate the success that has been evidenced with the hardest to reach families.

Independent research by NatCen shows improved outcomes for these families when supported by Family Intervention Projects including:

- reduction in housing enforcement actions by 72 per cent
- a drop in anti-social behaviour by almost two-thirds (see *Figure 1*)
- truancy, exclusion and bad behaviour at school reduced by 58 per cent
- domestic violence declined by 59 per cent.
- drug and alcohol problems declined by 47 per cent.
- child protection concerns declined 42 per cent

The support received will increase the likelihood of positive outcomes for the children of the family, the adults, and of the family as a whole. It may also improve life for neighbours and the community in which they live.

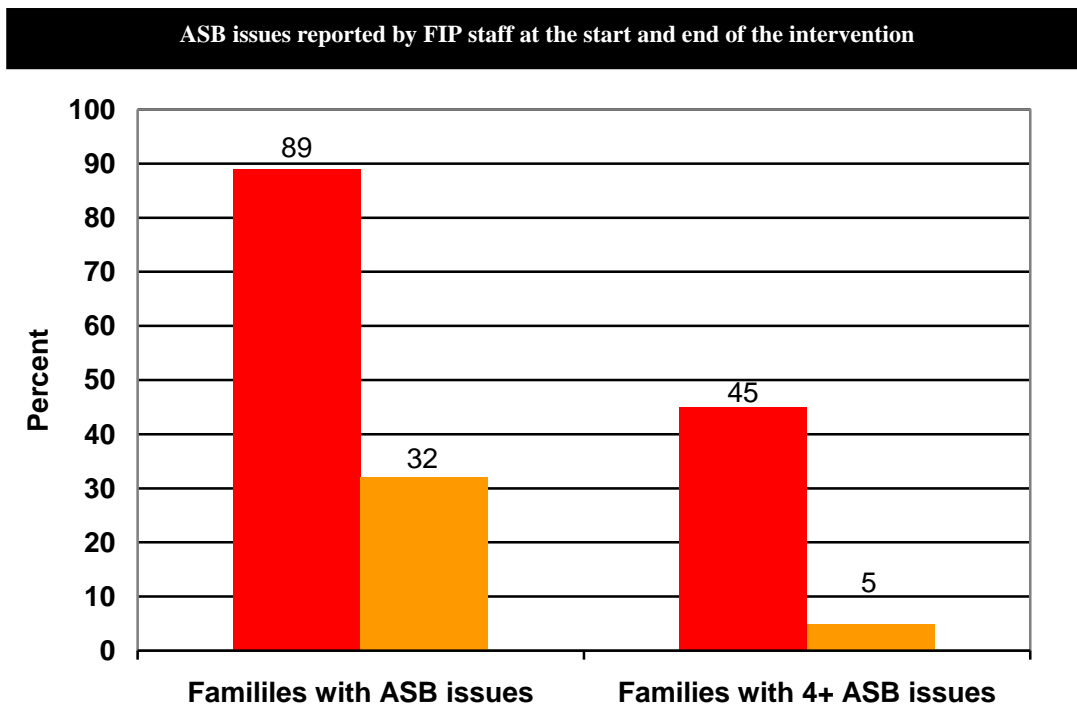


Figure 1. Levels of anti-social behaviour

A review by the National Institute for Clinical Excellence highlighted the value of parenting programmes in improving the behaviour of children with conduct disorder. Eleven out of 15 studies showed statistical long-term effects (between one and ten years).

Targeted Parenting Programmes have a strong international evidence base. A review by the National Institute for Clinical Excellence highlighted the value of parenting programmes in improving the behaviour of children with conduct disorder. Eleven out of fifteen studies showed statistical long-term effects (between one and ten years).

An Incredible Years parenting programme with children with diagnosed disruptive behaviour costs an average of £1,344 over a six month period to improve a child's behaviour to below clinical levels of disruptiveness. It is estimated that by the age of 28, an individual with conduct disorder has cost an additional £60,000 to public services, compared to an individual without.

Research carried out for the Youth Justice Board into the effectiveness of Parenting Programmes from 2002 demonstrated that attendance at a Parenting programme reduced young people's re-offending by 50%, alongside improved relationships between children and parents (Gate and Ramella, Positive Parenting Policy Research Bureau)

Stockton-on-Tees Intensive Family Intervention Outcomes

Over a one year period the service has worked with 17 families in Stockton-on-Tees and current outcomes include:

- **67% reduction in anti social behaviour (national average of 66%)**
- **60% of young people have maintained a good level of school attendance or improved, (national average of 58%) with some exceptional results showing one young persons attendance increasing by 73%**
- **75% of cases where tenancy action was a problem on referral have not escalated since the Intensive Family Intervention (national average of 72 %.)**
- **Parenting skills have improved in 85% of families.**
- **69% of families have improved independent living skills.**
- **92% of families have improved lifestyle / risk taking**
- **77% of families have improved routines and appointment keeping.**

On the top 3 outcomes the service has exceeded the national averages.

Out of the 17 families the service has worked with in 3 families there have been child protection issues, close work has taken place with Children's Services.

This information has been gathered using a range of measurement tools to gather soft and hard outcomes, soft outcomes being subjective and hard outcomes being statistics gathered from partner agencies.

Feedback from Service Users

“Although you’ve only been working with my family for a short time its made such a difference to my life. You’ve made me believe in myself and feel that I can make changes and look forward to the future instead of just coping day to day.” Service User Comment,

“My key worker has helped us with all sorts and has done more than any other agency; she has always been available to help us, no matter what the problem.” Service User comment

Feedback from Partners

“The work the key worker has completed with the family has been very beneficial and has resulted in Lee returning to the family home permanently as he was residing with his older sibling due to total breakdown in family relationships as a result of Lees negative behaviour both in and outside of the family home.”

Lee’s relationship with all family members has improved but particularly with his Mother and younger sibling Savana were most of the focus of the support package was aimed.

Lee has really settled down and is coping much better with day to day family life and within School were his challenging behaviour has also improved dramatically”

Kris Donaldson, CESC support worker stated in his post-intervention CIS

“The service is already savings us money as we aren’t proceeding with tenancy action as much because families are engaging.” Dave Conner, ASB Officer, Tristar Housing

National Cost Savings

This whole family and intensive approach is a cost effective way of **engaging the most difficult to reach families** and **supporting families who make the highest demands on services**.

These families will often have repeated negative involvement with schools with regard to discipline or absenteeism, and with children's social care about safeguarding. Local Police, housing officers etc will have concerns because of nuisance or the criminal behaviour of some family members. There may also be domestic violence, repeat cycles of homelessness and local health services may have concerns about families accessing health provision.

Information collated from existing local projects delivering services for families with multiple problems shows very strongly that these approaches reduce the burden on other local agencies giving them the freedom to **return to core business** (for example, a children's social worker being able to better focus on child protection, or a school being able to concentrate on education). This releases staff to meet the needs of other service users and can deliver real **efficiency savings** by avoiding children being taken into care or families being evicted and placed in unsuitable accommodation, for example.

Latest estimates suggest an average saving **per family per year** is £81,624. (DfE Family Savings Tool, taken from a sample of 40 families from 19 local authorities.) Parenting programmes can potentially save £225,000 per child with conduct disorder (including £160,000 in reduced offending).

Stockton-on-Tees Case Studies and Cost Savings

The Family Savings Calculator has been developed by the Department for Education to enable local authorities to estimate the cost avoidances produced through a family successfully completing a targeted intensive family intervention.

The following two cost saving examples relate to two case studies. Annex 1 and 2 give a full description of the background, interventions and outcomes. The savings to other agencies have been calculated looking at the family's behaviour and circumstances one year before intervention and in the current year during intervention.

The national average saving per family per year is £81,624; the average of the two examples chosen in Stockton-on-Tees exceeds this amount.

Family H

“Family H were referred by the Youth Offending Service. There were high levels of anti-social behaviour and the tenancy was at risk because of this and rent arrears.

There were issues around domestic violence, poor parenting and non attendance at school.”



Calculate Single Family Costs

Single Family Results

Total Family Saving	£100,898.07
Family Member 1	£25,146.20
Family Member 2	£24,300.75
Family Member 3	£19,654.00
Family Member 4	£0.00
Family Member 5	£0.00
Family Member 6	£0.00
Family Member 7	£191.00
Family Member 8	£38,606.12
Family Member 9	£0.00
Family Member 10	£0.00
Crime/anti-social behaviour	£49,226.12
Drug and Alcohol Services	£0.00
Education/Employment	£0.00
Health Care	£191.00
Housing	£31,665.75
Social Care	£3,500.00
Domestic Violence	£23,315.20
<u>Organisation</u>	
Commercial sector	£0.00
Criminal Justice	£33,190.53
Health Service	£1,801.15
Local authority	£36,096.17
Police	£4,422.18
Private sector	£0.00
Social Services	£263.00
Society	£19,707.04
Various	£2,090.00
YOT	£3,328.00

Please case study in ANNEX 1

Family O

“Family O were also referred by the Youth Offending Service due to high levels of anti-social behaviour by all family members, and were likely to face eviction.”

<u>Single Family Results</u>	
Total Family Saving	£64,817.44
Family Member 1	£4,517.26
Family Member 2	£22,470.18
Family Member 3	£44,830.00
Family Member 4	£0.00
Family Member 5	£0.00
Family Member 6	£0.00
Family Member 7	£0.00
Family Member 8	£0.00
Family Member 9	£0.00
Family Member 10	£0.00
Crime/anti-social behaviour	£15,511.18
Drug and Alcohol Services	£0.00
Education/Employment	£52,968.00
Health Care	£252.00
Housing	£3,055.26
Social Care	£31.00
Domestic Violence	£0.00
<u>Organisation</u>	
Commercial sector	£0.00
Criminal Justice	£1,100.00
Health Service	£252.00
Local authority	-£3,944.74
Police	-£1,515.82
Private sector	£0.00
Social Services	£31.00
Society	£52,968.00
Various	£14,365.00
YOT	£1,562.00

Please see case study in ANNEX 2.

Benefit to Stockton- on- Tees

Tristar funding

There is commitment from Tristar Housing to fund one key worker, post March 2011. The focus for this worker will remain in preventing anti social behaviour with the referral pathway being direct from Tristar.

Dispersed Properties

Tees Valley Housing has allocated two properties in Stockton-on- Tees to be used specifically for families accessing the Intensive Family Intervention Service. These properties can be used to rehouse families where the community would benefit from respite due to their anti social behaviour or where poor housing needs to be addressed in order for a family to be open to interventions to embark on positive change.

Flexible Working

To improve the service further more flexible working arrangements will be introduced. This will mean that key workers will be available for evening and weekend work which will result in a more tailored, targeted service for families.

Savings to Partners in Stockton-on-Tees

Providing intensive family support to prevent the need for children to be accommodated can have an important role in reducing pressures on the care system both in the short and long-term. The largest group of children entering care are 10-15 year olds, most entering with their parent's agreement because they feel they are no longer able to care for them. They make up 70% of all residential care, costing over £100,000 per child per year (Stein,M. et al 2009). In some, although obviously not all, of these cases intensive family support is a realistic alternative to a child entering care. It can achieve the best outcome for the child whilst releasing children's service resources to focus on younger children who need to be safeguarded.

Existing Family Intervention Projects and other local services for families with multiple problems, such as the 32 projects that local authorities are piloting until March 2011 to test innovative whole family approaches of supporting families with multiple problems, including those with young carers, are already reducing the burden on other local services. **If this kind of support is withdrawn other local services may need to meet the additional demands made by families with multiple problems who will not be supported.** This might include more children being taken into care, families being evicted, children being permanently excluded from school and so on.

Local estimates of the monies involved in supporting families with multiple needs also show the costs which would fall upon local services if the service was withdrawn. As an example, five families with multiple problems, not supported in this way over a 12 month period could possibly cost each agency the following:

- children's social care would need to find £189,000 a year, mainly meeting the demand for additional care places
- local Police, youth offending and community safety would need to find an additional £73,800 a year on staff, mainly through handling increases in neighbourhood nuisance and minor crimes
- local housing providers would need to find £36,400 a year, mainly in dealing with more housing enforcement actions

Stockton-on-Tees Intensive Intervention Service is now being aligned more closely with Children's Services. This means there can be a larger focus on families where children are on the edge of care and thus maximising the savings to the local authority.

Contribution to Parenting Strategy and Delivery

Two workers have been trained in Strengthening Families which is an evidence based parenting programme that target 10 – 14 year olds and their parents.

These workers form part of a virtual team in the local authority and have been involved in delivering two of these seven week courses to families outside of the Intensive Family Intervention Service.

Other expertise in the team includes one worker who is trained in Family Links Nurturing which targets children aged 0 – 10 and has experience of delivering this parenting course in a group setting and in a 1-2-1 setting.

One worker is currently being trained in Triple P which will increase the skills of the team further. Additionally two teen Triple P places have been ring fenced to the Intensive Family Intervention Service through the Children Workforce Development Council, training which will commence this financial year.

The Parenting Strategy Operational Steering Group has representation from the Intensive Family Intervention Service, which is responsible for implementing the local authority's Parenting Strategy.

There will be continued commitment to deliver evidence based parenting programmes in line with the Parenting Strategy with local authority colleagues, to families accessing both the Intensive Family Intervention Service and wider local authority services.

Contribution to Children & Young Peoples Plan

The service also has a direct impact on many of the priorities in the Children & Young People's plan. These are:

Be Healthy

1.1 Key Priority and objective: promote positive sexual health, including the reduction in the level of conceptions in under 18 year olds.

Three key workers are C Card trained and the service also has strong links with the brook service.

1.2 Key Priority and Objective; reduce substance misuses (including alcohol and tobacco) by children and young people and reduce the effects on children and young people of substance misuse by parents and carers

Key workers carry out Tier 2 substance misuse interventions to young people and record the number of these interventions provided. This is fed back the substance misuse commissioner.

1.4 Key Priority and objective; reduce health inequalities for children and young people across the Borough.

Ensure all young people involved in the service are registered with a dentist and a doctor and access all immunisations.

1.5 Key Priority and objective; improve the mental health and emotional well-being of children and young people

A referral pathway exists from the Intensive Family Intensive Service to CAMHS through the YOS CAMHS nurse.

Stay Safe

2.1 Key Priority and objective; enhance safeguarding arrangements for children and young people, with a focus on the development of early intervention and preventative strategies

Key workers are actively involved in all child protection core and conference groups and reviews. The Intensive Family Intervention Service also provides preventative interventions to some young people as thresholds of need vary with family members.

2.3 Key Priority and objective; ensure safe recruitment and employment practices are adopted across all agencies

All staff undergo enhanced Tees Valley Housing and Stockton-on Tees CRB checks.

2.4 Key Priority and objective; reduce levels of bullying

The intensive work carried out by the service means that bullying can be identified as a root course to other behaviours and or as a result of other circumstances, which is addressed.

Make a Positive Contribution

4.1 Key Priority and objective; continue to develop the involvement and participation of children and young people, parents and carers in developing services that more closely meet their needs.

Tees Valley Housing have a commitment to include service users in consultation on service development.

4.2 Key Priority and objective; support, encourage and celebrate the involvement and participation of children and young people in community life;

Key workers link in to IYSS and encourage participation in activities.

4.3 Key Priority and objective; reduce levels of youth offending and anti-social behaviour.

The service strives to reduce anti-social behaviour and criminal offending which is monitored. There is encouragement to participate in diversionary activities alongside the use of a reward /incentive ethos.

Achieving Economic Wellbeing

5.1 Key Priority and objective; improve the proportion of young people leaving school who access further education, employment or training

Good partnership arrangements exist between Connexions and GOIL.

5.2 Key Priority and objective; reduce the level of homelessness of young people

The service currently takes direct referrals from housing providers where families are at risk of losing their tenancies. Also a direct referral pathway will exist from Housing Options to access to the dispersed properties.

5.3 Key Priority and objective; seek to reduce poverty and the impact of poverty on children, young people and their families.

Ensuring budgeting plans are in place and the correct benefits are being received alongside encouraging all family members to access work, education and training is an integral part of the work of the service.

Contribution to Business Unit Plan: Integrated Youth Support Service

The Integrated Youth Support Service (IYSS) was implemented in response to national drivers on the youth support agenda and local developments as Integrated Service Areas (ISAs) and Integrated Services were rolled out. The IYSS encompasses a range of operational activity previously delivered through Connexions Service, Youth Service and Youth Offending Service (YOS). Whilst the Connexions Service and Youth Service ceased to exist as separate entities on 31st March 2008, Connexions Personal Adviser delivery and Youth Work approaches remain key and significant parts of the overall service. Although there continues to be a Youth Justice Plan (a requirement

of the Youth Justice Board) the Youth Offending Service is now an integral part of the IYSS approach.

The Family Intervention project sits within IYSS and contributes to service targets and delivery. The IYSS Business Unit Plan (BUP) includes:

- **Stay Safe Section '2.5.e'** Delivery of a commissioned Crime Family Intervention Project working with the most vulnerable young people and families, FIP delivered in line with the proposal made through YCAP funding. Improved outcomes for 30 young people and improved
 - **Make a Positive Contribution Section '4.3.c'**
parenting skills for identified parents/carers.
Delivery of a commissioned Crime Family Intervention Project; 30 families engaged with measurable improved outcomes for young people

Intensive Family Intervention Service Options

The service will be delivered using the methods already identified in the business case and the excellent outcomes achieved will continue to be improved upon.

Aligning the service more closely with Children's Services remains a priority for all options.

Below gives details of three staffing models to give an indication of the level of service available. Selection of these will depend upon the number of families the local authority wishes to target and the budget available to continue providing the service post March 2011.

Option One - Current Model

The current team consists of:

- 1 x project leader at 35 hrs per week
- 4 x key workers at 35 hrs per week
- 1x admin at 25 hrs per week

The total income for the service for 2010 / 11 was £238,000. Following in year efficiency savings a 14% reduction has been possible. The cost therefore to deliver the current service is **£205,000** with the capacity to work with **22** families. This is based on 3 workers providing intervention from Tier 3 upwards on the continuum of care(holding a case load of 5 families each) and one worker providing intervention to families from Tier 2 (holding a case load of 7 families.).

Option Two

- 1x part time project coordinator at 17.5 hrs per week
- 4x key workers at 35hrs per week
- 1x admin at 7hrs per week

The cost to deliver the service is **£185,000** with the capacity to work with a maximum of **22** families. This is based on 3 workers providing intervention from Tier 3 upwards on the continuum of care and one worker providing intervention to families from Tier 2.

Option Three

- 1 x coordinator at 17.5 hrs per week
- 3 x key workers at 35hrs per week
- 1x admin at 7 hrs per week

The cost to deliver the service is **£155,000** with the capacity to work with a maximum of **17** families. This is based on 2 workers providing intervention from Tier 3 upwards on the continuum of care and one worker providing intervention to families from Tier 2.

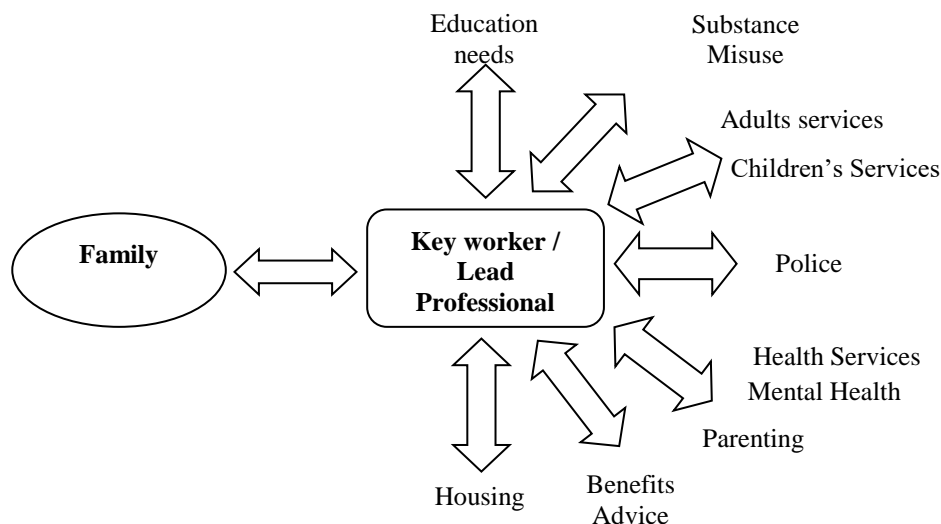
Please note that all of the above are potential options, the final option will be tailored to meet the Local Authority requirements.

Further Service Consideration?

Most existing services are based on one of two main models:

- The co-ordinated multi-agency approach
- The co-located multi-agency approach

Co-ordinated Multi-Agency Approach



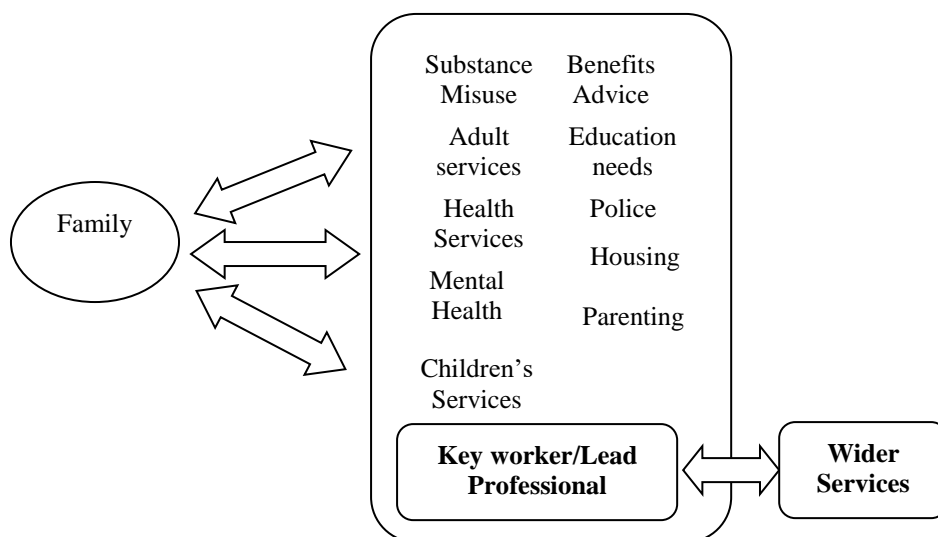
This is the model currently adopted in Stockton-on- Tees. A team of dedicated key-workers carry a small caseload of families for whom they co-ordinate a multi-agency, round-the-clock support package (including parenting programmes) to families. Support is available on an outreach basis or in dedicated properties in which families can be housed (resource dependent). Many local authorities currently deliver projects based on this model, targeting anti-social behaviours, Youth Crime, and child poverty. This

model may be delivered within an existing local authority, by a skilled voluntary sector partner or external to the local authority (e.g. through RSL partners). Stockton-on-Tees may need to review its existing service of this nature and, in partnership, make decisions about sustainability and where this will best sit in your future service structure.

At lower levels of need, rather than a family having a key worker, support can be coordinated by a lead professional designated from among the services which have contact with the family. Some local authorities have been testing and developing innovative approaches to whole family ways of working. They have been working on facilitating a cultural shift in the way that families are supported, so that all services working with vulnerable families receive the additional support they need irrespective of the service they access. Some have had a particular focus on looking at how adult and children's services, including local third sector projects, can be better targeted around the needs of a family and young carers, to protect them from inappropriate caring.

Key to the success of these has been putting in place strategic 'whole family' governance arrangements, reporting to the Children Trust's Board, that are supported by directors of adult and children's services, health, housing and criminal justice etc.

Co-located Multi-Agency Team



In this model a variety of practitioners from different partner services, and employed by their own agency, are located in one place alongside dedicated key workers, who work together to deliver a multi-agency support package (including parenting programmes) to families. Again, this model may be delivered within your existing structures, or by external partners or voluntary sector providers. Alternatively, the multi-agency partnership group within

Stockton-on- Tees may work together to expand on existing intensive support services to develop a co-located approach. **To off set reductions in the Intensive Family Intervention Service and to develop partnership working further, the Co Located model could be explored in Stockton – on- Tees.**

Both of the above models are very flexible in their application and delivery. Either model is able to address issues across various tiers of family need. Analysis of priority areas within your local authority and data mapping with other partners will assist in making decisions about where to target this service. Local authorities are already delivering one or more Family Intervention Projects and parenting programmes as a result of funding from the previous government – it is now up to local authorities to decide how to build on this using the latest evidence and given the pressure to deliver more sustainable and cost-effective services in the future.

If you decide to target the high-level, high-cost families, intensive support can address high needs amongst some family members as well as provide early intervention for others. As such it has a significant preventative role in reducing the likelihood of children or other family members developing more serious problems in the future.

ANNEX 1.

Case Study H - Family Composition

JH	Mother	9/8/1971
CH	Father	27/5/1967
DH	Daughter	12/4/1989
NaoH	Daughter	19/12/1990
NatH	Daughter	12/5/1992
LuH	Son	14/9/1993
LeH	Son	14/9/1993
BH	Son	26/2/1996
MH	Grandson (DH's Son)	17/8/2008

Background

- The H family were referred into the Intensive Family Intervention Service in September 2009 by the Youth Offending Service.
- The main causes of concern were the high volumes of Anti Social Behaviour being caused by their children BH (13 years old), and the twin sons LuH and LeH (15 years old), as well as verbal altercations between other family members and members of the community residing within the locality of the family home.
- The landlord, Tristar homes had been granted a NOSP against the family as a result of the excessive volume of ASB.
- Tristar homes also had a NOSP open against the H family in relation to their rent arrears
- Overcrowding - a total of 9 individuals residing in a 3 bed property.
- BH had recently been released from Aycliffe Young Offenders Institute and was subject to 6 month referral order with the Youth Offending Service.
- Twins LuH and LeH were prolific non-attendees at their school.
- Mother JH suffering from depression and there was a lack of parenting skills.
- History of domestic violence between mum and partner.
- Father CH outright refused to engage with the project in any form though he had no objections to the remaining family members engaging.

Interventions

- Support to maintain rent arrears payments, which has included establishing realistic budgets, attending court appointments and storage of payment receipts and or chasing non payments to ensure they were made.
- Support to claim the correct benefits at times when their circumstances changed.
- Support and assistance to the daughter DH (20 years old) in moving out of the property along with her son MH (1 year old). This included visiting

the property, assisting with community care grants, and ensuring all the needs of DH and her son were to be met within their new home. DH had issues and problems relating to her previous tenancy but the landlord allowed DH to move in under the proviso that she was receiving FIP support.

- Close partnership working with Connexions to ensure LuH and LeH attended education, employment, or training post school.
- 1-2-1 work with BH to address anti social behaviour which included accompanying him to school and leisure activities.
- 1-2-1 parenting support has been provided to Mum, JH, particularly around the implementation and enforcement of boundaries with regards to BH.
- JH has been provided with advice and support around taking short breaks in order to visit family members residing outside of the local area, and was given support in her decision to separate from Craig during the families up and coming move due to regeneration of the area.

Outcomes

- BH has successfully completed his referral order and has not been involved in any anti social behaviour or criminal activity since the Intensive Family Intervention Service involvement.
- Mum no longer allows BH to stay out late of an evening. Mum now enforces boundaries with BH and is aware of the consequences of backing down to him.
- The introduction of occasional breaks away with other family members have resulted in reduced levels of tension between family members. Mum states that this has gone a long way towards combating her depression.
- The last reported incident of ASB registered with Stockton's ASB team was in October 2009 and was by one of the twins, LuH.
- The last complaint of ASB made by members of the community to Tristar homes against either the property or any of the tenant's was in December 2009 and related to the behaviour of a visitor.
- Due to the reduction of ASB, the ASB NOSP has now expired with no further action being taken.
- Due to the improvements made in the regards to the payments of rent, the rent arrears NOSP is now due to expire with no further actions being taken.
- Family are now successfully maintaining their tenancy and the family have recently been transferred from the ASB FIP.
- Father, CH, now fully engages with the FIP after his initial reluctance.
- LeH has registered with E2E (education to employment) and is now attending.

- The number of family members residing at the property has now reduced from 9 to 6, thus reducing overcrowding, (NaoH, aged 19 moved out of the property independently)

ANNEX 2.

Case Study Family O

Composition

Mother: MO 02/08/63

Son: SO Male, 22/04/86 (not living at home)

Son: LO Male 09/06/93

Son: BO 09/11/94.

Background

- The Family were referred to the FIP in September 2009 by the Youth Offending Service.
- The main area of concern was the high volume of Anti Social behaviour within the community caused by all family members. This including youths congregating in and around the property.
- BO and LO both given an ABC.
- Outstanding rent arrears and the property was very cluttered, the family also had 2 large dogs living there.
- Tristar Housing was collating evidence to serve a Notice Seeking Possession (NOSP) on the family for anti social behaviour.
- BO has a Statement of Educational Needs. Attends Westlands School for children with Emotional and Behavioural Needs and was given an alternative timetable offsite to attend construction and motor mechanic sessions as well as core skills and a day helping out at the local community farm. He only had a 9% attendance rate. This programme known as New Start.
- BO had a criminal record and had received a Final Warning for ABH and a 4 month referral order, which ended on 20/08/09.
- Mother suffering from anxiety.

Interventions

- The support worker helped BO to find evening activities including a local youth group. The worker also identified a scheme where youths were encouraged and supported to renovate old bicycles and successfully enrolled BO and his brother.
- The worker also enrolled BO and LO on a scheme with the police, where the Police take the young people to a local football pitch every Saturday morning to play against them, this helps to build the relationship between the parties.

- A Leisure saver card for BO and LO were acquired , entitling them to free swimming at any of the council swimming pools in the Borough, for further diversionary activities
- The support worker has spent time 1:1 with BO, talking about the effects that his behaviour could have on the rest of his life particularly around employability.
- The support worker identified that some of the educational placements arranged for BO were not appropriate and this led to the school tailoring a timetable that was more suited to BO's interests and abilities. The worker also arranged for B to have a lift to some of the placements during the week.
- Work with mother to de clutter and organise property.
- Budget plan put in place to address rent arrears.
- Supported mother to address and get medical help for anxiety issues.

Outcomes

- BO's attendance at New Start is now 90%+ every week.
- BO showed great commitment to the mechanics sessions and had started helping a family friend out on a Saturday at his garage. This was added to his timetable. BO showed such good commitment and enjoyment of this that it has been increased to 2 days a week. Owner of garage has said there is a likelihood of an apprenticeship after school.
- The support worker referred LO to Connexions and he now has a Get on in Life (GOIL) worker who is supporting him to seek suitable training. The FIP worker has supported him to open a bank account ready for his EMA.
- No reports of ASB since February 2010.
- Rent arrears paid off.
- NOSP not applied for
- No concerns from other agencies