

Medway Early Help Outcomes Plan

The Medway Early Help Outcomes plan 2020-2021 aims to simplify the process of evidencing outcomes and claims for families that have been successfully turned around by local services. It adheres to the Financial Framework for the Troubled Families Programme (April 2020) Principle One 'to provide a concise and clear account of the goals that each local authority is trying to achieve' and to avoid being 'a complex bureaucratic process'.

There is no 'simple template' for working with families and each family will need a different approach depending on their circumstances (FF P.21). Families must include dependent children or expectant parents at the time of intervention. Some family interventions may be short term and *light touch* to address concerns raised, others may be longer term and involve intensive support. All will receive the whole family style of working. Some outcomes may result in wider family members being involved to achieve sustained progress e.g. relatives. We want to ensure that priority needs are addressed in all cases but the needs of the children will be paramount as outlined in the Children Act 1989. Indicators for inclusion in the programme will usually start at the point of the most recent assessment.

Significant and sustained progress will require evidence of improvement against six headline areas for a minimum of six months and addressing of the most concerning/priority aspects of the headline problems identified at assessment for **relevant** members of the family. To avoid unnecessary bureaucracy the best evidence available to the local authority will be sought from various sources and will be verified by the professionals who have been working with the service users. Other independent evidence will also be used to verify any claims for turned around families e.g. DWP data, Revenue and Benefit data, latest available school census or attendance data and appropriate sign off by a relevant agency.

Work outcomes are defined in the Financial Framework April 2020. Evidence of progress or maintenance of current work status will be supplied by one of the sources referred to above. This outcomes plan will also give consideration as to how addressing *other* family problems might impact on someone's ability to find work.

The Early Help Transformation Team will quality assure the closed cases and ensure that there has been no regression for any headline area, even when not present at the outset, or re-referral of the family for reasons that are of significant concern. Every claim will require evidence all school aged children in the family have been attending school for an average of at least 90 per cent of sessions across three consecutive terms (equivalent to a full school year).

A sample of claims will be quality assured by local authority managers and then a random sample selected by internal audit prior to submission to the MHCLG.

1. Crime and Anti-social Behaviour		
	Indicator	Outcome
A	A child (between 10-17 years old) with a proven offence in the last 12 months	No more offences or significant reduction (50% +)
B	An adult or child involved in one or more anti-social behaviour (ASB) incidents in the past 12 months	No more ASB incidents or significant reduction (70% +)
C	An adult currently subject to any of the following: <ul style="list-style-type: none"> • licence or supervision in the community following release from prison • serving a community order • suspended sentence • returning from prison 	No breach of order
X	Any concern noted by the worker which, if ignored, could lead to further crime and ASB E.g. an adult or child victim of crime, involved in or at risk of involvement with gangs, knife crime, county lines or radicalisation.	Worker notes significant improvement/progress, lowering the risk of the problem escalating
	Evidence required for claim:	Outcome sustained for a minimum six month period.

2. Education – Children not attending school regularly		
	Indicator	Outcome
A	Over 3 terms (one school year) a child has received 3 or more fixed term exclusions or permanent exclusion/s.	No permanent exclusions and reduction (50% +) in fixed term exclusions.
B	A child (5-15 years old) who is neither registered with a school nor being educated in an alternative setting.	Child/ren now registered in a school or attending alternative provision e.g. registered home schooling.
C	A child with less than 90% attendance averaged over the past 3 terms (one school year) unless due to authorised absence or poorly managed health condition.	Attendance above 90% evidenced for three terms, or improvement of at least 40% for a child with very low attendance (i.e. below 40%) All children would be expected to have minimum 50% attendance.*
X	Any concern noted by the worker which, if ignored, could lead to problems with education E.g. attendance decreasing steadily over time or risk of exclusion.	Worker notes significant improvement/progress, lowering the risk of the problem escalating
	Evidence required for claim: Inclusion in TF programme as per page 30-31 Financial Framework. For children/y.p. where school attendance is an issue an Ed. Cert is required to show sustained improvement. Where it has not been a concern then evidence that it did not deteriorate below accepted levels, post intervention, is required. * 50% minimum attendance will be required for any child where substantial improvement of 40% is claimed.	Sustained progress and accepted level of attendance over three successive terms post intervention. This will be taken from the latest available school census figures or school education certificate when required. Attendance and Advisory Service evidence will be required to demonstrate continued inclusion.

3. Children who need additional support.		
	Indicator	Outcome
A	A child who has been assessed as needing help E.g. Parental neglect, Child Protection or Child in Need concern, Family Support or Early Help intervention.	Closure or step down of intervention.
B	A child identified as missing by police	Over 50% + reduction from start of intervention.
C	A child with SEND, including social, emotional and mental health needs.	Needs are addressed through an Education Health and Care Plan or a support package agreed between the family and relevant professionals.
D	A child identified as having a delay in speech language and communication skills.	Child receives the appropriate level of service to meet their needs.
X	Any issue noted by an agency or worker which, if ignored, could lead to concerns for a child's welfare.	Relevant professional notes significant improvement, reducing risk of escalation.
	Evidence required for Claim:	Case closed or stepped down with no further assessment for a minimum of six months or referred to lower tier service following case closure. Professional or family evidence demonstrates improvement over a six month period.

4. Work – Worklessness, financial exclusions or young people NEET		
	Indicator	Outcome
A	An adult in receipt of out of work benefits or Universal Credit.	<p>Adult comes off out of work related benefits, sustains continuous employment or relevant professional notes they have made significant & sustained progress towards work readiness or finding work for the duration of the task set. Achievement will be assumed as complete in the absence of information to the contrary. This includes:</p> <ul style="list-style-type: none"> • Vocational qualification • Relevant work experience • Commencing an apprenticeship • Temporary or seasonal work/Volunteering • Activities with an advisor • Attending Work Club • Improving basic skills (literacy numeracy ESOL) • Community learning • On Youth Contract/City Deal or other programme • Is maximising childcare/applied for jobs /attended interviews

4. Work – Worklessness, financial exclusions or young people NEET		
		<ul style="list-style-type: none"> • Stable financial status • Housing benefit, including ‘capping’ data • DWP ‘ADMS’ data <p>This outcome is not required for those on Carer’s Allowance <u>only</u> with no other income related benefit received.</p>
B	A young person (16-18) who is / is about to become NEET (not in education, employment or training)	The young person no longer registered as NEET or is engaging in targeted information advice and guidance or is a new parent.
C	A family which has debts impacting their ability to meet basic needs, e.g. food, clothing, priority bills such as council tax, heating, rent or are experiencing in work poverty	Debts/financial problems have either ended or significant progress has been made with professional verification.
D	A family at risk of homelessness because of a landlord sale or breach of tenancy agreement or living in unreasonable accommodation.	Family is suitably housed and not at risk of homelessness.
X	Any concern noted by a relevant worker or agency which, if ignored, could lead to further financial exclusion.	Relevant professional notes significant progress, lowering the risk of the problem escalating
	<p>Evidence required for Claim: See Financial Framework for employment timescales. Other outcomes related to debt or housing require a six month improvement period. Any employment evidence must be gathered within a six week period prior to the claim. Where employment was not an issue during the intervention evidence of non-regression will be accepted from the DWP or the local authority Revenue and Benefit team. ‘Progress to Work’ can include: Vocational qualifications, Relevant work experience, Commencing an apprenticeship, Temporary or seasonal work, Volunteering, Activities with an advisor attending Work Club, improving basic skills (literacy numeracy ESOL), CV writing, internet access, vocational programme, is maximising childcare and applying for jobs and attending interviews, complying with all DWP requirements. See FF April 2020 Principle 8. It can also mean accessing appropriate support for health problems which have been hindering a return to work.</p>	<p>As per Financial Framework P.13 and P. 38 or a minimum six month sustained improvement. Employment outcomes will be claimed up to a year post intervention or may be longer if further work with the client is evidenced by a relevant partner agency e.g. DWP, employment charity. MHCLG will be notified of any subsequent employment following a significant sustained progress claim.</p>

5. DA – Domestic Abuse and Violence		
	Indicator	Outcome
A	A victim aged 16+ who has had experience of DA in the last 12 months, or is considered to be at risk of DA or sexual violence (including FGM, stalking, & honour based abuse)	No police call outs or practitioner verifies improvement in risk.
B	A family member aged 16+ known to local services as having been a perpetrator of DA in last 12 months or sexual violence (including FGM, stalking, & honour based abuse)	No repeat offending.
X	An equivalent concern regarding DA noted by the worker. E.g. a family member has unaddressed historic abuse or is developing perpetrator behaviours.	Relevant professional notes significant improvement to address issue and reduce future risk.
	Evidence required for Claim:	Outcome sustained for a minimum six month period.

6. Health		
	Indicator	Outcome
A	Adults with parenting responsibility or expectant parents who have emotional/ mental health or parenting concerns, OR children with mental/emotional/behavioural concerns. N.B For children classified with SEND please see section 3 Children who Need Additional Support.	Problem has resolved or the individual has engaged with appropriate support and the issue no longer impacts on family life. Evidence from self -report and lead worker.
B	An adult or expectant parent OR child engaged in substance misuse (drugs and/or alcohol)	Family member has significantly reduced or stopped their substance misuse, and any remaining issue does not impact on the care of children
C	A family member with caring responsibilities (Care Act 2015) e.g. young carer.	The needs of the carer have been met or supported or the caring responsibilities have significantly reduced with no expectation of them increasing again
X	Any concern noted by the worker which, if ignored, could lead to deterioration in emotional or physical health. E.g. failure to register for necessary treatment, malnutrition, obesity, risk-taking behaviours such as unprotected sex.	Relevant health worker or keyworker notes significant progress, lowering the risk of the problem escalating and impacting on family life.
	Evidence required for Claim:	Sustained improvement or progress of above indicators for a minimum six month period and no further referrals for the relevant issue.