

SOUTHWARK FAMILIES MATTER OUTCOMES PLAN

The SOUTHWARK Strategic Vision for Families who require early help. Transforming Services and the Lives of Families in Southwark.

- <http://moderngov.southwarksites.com/documents/s51865/Appendix%201%20Council%20Plan%20and%20Summary%20Flyer.pdf>
- <https://www.gov.uk/government/publications/financial-framework-for-the-expanded-troubled-families-programme>

Families Matter is Southwark’s pathway of services for all families needing help from universal to acute services.

The Families Matter Outcomes Plan has been created to help identify and address the needs of those families who have multiple and complex needs set out in the 6 criteria / Family Problems below:

1. Helping Parents and children to reduce crime or anti-social behaviour.	2. Improving attendance at school	3. Supporting Children who need help: children of all ages, who need help, are identified as in need .	4. Supporting Adults/young people towards work or reducing the risk of financial exclusion .	5. Helping Families affected by relationship difficulties or violent behaviour	6. Supporting Parents and children with a range of health problems.
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The Outcomes Plan provides an area-wide set of significant and sustainable outcome measures applicable to all families. For example, if a family has three of the above criteria e.g. a health problem, a domestic violence problem and an unemployed adult in the household /employment issue at the point of engagement then relevant outcomes would be drawn from the Families Matter Outcomes Plan (FMOP) and form the goals against which significant and sustained progress would be measured for this family. In essence the FMOP gives practitioners a set of SMART outcomes to work towards. Priority outcomes are highlighted on the FMOP which must always be considered when working with a family. The Outcomes Plan will evolve as new strategic priorities emerge, the workforce changes, new data comes on stream.

Some indicators have several ways to demonstrate Significant and Sustained Progress; however the demonstration of **only one in the relevant category** is required. Where qualitative sources of information to support an outcome are used, SOUTHWARK will use a reliable, valid, measurement tool or evidence signed off by experienced professionals e.g. a formal review, assessment, delivery plan. Outcomes will be triangulated using relevant data systems for audit purposes.

Southwark’s Families Matter Outcomes Plan has been developed with the Fairer Future promises in mind (see link above). It has also been co-developed across the 32 London Boroughs to provide consistency between local authority boundaries. However, Local Authorities may add to and develop their version of the plan to prioritise local objectives and to capture local measures. The Families Matter Outcome Plan will be used to measure impact of the Families Matter programme and will assist Southwark in meeting its strategic goals for children and their families. The FMOP is a clear articulation of Southwark’s definition of success for its families and will form the basis for identification and payment by results as outlined by the Financial Framework for the Expanded Troubled Families Programme (November 2014) – see link above.

The Families Matter Outcomes will be monitored by Southwark’s Safeguarding Children’s Board. Southwark has been asked to work with approximately 3,000 families in this integrated way in order to help them to have the best start in life for their children and young people.

Family Problem1: Parents and children involved in crime or anti-social behaviour.

Local Authority Strategic Goal:	Ensuring our communities are safe by reducing youth and adult crime across Southwark
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Indicators to assist in the identification of families (at either identification and/or engagement stage):

- A) A child under 18 years old who has committed a proven offence in the previous 12 months;
- B) Household affected by police call out in the previous 12 months
- C) An adult or child who has received an anti-social behaviour intervention (or equivalent local measure) in the last 12 months;
- D) An adult prisoner who is less than 12 months from his/her release date and will have parenting responsibilities on release;
- E) An parent who is currently subject to licence or supervision in the community, following release from prison;
- F) An adult currently serving a community order or suspended sentence, who has parenting responsibilities;
- G) Adults or children nominated by professionals because their potential crime problem or offending behaviour is of equivalent concern to the indicators above.

Significant and Sustained Progress/Outcome(s)	Evidence Source(s)	Families Matter
1.1 Offending rate by children in the family reduced by at least a 33% in the last 6 months (A, C, D, E).	Care Works Probation or police data for post 18 year olds	
1.2 Offending rate by all adults in the family reduced by at least a 33% in the last 6 months (C, D, E).	Probation Services, Reducing Offending team or official keyworker report eg Child Protection conference note.	Offending by adults reduced by 33% in last six months Y/N
1.3 A 60% reduction in anti-social behaviour(ASB) across the family in the last 6 months (B).	ASB data, Housing data re. ASB call outs, Police data eg Merlins.	
1.4 Reduction in police call outs to family home by 60% in the last 6 months (B,F).	Police Data – Merlins at present MARAC data re. Domestic Violence	
1.5 Reduced risk of gang affiliation and association tbc (F)	Southwark Anti-Violence Unit Report tbc St Giles commissioned service	

Family Problem 2: Children who have not been attending school regularly.

Local Authority Strategic Goal: **Supporting children and young people to have the best start in life**

Indicators to assist in the identification of families (at either identification and/or engagement stage):

- A) A child who is persistently absent (As per current DFE Guidelines) from school for an average across last 3 consecutive terms;
- B) A child who has received at least 3 fixed term exclusions in the last consecutive 3 terms;
- C) A child at primary school who has had at least 5 school days of fixed term exclusions in the last consecutive 3 terms;
- D) A child of any age who has had at least 10 days of fixed term exclusion in the last 3 consecutive terms;
- E) A child who has been permanently excluded from school within the last 3 school terms;
- F) A child who is in alternative educational provision for children with behavioural problems;

- G) A child who is neither registered with a school, nor being educated in an alternative setting;
- H) A child nominated by education professionals as having school attendance problems of equivalent concern to the indicators above because he/she is not receiving a suitable full time education.

Significant and Sustained Progress/Outcome(s)	Evidence Source(s)	Families Matter
2.1 Every child in the household has attended school, over three consecutive terms, in excess of 90% (A, F, G, H).	DfE census data School reports directly or within Early Help, Child in Need, Team Around the Family, Child Protection reports.	Attendance 90% or above Yes/No
2.2. Every child in the household has attended school in excess of 90%, over three consecutive terms, with no more than 2 fixed term exclusions per person (B, C, D).	A.A.	A.A
2.3 Every child in the household has attended school in excess of 90% over three consecutive terms with no permanent exclusions (E).	A.A.	A.A.

Family Problem 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.

Local Authority Strategic Goal:	Supporting children and young people to have the best start in life
<p>Indicators to assist in the identification of families (at either identification and/or engagement stage):</p> <p>A) Children who don't take up the Early Years Entitlement (A child who has been identified as needing early help);</p> <p>B) Children identified as having social, emotional and mental health problems (A child who has been identified as needing early help);</p> <p>C) Children who have been reported as missing from home and identified as of concern (A child who has been identified as needing early help);</p>	

- D) Children who are repeatedly assessed under Section 17 or 47, of the Children Act 1989, but not deemed a 'child in need' (A child who has been identified as needing early help);
- E) Children who are subject to Early Help Assessments (A child who has been identified as needing early help);
- F) A child 'in need' under Section 17, of the Children Act 1989;
- G) A child who has been subject to an enquiry under Section 47, Children Act 1989;
- H) A child subject to a Child Protection Plan;
- I) A child who has been identified as at risk of sexual exploitation (A child who has been identified as needing early help);
- J) A child nominated by professionals as having problems of equivalent concern to the indicators above.

Significant and Sustained Progress/Outcome(s)	Evidence Source(s)	Families Matter
3.1 Take up an offer of 2 or 3 year old funding entitlement for early education (A).	Nursery Education Grant take up data Key worker reports within formal meeting or assessment	Relevant 2/3/4 year olds taking up NEG Y/N
3.2 Improved behaviour of a child or young person after a six month period and improved parenting skills where relevant. Measured by <ul style="list-style-type: none"> • Strengths & Difficulties Questionnaire (SDQ) score (CYP behaviour) improvement where initial score clinically high (above 18); • and/or Parenting Scale (PS); • similar standardised evidenced based programme tools (B). • Key worker report 	Parent completes an evidence based programme recorded on MOSAIC, Careworks, Capita, Children's Centre database. Parent completes post course questionnaire showing improved confidence in managing child behaviour. Keyworker report on improved behaviour over a six month period or SDQ or reached level 7-10 of Family Star scale.	Evidence Based Parenting programme completed Y/N
3.3 60% reduction in incidents of going missing as compared with previous 6	MISSING Children report by MASH	

month period (C).	Police Missing children data (not currently available)	
3.4 Child and family no longer receive a statutory social work service and not re-referred to statutory social work for a 6 month period (D, F, G).	MOSAIC	
3.5 Child and family removed from child protection plan and no repeat plan within a minimum 6 month period (H).	MOSAIC	
3.6 Early Help intervention completed, case closed and there are no repeat referrals for support in the following 6 month period (B,E).	CAPITA moving to MOSAIC Keyworker report if required including FAMILY STAR rating 7-10.	
3.7 A child referred as at risk of child sexual exploitation has reduced risk for 6 months (I).	MASH analyst MOSAIC	
3.8 A child or young person identified at risk of being looked after who remains safely at home for six months and is not subject to a CP plan.	MOSAIC	
3.9 A child or young person who is being looked after by the local authority who returns home safely for six months and is not subject to a CP plan	MOSAIC	

Family Problem 4: Adults out of work or at risk of financial exclusion or young people at risk of worklessness.

Local Authority Strategic Goal: Adults and Young People have the best chance to gain meaningful employment, education or training

Indicators to assist in the identification of families (at either identification and/or engagement sta.ge):

- A) An adult in receipt of out of work benefits;
- B) An adult who is claiming Universal Credit and is subject to work related conditions;
- C) A child who is about to leave school, has no / few qualifications and no planned education, training or employment;
- D) A young person who is not in education, training or employment;
- E) Parents and families nominated by professionals as being at significant risk of financial exclusion. This may include those with problematic / unmanageable levels and forms of debt and those with significant rent arrears.

Continuous Employment Outcome	Evidence Source(s)	Families Matter
<p>4.1 Movement off out of work benefits (or off Universal Credit *, as appropriate), and the sustainment of a period of continuous employment (13 or 26 Weeks, dependant on benefit type (See Financial Framework) (A). * Universal Credit is 13 weeks until any update in Financial Framework.</p>	<p>DWP automated data match Revenue and Benefit data JCP data Southwark Works database</p>	<p>Parent in work Y/N</p>
<p>4.2 Family members are in receipt of Universal Credit (UC) and remain on benefit; the outcome must satisfy the current Department of Work (DWP) and Pension earnings thresholds.</p>	<p>DWP automatic data match Revenue and Benefits data JCP data</p>	<p>Parent in receipt of benefits/ Universal Credit Y/N</p>

Significant and Sustained Progress/Outcome(s) (Progress to Work)	Evidence Source(s)	Families Matter
4.3 A family member has commenced work or has completed a work or volunteering placement OR has attended for 13 consecutive weeks (whichever is sooner) (A, B, C, D).	JCP report Southwark works or relevant employment service report Participation Education and Training service (for young people)	
4.4 A family member has undertaken accredited training or qualification to improve their skill levels and training / qualification completed OR has attended for 13 consecutive weeks (whichever is sooner) (A, B, C, D).	A.A.	
4.5 A family member improves their overall ability to progress to work as assessed by the relevant employment service (A, B, C, D).	Employment service Key worker report Participation Education and Training service (for young people)	Family making progress to work Y/N
4.6 A family member has either volunteered for the Work Programme or attached to the European Social Fund provision in the last 6 months OR attached to TFEA/local employment service provision (A,B,C,D)	DWP automated report JCP report from Troubled Families Employment Advisors (TFEA) ESF provider report (tbc) Other employment services report eg Southwark Works. Participation Education and Training service (for young people)	

4.7 An income and debt re-payment plan is in place and implemented for at least two quarters OR No escalation in sanctions or arrears over two quarters OR no arrears above £500 over two quarters (E).	Housing Data Housing Officer report or relevant keyworker report eg social worker, voluntary sector, Early Help.	Family has income or debt repayment plan Y/N High
4.8 Family has taken up appropriate free childcare provision for 2,3,4 year olds (A,B)	Nursery Education Grant Data Keyworker or Children's Centre report direct?	Relevant 2/3/4 year olds taking up NEG Y/N High
4.8 Family has undertaken better off in work calculation, completed a CV, has an agreed action plan with the relevant employment service. (A,E)	Southwark works database Employment service Key worker report Key worker report from FAMILY STAR 7-10 in progress to work.	

Family Problem 5: Families affected by domestic violence and abuse.

Local Authority Strategic Goal:

Ensuring our communities are safe by protecting Adults and Children from domestic abuse and dealing with the consequences where it has occurred.

Indicators to assist in the identification of families (at either identification and/or engagement stage):

- A) A young person or adult known to local services has experienced, is currently experiencing or is at risk of experiencing domestic violence and abuse;
- B) A young person or adult who is known to local services as having perpetrated an incident of domestic violence or abuse in the last 12 months;
- C) The household or a family member has been subject to a police call out for at least one domestic incident in the last 12 months.

Significant and Sustained Progress/Outcome(s)

Evidence Source(s)

Families Matter

5.1 Increased safety for family demonstrated using at least one of the following measures:

- CAADA-DASH Risk Identification Child (RIC) in Need Plan
- (RIC) score (above 14 - high) falls below 14 for 3 continuous months OR no further RIC assessment required for 6 months;
- DASH score (below 14) reduced by 25% and sustained for 6 months period;
- Reduction of at least one level within the Barnardo's Domestic Violence Risk Identification Matrix;
- No repeat MARAC referral in 6 months since first referral;
- No repeat MASH referral in 6 months since last incident
- No D.V. related police call outs in last six months supported by victim and keyworker assessment of improvement
- Conviction / civil remedy / Domestic Violence Protection Order in relation to perpetrator;
- Family has engaged with local DV services
- Family has engaged with keyworker and completed delivery plan e.g. social worker.

- Child in Need Plan MOSAIC
- Child Protection Plan MOSAIC
- Other key worker assessment eg commissioned service for DV (Solace)
- MARAC data
- MASH data (MOSAIC)
- No police call outs, measures at present by MERLINS, and corroborated improvement reported by victim and keyworker.
- Probation/Police data re offenders

Reduction in DV risk Y/N

<ul style="list-style-type: none"> • Risk reduced due to perpetrator leaving family home. • OR similar (A, B, C). 		
5.2 Perpetrator engages in perpetrator programme (B) (To Be Confirmed/Agreed).	Local DV provider data (Solace)	

Family Problem 6: Parents and children with a range of health problems.

Local Authority Strategic Goal: Supporting Children and Adults to lead healthy and active lives

Indicators to assist in the identification of families (at either identification and/or engagement stage):

- A) An adult with mental health problems who has parenting responsibilities;
- B) A child with mental health problems;
- C) An adult with a drug and / or alcohol problem who has parenting responsibilities;
- D) A child with a drug and / or alcohol problem;
- E) A new mother who has a mental health or substance misuse problem and other health factors associated with poor parenting. This could include mothers who are receiving a Universal Partnership Plus service or participating in a Family Nurse Partnership;
- F) Adults with parenting responsibilities or children who are nominated by health professionals as having any mental and physical health problems of equivalent concern to the indicators above. This may include young carers or those unhealthy behaviours, resulting in problems like obesity, malnutrition or diabetes.

Significant and Sustained Progress/Outcome(s)	Evidence Source(s)	Families Matter
6.1 Review assessment demonstrates improvement in or appropriate management of mental health condition at case closure / step down from intervention	Adult mental health data Key worker assessment from MOSAIC, Careworks, Capita, Agency Official report.	Family Member takes up relevant MH services/support Y/N

(A, B, E).		
6.2 Review assessment demonstrates reduction in harmful or hazardous drug or alcohol use at case closure / step down from intervention (C, D, E).	Substance Abuse data from service provider eg LIFELINE Keyworker report	Reduced use of harmful substances at case closure Y/N
6.3 Family member has attended and successfully completed drug or alcohol treatment programme (C, D, E).	A.A	Family Member has successfully completed treatment programme Y/N
6.4 Review assessment demonstrates improved management of long-term health conditions at case closure / step down from intervention (F).	Adult mental health data Key worker assessment from MOSAIC, Careworks, Capita, Agency Official report.	Long term health conditions now improved Y/N
6.5 Family improve uptake of relevant health care services, where appropriate e.g. immunisations, dental, dietary, mental health services (ALL).	Key worker assessment from MOSAIC, Careworks, Capita, Agency Official report.	Family taking up necessary health appointments Y/N
6.6 Relevant Family member participates in a health related positive activity for 6 weeks or more e.g. Fathers Group, young carers group (A, B, C, D, E, F).	Parent completes an evidence based programme recorded on MOSAIC, Careworks, Capita, Children's Centre database. Parent completes post course questionnaire showing improved confidence or well being. Keyworker report on improved behaviour over a six month period	Family member(s) has participated in a positive activity for six weeks Y/N
6.7 Family show 33% reduction in hospital admissions (12 month baseline, performance measured on 6 months data	Health data - not currently available Key worker assessment from MOSAIC,	33% reduction in hospital admissions in last 12 months

doubled) (A, B, C, D, E).	Careworks, Capita, Agency Official report.	Y/N
6.8 Family show 33% reduction in attendances at A&E (12 month baseline, performance measured on 6 months data doubled) (A, B, C, D, E).	Health data – not currently available Key worker assessment from MOSAIC, Careworks, Capita, Agency Official report.	33% % reduction in hospital attendance in last 12 months Y/N
6.9 Child and family no longer receive a statutory social work service and not re-referred to statutory social work for a 6 month period (A, B, C, D, E).	MOSAIC	
6.10 Child and family removed from child protection plan and no repeat plan within a minimum 6 month period (A, B, C, D, E).	MOSAIC	
6.11 Improvement in the wellbeing of parents/ carers, demonstrated using: <ul style="list-style-type: none"> the Warwick–Edinburgh Mental Well-being Scale (WEMWBS) the Depression Anxiety and Stress Scale (DASS) FAMILY STAR EYBERG Scores OR similar (A, B, C, D, E). 	MOSAIC CAPITA KEYWORKER ASSESSMENT AND REPORT HEALTH WORKER REPORT	Demonstrable improvement in well being of parent/carers using a validated measure Y/N
6.12 Improvement in the emotional wellbeing of child using: <ul style="list-style-type: none"> Strengths and difficulties questionnaire (4–16 years); FAMILY STAR OR similar standardised evidence based 	MOSAIC CAPITA KEYWORKER ASSESSMENT AND REPORT HEALTH WORKER REPORT	Demonstrable improvement in well being of child using a validated measure Y/N

<p>tool (A, B, C, D, E).</p>		
<p>6.13 Improvement in parenting confidence / ability measured using:</p> <ul style="list-style-type: none"> • the Parenting Scale (PS) • FAMILY STAR • Eyberg • OR similar standardised evidenced 	<p>Parent completes and evidence based programme recorded on MOSAIC, Careworks, Capita, Children's Centre database.</p> <p>Parent completes post course questionnaire showing improved confidence in managing child behaviour.</p> <p>Keyworker report on improved behaviour over a six month period or SDQ or Family Star 7-10.</p>	<p>Improvement in parenting confidence using a validated measure</p> <p>Y/N</p>