

# Briefing Note for Economic Development, Culture & Leisure Scrutiny Panel

Date

30<sup>th</sup> January 2014

## 1. Context and Background

In August 2011 David Cameron pledged to tackle the 120,000 troubled families in England that were estimated to be costing the public purse £9 billion per annum. The commitment was made to turn around the lives of troubled families by 2015. It is said to be the coalition's second priority after deficit reduction and is being led by the DCLG with Louise Casey as the troubled families' unit director.

On 30 April 2012 the Chief Executive signed PCC commitment to the programme and committed PCC to the following:

- The appointment of a Troubled Families Coordinator to take the strategic lead for the programme
- To start working with 555 families by March 2015
- To work closely with European Social Fund (work programme provider (PCMI))
- Support and take part in research, learning and evaluation of the programme

National outcomes (in essence less of the things that make a family eligible for the programme)

- Reduced crime and anti-social behaviour
- Reduced worklessness
- Improved educational inclusion e.g. reduced exclusion and absenteeism
- Reduced costs to the state

Portsmouth's work forms part of Priority B which is focused on Families with Multiple Problems. The priority is a shared priority between Safer Portsmouth Partnership and Children's Trust.

The troubled families work in Portsmouth has been branded - Positive Family Steps.

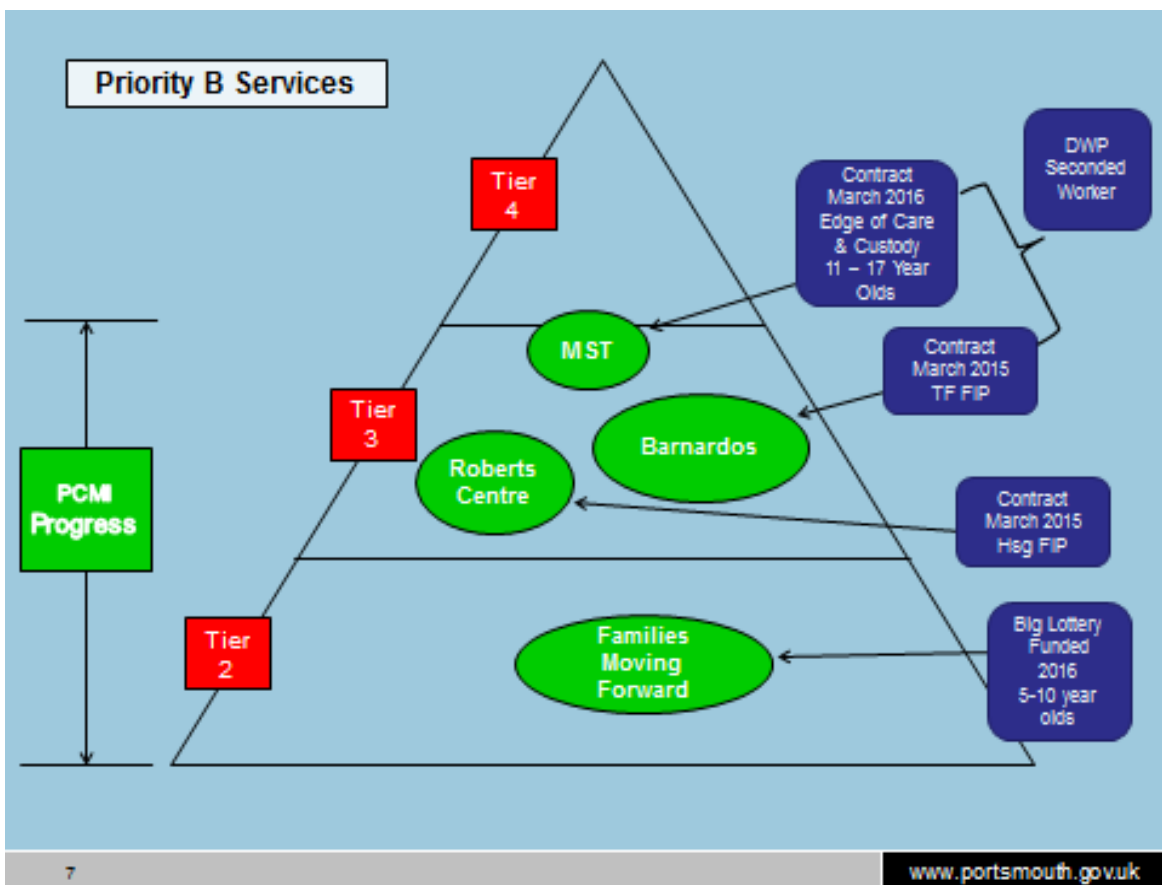
## 2. Services within Priority B

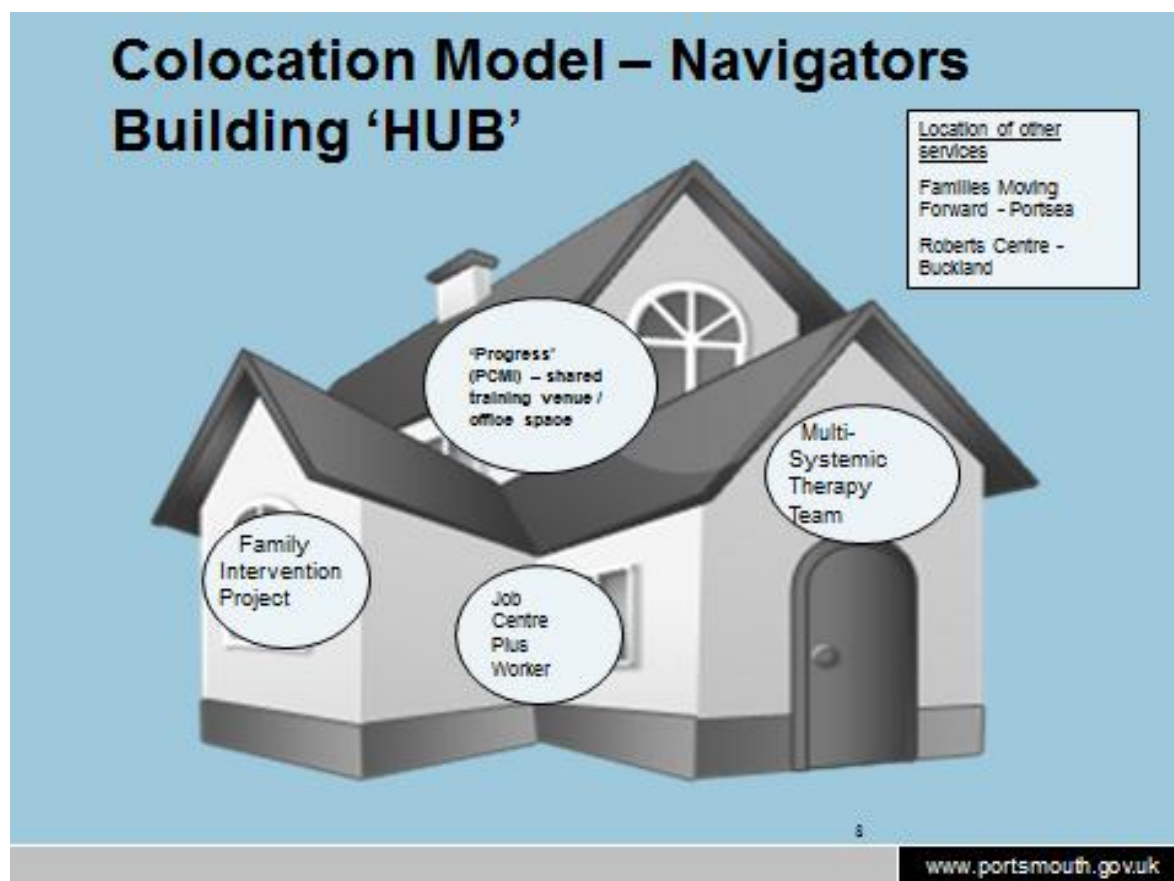
### Portsmouth Model

- Priority B 'Families with Multiple Problems'
- Positive Family Steps Services (Troubled Families)
  - Multi Systemic Therapy (provider Solent Trust CAMH's)
  - Family Intervention Project (provider Barnardos)
- Other Family Services (Non-Troubled Families)
  - Roberts Centre FIP / Adult Intervention Project
  - Families Moving Forward (Big Lottery voluntary sector consortium)
- Complemented by Universal Services
  - PCMI (Progress) – back to work

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[www.portsmouth.gov.uk](http://www.portsmouth.gov.uk)





### 3. Pathway to Work

#### 3.1 Introduction

The troubled families work has strong emphasis in supporting families to return to work and is specifically targeted both in terms of eligibility for service and the payment by results available.

#### 3.2 Eligibility

Worklessness is one of the three national eligibility criteria for families to access the troubled families programme

<p><b>Key criteria three:</b>  <b>Worklessness</b></p> <p><i>To meet criteria the family should meet the definition outlined in the section to the right.</i></p>	<p>The household has one or more adult members claiming any one of the following DWP out of work benefits: (a) Employment and Support Allowance; (b) Incapacity Benefit; (c) Carer’s Allowance; (d) Income Support; (e) Jobseekers Allowance; (f) Severe Disablement Allowance.</p>
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### 3.3 Prevalence of Worklessness

We are able to analyse the presence of the eligibility criteria in the families that are being worked with by our services.

We are able to say that of the 109 families that are currently being worked with by Barnardos/MST services 78 families meet the worklessness criterion which is 71.5%.

### 3.4 Payment by result

The work is 'targeted' and there is a financial incentive in the form of 'payment by results' to return people within our troubled families cohort into work or on the pathway to work.

A result payment is available for the following result:

Return to Work Result	Reward Available
In the last 6 months one adult in family has either: a) Volunteered for the Work Programme, or b) Attached to the ESF provision	£100
<b>OR</b>	
One adult in family who is not on ESF provision or Work Programme has moved from out of work benefits into continuous employment in the last 6 months	£800

The evidence required for the continuous employment claim requires continuous employment for either six months or three months (depending on the out of work benefit claimed)

The services work with the whole family.

### 3.5 Service Links

#### 3.5.1 PCMI - Progress

PCMI representatives - Derek Christie and Liz Crate attend the Priority B steering group which is a multi-agency group.

The PCMI Progress service (DWP/ESF funded) is seen as a key service and is able work alongside the family intervention services to support individuals back into work. The service is voluntary and provides 1-2-1 individual tailored support to progress participants into Employment.

The Progress coaches have space in the Navigators Centre and provide the 'lifestyle' course from the centre in addition to the off-island location at Cosham.

#### 3.5.2 DWP Job Centre Plus

Judi Strange the DWP Partnerships Manager for Greater Wessex attends the Priority B steering group.

We have a DWP Job Centre Plus worker seconded to the Troubled Families Coordinator to work with the Positive Family Steps services. We have collocated that post into the Navigators centre to provide support to our services and work alongside the family intervention services to support individuals back to work. The post works in an outreach capacity.

### 3.5.3 Joint working

The collocation of the DWP job centre plus post and progress coaches in the Navigators promotes information sharing, joint working and sharing good practice.

We have set up meetings with the workers and other key individuals to ensure that we continue to focus on improving the joint working opportunities.

### 3.6 Tackling Poverty / Welfare Reform

Kate Kennard, Tackling Poverty Coordinator attends the Priority B steering group. The Troubled Families Coordinator also attends the Tackling Poverty strategy group.

Those links maintain a connection to the broader work within the City to support families and individuals dealing with the welfare reform changes.

The links help to coordinate areas like training for workers.

### 3.7 Communication

Priority B has a wide reach across services and agencies in Portsmouth. A monthly newsletter is distributed to inform stakeholders of the developments in the work of the priority and to promote our services.

We have used the newsletter to promote the universal availability of the Progress service and also featured good news stories to show the success of services.

Priority B has a dedicated web page which contains all our service information, referral information and is designed for services and agencies. It is accessible to families but requires some work with a parent & carers board to ensure it is accessible and user friendly.

<http://www.portsmouth.gov.uk/living/28288.html>

### 3.8 Governance

Priority B is a thematic priority focussed on the needs of families with multiple problems in the City and since May 2012 has been the priority which encompasses Portsmouth City Council and Partners response to the Department of Communities and Local Governments (DCLG) 'troubled families' agenda.

Priority B is a shared priority between the Children's Trust and Safer Portsmouth Partnership.

In terms of governance the troubled families work reports into the Public Service Board. The Public Service Board are also leading the transformation work of the priority (Positive Family Futures). The Priority B work reports via the Children's Trust and Safer Portsmouth Partnership structures.

The multi-agency steering group supporting the priority has adapted and evolved to retain a focus on the broader remit of families with multi problems as well as a focus on the response to the DCLG 'troubled families' agenda, branded Positive Family Steps in Portsmouth.

### 3.9 Issues / Gaps

#### 3.9.1 Achieving a return to work result

- Families with multiple problems are challenging to 'turn around' and the nature of the problems often needs a coordinated approach to ensure that we remain focussed on achieving sustainable change rather than 'chasing' the results that lead to a reward.
- The evidence for the return to work result requires an individual to be in continuous employment for at least three or six months. Employment which is shorter or periods made up of different blocks of employment with do not count.
- We have members of families who are clearly out of work but are not claiming out of work benefits. We will work with them and provide them with the same support to return to work but they will not appear on the DWP system as out of work on benefits and the evidence to show continuous employment needs to be stronger.

#### 3.9.2 Progress

- Priority B is well linked to the provision as shown in this report. However, we know that the knowledge in the city of all the available return to work provision is limited and can be confused.

PCMI are producing a simple guide for front line workers to show what is available for individuals / families and we will promote that as a priority.