

Turnaround - *Families Matter* previously “Troubled Families”

Fact Sheet March 2013

Background

Troubled Families is a national programme to turn around families where family members are involved in crime / asb, children fail to attend school and adults are not in work. These are also families where many agencies tend to be involved, tackling mental health, domestic violence and addictions. According to national data @ 23,000 families are now being worked with through the troubled families programme across the country.

This update provides information on the local work in Bournemouth and how it is progressing.

“Turnaround” in Bournemouth

We have agreed with Government to work with 370 families over the three years of the programme. Upfront funding has been made available and further funding will be available if we can evidence that we have worked successfully with these families.

As of February over 55 families are currently engaged with the Turnaround project, with key workers located in either the Family Intervention Project - FIP - or Family Support Team - FaST. These numbers will rise as more teams and agencies are brought into service delivery and further key workers are recruited.

Strategic Assessment

Interface Associates have carried out a Strategic Assessment and reported back to the last Board on their findings. Having spoken individually to numerous managerial and operational staff, held a series of focus groups and carried out desk top research locally, their key findings included:

- Improve communications around the troubled families’ agenda
- Ensure service user feedback informs service planning
- Better understand the fiscal return on investment of family interventions
- Ensure support is provided before crisis points are reached
- Adopt a more universal key worker approach
- Address concerns around information sharing
- Focus on whole family assessments

A full report will also be available.

Talking to Families

Conversations were held with families who have been “through” our services to get their views of what helps and hinders positive change. The key messages from this work include:

- The value of **dedicated key workers** working with a family over a period of time, developing a relationship of trust
- **Listening skills** of workers are important for families
- **Tapering** off services, rather than bouncing in and out is preferable / necessary

- An increased role for the third sector in terms of **social activities and networks** - many families were very isolated
- An increased emphasis on **preventing problems**
- A **whole family** approach

Next steps

There are several key pieces of work developing at the moment:

Workforce development

A skills analysis will be the first step in ensuring that our work force has the right skills and knowledge to work effectively with families

Commissioning new services

An analysis of available services to support this work is being undertaken. This will inform a commissioning exercise to ensure we have the right services available for families.

Financial analysis

As identified by the Strategic Assessment, we need to more fully understand the costs and effectiveness of our current service delivery. This will inform future decisions about reshaping, commissioning or decommissioning services.

Engagement event

In July we will hold an event for all stakeholders and will invite the national Troubled Families Team. We will report on progress so far and ensure the broad partnership is involved in and can shape the work. Details will follow.

Communications

We need to ensure all partners have the relevant information on this project - we will be putting together communications material to ensure everyone is up to date and able to engage with the work.

A further Factsheet will be provided after each Board meeting. In the meantime, for further information contact:

Sue Bickler:

**Troubled Families Coordinator
01202 454964**

Kim Drake:

**Service Director, Children's Social Care
01202 450721**

Ann Marie Dodds:

**Service Manager, Specialist Family Support
01202 455003**

Information is also available on the **B2026 website:**

<http://www.bournemouth2026.org.uk/troubled-families-home/>