



**Supporting Leicestershire Families : Annual Report
2015/16**

The purpose of this report is to illustrate the progress made and outcomes for families that receive intensive support from a Family Support Worker through Supporting Leicestershire Families. The annual report summarises the results that were obtained using over 1 million items of data, collected and processed from the 2015/16 period of Supporting Leicestershire Families work.

The service provides fifty-one Intensive Family Support Workers, whose backgrounds include social work, youth work, parenting support, children's centres, substance misuse and youth offending.

During the 2015/16 period, Supporting Leicestershire Families worked with 797 families of which two-thirds of these families (542) were new cases opening during the year. The families contained 3,806 individuals of which 2,048 (54%) were children, 387 of whom were under 5 years old. Fifty-two percent of these families were closed during the year.

Physical health

On closure, 64% of the families worked with need little or no support to meet their child's physical health needs.

Your well-being

On closure, 68% of families were either 'finding what works' or 'effective parenting', which means they were in a position to manage emotional and mental health well-being with little or no support.

Meeting emotional needs

Two-thirds of the closed families (61%) experienced positive changes in meeting the emotional needs of their children.

Keeping children safe

63% of families make positive progress in 'keeping children safe'.

Social networks

80% of positive progress was made by families who were initially accepting help.

Education and Learning

65% of families were 'Finding what works' or 'Effective parenting', requiring little or no support to ensure that their children are engaged in learning and are attending school regularly.

Boundaries and behaviour

116 children were initially assessed as having violent or aggressive behaviour. At final review this number had reduced by one-third.

Family routine

66% of families are 'finding what works' or 'effective parenting' at final assessment, meaning that they require little or no support in this area.

Home and money

24 families were assessed as being at risk of homelessness. 20 of these families were no longer at risk of homelessness by their closure review.

Progress to work

22 of 148 individuals were no longer in receipt of work related benefits at closure.

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Introduction and Background to the Supporting Leicestershire Families Service (SLF)

The National Troubled Families programme was launched in December 2011 by the Prime Minister. Leicestershire's response to the programme was the creation of a multi-agency pooled budget to deliver a programme of intensive support to families identified with complex and multiple issues and who place some burden on the resources of public sector services.

The Supporting Leicestershire Families pooled budget is made up of partnership contributions (seven District Councils, two Clinical Commissioning Groups, Public Health, Leicestershire County Council, Job Centre Plus and the Police) and the Troubled Families Unit (TFU) attachment fees and Payment by Results (PBR) funding.

The national Troubled Families Programme has now entered Phase 2; Leicestershire entered Phase 2 early due to a high level of success in meeting outcomes for families in Phase 1. Phase 2 requires Leicestershire to achieve sustained and significant outcomes and/or job outcomes for 2,760 additional families over the five year period of Phase 2.

Purpose and Aims of Supporting Leicestershire Families (SLF)

The Partnership is committed to improving the lives of Leicestershire families, particularly the most vulnerable. Our ambition is to improve outcomes for these families whilst reducing public sector costs.

The aims of SLF are to:

- I. Improve outcomes for families as identified in the national Troubled Families Programme, the six broad criteria being ...
 - Parents and children involved in crime and anti-social behaviour
 - Children who have not been attending school regularly
 - Children who need help
 - Adults out of work/at risk of financial exclusion/young people at risk of worklessness
 - Families affected by domestic abuse
 - Parents and children with a range of health problems.

2. Ensure resources are focused on those who need it the most
3. Join up work across agencies to support families in the most effective way
4. Reduce cost to public services
5. To maintain and develop a single budget to deliver the Service.

The Service

Supporting Leicestershire Families operates a locality model in all seven district/borough localities. The Service is led by the Head of Supporting Leicestershire Families and Safer Communities and operationally managed by the SLF Service Manager.

At the heart of the Service is a team of 51 Family Support Workers who hold small caseloads of families. Their role is to:

- provide intensive, practical 'hands-on' support to families around a range of issues
- take a persistent, assertive and challenging approach
- look at what 's happening for the family as a whole and focus on helping families function
- co-ordinate the delivery of 'team around the family' services

The Professional backgrounds of the Family Support Workers include social work, youth work, parenting support, children's centres, substance misuse and Youth Offending.

What is this report about?

The purpose of this report is to illustrate the progress made and outcomes of families that receive intensive support from a Family Support Worker, as part of the Supporting Leicestershire Families Service.

The findings in the report will be used to highlight the strengths of the service and identify the areas where families are making the most progress. It will also help to highlight areas that raise questions about current practice and identify opportunities for future service development.

Who is this report about?

The report describes the journey of change made by families that were worked with by a Family Support Worker during the financial year 2015/16. This includes families that were already open at the start of the year, new families that opened during the year, families that closed during the year and families that were still being worked with at the end of the year.

What data is used within the report?

The report primarily utilises the information collected by workers as part of the assessment and review process when working with a family. The assessment and review process involves the completion of both family and individual level monitoring forms. These forms consist of series of questions that help to identify and track progress of the issues and difficulties faced by each family.

Families are assessed within the first six weeks of engagement with the service, with a review of progress taking place at subsequent 12 week intervals.

Family Star Plus Outcomes Tool

The Family Star Plus outcomes tool has been used both as a framework for the analysis within this report and the structure to present the results.

Family Star Plus is a tool for both families and workers, to support and measure change when working directly together.

The Family Star Plus focuses on ten areas of life :

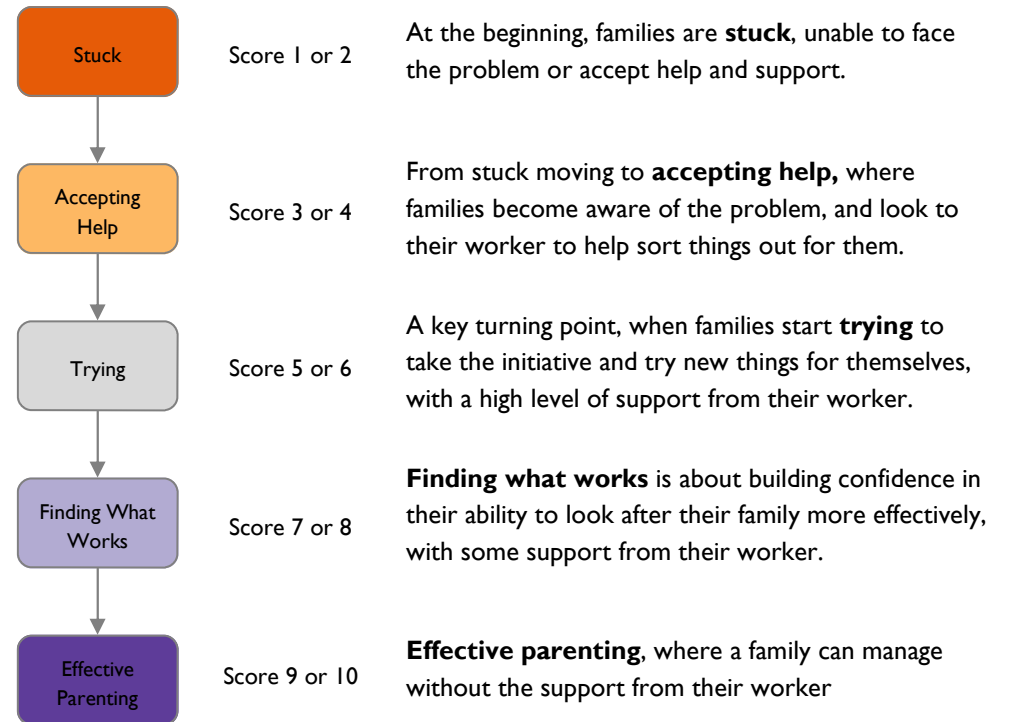
- Physical health
- Your well-being
- Meeting emotional needs
- Keeping your children safe
- Social networks
- Education and learning
- Boundaries and behaviour
- Family Routine
- Home and money
- Progress to work

For each area there is a ten-point scale that measures the parent's relationship with any difficulties they are experiencing in this area, and where they are on the steps towards addressing these difficulties. These scores translate to five stages that form the journey of change that underpins the Family Star Plus outcomes tool. These are shown below

How do we measure a families progress?

The five stage in the journey of change have been use to determine whether a family has made progress in each of the ten areas of the star.

Family star scores are captured as part of both the assessment and review process. For the purposes of this analysis, progress in each area is measured by comparing the score in each of the ten star areas at initial assessment compared to the corresponding scores at closure. This is explained in more detail later in the report.



Which families are included in the analysis?

The families that the service works with are often complex, both in terms of their composition and relationships, and also the number and diversity of the issues and difficulties that they are facing. The complex nature of these families is reflected in the quantity and complexity of the data that is collected about them.

Table 1 : Shows the number of families 'worked with' by the service during 2015/16

	Number of families worked with in 2015/16	Opened during 2015/16	Closed during 2015/16
Blaby	68	50	29
Charnwood	246	168	142
Harborough	47	29	27
Hinckley & Bosworth	155	121	82
Melton	62	33	29
NW Leicestershire	141	91	68
Oadby & Wigston	42	27	16
Other	36	23	23
Total	797	542	416

How many families and individuals have been worked with?

- A total of 797 families were worked with during 2015/16.
- Two-thirds of these families (542) were new cases opening during the year.
- Just over half (52%) of these families closed during the year.
- These families contained a total of 3,460 individuals, of which 2,048 (54%) were children, 387 of whom were under 5 years old.
- 7% of the individuals worked with were from BME groups.

Chart 2 : Shows the number of individuals 'worked with' by the service during 2015/16 by age

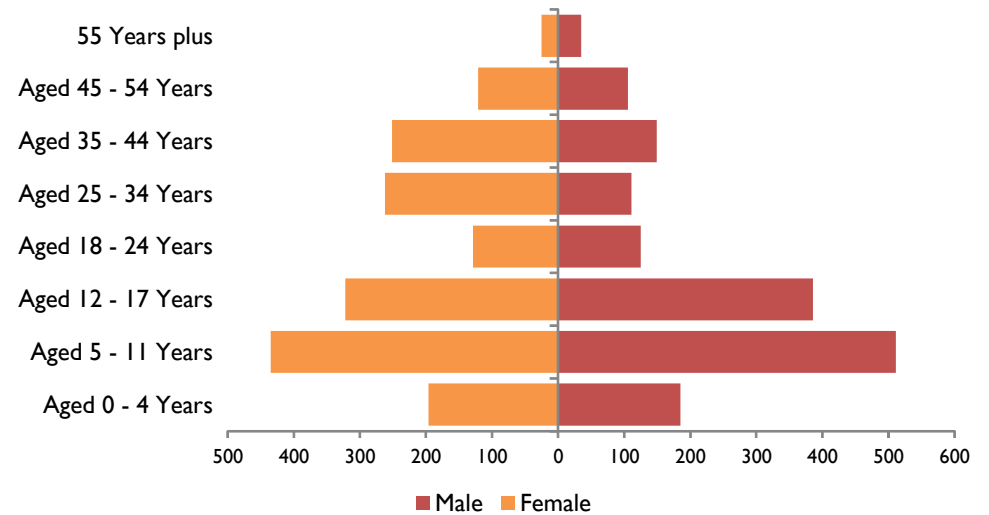


Chart 3 : Shows the percentage of individuals 'worked with' by the service during 2015/16 ethnicity



'worked with' families are those families with individuals that have an open worker relationship on Frameworki, with a 'Family Support Worker', during 2015/16.

Where do Families Start?

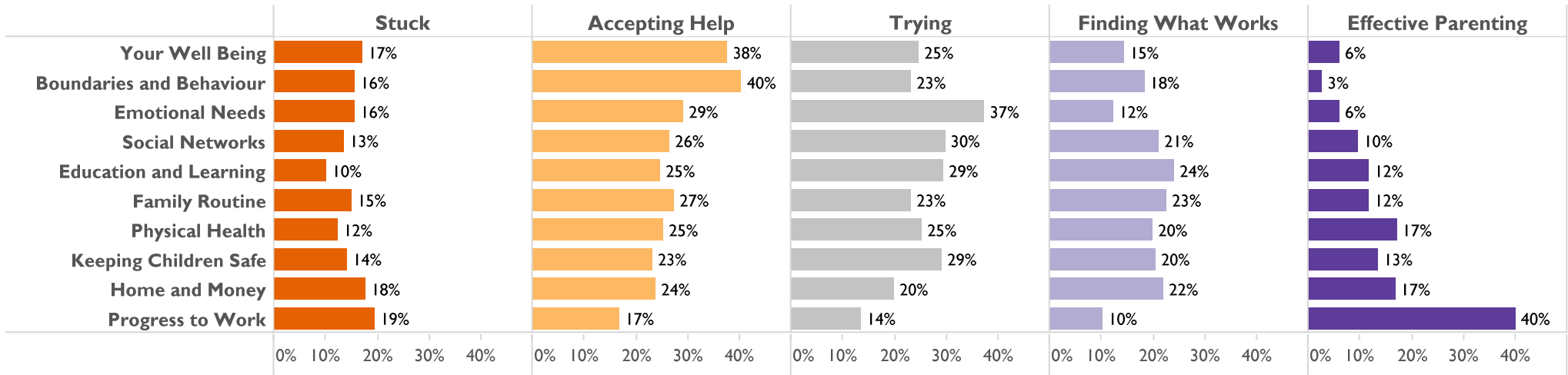
A families' starting point on their journey of change will depend upon several factors, including their acceptance or recognition of issues which need to be addressed; willingness to engage with support workers; and previous experiences of service usage.

Chart 2 shows the percentage of families that start at each stage of the journey of change for each of the ten life areas of Family Star Plus.

Across all ten areas, approximately 1 in 3 families is either 'stuck' or 'accepting help'. At the start of their journey, the 'stuck' families may require a good deal of support to recognise that they have challenges and difficulties in some or all areas, and may be more reluctant to engage with the support being offered.

The domains of the Family Star where families are most likely to need considerable support to start addressing issues include, 'your well-being', 'emotional needs' and 'boundaries and behaviour'. (based on percentages 'stuck' and 'accepting help')

Chart 2 : Shows the percentage of families that start at each stage of the journey of change



Base : 186 families that closed in 2015/16 with a Family Star Assessment and Review

What progress do families make?

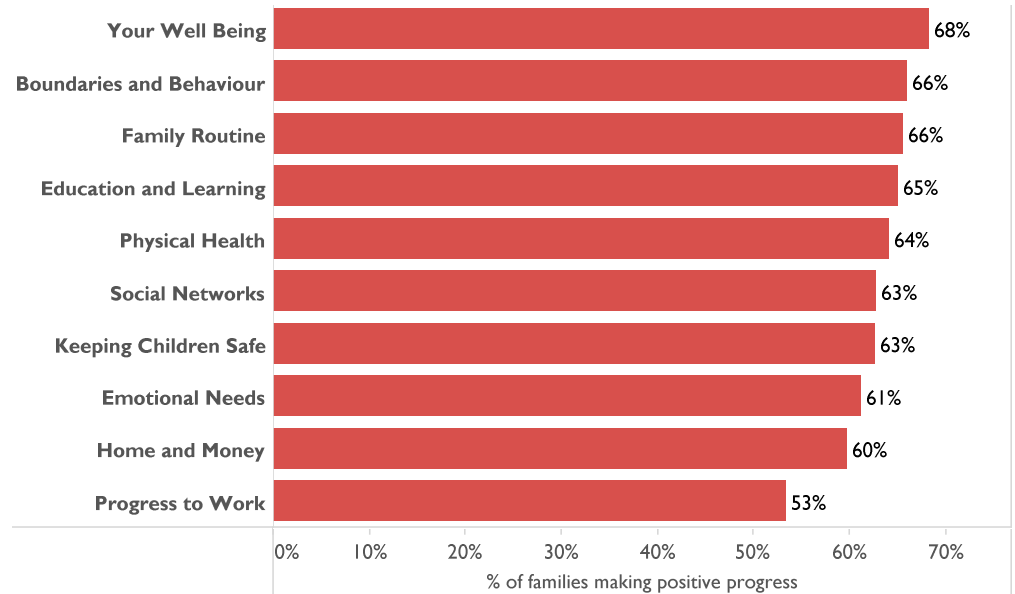
The progress made by each family has been established using the family star score for each of the ten areas at assessment compared to the corresponding score at closure review.

Positive progress is when a family's score has increased and they have moved up at least one stage in the journey of change.

Chart 4 shows the percentage of families that have made positive progress for each of the ten areas of life included in the star.

- In nine of the ten family star areas, over 60% of families worked with have made positive progress.
- Families have made the most positive progress in 'Your well being'. Two-thirds (68%) of families made progress in this area.
- Families are least likely to make positive progress in 'Progress to work'. Approximately half of families made positive progress in this area. However, families are more likely to start the journey of change at a higher stage which means that the scope for positive change in this area is limited compared to other areas of the star.

Chart 4 : Shows the percentage of families that have made positive progress between their initial family star assessment and their final family star review on closure for each of the ten areas of life



Base : Families that start at 'stuck', 'accepting help' and 'trying'

"The Supporting Leicestershire Families project is something quite different, and I can't praise it enough – School Headteacher"

Which families make the most progress?

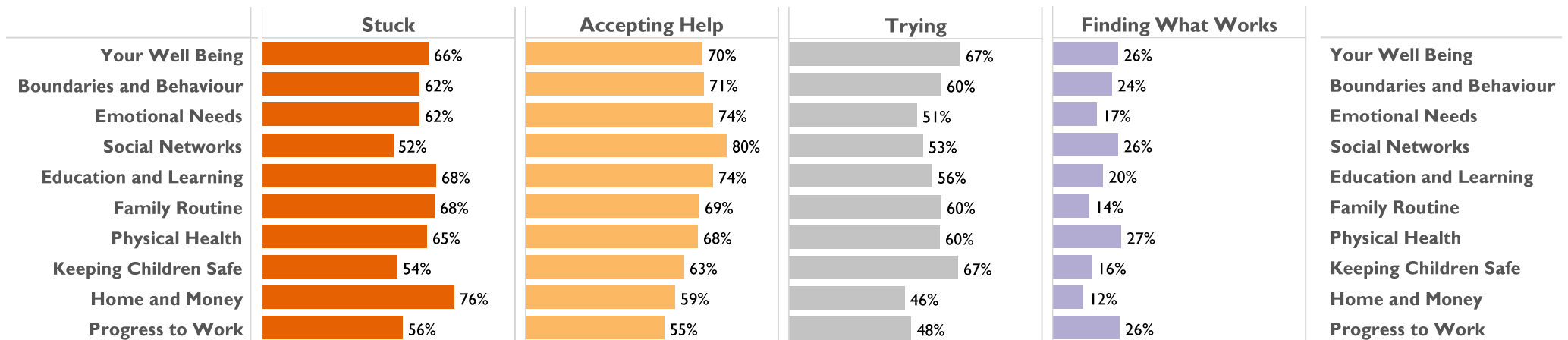
The 'positive progress' made by families is dependent upon which stage of the journey of change that they begin.

Chart 5 shows the percentage of families that have made positive progress for each of the ten family star areas, depending upon their starting stage on the journey of change.

- The most 'positive progress' is made with families that are engaged at the outset and already 'accepting help', ranging from 55% (progress to work) to 80% (social networks).
- In all ten areas of the star, more than half of families progressed from being 'stuck'. Most progress was made from 'stuck' for 'home and money'.

- In five out of ten areas, approximately two-thirds of families progressed from 'trying'. In particular, the areas of 'your well being' and 'keeping children safe' parents are likely to find ways of meeting their needs with little support from their worker.
- The least progress is made for families that start out already 'finding what works'. However, over a quarter of families who start at this stage in 'your well being', 'social networks', 'physical health' and 'progress to work' progress to a level of independence requiring no worker support in these areas.

Chart 5 : Shows the percentage of families that have made positive progress between their initial family star assessment and their final family star review on closure for each of the ten areas of life, depending upon which stage of the journey of change the family starts at.



Base : 186 families that closed in 2015/16 with a Family Star Assessment and Review

Where do families progress to?

Families start at different stages and make different levels of progress across the ten areas of family star. The measure of progress used in this report only reflects the progress made by the SLF service. Although the overall aim may be to get families to be less reliant on public services, the period of time 'worked with' by the SLF Service may only be part of a families overall journey of change.

In some areas of a families life, the role of the SLF service may be to work with a family to help them access support from other specialist services, but equally may support families to continue their journey of change with the support of universal services and the support of their community/peer group/ family and friends. Planned exits from families ensure that there are mechanisms in place to support a continued journey of change, and be able to ask for 'top-up' help if it is needed.

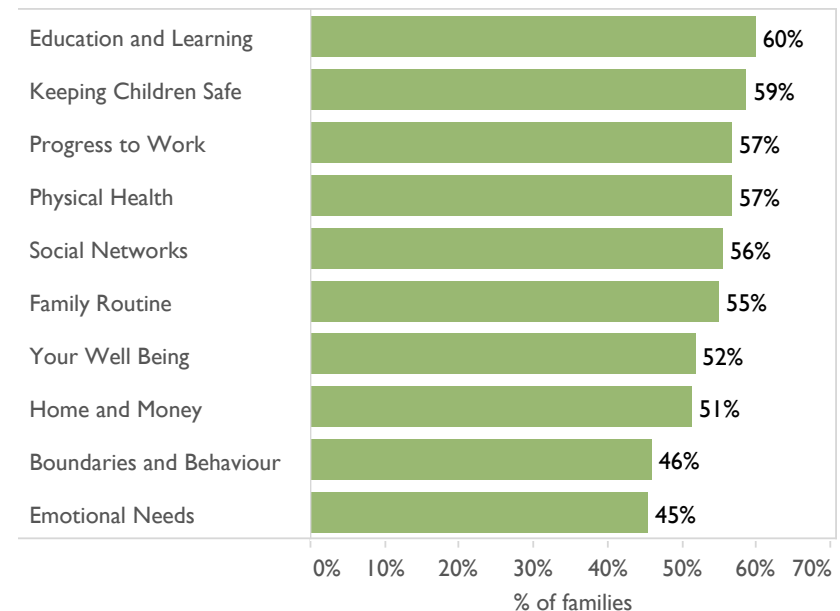
A considerable proportion of the families worked with by the service do progress to 'finding what works' and 'effective parenting'. At these two stages, families have the confidence and capacity to meet their own needs, requiring little or no support from services.

Chart 6 Shows the percentage of families whose journey of change ends at 'Finding what works' or 'Effective parenting'. In all ten areas of family star, almost half of all families worked with are 'finding what works' or 'effective parenting'.

- The area of the star that families are most likely to require little or no support at final review is in 'Education and learning'. In contrast, the area of the star that families may still require some support is in 'Emotional needs'.

- 60% of the families 'worked with' were at the stages 'Finding what works' or 'Effective parenting' in Education and Learning, by the time their case was closed. In these families parents are providing positive role models for their children, place high value on education, and will be supporting their children to reach their potential and make positive choices. All of these children will be attending school regularly.

Chart 6 : Shows the percentage of families whose journey of change ends at 'Finding what works' or 'Effective parenting'



The remainder of the report provides a more detailed breakdown of the progress made by families in each of the ten family star life areas.

Base : 186 families that closed in 2015/16 with a Family Star Assessment and Review

I. Physical Health

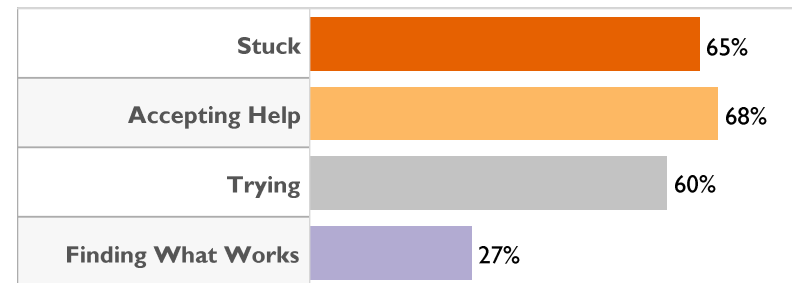
The Physical Health domain of the family star assessment relates to how well parents are looking after their child's physical health. It is about doctors, dentists and treatment when they have health problems, plus things that build good health, such as enough healthy food, regular exercise and sleep.

- 64% of the closed families that were assessed and reviewed saw positive change in their Physical Health*.
- 65% of families that did not initially engage and were 'stuck' in relation to physical health, made positive progress and were at least accepting help to change.
- Families that were initially 'accepting help' make the most progress. (68%)
- On closure, over half (57%) of the families worked with need little or no support to meet their child's physical health needs

Other Evidence

- All but 2 families were registered with a GP at first assessment. Both of these families were registered with a GP on closure.
- Of the 33 families not registered with a dentist at initial assessment, 26 (75%) were registered with a dentist on closure.
- 415 Individuals had 'negative lifestyle factors' identified at first individual assessment. Almost one-quarter of these (92) did not have 'negative lifestyle factors' identified at their last individual review.
- Of the 130 children identified with development concerns, 24 of them were not a concern at their last individual review.
- When assessed, 26 individuals had problematic alcohol misuse. On closure, this figure was down to 18.

Chart 7a : Progress made in 'Physical health' by families showing the percentage of families making positive progress, based on their starting stage on the journey of change



"I never in a million years thought I would be drug free, I feel like I have a normal life now and my children do too!"

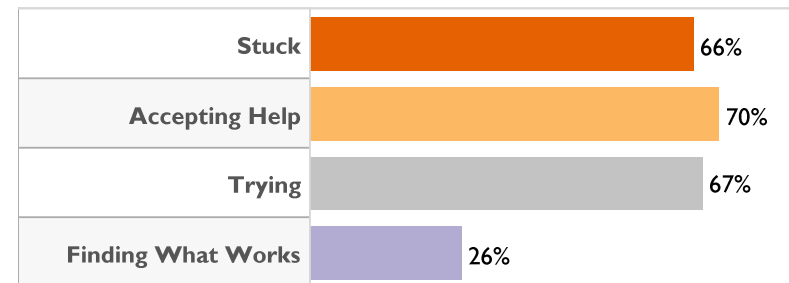
*Base : Families that start at 'stuck', 'accepting help' and 'trying'

2. Your Well Being

Your Well Being is about how parents feel and how they cope with difficulties. This includes the capacity to cope with difficulties including, depression, anxiety, drug or alcohol problems, domestic abuse or mental health issues.

- 68% of the closed families that were assessed and reviewed experienced positive change in parental well being*.
- Two-thirds of families that were initially 'stuck', in relation to parental well being, made positive progress. This was the case for families that were either 'accepting help' or 'trying'.
- On closure, over half (52%) of families were either 'finding what works' or 'effective parenting', being in a position to manage emotional and mental health well-being with little or no support.

Chart 7b : Progress made in 'Your Well Being' by families showing the percentage of families making positive progress, based on their starting stage on the journey of change



Other Evidence

- 36 individuals were current victims of domestic abuse when initially assessed. Only 16 reported being current victims of domestic abuse at their final review.
- 1 in 5 individuals reporting a lack of confidence / self-esteem at assessment did not report this as an issue at their final review.
- In relation to mental health, 85 individuals were assessed as lacking motivation. 27 of these individuals did not present this issue as their final review.

Without my SLF worker "I would have lost my kids and I would have ended up on Heroin"

3. Meeting Emotional Needs

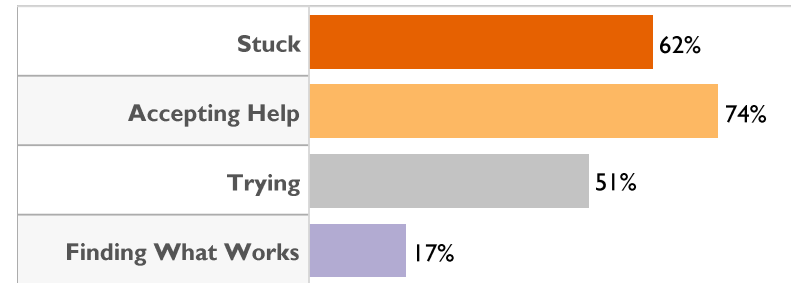
This area of family star is about parents meeting the emotional needs of their children. This includes the connection and relationship between parents and their children, giving them the attention, positive feedback and encouragement that they need to deal with life's inevitable ups and downs.

"We are now much closer as a Family Unit."

- Just over half of the closed families experienced positive change in meeting the emotional needs of their children.
- Three-quarters of families that were assessed as 'accepting help' made positive progress, with 18 of these 54 requiring little or no support to meet the emotional needs of their children by closure.

- 76% of families are at least 'trying' to support their children emotionally.

Chart 7c : Progress made in 'Meeting Emotional Needs' by families showing the percentage of families making positive progress, based on their starting stage on the journey of change



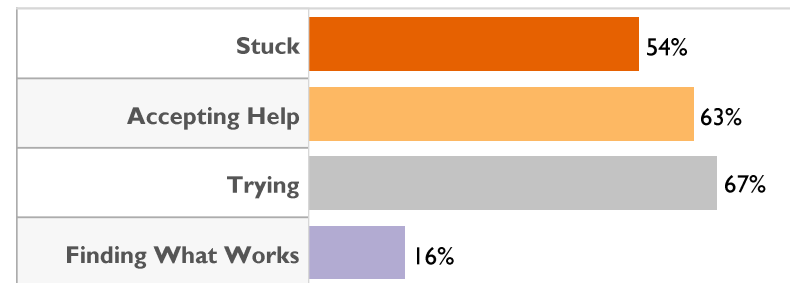
4. Keeping Children Safe

This area of family star is about appropriate supervision, ensuring that the home environment is safe, with understanding of internet safety, and protecting children from accidents and risks. It is also about protecting the family from bullying, racial harassment and domestic abuse.

- 45% of families make positive progress in 'keeping children safe'
- Families that were already 'trying', are most likely to make positive progress (67%).

"Without SLF my son wouldn't have been at home and would be in care"

Chart 7d : Progress made in 'Keeping Children Safe' by families showing the percentage of families making positive progress, based on their starting stage on the journey of change

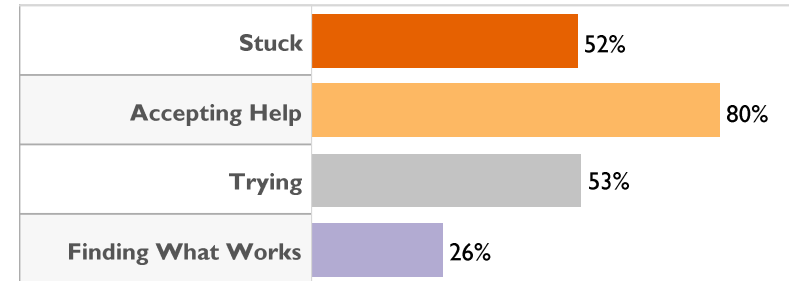


5. Social Networks

This area of family star is about parents having the people, social contact and support needed and wanted, and children being able to make positive friendships and develop social skills through spending time with other children.

- Half of families make positive progress in relation to ‘social networks’
- The most progress was made by families who were initially ‘accepting help’; 80% of these made positive progress.
- At assessment, 88 families were assessed as having no or a limited support network from family and friends. At final review 20 of these families were no longer identified as having a limited support network.

Chart 7e : Progress made in ‘Social Networks’ by families showing the percentage of families making positive progress, based on their starting stage on the journey of change

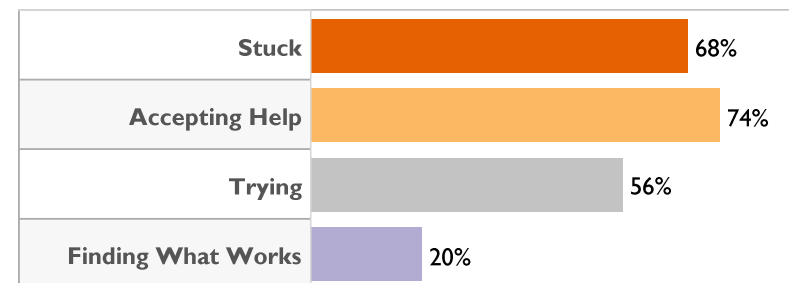


6. Education and Learning

This area of family star is about children’s learning and aspirations. For school aged children this means at least 85% attendance. For babies and younger children, it is about developing co-ordination, stimulating activities, messy play, positive risk-taking and helping them to start school. For older children it is about supporting aspiration and ensuring they are engaged in work or learning.

- Families are most likely to make positive progress in ‘Education and learning’ if they were ‘accepting help’ when initially assessed (74%).
- 60% of families were ‘Finding what works’ or ‘Effective parenting’, requiring little or no support to ensure that their children are engaged in learning and are attending school regularly.
- Of the 100 children assessed as having school attendance below 85%, by closure , half of these children (49%) were assessed as attending school above this 85% threshold.
- 117 children were initially assessed as having school behavioural problems. Almost half of these children (41%) were no longer assessed as having school behaviour problems at closure.

Chart 7f : Progress made in ‘Education and Learning’ by families showing the percentage of families making positive progress, based on their starting stage on the journey of change



“I can finally see a light at the end of the tunnel”

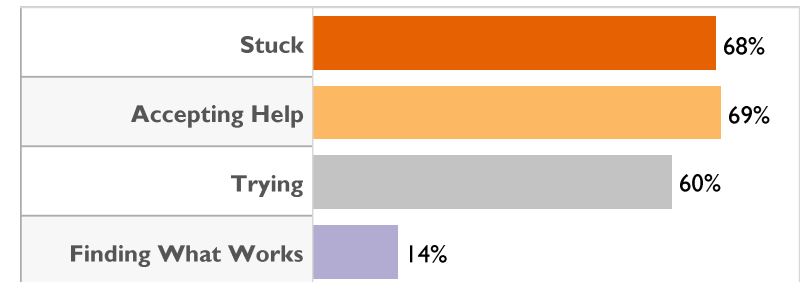
7. Family Routine

This area of family star is about a supportive weekday routine so that the family can all get to school, nursery or work on time and the children have regular meals, suitable clothes and are clean enough. This includes making sure that the home is clean and organised enough, and encouraging teenagers to take responsibility for their routines. It is also about doing some things together, such as eating meals, watching television, going to the park or other activities.

*“Simple things like
“you showed me
how to cook, I would
have never learnt
without you”*

- Approximately two-thirds of families make positive progress from ‘stuck’ and ‘accepting help’.
- 55% of families are ‘finding what works’ or ‘effective parenting’ at final assessment.

Chart 7g : Progress made in ‘Family Routine’ by families showing the percentage of families making positive progress, based on their starting stage on the journey of change

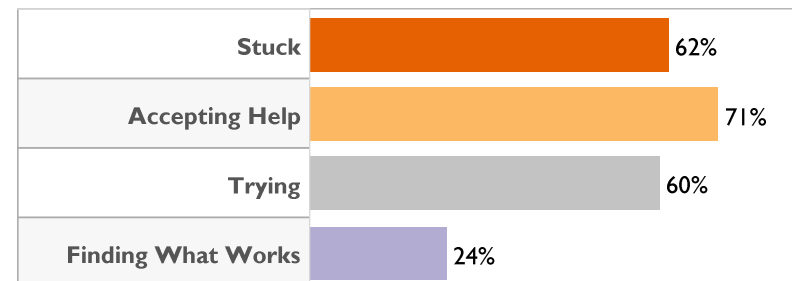


8. Boundaries and Behaviour

‘Boundaries and behaviour’ is about giving children clear boundaries so that they understand what is expected of them and the consequences of negative behaviour. It is about parents being a positive role model through their own behaviour, and dealing with difficulties constructively.

- Over half of families make positive progress in ‘Boundaries and behaviour’ (56%).
- 116 children were initially assessed as having violent or aggressive behaviour. At final review this number had reduced by one-third.
- Of the 23 individuals initially assessed as perpetrators of bullying within the household, 13 of these individuals were no longer assessed as perpetrators of bullying within the household at closure.
- All 9 individuals that were assessed as perpetrators of bullying outside the household, all of these individuals were no longer assessed as perpetrators of bullying outside the household at closure.

Chart 7h : Progress made in ‘Boundaries and Behaviour’ by families showing the percentage of families making positive progress, based on their starting stage on the journey of change

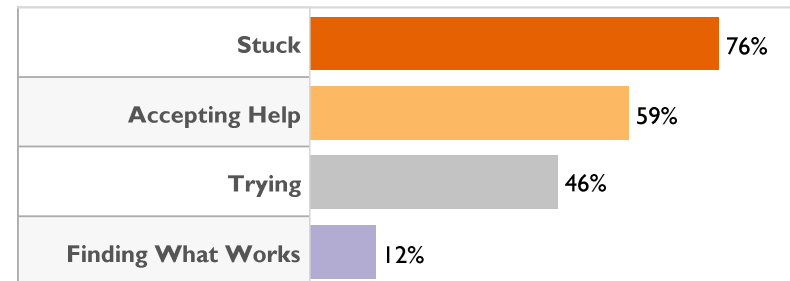


9. Home and Money

'Home and money' is about providing children with the security of a stable home that is adequate for the families needs and the finances needed to care of them. It covers whether the family is able to manage financially and pay their bills regularly, including the mortgage or rent, without risk of losing their home. It is also about how the family spends the money it has to provide for the families basic needs.

- Home and money is one of the areas of family star where families are least likely to make positive progress (39%), however 76% of families that were stuck make positive progress in this area.
- Three quarters of families make positive progress from being 'stuck'. That work is effective in getting families to face up to their housing issues and financial difficulties but ensuring families have adequate housing and managing finances effectively is more of a challenge.
- 24 families were assessed as being at risk of homelessness. 20 (83%) of these families were no longer at risk of homelessness by their closure review.
- When assessed, 55 families were known to be in rent arrears. By closure, 18 (32.7%) of these families no longer had rent arrears.
- 110 of the 186 families (59%) were initially assessed as having financial difficulties. By the time these families were closed to the service 25 (13.4%) of these families were assessed as no longer having financial difficulties.
- 127 of the 186 families (68%) were heavily or solely reliant on benefits. At closure, this was no longer the case for 14 of these families.

Chart 7i : Progress made in 'Home and Money' by families showing the percentage of families making positive progress, based on their starting stage on the journey of change



“... she has helped me get all my bills back on track and out of arrears ”

10. Progress to Work

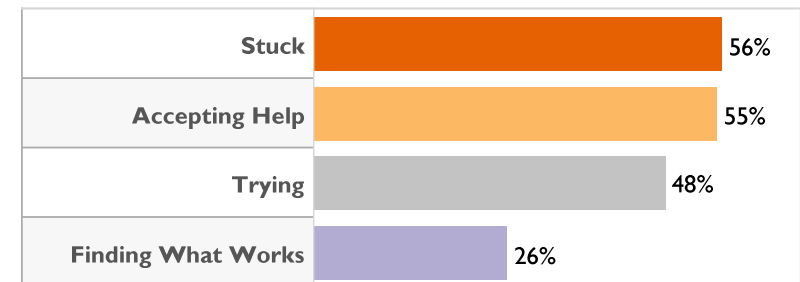
'Progress to work' is about parents preparing for work and reducing the families reliance on out-of-work benefits. This includes getting organised, learning new skills and persevering with training, volunteering, work experience and job hunting until the right work is found.

- 'Progress to work' is the area of family star where families make least progress, only 29% of families make positive progress. However, this is due to the high proportion of families that start at 'Effective parenting', who cannot make further progress from this stage.
- Of the 262 adults that were not already engaged in training, education and/or volunteering, 24 were engaged in training, education and/or volunteering at final review.
- 22 of 148 individuals were in no longer in receipt of work related benefits at closure.
- Of the 182 adults not in employment at the time of assessment, 18 were in employment at closure.

"I'm an independent woman now"

"My SLF worker gave me the confidence to go and seek work, I love working"

Chart 7j : Progress made in 'Progress to Work' by families showing the percentage of families making positive progress, based on their starting stage on the journey of change



11. Case Studies

Case study 1 : Adults out of work or at risk of financial exclusion and young people at high risk of worklessness

The Wilkinson family is made up of Dad, Mum, Jennifer 7 Dawn 6 and Naomi 1. Family Support Worker - Amanda.

The family had been referred to Supporting Leicestershire Families (SLF) for intensive support by the children's school due to mental health concerns with Jennifer, the family of 5 living a small 2 bedroom flat and Jennifer having disclosed to teachers that they were in debt, at risk of eviction and prosecution and living in constant crisis.

Amanda's assessment showed that Dad who was working on an apprenticeship and Mum out of work had a total income of £400pcm and were not claiming the correct benefits. The family had primary and secondary debts, one of which was to the local council for council tax arrears totalling £2,642 and were facing court proceedings and another to their housing provider of £1,082 which mean the family were at high risk of eviction. Due to Mum's poor mental health and the family constantly living in crisis, there was a significant lack of organisation and motivation to address money, debt and housing issues.

Amanda contacted the local council and a cease was put on the court proceedings. Mum was supported to attend a local mental health unit where she was diagnosed with unstable emotional personality disorder and she was prescribed medication for her condition. Amanda liaised between the family and various departments within the local council to restore the families housing benefit and to set up payment plans that the family could afford to maintain to reduce their council tax arrears. Mum and Dad were supported to DWP appointments as they were now entitled to claim PIP for mums disability and carers allowance for dad. The family attended appointments at a local debt management company where their debts were organised and payments arranged. As the family had now made regular payments to reduce their debt, they were in a position that they could start to bid for a more suitable home.

Since case closure, the family have been regularly making their arrears payments and are due to be debt free in 18 months. They receive the correct benefits and are able to manage their money effectively. Mum's mental health is vastly improved and she has been offered part time work with a local retailer and Dad is currently looking into setting up his own business. The family were successful in their homes bid and moved from a small 2 bedroom top floor flat, to a 3 bedroom house where they now have a garden with a trampoline for the children. The children are now said to be excelling within their new schools.

When asked what they thought would have happened without SLF support, Dad said 'Potential eviction and homelessness. A court hearing for debts and maybe in-custody or a community order due to not being able to pay off debts'.

This SLF intervention means that the local authority were able to save a significant amount of time in trying to recover the outstanding council tax debt and expense of finding temporary accommodation if the family had been evicted by their current housing provider. In extreme cases of eviction, families may have their children taken into care.

Case study 2 : Job Outcome

The family is made up of Mum, and Ravina – 13yrs. Family Support Worker – Meena

This case had been referred to Supporting Leicestershire Families for intensive support through the self-referral channel. Mum had called First response asking for help when she felt that she couldn't cope anymore. She had lost her job and was now claiming Employment and Support Allowance, there were behaviour and parenting issues, mum's mental health was deteriorating and she was feeling alone and isolated.

Meena supported mum into a number of local activities including flower arranging which increased her self-confidence and helped prevent further deterioration of her mental health. An appointment with the GP was arranged, so that she was able to have her mental health assessed and medication reviewed. In assessment, Meena was able to identify the areas that were causing the relationship breakdown and stress that was having an impact upon mum. Meena planned one to one parenting support and continual support was provided by mum joining the local BME parenting group. Meena arranged and supported mum to attend a number of job fairs throughout Leicestershire and provided support in writing application forms and interview techniques.

Since starting the intervention, the family relationships are much improved and Mum says that they are now much closer. Although Ravina has since gone to live with her father, mum is still in contact with her and they meet up regularly and are said to have a much stronger relationship.

Mum is receiving regular support from her GP around her mental health and is able to effectively use the techniques she has been given to have a positive impact upon her life. After a number of applications and interviews, mum has been successful at interview and is due to start a new role as a kitchen assistant which means that she will no longer have to be reliant upon benefits.

This SLF intervention means that the DWP would benefit by mum having moved away from benefits into a paying job. Mum getting back to work will also provide Ravina with a positive role model regarding employment and will be less likely to create an intergenerational cycle that will involve family members living off benefits.

Case study 3 : Families affected by domestic violence and abuse

The Johnson family is made up of Mum, Dad (currently in prison) Robert 10 and Michael 5. Family Support Worker - Robyn

The case was referred for Supporting Leicestershire Families (SLF) intensive support after the case which had recently been stepped down from Social Care was discussed at hub.

There were concerns over the risk that Dad posed to the children as he was due to be released from prison and professionals were sure that he would return to the family home. Dad had received a custodial sentence for assault on mum and had a history of substance abuse and domestic abuse on mum and children. Roberts's school had informed Robyn that he was exhibiting violent and aggressive behaviour towards other pupils which was likely due to the domestic abuse he had experienced. Both children, especially Robert were exhibiting poor behaviour/anger outbursts within the home and mum was struggling to parent this behaviour. Mum was also said to be using illegal substances and a recent incident had found mum collapsed in the front garden, incoherent and partially clothed at 8:15am.

Robyn engaged mum into a number of SLF groups that included, budgeting and cooking that helped increase her confidence and social skills and a series of one to one sessions on parenting including boundaries, consequences and behaviour triggers. The family were taken on family activities that included swimming and climbing and they were able to enjoy positive family time. Robert was referred to a kickboxing group to help with his anger and mum was referred to and supported to attend 1-1 sessions at Swanswell for her substance misuse and enrolled on the DWP's back to work programme. Both children received support through a DV outreach worker and worked on anger management.

On case closure, mum was said to be out of her abusive relationship with Dad having moved away to Newcastle and having a new partner. Mum is still attending Swanswell appointments and is now completely drug free. She has completed the DWP back to work programme and is currently involved in voluntary work. Mum is now able to parent her family without support and says that the children's behaviour is much improved and they all have a happier relationship.

When asked about the changes that she had managed with the help of her SLF worker, she said 'I never in a million years thought I would be drug free, I feel like I have a normal life now and my children do too'. When asked what she thought would have happened without this worker she replied 'I would have lost my kids and I would have ended up on heroin'.

This SLF intervention means that there have been considerable savings in involvement from the Police with no further call outs for domestic violence/offending/ASB behaviour, Social Care through further involvement with the family and the high probability of child removal and the health services through the effects of prolonged substance misuse and domestic abuse. Due to mum's progress, it is also safe to say that there will be a significant saving to future universal services as more positive aspects are passed on to future generations.

11. Case Studies

Case study 4 : Parents and children with a range of health problems

The Underwood family is made up of Mum, Dad and Jamie 5. Family Support Worker – Rory.

The referral for Supporting Leicestershire Families (SLF) intensive support came via the local hub after a referral was received by the NSPCC with regard to domestic violence within the home.

Rory's assessment highlighted that there were also a range of health issues that needed addressing within the intervention. Dad had a heart condition and worked on a zero hour contract with very little hours and so the family had fallen behind with rent and were at risk of eviction. The home was damp and dirty and there were concerns about the impact that this could have upon Jamie's health. Jamie was having difficulties at school associated with having a learning disability, but nothing had been diagnosed. There were issues with regular healthy eating with Jamie, who mostly ate, bread and butter, chips, chicken nuggets and chocolate. Mum had a history of depression due to historic sexual abuse, but had stopped taking the medication, she was struggling to cope and unable to get out of bed in the morning which meant that Jamie was regularly late for school.

Dad was taken to a DWP appointment to see if he would be eligible to get a disability benefit, Rory worked with the family to put in a cleaning routine around the home and liaised with the local council in order to get the damp inside the house treated. Rory had regular meetings with Jamie's SENCO at school, making a referral to SPAR in order to look further into the issues that were affecting his development. The family had activities around healthy food options where they had new food tasting days, making the experience fun. Mum was supported to go back to the GP's and review her mental health/ medication and referrals were made to counselling services specialising in supporting women recovering from the trauma of child sexual abuse.

Dad is now receiving Employment and Support Allowance benefit due to his illness and Ryan has supported parents to meetings at the local council where a payment plan has been accepted meaning the family are no longer at threat of eviction and due to the cleanliness of the home, the council have been to treat the damp. The family experiment much more with new, healthy foods and their diet is more balanced with Jamie eating fruit and vegetables. Mum has an appointment with a councillor where she will be learning how to manage her feelings and triggers of stress and anxiety and is also receiving regular support from her GP and has had her medication reviewed which she is taking regularly. Mum is now more motivated to get up in the morning and Jamie is arriving on time for school. The SPAR referral has resulted in an appointment with a paediatric consultant to explore learning difficulties and potential pathways to support

When asked what they think would have happened without SLF support mum said, 'suicidal thoughts, end of the family relationship and lose their home'.

This SLF intervention will have made significant savings to the health authority having reduced the risk of poor living conditions on physical health as well as the future possibility of family obesity and heart trouble.

Case study 5 : Parents and children involved in crime or antisocial behaviour

The Moore family is made up of Mum, Dad, Jane 17, Hannah 13, Jerry 12, Ariel 12, Zane 8, Erica 7, Rodney 4, Enya 2. Family Support Worker - Solomon

This case was referred to Supporting Leicestershire Families (SLF) for intensive support by Hannah's school where she was exhibiting extremely poor behaviour. Hannah had recently been involved with the Police and had a Section 5 public order offence and there had been numerous incidents involving criminal damage and verbal abuse.

Multi-agency meetings were held with Hannah's school, Police, Youth Offending Service (YOS), the Borough Council and Prospects. Hannah's offending behaviour was being influenced by the negative friend groups that she was currently a part of. There had also been CSE concerns raised, as Hannah was said to go missing from home on a regular basis and staying out with older males until the early hours of the morning.

Solomon had one to one sessions working on areas including confidence and self-esteem, positive and negative friendships, consequences, anger management and the impact of her behaviour upon family members. A multi-agency team consisting of the Leicestershire County Council CSE team, YOS and SLF worked on a number of CSE areas including, self-esteem, risk taking, drugs and alcohol, healthy relationships, grooming and internet safety.

Solomon worked with Hannah and her mum, putting in boundaries and sanctions for poor behaviour and preventing Hannah from engaging with her existing friend group which would reduce Hannah's offending

SLF had been receiving alerts on a weekly basis regarding Hannah's risky and offending behaviour, but since the intervention there had been no alerts, there had been no incidents of Hannah going missing or being out late and she was engaging with a new, positive friend group. The police had made no reports of Hannah being involved in offending behaviour and her attendance in education had increased from 29% - 79%. Mum and Dad had both said that her behaviour was greatly improved and that they now had a much better relationship. Hannah has said that she now wants to work towards re-integrating back into mainstream school.

When asked what she thought would have happened without SLF support mum said, 'Hannah would of been in more trouble if we hadn't of had support and who knows what would of happened especially with the people that she was hanging around with committing crime and becoming involved in anti-social behaviour'.

This SLF intervention will have created a significant reduction on the Criminal Justice System services in general.

Case study 6 : Children who need help

The Bayfield family is made up of Mum, Grandma, Liam 15, Nick 27 and Jodie 16 (who is currently a looked after child). Family Support Worker – Grace
The referral for Supporting Leicestershire Families (SLF) intensive support came after the case had been stepped down from Social Care, but was still subject to a CSE investigation.

During the intervention, Jodie had been removed from the family home and into a placement for homeless young people. She had been in a relationship with her current boyfriend who was an older male since she was 13 years old and there were high concerns of CSE, although Jodie would not engage with the CSE team. Jodie was in an abusive relationship and partner had assaulted her on a number of occasions and was said to be controlling. She had a history of criminal activity and drug abuse and was known to associate with risky males. Jodie would often abscond and go missing from her placement and not return home until 2am. Jodie was classed as a NEET young person.

Grace maintained the intensive support work with Jodie, even though she had left the family home. There were regular 1-1 meetings to address the current issues that Jodie faced in her life and there was multi agency working with a variety of agencies including Social Care, the CSE team, Prospects and Jodie's partners Youth Offending Service worker. Grace Supported Jodie in collecting clothing from her partners flat and to secure a move to alternative accommodation when Jodie stated that she wanted to end her abusive relationship, but felt this would not be possible when living in the same area as her partner.

Jodie is now living permanently at her alternative address. She has made a new group of friends and has had another partner, whom she has been confident enough to end the relationship when she felt it was not a healthy one. Although Jodie does still occasionally go missing from her new accommodation, there has been a significant reduction in the amount of times this happens and although there are still concerns that Jodie is going to see her ex-partner, there has been a significant reduction in CSE. Jodie is currently being referred to the Princes Trust where she will attend a 12 week course aimed at improving her confidence and social skills and is hoping to move onto a course in Health and Social Care.

This SLF intervention has created a significant reduction in out of hour's calls to the Social Care team, First Response regarding missing persons reports, as well as a significant reduction in Police time spent looking for a missing child, safety checks at known addresses when missing and when there has been no Police involvement due to assault and domestic abuse incidents.

Case study 7 : Children who have not been attending school regularly

The Robinson family is made up of Mum, Dad and Paul 15. Family Support worker – Jean.

This case was referred by the Local Hub Attendance Officer to Supporting Leicestershire Families for intensive support. This was due to the significant amount of time that Paul had been absent from school. Parents had both stated that Paul was staying in his room playing computer games and refusing to listen to any parental instructions. He exhibited very poor behaviour and when asked or challenged by parents, he would become aggressive and violent towards them. Paul also had asthma and weight issues, but refused to attend GP and dentist appointments.

Jean Supported parents to attend the Fun and Families parenting group for living with teenagers and helped them with implementing the new boundaries and consequences with Paul in the home. She supported them in dealing with Paul's following challenging behaviour working with them on de-escalation skills and conflict resolution. A safety plan was produced for parents to use when Paul became aggressive or violent.

Jean had 1-1 sessions with Paul around anger management, looking at triggers and ways to recognise when Paul was getting angry and put in the necessary techniques to avoid the anger reaching outburst levels. Eventually Jean was able to join both Paul and Parents together in sessions and they were able to work on communication as a family.

Team around the family meetings were organised and chaired by Jean, she was able to work with Paul's school on obtaining an Educational, Health Care Plan (EHCP) and the legal action that parents were due to receive as a fine via the school was dismissed. Jean was able to arrange for the school nurse to examine Paul at home and appointments to attend a dietician were discussed.

Paul's attendance in year 10 was 26.6% and since the SLF intervention in year 11 was 61% and Paul is currently in the process of making an application to attend Leicester College to study catering. Paul has attended regular appointments with the dietician and also attended the dentists (first appointment in 5 years). Parents have said that they have not had to use a safety plan produced for Paul's violent and aggressive behaviour since the intervention.

On case closure, parents were asked what they thought would have happened to the family without the intensive intervention and they stated that 'the family would have broken down and Paul would have ended up in care'.

This SLF intervention has created a significant saving to the health authority by decreasing the possibility of child obesity, untreated health conditions and the impact of poor dental hygiene. With the high risk of family breakdown, there has also been a potential reduction of future Social Care involvement and expense of a child being taken into care.

