

Appendix 1 – Summary of Evidence from Insight Phase

<p>Ethnography work with Families - Summary of findings</p> <p>It is important to interpret the findings of the ethnographic insight by understanding the complexity of both families and systems that make up our modern culture and society. On that basis, having one solution or one perspective on FCN's is challenged and suggests there should be more understanding of individual families from the inside out. Key findings include</p> <ul style="list-style-type: none"> - Services are currently problem led rather than family led and there is a perception from families that managers focus on managing services rather than families needs - Professionals speak in a different language to FCN - Professionals are torn between befriending and professional problem solving - Support for FCN is skewed by society's view of 'normal' - Whilst families may have complex needs, the complexity is about their relationship with the 'state' - FCN would benefit from more co-ordinated services - There is little to address the attitude and behaviours of society - 'Free money' encourages the 'live for today' motto (spend it before it goes). The 'live for today motto' manifests into other behaviours of FCN 	<p>Aperia workshops with families - Summary of findings</p> <ul style="list-style-type: none"> - The overall impression is of a confrontational, untrusting relationship - Fear, confusion/feeling of being judged are the predominant feelings - Families see the sector as working in isolation from their real world/communities - The families experience was an environment where things are done to them rather than for or with them - One of the strongest messages related to pathways. Everyone recognised that help exists, but that how to get it and trying to find it from isolated service interventions wasn't working - Where they portrayed positive views, this was very personal to individual people they worked with, relating to the trust or time taken by those individuals to understand them/their circumstances - Positive experiences often related to an individual who had a professional 'advocate' in their lives. <p>Circle of Need® Analysis identified that the number of services that exist to provide money to families is excessive, and services are only readily available in dire circumstances, rather than made available to avoid a need becoming unmet (or helping to build the capacity of people to become self sufficient).</p>
<p>Home-Start workshops - Summary of findings</p> <p>Key themes and messages emerging from the family consultations included</p> <ul style="list-style-type: none"> - What families said they were exposed or subject to as children: This included their parents dependency problems, abuse/exposure to violence, becoming carers at an early age, their parents mental health issues, chaotic family lifestyles and a lack of continuity in their lives – home, family, friends, schooling – childhood spent in foster and care homes and a lack of schooling - What families said they were experiencing now: This included mental illness, dependency issues, domestic violence, living in refuges/safe houses, isolation and social marginalisation, debt/financial problems, family breakdown and a lack of consistent help/support - The impacts of the above on the families: This included an adverse effect on aspirations, physical and mental health issues, a deep distrust/fear of some services, aggression and difficulties maintaining relationships - Parents said they most wanted: Stability, support, 	<p>Family Services Mapping – Summary</p> <p>The mapping work (carried out in the two Districts) also profiled these families, identifying the statistics presented below.</p> <ul style="list-style-type: none"> - 27% of FCN households have 3 or more children - >15% have 4 or more - 59% of FCN households are lone parents - 70% of FCN households have no parent working - 68% of FCN have parents with low educational attainment - 61% FCN households have a parental substance misuse problem - 48% FCN households have an offender (past or present) - 75% FCN households have reported a grievance to police - Domestic violence key characteristic of many FCN - 80% FCN are on out of work/low income benefits - 73% FCN are known to Housing Benefits

<p>encouragement and consistency, to be listened to and to have their needs acknowledged, people to do what they say they're going to do and to get back to you, freedom from prejudice/social marginalisation, services to work for and not against them and to have their own needs addressed as well as their children's</p>	<ul style="list-style-type: none"> - 38% FCN are known to Children's Centres - 24% FCN are known to Probation - FCN in the 2 pilot districts cost c£1.38m in DWP benefits/allowance
<p>Practitioners Insight - Summary of findings The following improvement themes that emerged included:-</p> <ul style="list-style-type: none"> - Joined up working/vision and commitment – there is a sense that people are ready and willing to work differently, but that the rules of working in this way need to be defined to allow them to move forward - A single, good and rounded assessment that leads into seamless and joined up referrals and cross agency commissioning of support for FCN - Information sharing – this included shared records of families, single repositories, dynamic information sharing and access to assessment registers - Supportive, empathetic and non-judgemental professionals working in family-led interventions - Creating learning organisations – attendees tended to feel that the sector does not 'celebrate success' and the way forward must be to build on what works - Performance management <ul style="list-style-type: none"> o Knowing, tracking and shared agreement upon what works o Driving productivity and rewarding strong performance/ addressing underperformance o Monitoring quality - More prevention/earlier intervention - Designing a new approach around advocate/role models 	<p>Evidence Base for Family Models - Summary of findings</p> <p>Example Interventions</p> <ul style="list-style-type: none"> - Nottingham Early Intervention Model - Payment by results and outcome based payments - Incredible Years (a parent training intervention) - Co-production (involving people 'in an equal and reciprocal relationship with professionals and others, working together to get things done') - Multi-Systemic Therapy (MST) - Functional Family Therapy (FFT) - Family working - Family Intervention Projects (FIP) - Think Family approach - Common Assessment Framework (CAF) - Sure Start Children's Centres - Healthy Child Programme - Family Nurse Partnership - Co-located and co-ordinated approaches - Westminster Family Recovery Project - Building Bridges (home based support service)
<p>Relevant current and emerging Policy F - Summary of findings</p> <p>Much of the literature included within the literature review makes the connection between early intervention and work with families with complex needs. Specifically, this relates to intervention early in life - ideally during childhood - and the better outcomes this has later in life and the subsequent savings to public services.</p> <p>The work of Graham Allen and Ian Duncan Smith has helped to place early intervention at the forefront of thinking.</p>	<p>Leicestershire Child Poverty Needs Assessment - Summary of findings</p> <ul style="list-style-type: none"> - Relative to other parts of England, Leicestershire does not experience a high level of deprivation affecting children. The majority of the county is amongst the least deprived areas in the country - Generally there is very little change in the areas which experience the highest levels of child poverty - In Leicestershire these are primarily the urban centres around Loughborough, Melton, South Wigston and Coalville - Local experience also supports national research which establishes that where families are living in poverty in otherwise more affluent areas the repercussions can be worse - There appears to be a lack of understanding amongst

	<p>the broader workforce of the existence of poverty in Leicestershire, the causes and consequences in terms of its impact on children and families</p> <ul style="list-style-type: none"> - Child poverty is multi layered and transfers from one generation to another in the same localities. A picture emerges of often chaotic families and the link between parental unemployment, low aspirations and child poverty suggests a 'whole family poverty' approach is vital - Young people particularly emphasised the importance of creating opportunities for people to learn and develop new skills to get and keep, a job as a pathway out of poverty - Practitioners however were clear that creating opportunities alone is not enough for many people living in poverty in complex families and additional support is required to change long established low familial aspirations and support the development of practical skills
<p>Craig's Story – A customer journey (Beacon project) - Summary of findings</p> <p>Craig's story demonstrates that in order to tackle re-offending it is necessary to recognise, consider and address the underlying issues that cause offending.</p>	<p>Participle - LIFE Family Pilot - Summary of findings</p> <p>Swindon's evaluation of their LIFE programme found that from the 12 families</p> <ul style="list-style-type: none"> - three families had on average exhibited 61% cost reduction compared to the six months prior to LIFE - five families avoided escalations such as eviction and child protection plan - for two families cost trajectory was unable to be prevented in the short term
<p>Health Mapping, Customer Journeys' and Pathways - Summary of findings</p> <p>Three family patient journeys' are used to illustrate the impact of early years upon the likely pathway for the individuals within the family.</p> <ul style="list-style-type: none"> - When looking at all partners involved in supporting FCN, the simplification of access and referral may help to reduce the hand-offs and the inevitable drop out from services - Any work on FCN will need to identify how the families are supported to access health services as and when required, alongside improving the prevention and early intervention services for these families - The current service cost of the 3 families, for health alone, is in excess of £600k per annum. These costs are only the long term costs associated with long term placement for one individual in each family. They do not include increased primary care, mental health, substance misuse and non-elective activity which would need to be mapped to each individual family over a period - Estimates would suggest that for each family, prevention would have saved health alone in excess of £100k as a minimum or £300k per annum in total. If replicated across the county then the savings would be 	<p>Melton Family Model - Summary of findings</p> <ul style="list-style-type: none"> - Melton's approach to FCN is achieving real, sustainable improvements to vulnerable people's lives - There is a consistency of approach, understanding and sense of purpose. This consistency flows directly from the councillors and the strategic team and it is apparent in the operational teams and individuals who deliver Melton's priorities, goals and promises - Unusually for a multi faceted organisation, people at every level confirm an understanding of and commitment to the three core strands that make up Melton's ethos <ul style="list-style-type: none"> o Getting the finances right and make sure they are sound o If going to do something do it well o Look after the most vulnerable people - Melton works when assessed against 'hard' indicators – Melton's performance is improving and shows a capacity to improve further - Melton's way of working shows up best when 'soft' indicators come into the equation - Agencies reporting feeling a part of the Melton team <p>Analysis has been undertaken on performance improvement in Melton compared to other Leicestershire districts between 2008/09 to 2010/11. The performance</p>

significant

evidence is demonstrating that Melton's approach is resulting in a greater rate of improvement in outcomes for local people across a range of areas.

Copies of the both reports can be requested from Keith Aubrey at Melton Borough Council by email at kaubrey@melton.gov.uk