



MANCHESTER
CITY COUNCIL

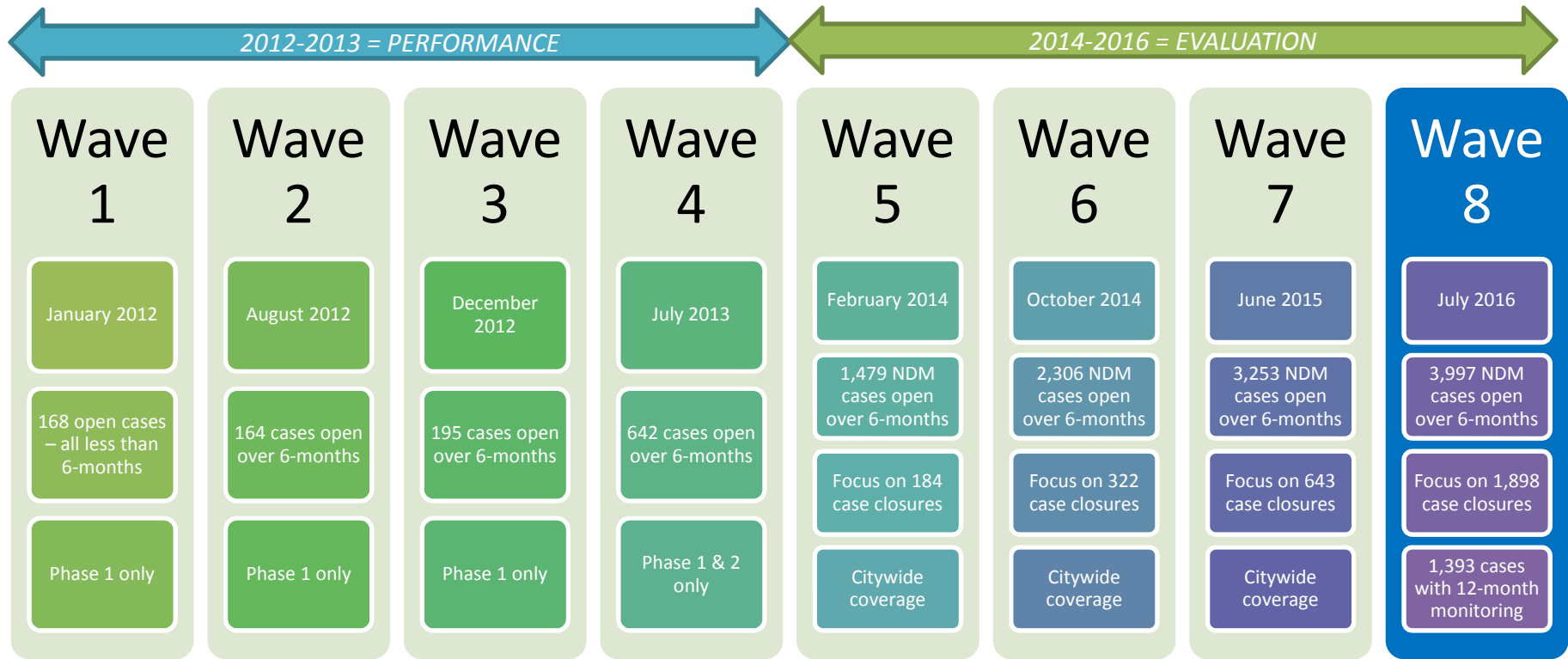
Troubled Families evaluation 2017

Early Help

This evaluation provides the strongest evidence yet of how reform is working

- Based on 5,000 referrals and 6 years of working in this way
- Broader and deeper evidence than the national impact study evaluation
- Sustained this way of working despite all the cuts since 2010, Ofsted inspection in 2014.
- Has been mainstreamed into Early Help strategy and embodies the Our Manchester ways of working
- The impacts with families are widespread and sustained
- We are now reaping the benefits of protecting these investments
- We now know much more about what works best with families and why, and also what works less well
- These insights have enabled the service to adapt approaches over time

Tracking the programme since 2012



The evaluation is based on almost 5,000 referrals over 6 years

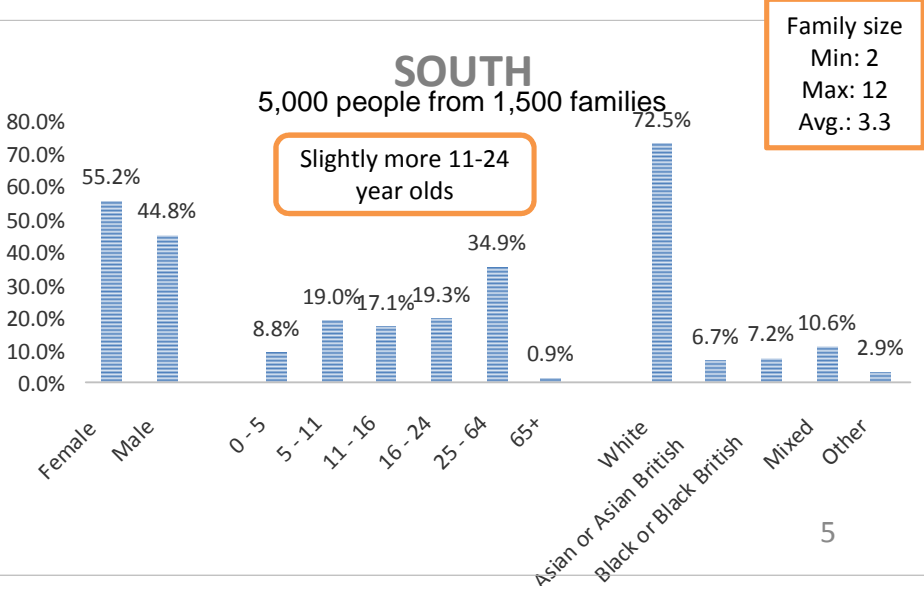
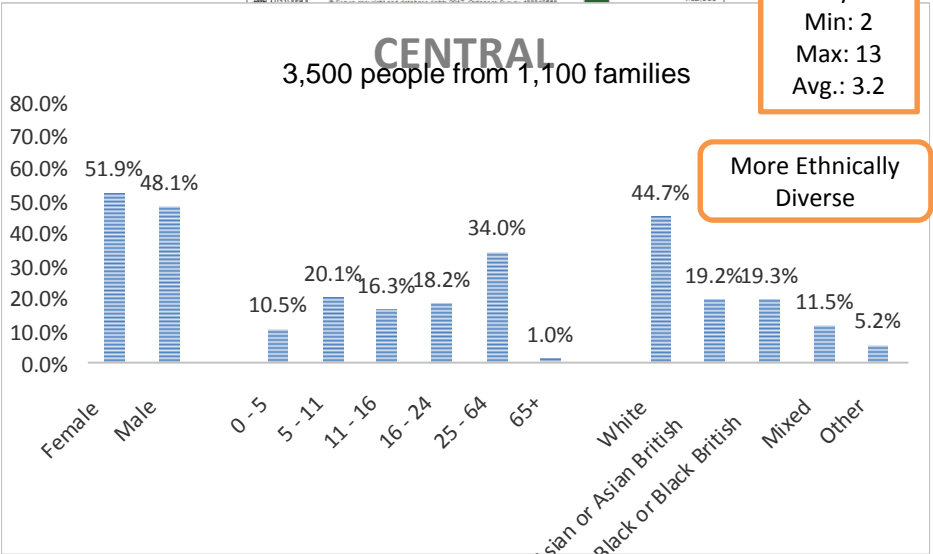
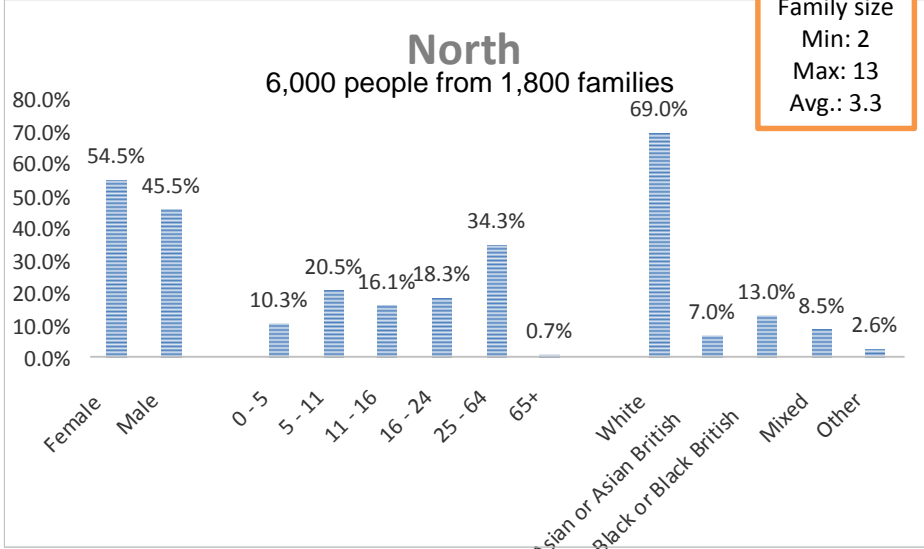
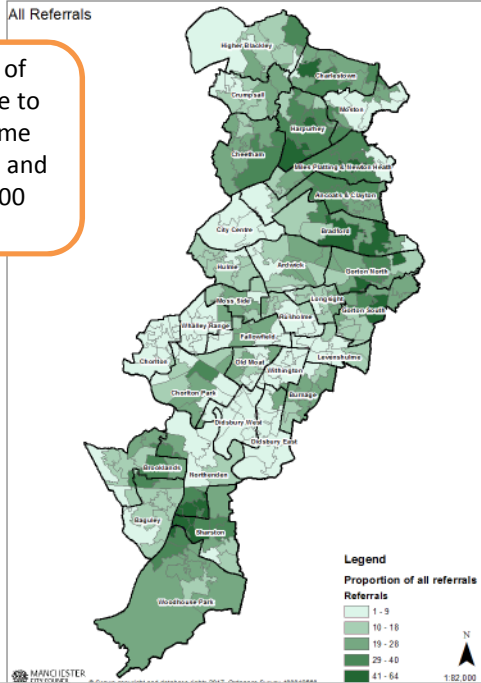
- The evaluation captures intelligence on two groups:

Cohort	Number Evaluated (Outcome & Impact)
1. Presenting Needs	3,997
2. Impact at End of Intervention*	1,898
3. Impact at 12-months after End of Intervention*	1,393
4. Comparison Group**	c.4,000

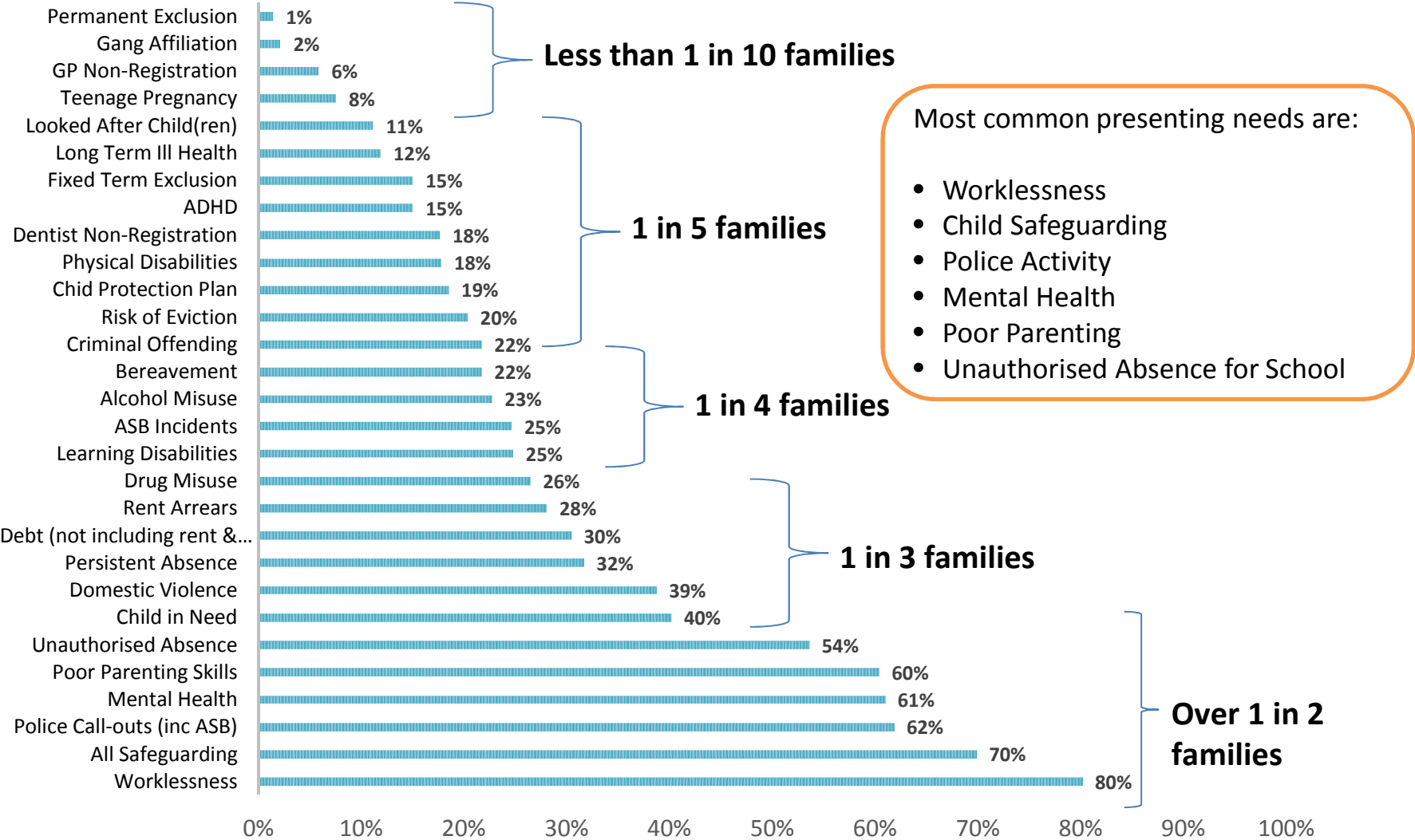
* Cases that have come to a 'Planned Ending'
** Cases that have been screened for complex issues, but have not yet received targeted support

7,000 adults, 8,000 children from 4,000 families

The number of referrals made to the programme between 2011 and 2016 – c.5,000 families



Families have a wide range of presenting needs



Based on 3,997 families

We now understand more about the complexity of presenting needs

Families with these Presenting Needs... ↓	also have these Presenting Needs →																													
	Presenting Need	Parmanent Exclusion	Gang Affiliation	GP Non Registration	Teenage Pregnancy	Looked After Child(ren)	Long Term Ill Health	Fixed Term Exclusion	ADHD	Dentist Non Registration	Physical Disabilities	Child Protection Plan	Risk of eviction	Criminal Offending	Bereavement / loss seperation	Alcohol Misuse	ASB Incidents	Learning Disabilities	Drug Misuse	Rent arrears	Debt Issues (other than Rent)	Persistent Absence	Domestic Violence	Child in Need	Poor Parenting Skills	Mental Health	Police Call-outs (inc ASB)	All Safeguarding	Worklessness	
Parmanent Exclusion	1%	100%	7%	0%	7%	0%	7%	71%	21%	14%	29%	29%	29%	57%	29%	29%	71%	29%	43%	29%	57%	86%	71%	50%	64%	86%	86%	79%	79%	
Gang Affiliation	2%	5%	100%	14%	24%	19%	14%	38%	48%	33%	14%	33%	48%	67%	29%	43%	62%	33%	62%	48%	62%	48%	67%	33%	90%	67%	86%	86%	81%	
GP Non Registration	6%	0%	5%	100%	15%	15%	12%	8%	5%	86%	17%	32%	29%	29%	37%	31%	44%	31%	32%	44%	37%	29%	71%	41%	73%	58%	78%	88%	78%	
Teenage Pregnancy	8%	1%	7%	12%	100%	11%	17%	29%	19%	43%	24%	41%	31%	43%	45%	37%	60%	35%	45%	45%	45%	37%	76%	37%	76%	76%	81%	89%	91%	
Looked After Child(ren)	11%	0%	3%	7%	6%	100%	7%	25%	15%	19%	18%	0%	20%	40%	24%	26%	42%	33%	34%	28%	28%	37%	72%	0%	65%	64%	86%	100%	82%	
Long Term Ill Health	12%	1%	2%	6%	11%	7%	100%	19%	24%	27%	53%	30%	20%	29%	33%	35%	45%	62%	26%	31%	38%	38%	65%	37%	75%	80%	81%	75%	89%	
Fixed Term Exclusion	15%	5%	4%	3%	11%	16%	12%	100%	29%	17%	17%	27%	24%	47%	24%	30%	52%	35%	40%	36%	41%	71%	71%	43%	69%	72%	90%	86%	87%	
ADHD	15%	2%	6%	2%	9%	12%	18%	34%	100%	17%	30%	22%	25%	33%	25%	30%	51%	55%	40%	32%	40%	47%	70%	44%	78%	80%	84%	78%	93%	
Dentist Non Registration	18%	1%	4%	29%	18%	14%	19%	18%	15%	100%	25%	37%	34%	32%	33%	37%	49%	32%	40%	41%	46%	33%	73%	34%	71%	71%	85%	85%	88%	
Physical Disabilities	18%	2%	2%	5%	10%	12%	35%	18%	26%	23%	100%	28%	23%	28%	35%	36%	44%	51%	31%	35%	44%	43%	64%	37%	76%	76%	77%	77%	89%	
Child Protection Plan	19%	1%	3%	7%	11%	0%	14%	19%	13%	24%	19%	100%	23%	36%	27%	34%	47%	30%	35%	34%	37%	40%	76%	0%	73%	67%	89%	100%	90%	
Risk of eviction	20%	2%	5%	8%	11%	12%	12%	21%	19%	28%	20%	29%	100%	40%	23%	32%	59%	26%	39%	68%	50%	43%	69%	31%	69%	76%	87%	71%	87%	
Criminal Offending	22%	3%	5%	6%	11%	18%	13%	32%	19%	20%	19%	34%	30%	100%	26%	33%	57%	28%	39%	37%	37%	50%	76%	33%	66%	67%	94%	85%	89%	
Bereavement / loss seperation	22%	2%	3%	10%	15%	13%	18%	21%	18%	25%	29%	32%	21%	32%	100%	36%	50%	34%	41%	35%	46%	39%	71%	37%	77%	81%	84%	82%	87%	
Alcohol Misuse	23%	2%	4%	8%	12%	14%	18%	24%	20%	27%	28%	39%	29%	40%	35%	100%	53%	31%	52%	37%	43%	43%	77%	35%	72%	82%	87%	93%		
ASB Incidents	25%	3%	3%	7%	12%	14%	14%	26%	22%	22%	22%	33%	33%	42%	30%	33%	100%	29%	37%	37%	40%	49%	79%	34%	71%	74%	98%	81%	89%	
Learning Disabilities	25%	2%	3%	7%	10%	16%	29%	25%	34%	21%	37%	31%	21%	30%	30%	29%	42%	100%	33%	34%	37%	40%	66%	35%	75%	80%	81%	81%	90%	
Drug Misuse	26%	2%	5%	7%	13%	16%	12%	29%	25%	27%	22%	36%	32%	42%	36%	47%	54%	33%	100%	38%	44%	47%	79%	36%	73%	83%	89%	88%	90%	
Rent arrears	28%	1%	3%	9%	12%	13%	24%	18%	25%	23%	31%	50%	36%	27%	31%	48%	31%	34%	100%	57%	42%	69%	34%	68%	73%	86%	72%	85%	78%	88%
Debt Issues (other than Rent)	30%	3%	4%	7%	11%	11%	15%	25%	21%	26%	27%	32%	34%	33%	34%	33%	49%	31%	37%	53%	100%	44%	70%	35%	72%	78%	86%	77%	89%	
Persistent Absence	32%	3%	3%	5%	8%	12%	13%	37%	21%	16%	22%	29%	25%	38%	24%	28%	50%	28%	34%	33%	38%	100%	69%	42%	71%	72%	88%	84%	88%	
Domestic Violence	39%	2%	2%	7%	9%	14%	13%	22%	18%	21%	19%	33%	24%	35%	26%	30%	49%	28%	34%	32%	35%	41%	100%	37%	68%	70%	90%	84%	87%	
Child in Need	40%	2%	2%	6%	7%	0%	12%	22%	19%	16%	18%	0%	17%	25%	22%	22%	35%	24%	25%	26%	28%	41%	60%	100%	63%	59%	74%	100%	81%	
Poor Parenting Skills	60%	1%	3%	7%	9%	13%	14%	21%	20%	20%	22%	31%	23%	29%	28%	27%	43%	31%	30%	31%	35%	41%	66%	38%	100%	70%	82%	81%	84%	
Mental Health	61%	2%	2%	5%	9%	13%	16%	22%	21%	20%	23%	29%	26%	30%	29%	31%	45%	33%	35%	33%	39%	42%	69%	35%	70%	100%	85%	77%	37%	
Police Call-outs (inc ASB)	62%	2%	2%	6%	8%	14%	13%	22%	17%	19%	18%	31%	24%	34%	24%	26%	48%	27%	30%	31%	34%	42%	71%	36%	67%	68%	100%	80%	37%	
All Safeguarding	70%	1%	2%	7%	9%	16%	12%	21%	16%	19%	19%	35%	20%	31%	24%	27%	54%	28%	30%	29%	31%	40%	67%	49%	67%	62%	81%	100%	84%	
Worklessness	80%	1%	2%	6%	8%	12%	13%	20%	18%	19%	20%	29%	23%	31%	24%	27%	54%	29%	29%	31%	34%	39%	66%	37%	64%	66%	82%	100%	100%	

61% of families have a Mental Health issue = c.2,400 families

45% of families with a Mental Health issue are also linked to ASB = c1,000 out of c.2,400 families

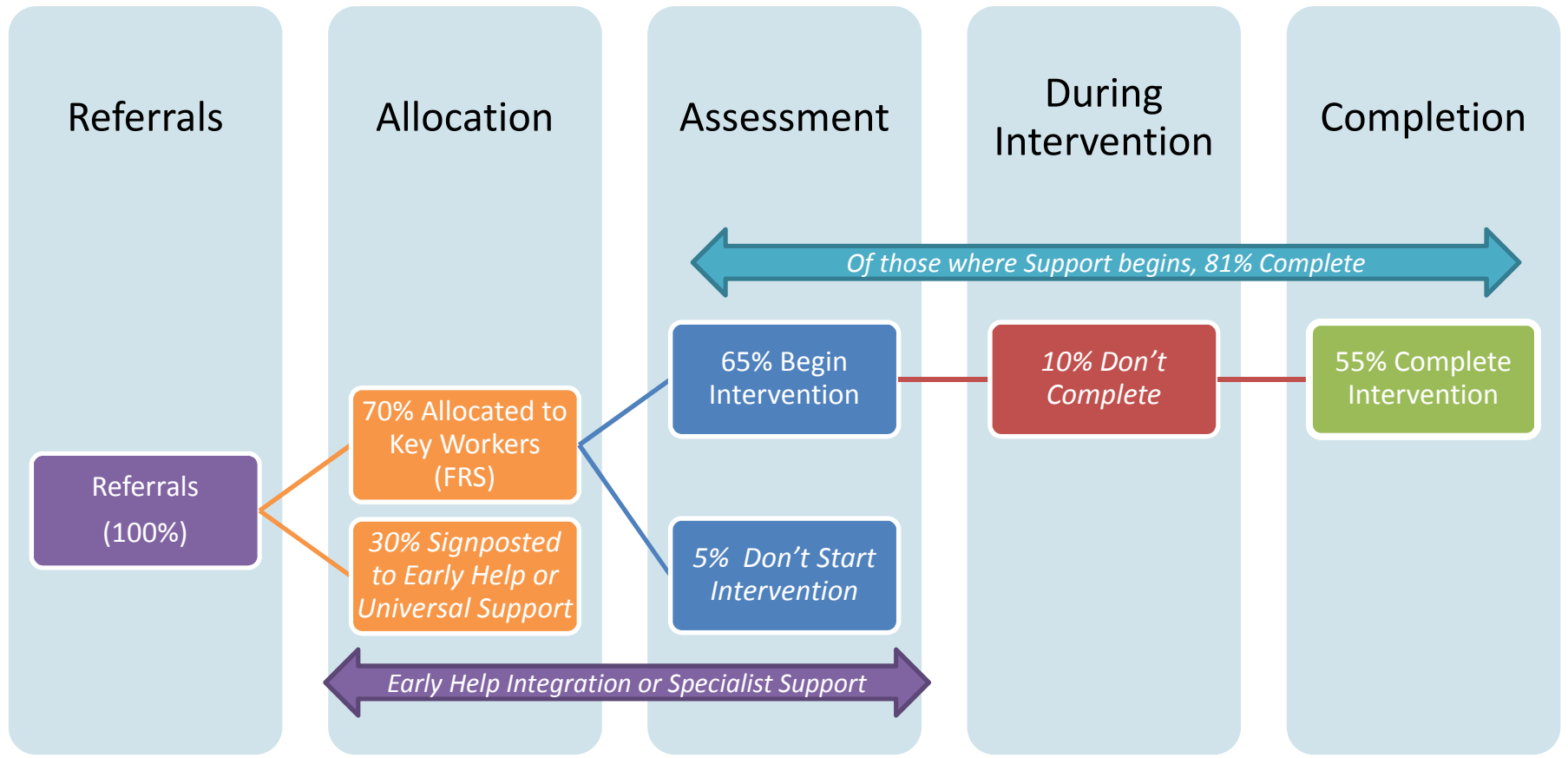
77% of families also have Safeguarding = c1,800 out of c.2,400



Based on 3,997 families

Common Assessments = better use of resources

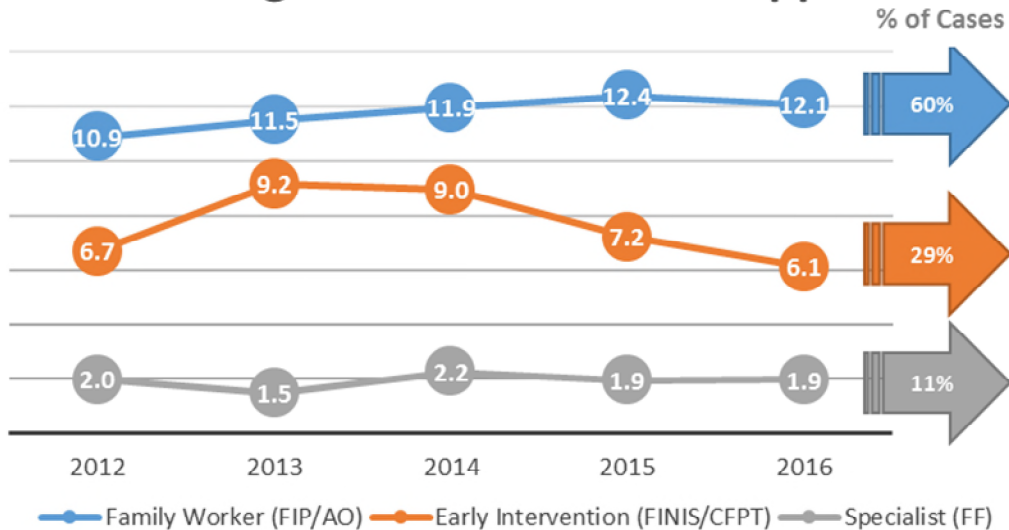
Effective triage & allocation seeing people get right support at right time



- Invest in triage and allocation for 100% (based on 2015) = 1,300 referrals
- Invest in assessment for 70% = 910 cases
- Invest in intervention for 65% = 845 cases
- Expect outcomes from 55% = 715 cases

Tailoring services to meet demand

Average No. of Months of Support



Predicting the average support needs – need to review relationship with complexity and severity of needs

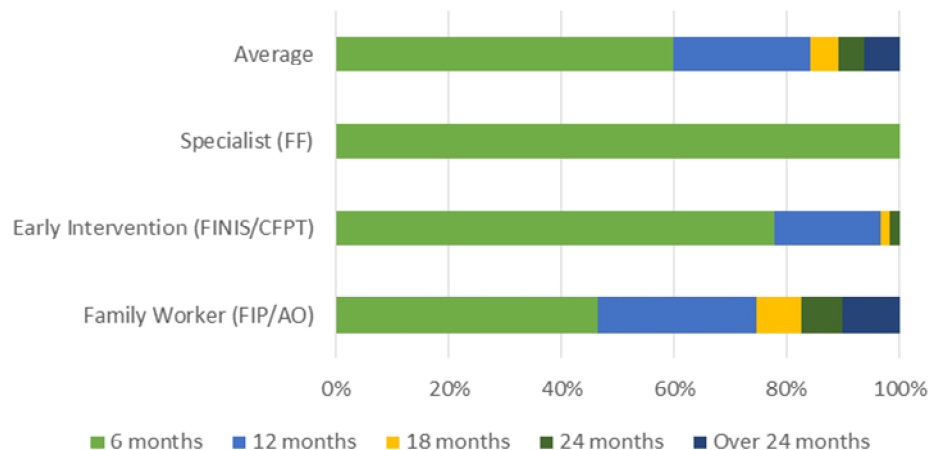
Length of Intervention

Avg. Months		Complexity		
		Low	Medium	High
Family Size	Small	6.0	6.8	11.1
	Medium	6.4	7.8	12.6
	Large	5.3	8.0	12.4

Assessing current cases

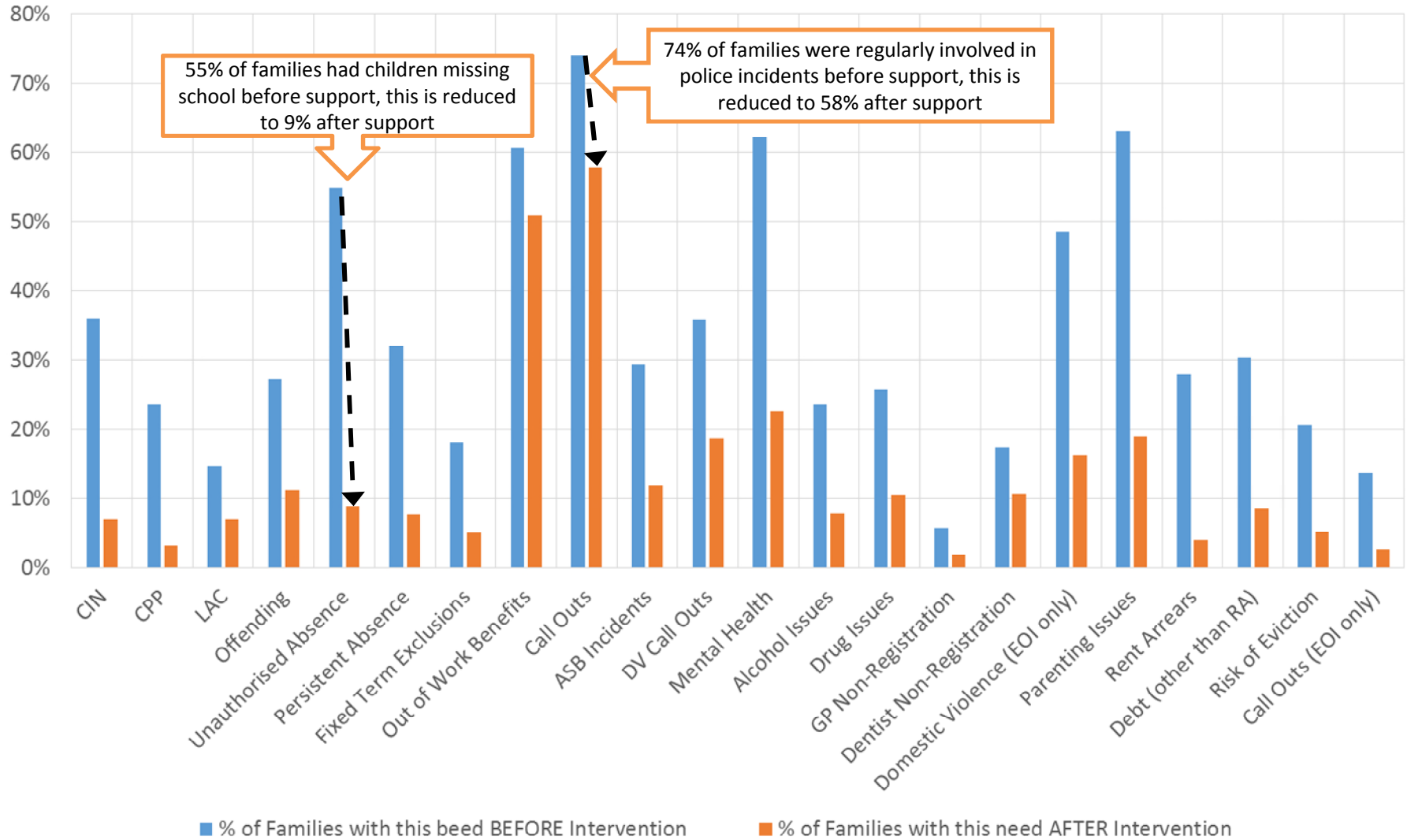
- 75% of Family Worker Cases are below 12-month average
- 80% of Early Intervention Cases are below 6 – month average
- 100% of Specialist Cases are below 2 month average
- Overall 6% of open cases have been open for more that 2-years

Open Cases - Average Months of Support



Support has led to reduced needs

Presenting Need at Start and End of Intervention



Impacts are sustainable

	Presenting Need	Impact (12 months)	Recidivism
CIN	36%	81%	14%
CPP	24%	87%	5%
LAC	15%	53%	7%
Offending	27%	59%	15%
Unauthorised Absence	55%	84%	13%
Persistent Absence	32%	76%	16%
Fixed Term Exclusions	18%	72%	9%
Out of Work Benefits	61%	16%	20%
Call Outs	74%	22%	32%
ASB Incidents	29%	60%	18%
DV Call Outs	36%	48%	25%
Mental Health	62%	64%	n/a
Alcohol Issues	24%	67%	n/a
Drug Issues	26%	59%	n/a
GP Non-Registration	6%	68%	n/a
Dentist Non-Registration	17%	39%	n/a
Domestic Violence (EOI only)	48%	66%	n/a
Parenting Issues	63%	70%	n/a
Rent Arrears	28%	86%	n/a
Debt (other than RA)	30%	72%	n/a
Risk of Eviction	21%	75%	n/a
Call Outs (EOI only)	14%	81%	n/a

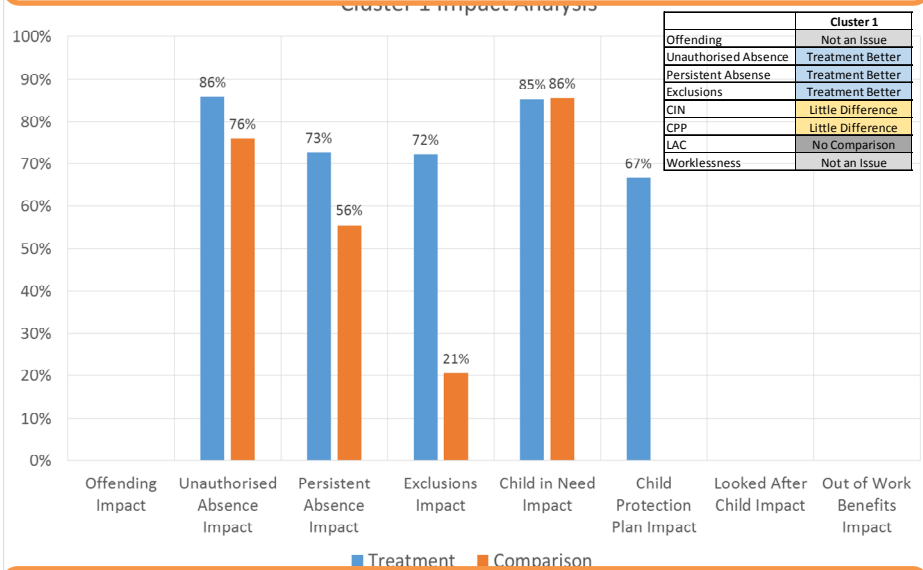
- **Presenting Need** = % of families affected
- **Impact (12 months)** = % of those families with the Presenting Need where the issue has improved
- **Recidivism** = % of those families who improved, where there issues have returned with 6-months

For example (from the top line of table):

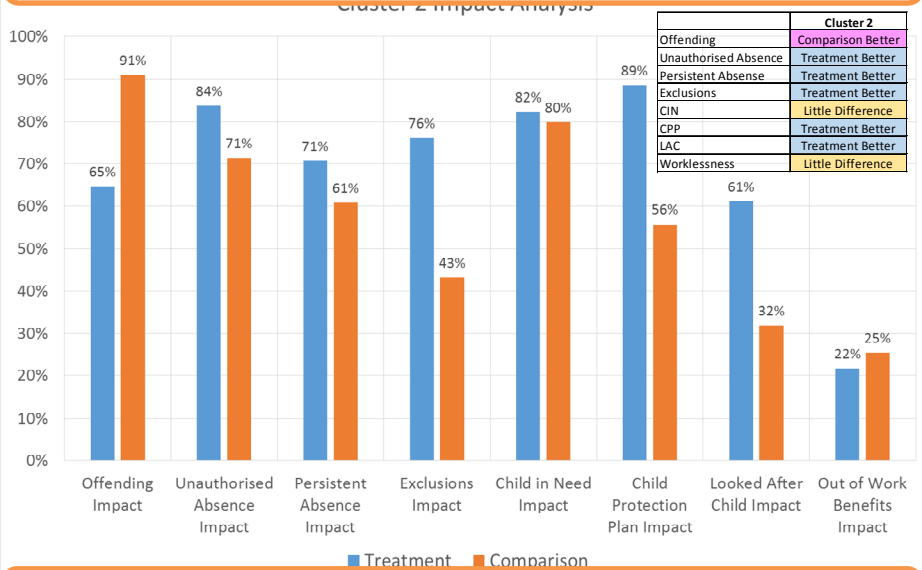
- 36% of families (c.500) have 1 or more children with a CIN status
- 81% of families (c.405) see all CIN statuses removed within 12-months of the intervention ending
- 14% of families (c.57) where all CIN statuses were removed, see CIN status re-introduced within 6-months

Adding value to different groups in different ways

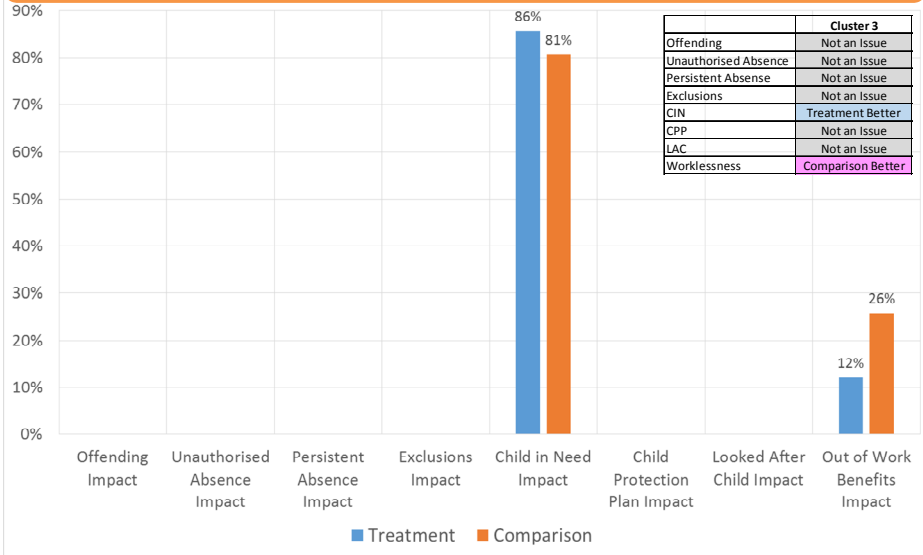
Cluster 1 – Families who are in work, have no offending, but low to medium child safeguarding (CIN & LAC) and school issues



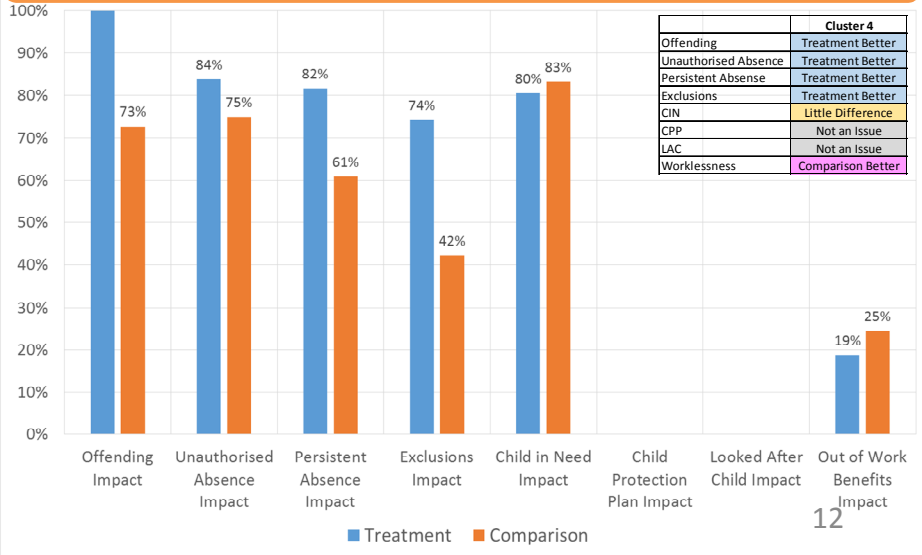
Cluster 2 – Families with complex needs, higher level child safeguarding (CPP & LAC), offending, school issues & worklessness



Cluster 3 – Families who are all workless and have 'children in need' (excluding CPP & LAC).



Cluster 4 – Families who are all workless, have 'children in need' (excluding CPP & LAC), but also school issues and some offending.



Case Study

Mum with 8 children who live with her (aged 1 to 17), and 3 children in looked after care (aged 8-12)

Background to Early Help involvement:

Referral to Early Help – Protect to provide support to mum to address the following concerns:

- Lack of trust in professionals
- Parenting Issues
- Mum has experienced DV in most of her relationships
- Historic rent arrears - unable to apply to move properties
- Current property which is overcrowded
- Mum's ability to sustain changes.



An Early Help Assessment was completed on 05/12/2016 following the Signs of Safety model and a number of concerns were identified.

Relationships - Mum resisting getting into conflict with her ex partner as to avoid stress and upset children. Daughter is aware mum is doing this to protect her and this in turn seems to be having a positive impact on their relationship.

Domestic Violence - Mum doesn't feel she needs specialist intervention but is willing to discuss the impact of DV on the children. Mum isn't getting back into a relationship with ex-partner because she has realised that she is able to parent the children more calmly.

Engagement with Professionals - Since Early Help involvement Mum has attended all Core Groups and has attended and contributed to the discussion in a calm and constructive manner which has been really positive and has been noticed by professionals who have responded positively enabling the meetings to focus on and progress the CP plan.

Youth Offending - Mum took Social Worker advice that Son (12) needed more specialised support. Mum accepted this advice and looked at ways in which she could provide support to her Son whilst he was living away from the family

Financial Issues - Mum has recognised she needs to reduce her rent arrears and has prioritised this following advice from Northwards Housing. Mum is managing her family budget and provides the essentials items for the children

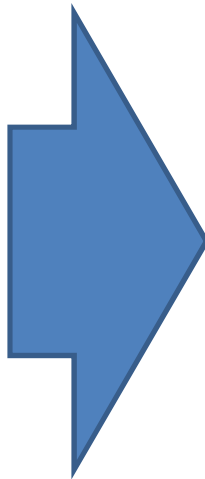
Education - JLB is being supported by a Support Worker from Barnardos and school to find an appropriate education package. Mum is supportive and encouraging of all her children's education, TL and TA's school report states they are well presented and have good attendance. MR and CL have settled into nursery well.

Case Study 2

Mum with 1 daughter (A - 16 years old), 1 son (K - 14 years old) and grandson (F - 6 years old)

Referral to Early Help to address the following issues:

- Children on the edge of care
- Mum and both children presented with mental health issues
- Poor school attendance for all children
- Health issues for mum and grandson
- Parenting concerns
- Grandson has additional needs
- Lack of engagement and resistance to work with agencies



Parenting Skills – Early help practitioner worked with Mum to enable her to understand the importance of adult supervision and gave support in carrying out morning and evening routines with the children. Mum was also helped to implement behavioural boundaries during visits from EH practitioner. Mum is now able to parent her children better with stable and improved routines.

Health – EH supported mum to access medical treatment for herself and all of the children. F was also referred to specialist provision to meet his specific needs. She now knows the importance of keeping to these appointments.

Parenting child with Additional Needs – EH practitioner helped mum to obtain a diagnosis, obtain a specialist school place and apply for benefits for her grandson's disability. EH also referred mum to parenting courses. F is now diagnosed with autism, attending a specialist school with improved attendance. Mum is able to parent and support a child with additional needs.

Mental Health – EH practitioner obtained counselling for A and she was supported with personalised timetable for school classes and revision. She obtained good GCSE results and is now in college and no longer suffering from poor mental health. A has also been referred to DWP-TFEA for support in her search for employment.

Anti Social Behaviour – EH practitioner liaised with police and missing from home team when K was missing from home. Following a referral to CAMHS and liaison with education institutions, K is no longer involved in antisocial behaviour and is attending a smaller education setting to help reintegrate him back into mainstream education.

Implications

1. Sustain Early Help within our investments in Children's Services. Cost-Benefit Analysis is being updated
2. Connect Early Help for families better to the Children's and Adults MASH. Strengthen the connections with Early Years. Schools providing leadership at a place level
3. Build these ways of working into the design of Integrated Neighbourhood Teams for Health and Social Care. Primary Care providing leadership
4. Bring together our reform programmes and place-based services more effectively. Including the ways we have strengths-based conversations, how we triage and assess and how we allocate support to the right people

Any questions or comments please contact:

James Binks

Head of Reform and Innovation

0161 234 1146

j.binks@manchester.gov.uk

Paul Holme

Research and Intelligence Manager

0161 234 4566

p.holme@manchester.gov.uk