

One minute guide

Troubled Families Programme

August 2020

What is the Troubled Families Programme?

The Troubled Families Programme supports families with multiple and complex problems; changing lives and services for the better. The programme is monitored through the Ministry for Housing Communities and Local Government (MHCLG).

The policy objectives are:

FAMILIES

- Help families with children to overcome multiple problems
- To tackle family violence
- To improve the physical and mental health of families
- To ensure that vulnerable children are intervened with more decisively and decision are taken quickly
- To tackle problems in primary school, particularly where their problems stem from the family
- To make work a reasonable expectation of families with multiple problems

SERVICES

- To continue to transform the way that public services work with families with multiple problems
- To reduce the number of services who work with families that have multiple
- To make a whole family approach integral to the way public services both look and work with families
- To ensure that family key-workers are a recognised and valued workforce
- To make universal services more attuned to the needs of troubled families
- To make sure data sharing across services is robust

COST

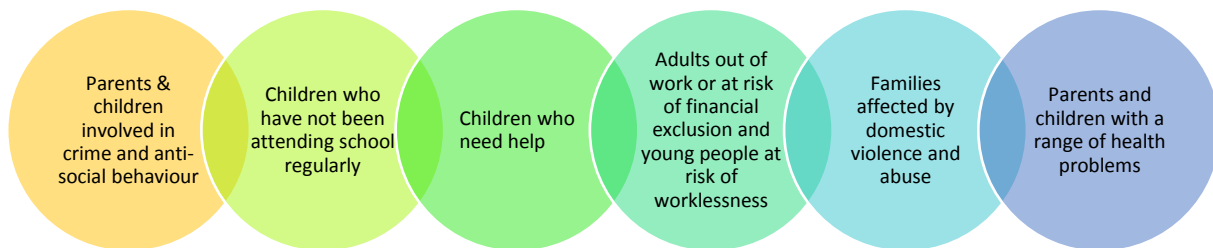
- To demonstrate that this way of working results in lower costs and savings to different public services, particularly reactive services

Troubled Families in Coventry

In Coventry we have been set a target number of families to work with over a period of time. Troubled Families Programme is used to demonstrate effective Early Help and Support to families living in the city and is a measure of how effective Early Help is in delivering sustained impact to families; preventing the need for long term intervention from other statutory services.

Principles of Troubled Families

In order for a family to be attached to the Troubled Families Programme each family needs to be identified as meeting at least two of the following six headline criteria:



As well as meeting the eligibility criteria; the MHCLG issued four key principles that have to be satisfied:

- There will have been an assessment that takes into account the needs of the whole family.
- There is a plan that takes account of all (relevant) family members.
- There is a lead worker for the family that is recognised by the family and other professionals involved with the family.
- The objectives in the family plan are aligned to those in the Troubled Families Outcome Plan (TFOP)

Troubled Families Outcome Plan (TFOP)

The TFOP is embedded into EHM (Early Help Module) and LCS as a stand-alone form. This form is triggered once an Assessment is completed and progressing to a plan. The TFOP asks the key worker to consider which of the six criteria the family meets and give a brief description of who what information is known. Once a case is ready to be closed the TFOP is sent via the system to the Troubled Families Data Team in the Local Authority for review and to move to claim. In order to support this process, we ask that where possible referencing is used in the TFOP. For example: Section 4- Worklessness: Mothers (name) and Father (name) are both working full time and have been employed since 2012 this is recorded in the Early Help Assessment (01/01/2020) under what is working well.

Support Available

There is a Troubled Families Data Team located within the Local Authority who can help and assist individuals and organisations with Troubled Families queries. The Data Team can be contacted via email on:

TroubledFamiliesDataTeam@coventry.gov.uk