

Department for Communities and Local Government



Troubled Families Report End of Phase 1

September 2015

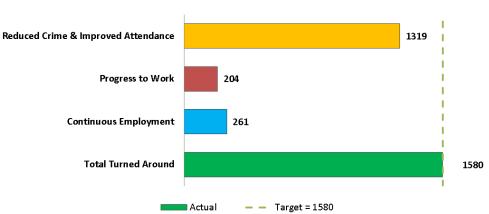
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1. EXECUTIVE SUMMARY

Nottinghamshire was given a target of turning around 1580 troubled families over a period of three years (2012-2015). Having worked with 2450 families, we turned around and claimed for 97% (1537) of our target 1580 troubled families (May 2015). Nottinghamshire has since turned around all of its allocated 1580 families (July 2015) and we have moved onto the changed requirements of the expanded programme.

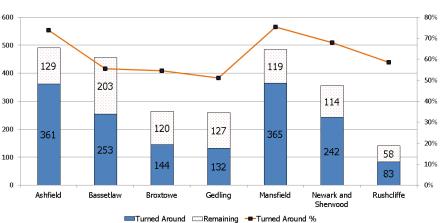


Troubled Families Phase One

To date 64% of families that we started to work with have been 'turned around'. Some of these families that are yet to achieve their target will be worked with under the extended programme to ensure that the needs of the family are met. There are families that have failed to continue to engage or moved out of the area or are now being worked with by social care, these families will be or are already closed to the service ('remaining' in chart below). If the household is re-referred and they meet the threshold for the new Family Service they will receive a service, and if they meet the new criteria for the extended programme will be included in that new cohort.

Over the programme we saw a fiscal net benefit of £6,201,706 and a Cost Benefit Ratio of £2.10 for every £1 spent. Significant savings were found with reducing out of work benefits & improving school attendance.

When originally setting up Troubled Families, the numbers of staff appointed to the districts varied according to the expected numbers of qualifying families and the rurality of the area covered. These numbers were slightly adjusted as the programme progressed with the establishment in the North being slightly increased. The proportion of families turned around varied considerably around the county, with some wards having more positive outcomes than others.





North – Worksop South East had the most troubled families, however it was Langold where we struggled to get families turned around at 20% which was well below the county average. In Newark and Sherwood, Devon ward had the most troubled families, yet it was in the Ollerton area where we struggled to find people work.

West – Generally the rate of families being turned around was high for Mansfield and Ashfield in both districts the numbers of adults returning to work was good. Oak Tree Ward had the highest number of Troubled Families in Mansfield and yet there were significant improvements in youth crime and education attendance.

South – The South had far less identified Troubled Families, however out of these families, there was a greater prevalance of families refusing to engage with the programme (21%). The programme had above average success in some wards but in others, such as Gedling's Netherfield, families continued to struggled to achieved the targets set.

2. METHODOLOGY & TERMS OF REFERENCE

This report takes a geographic approach and aims to give a strategic overview of the first phase of the Troubled Families programme by outlining Identified families, Families Turned around & Cost savings made through intervention and partnership working.

Nottinghamshire County Council had a target of supporting 1,580 Nottinghamshire families with complex needs by May 2015, following the launch of the National Troubled Families Programme.

For the period of 2012 to 2015 Troubled Families Programme was implemented across the county as "Supporting families", but for the purposes of this report will be referred to as 'Troubled Families'.

"Supporting Families" teams were based in each District within Nottinghamshire County and worked with in partnership with District Councils, Health providers, Police, Probation, local schools and other organisations.

Families were allocated a named worker who was responsible for delivering intensive whole-family support focussed on reducing criminal activity and anti-social behaviour, improving school attendance and supporting adults into work.

This report may show differences from previous reports as some families will refuse to work with the council and therefore will not be classed as being worked with and some families were also deemed as not meeting Troubled Families' criteria.

The analysis of Districts and Wards are based on boundaries from 2015. Analysis of smaller areas such as LSOA and COA are based on 2011 census.

Overall county totals are based on claimed totals and do not double count, whereas Districts may include double counting ie where families are turned around for both Crime/ASB/Education and Continuous Work together.

Statistics of Districts of turned around families are split pro-rata and assumptions are made prior to October 2013, as there is insufficient information to analyse the location and type of Payment by Results.

Work comparisons with ONS are using 2003 wards.

*DCLG report - Troubled Families programme: progress information and families turned around. https://www.gov.uk/government/publications/troubled-families-progress-information-by-december-2014-and-familiesturned-around-by-may-2015

The project identification criteria can be found in pages 3-6 of the Troubled Families Financial Framework https://www.gov.uk/government/policies/helping-troubled-families-turn-their-lives-around

Payments by Results process can be found on page 9 of the Troubled Families Financial Framework https://www.gov.uk/government/policies/helping-troubled-families-turn-their-lives-around

May 2013 DWP data source - <u>https://www.gov.uk/government/collections/dwp-statistical-summaries</u>

Appendix guide

Refer to Appendix A for all county overview.

Refer to Appendix B for district overviews.

Refer to Appendix C for full county maps.

Refer to Appendix D for detailed analysis of turned around families.

Glossary of terms

NIS – National Impact Study

FMD – Family Monitoring Data

SAU – Strategic Analytical Unit is hosted by Nottinghamshire County Council and provides data and analytical support for both Safer Nottinghamshire Board and the Troubled Families programme.

3. IDENTIFYING FAMILIES TO WORK WITH

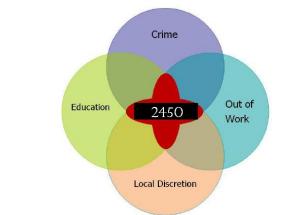
Nottinghamshire was given a target of turning around 1580 troubled families by End of March 2015.

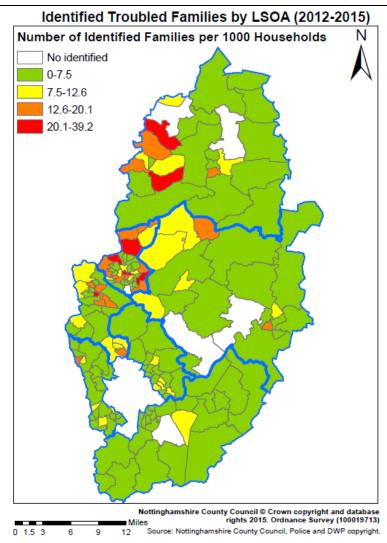
Since the beginning of the Troubled Families programme (April 2012), 2450 families matched three criteria from the troubled families programme's financial framework identification criteria of:

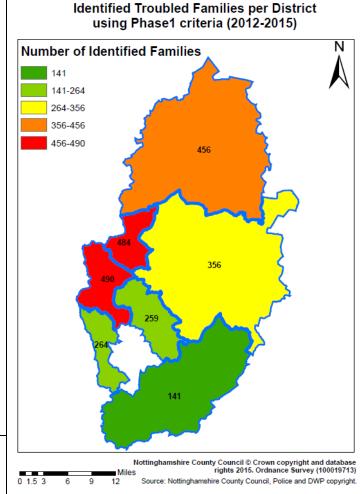
- 1. Youth crime or ASB.
- 2. School absence or exclusion.
- 3. Adults out of work.

4. Local discretion. (Children's Social Care or living in a high index of deprivation)

Further details can be found in pages 3-6 from the <u>Troubled</u> <u>Families Financial Framework</u>.







Above: Shows the district breakdown of Troubled Families over the 3 year programme by District.

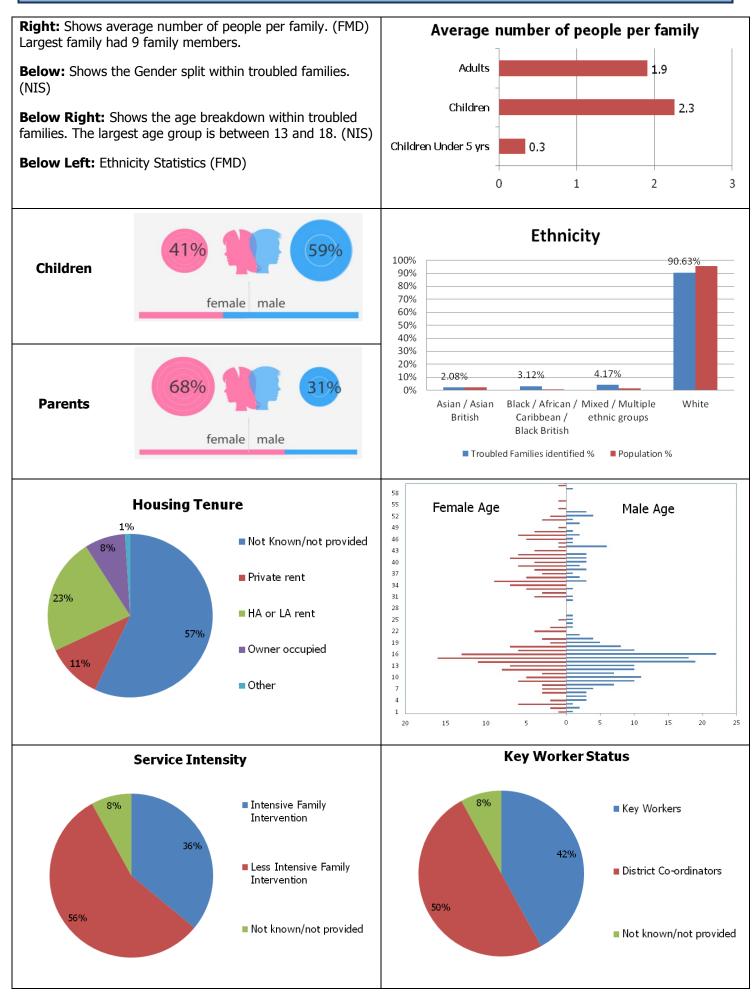
Left: Shows the Ward breakdown of Troubled Families.

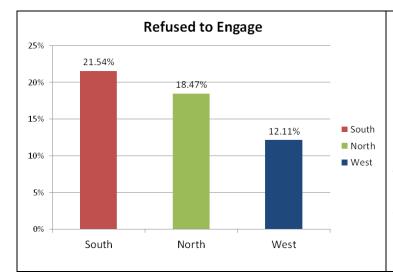
Below: Shows the top 10 Wards with the highest rate of troubled families.

Name	District	Identified per 1000 Households	Number of Identified Families
Oak Tree	Mansfield	39.2	50
Worksop South East	Bassetlaw	33.4	114
Carr Bank	Mansfield	28.3	41
Market Warsop	Mansfield	25.1	33
Langold	Bassetlaw	24.5	25
Leamington	Ashfield	23.4	41
Woodhouse	Mansfield	23.2	33
Devon	N and S	20.1	83
Penniment	Mansfield	19.6	24
Carsic	Ashfield	19.3	31

Please view Appendix C for a more detail map of identified troubled families.

4. TROUBLED FAMILIES CHARACTERISTICS





Left: Shows the proportion of identified troubled families who refuusing to engage with support families teams.

South locality (Broxtowe, Gedling and Rushcliffe) had a greater prevalance of families refusing to engage with the programme.

Through the 3 years of the troubled families programme, 413 families refused to work with supporting families teams.

5. FAMILIES TURNED AROUND

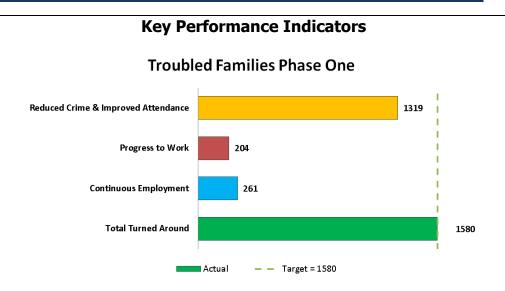
Top Right: Shows Troubled Families Outcomes for phase one from 2012-2015.

By 31st March 2015 Nottinghamshire had turned around and claimed for 97% (1537) of its target 1580 troubled families. Nottinghamhsire has since turned around all of its 1580 families (July 2015). 1319 Troubled Families saw a reduction in crime and improved school attendance, 204 families progressed onto work programmes through ESF or the Work Programme and 261 families actually returned to work and were no longer claiming out of work benefits.

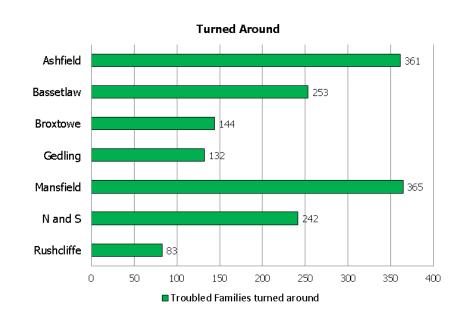
Of the 2450 identified families meeting 3 criteria, 1580 families were turned around, resulting in a turn around rate of 64.4%.

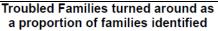
By the end of phase one troubled families programme, 268 troubled families cases remained open that will continue under the expanded troubled families programme and be worked with by Nottinghamshire's new Family Service.

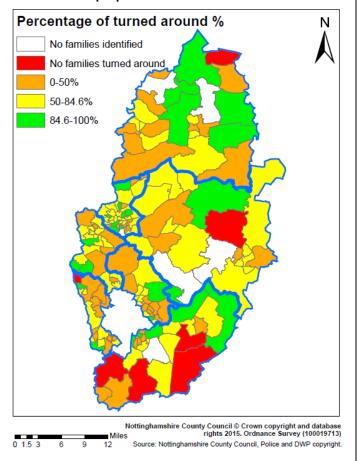
Right: Shows District Performance.



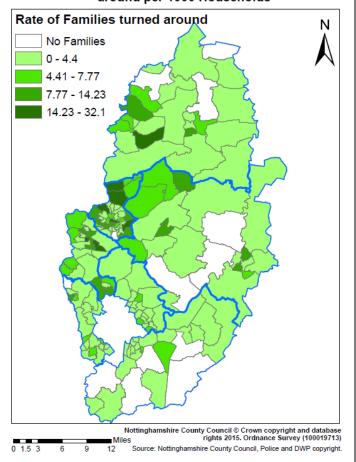
*Before a family could be deemed as being turned around, the families were monitored for a period of time to check if they met the payments by results criteria.







Rate of Troubled Families turned around per 1000 Households



Below: Top 5 Wards – Number of Families turned around.

Name	District	Families Turned around
Worksop South East	Bassetlaw	64
Devon	N and S	50
Oak Tree	Mansfield	41
Summit	Ashfield	35
Central & New Cross	Ashfield	33

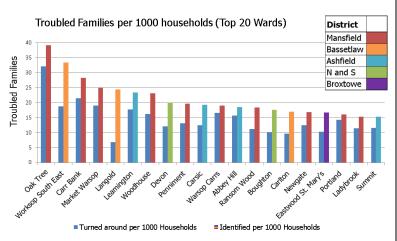
Bassetlaw's Worksop South East had the highest number of troubled families turned around.

Below: Top 5 Wards - Turn around rates per 1000 Households.

Name	District	Turned around rate per 1000 HHs
Oak Tree	Mansfield	32.1
Carr Bank	Mansfield	21.4
Market Warsop	Mansfield	19.0
Worksop South East	Bassetlaw	18.8
Leamington	Ashfield	17.7

Mansfield's Oak Tree Ward had the highest rate of turning families around per 1000 households.

Below: Shows the Performance of Top 20 Wards with the most troubled families (2012-2015).



Out of the top 20 wards with the most troubled families, Bassetlaw's Langold Ward had the poorest success, turning around only 20% of all troubled families from 2012-2015. This statistic is one that we ned to monitor with the extended programme and numbers become more significant.

For further analysis and details of turned around families please refer to Appendix D. Also Appendix C for more detail maps.

6. COST SAVINGS CALCULATOR

Nottinghamshire County Council was required to complete a cohort study of our troubled families' pre and post intervention. We tracked each family who had had interventions from Nottinghamshire's "Supporting Families" through data matching techniques and the <u>Cost Savings Calculator</u>.

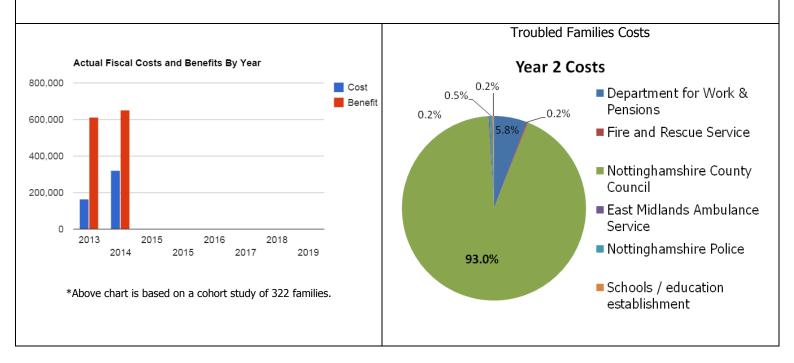
Cost Benefit Ratio - £2.10.

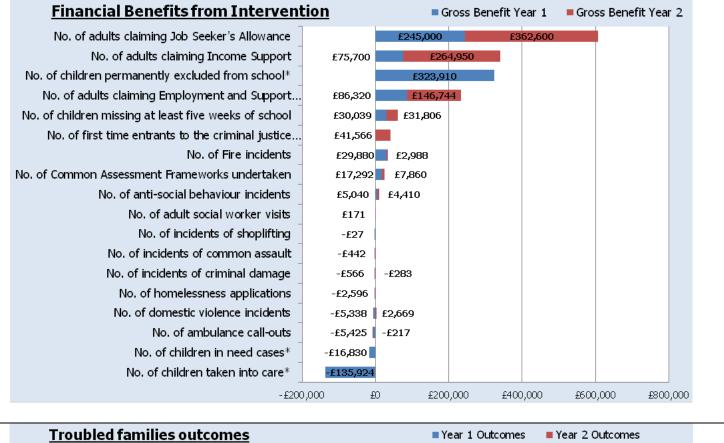
For Years 1 and 2, Nottinghamshire achieved an average of $\pounds 2.10$ savings for every $\pounds 1$ spent. *The ratio is calculated based on adjusted (net) benefits and total net fiscal costs.

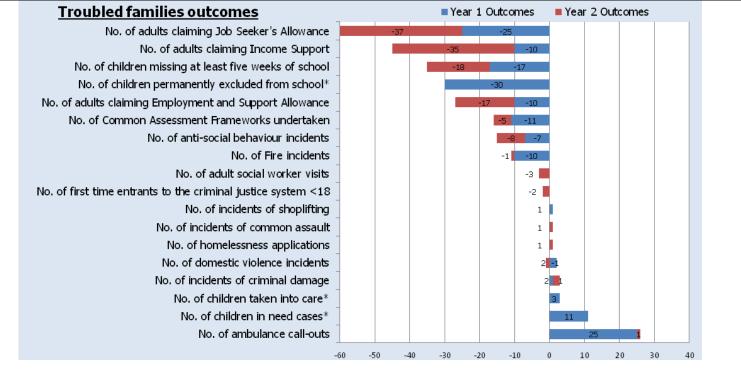
Tracking 322 families over the first two years of the programme, we calculated there was a Fiscal net benefit of \pounds 1,263,892, an Economic benefit of \pounds 436,356 and a Social benefit of \pounds 3,646.

Based on the full 1580 families turned around for phase1, we **estimate a Fiscal net benefit of £6,201,706.** This is only based on available datasets to measure the impact and the actual benefit will be significantly larger.

Results showed significant savings in finding people work, reducing out of work benefits, improving school attendance and reducing school exclusion. Other savings found were with reducing first time entrants to the criminal justice system, reducing Police callouts for ASB, reducing fire service callouts & a falling number of ambulance callouts. Increased costs were mostly seen with more children taken into care and children in need.







Average Cost per Family for Year1 and 2 respectively was £1221 & £1721. Average benefit per family was Year1 and 2 respectively were £4498 & £3506.

*Unfortunately Year2 benefit analysis is incomplete due to lack of data for School exclusions, children in need and children taken into care. Average benefit per family in Year2 would be £4881 (rather than £3506) per family based on the assumption of Year1 data for these three data sets and an overall cost benefit ratio of £3 for every £1 spent. We also have very limited health data at address level, so no cost benefit analysis was complete here. We were also unable to access the data for young people becoming NEET in time in either year, and we would also expect this to represent some additional savings.

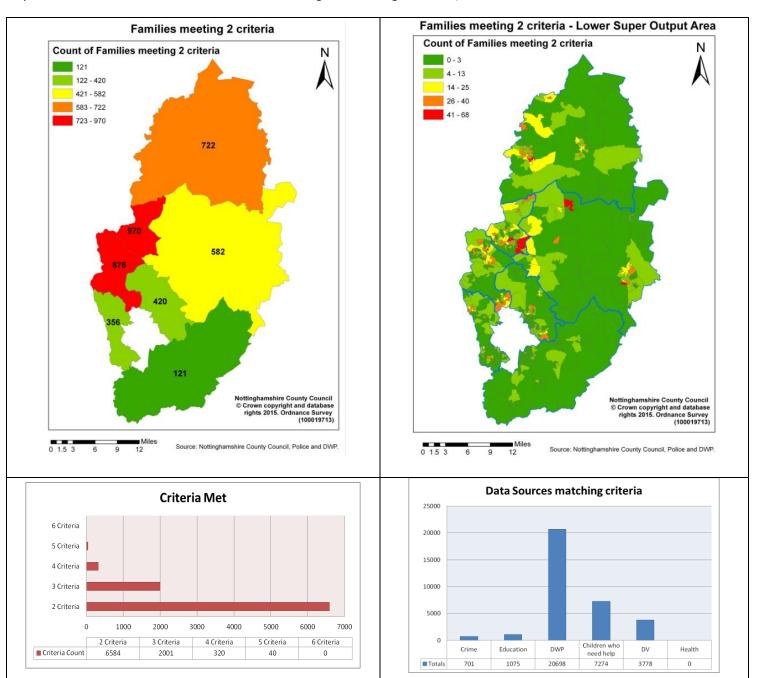
7. EXPANDED PROGRAMME / PHASE 2

The troubled families expanded programme started early for Nottinghamshire in January 2015 and its aim is to turn around 5320 families. Key outcomes are to achieve either significant and sustained progress with the family or move an adult in the family off benefits and into continuous employment. Nottinghamshire is transitioning its services for Troubled Families from "Supporting families" to "The Family Service". Also Nottinghamshire is currently in transition of its key case management IT systems for troubled families. Nottinghamshire new family service will be live in November 2015.

For details on the expanded troubled families programme please refer to <u>https://www.gov.uk/government/publications/financial-framework-for-the-expanded-troubled-families-programme</u>

Nottinghamshire implementation of the Expanded Troubled Families outcomes plan can also be found at http://www.nottinghamshire.gov.uk/EasySiteWeb/GatewayLink.aspx?alId=507081

Strategic Analytical Unit (SAU) recently performed a data matching process for eligible troubled families and identified approximately 8000 new troubled families under the expanded troubled families programme criteria. Clearly Nottinghamshire will have enough families to work with under the new programme from both live referrals and its systems and data sources. Prioritisation methodologies are being reviewed, as more data sources are established.



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APPENDIX A – OVERALL OVERVIEWS

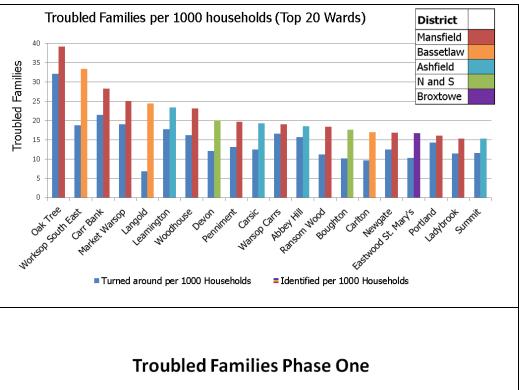
All of County

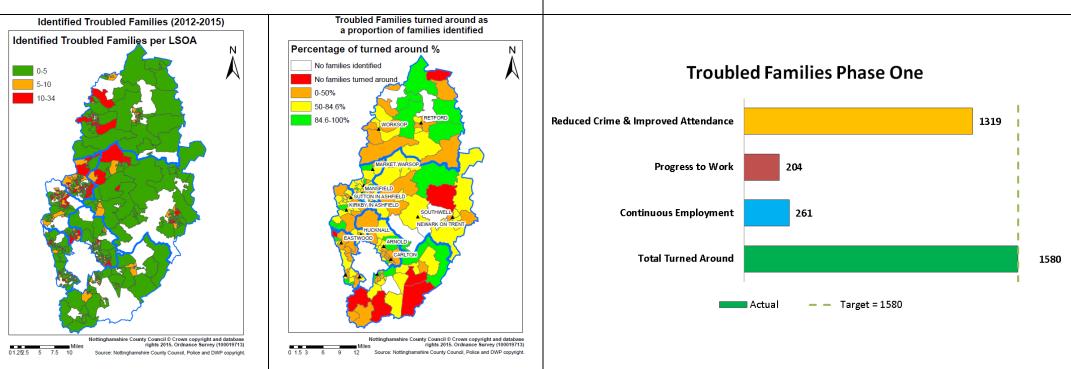
Mansfield and Ashfield saw the most troubled families turned around.

Bassetlaw's Worksop South East had the highest number of troubled families turned around.

Mansfield's Oak Tree Ward had the highest rate of turning families around per 1000 households.

Out of the 20 wards with the most identified Troubled Families, staff working in Bassetlaw's Langold Ward found it most difficult to turn families around.





APPENDIX B – DISTRICT OVERVIEWS

Ashfield District

Identified per LSOA

No families

0-3

3-10

10-19

19-34

Source

Nottinghamshire

(100019713)

County Council Copyright.

from Phase1 criteria - July 2015.

Nottinghamshire County Council

Crown copyright and database

rights 2015. Ordnance Survey

Data: Based on identified Troubled Families

0 0 5 1

2

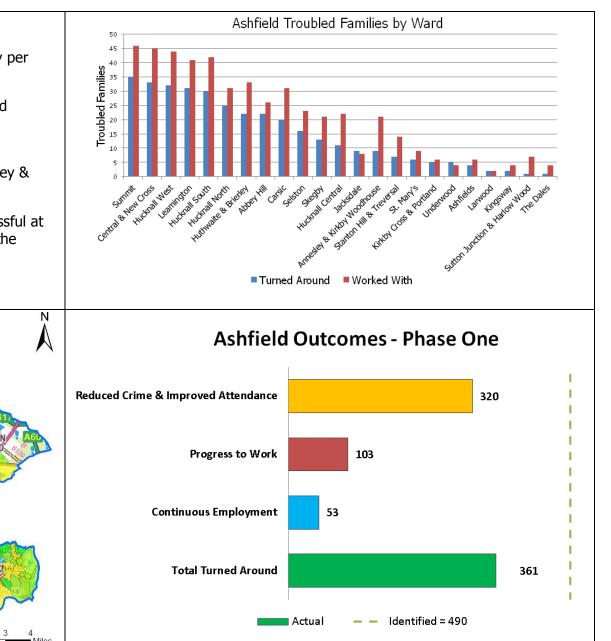
In Ashfield, Leamington Ward had the most troubled families proportionally per Household.

Great work at turning families around in Abbey Hill Ward, nearly all troubled families were turned around. Also partcularly well in turning round families regarding Crime/Education in LSOA code E01027952 of Summit ward.

We struggled to turn around families in Wards Hucknall Central and Annesley & kirkby Woodhouse.

Families in Hucknall West and Central & New Cross Ward were most successful at returning to work. Hucknall West, Hucknall South and Summit Wards saw the highest number join the Work Programme.

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Turned around % per LSOA

No Families identified

0-40%

40-62.5%

62.5-85.7%

85.7-100%

Source: Nottinghamshire

County Council Copyright.

from Phase1 criteria of the

identified - July 2015.

(100019713)

Data: Based on the percentage of

turned around Troubled Families

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Bassetlaw District - Worksop South East Ward had the most troubled families identified in Bassetlaw. Parts of Carlton Ward (LSOA E01028001) had also large proportion of troubled families. 64 families in Worksop South East were turned around. Of which 54 families had a reduction in crime and school exclusion, 19 went onto a Work programme and 13 found continuous employment. Langold Ward had a low rate of turning around its families.

LSOA E01028001 within Carlton Ward had the large improvement of troubled families with crime and education.

The area most successful in obtaining continuous employment was found in Worksop South East Ward (particularly closest to the centre of town LSOA E01028065). Harworth, Retford South and Retford North struggled to find troubled families continuous employment.

Proportionally Langold Ward had the worst performance in Bassetlaw only turning around 7 out of 25 families.

Blyth and Clayworth wards had no identified troubled families.

Source: Nottinghamshire County Council Copyright

Data: Identified Troubled Families

Nottinghamshire County Council ©

from Phase1 criteria - July 2015

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(100019713)

Identified per LSOA

No families

0-3

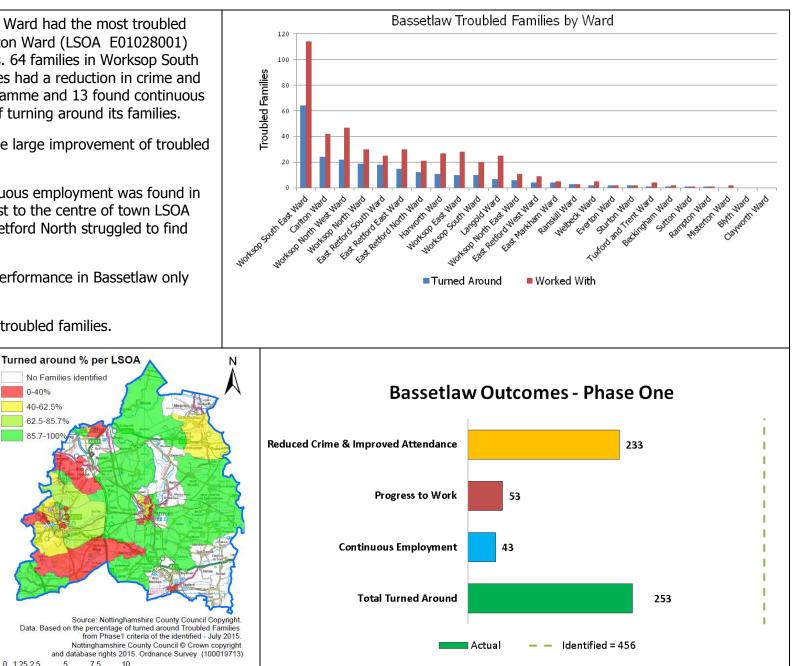
3-10

10-19

19-34

0 12525

75



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75

No Families identified

0-40% 40-62.5%

62.5-85.7

85 7-10

0 1.25 2.5

Broxtowe District

Identified per LSOA

No families

0-3

3-10

10-19

19-34

Source

0 0 5

Nottinghamshire

Data: Based on the

criteria - July 2015.

County Council Copyright.

Identified Troubled Families from Ph

Nottinghamshire County Council

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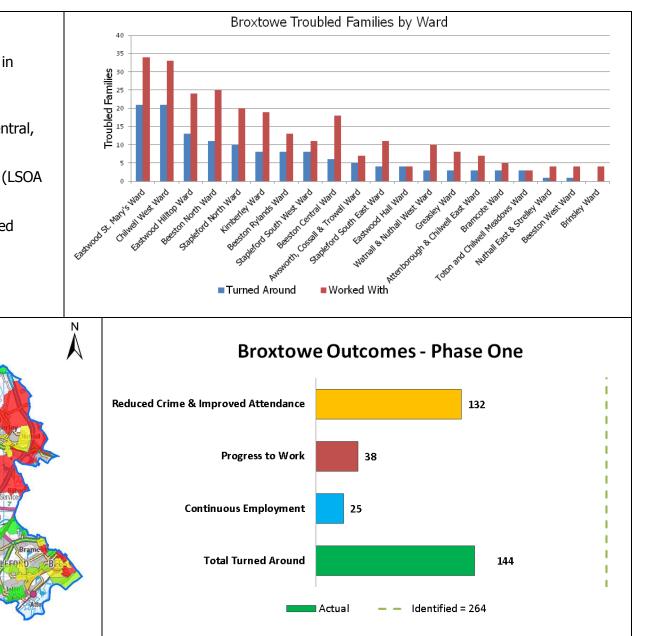
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In Broxtowe, we identified and turned around more troubled families in Eastwood St. Marys and Chillwell West Wards (in particular LSOA E01028101).

We struggled to turn around troubled families in Brinsley, Beeston Central, Stapleford South East and "Watnall & Nuthall West" wards.

Chilwell West Ward made the most progress for crime and education (LSOA E01028101).

In Beeston North we saw a high proportion of individuals from troubled families go on a Work Programme (7 from 11).



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Turned around % per LSOA

No Families

0-40%

40-62.5%

62.5-85.7%

85.7-100%

County Council Copyright.

percentage of turned around

Troubled Families from Phase1

Nottinghamshire County Council

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2 3

criteria of the identified - July 2015.

Data: Based on the

Source: Nottinghamshire

0 0 5 1

Gedling District

Identified per LSOA

No families

0-3

3-10

10-19

19-34

Source:

Nottinghamshire

0 0.75 1.5

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Data: Based on the identified Troubled

Nottinghamshire County Council

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Families from Phase1 criteria - July 2015.

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4.5

6

3

Carlton Hill and Netherfield had the most identified troubled families, however staff working in Netherfield struggled to turn the families around, as they did in Pheonix & Cavendish wards where the outcomes were disappointing. Plains wards where the identified number of families was lower, the outcomes were also disappointing.

Staff working in Carlton ward had excellent success, by turning around 100% of families identified.

Carlton Hill and Daybrook wards saw the most people from troubled families move onto a Work Programme in Gedling.

Carlton Hill troubled families also found the most continuous work and had the best improvement in Crime & Education.

Ν

Turned around % per LSOA

No Families identified

turned around Troubled Families

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from Phase1 criteria of the

identified - July 2015.

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0 0 75 1 5

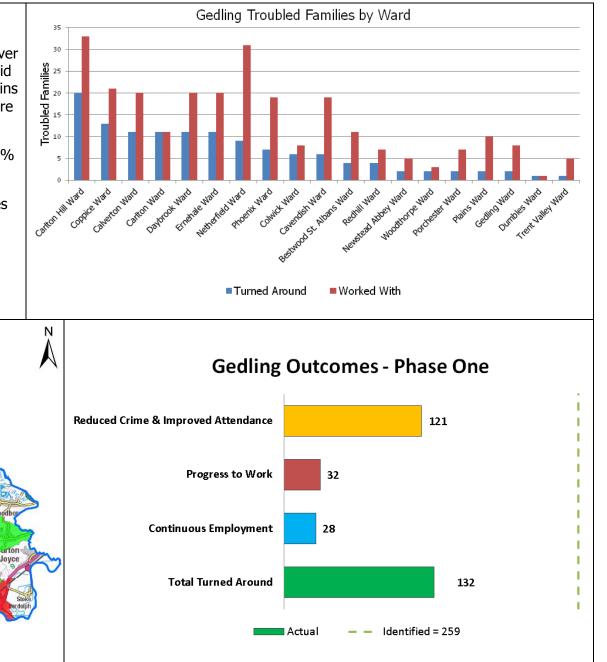
0-40%

40-62.5%

62.5-85.7%

85.7-100%

Source: Nottinghamshire County Council Copyright. Data: Based on the percentage of



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Mansfield District

Oak Tree, Carr Bank, Market Warsop and Woodhouse Wards had the most troubled families identified and turned around.

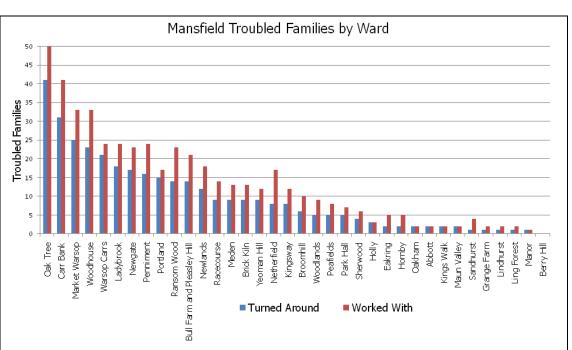
Staff in Netherfield ward struggled to turn families around. Particularly notable is that no troubled family from Netherfield ward went onto a work programme or found continuous work.

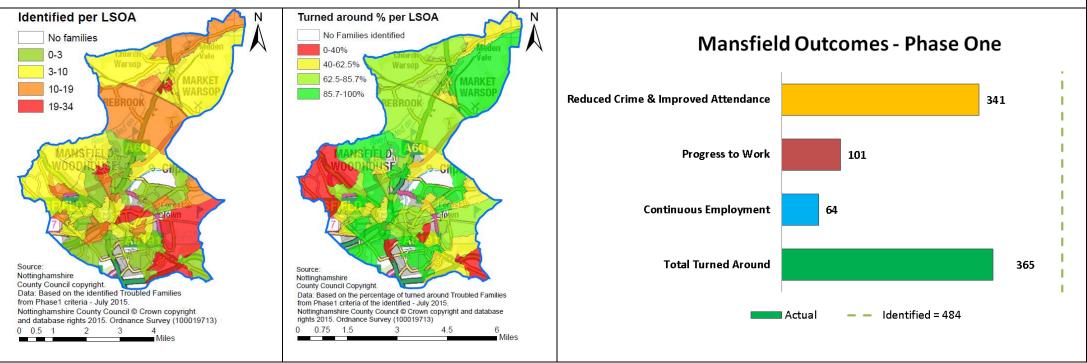
Warsop Carrs ward had the most success in continuous work (7 families).

Carr Bank and Oak Tree Wards saw the most people go onto a Work Progamme, although only 2 Families in Oak Tree found continuous work.

Large improvements in crime and education were seen with troubled families living in Oak Tree Ward (40 families). Particularly LSOA code E01028263.

Berry Hill had no troubled families.





Newark and Sherwood District

Identified per LSOA

No Families

0-3

3-10

10-19

19-34

Source: Nottinghamshire

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from Phase1 criteria - July 2015

Data: Based on the Identified Troubled Families

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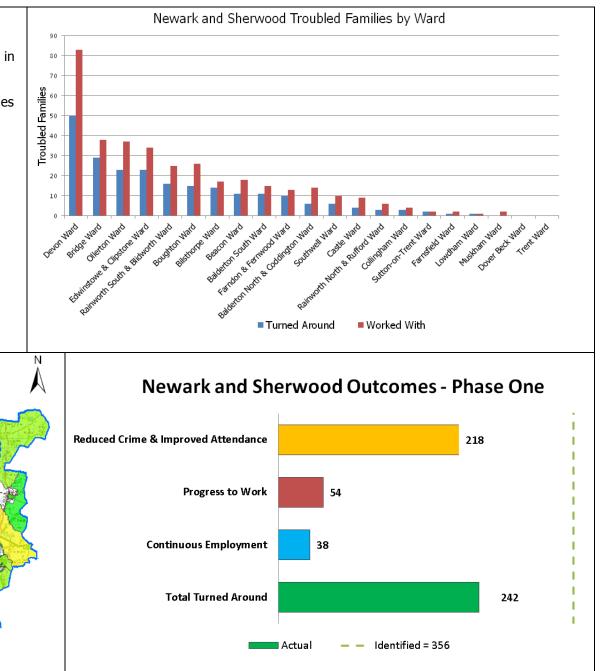
Devon Ward had the most troubled families identified, over double any other ward in Newark and Sherwood.

Impressive improvements were seen in crime and education for the troubled families in Devon, Bridge & Ollerton Wards and also Boughton's LSOA E01028301.

The Work Programme saw the most enrolments from troubled families come from Newark's Devon and Bridge wards. We also found that most continuous work was found by troubled families living in Devon ward.

However no individuals from a troubled family in Boughton ward found continuous work and only a couple of families from Ollerton, Edwinstowe & Clipstone. (Boughton, Ollerton and Edwinstowe all being in close proximity of Thorseby Mine which recently closed and was a major employer).

Dover Beck and Trent Ward had no troubled families identified.



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Families from Phase1 criteria of the identified - July 2015.

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12

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6

Turned around % per LSOA

No families identified

0-40%

40-62.5%

85.7-1009

Source

Nottinghamshire 4 County Council copyright.

0 15 3

62.5-85.7%

Rushcliffe District

Identified per LSOA

No Families

0-3

3-10

10-19

19-34

12525

Rushcliffe had the least troubled families as a district, however Cotrgrave Ward still had 26 identified families.

In Rushcliffe, after Cotgrave Ward, the most troubled families identified came from Ruddington, Edwalton, Bingham West, Keyworth & Wolds.

Cotgrave had the most families turned around, although the actual success rate wasn't as high as the county average, in particular improvements were seen in crime and education and individuals going on a work programme.

Edwalton Ward had the most troubled families with individuals who found work.

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Source

Nottinghamshire

(100019713)

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from Phase1 criteria - July 2015.

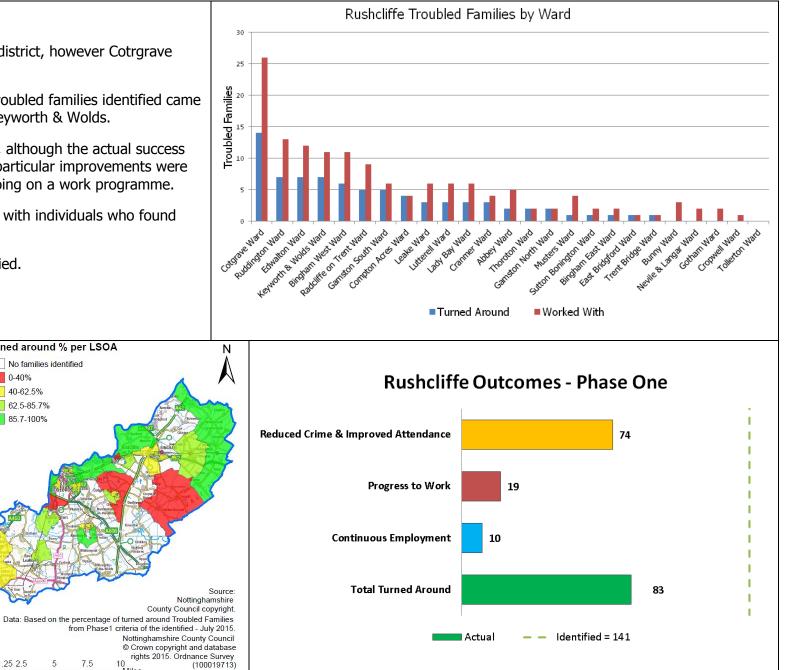
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Data: Based on the Identified Troubled Families

Tollerton ward had no troubled families identified.



Turned around % per LSOA

No families identified

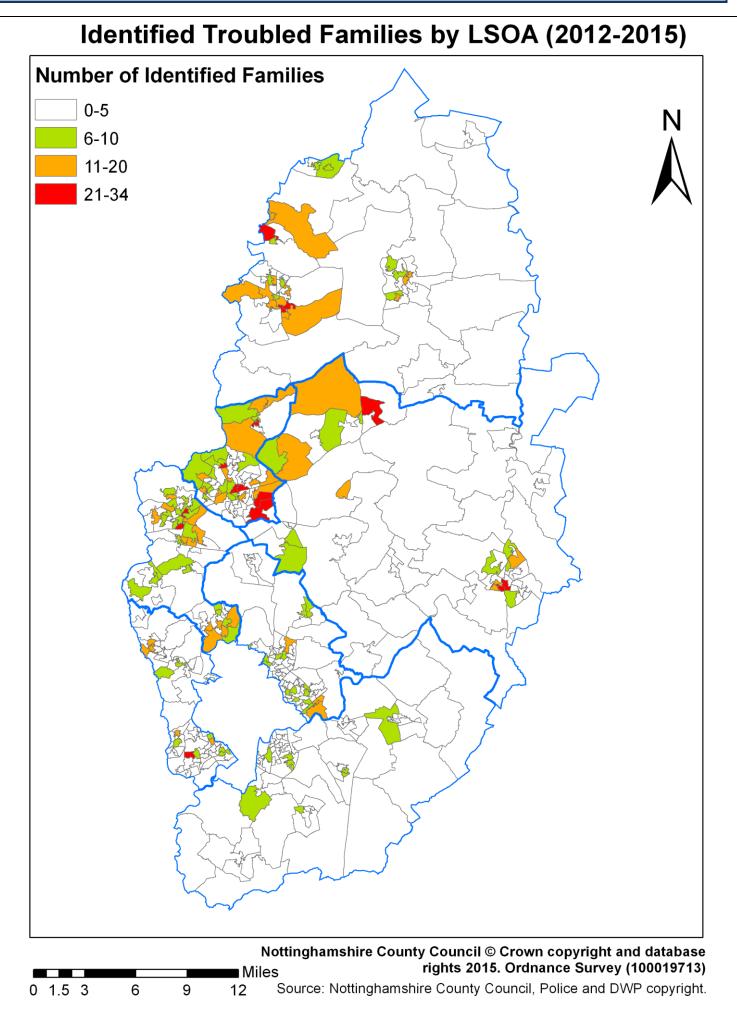
0-40%

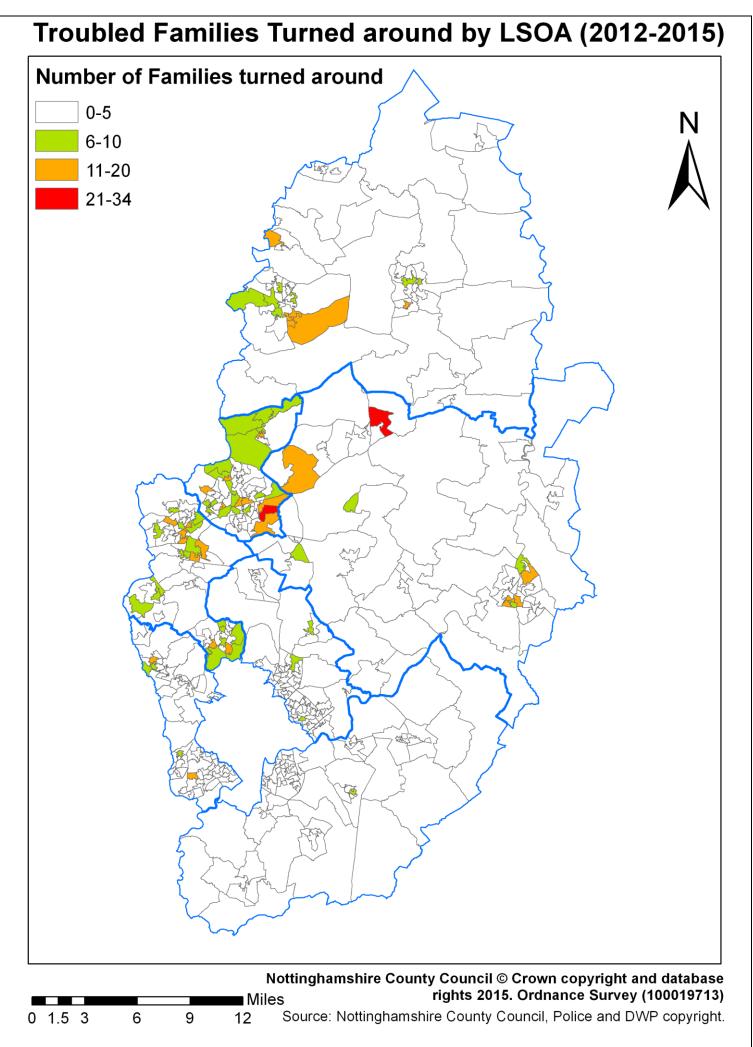
40-62.5%

62.5-85.7%

85.7-100%

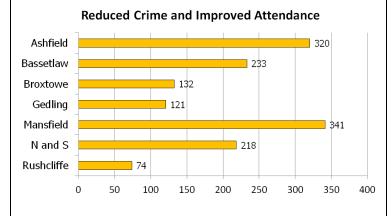
0 1.25 2.5



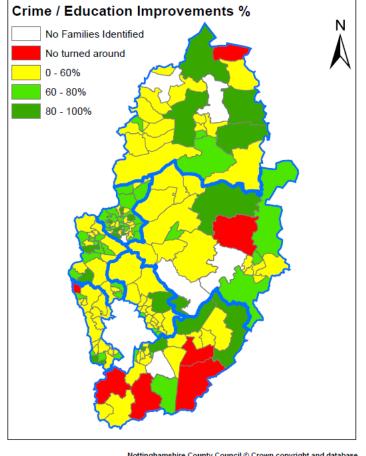


APPENDIX D1 – Turning around - Crime and Education

Mansfield had the most troubled families turned around in terms of cutting youth crime and improving school attendance.



Achieving Crime / Education result



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Nottinghamshire's schools have seen its primary and secondary absence drop from 5.1% in Autumn 2012 to 3.8% in Autumn 2014. Many of Nottinghamshire schools have moved to academies, it would be difficult to merit this to troubled families programme, but it may have been a contributing factor.

Below shows the wards with the highest numbers of families turned around where education, crime or ASB was an identifying criteria.

Name	District	Education, Crime and ASB
Worksop South East	Bassetlaw	54
Devon	N and S	46
Oak Tree	Mansfield	40
Summit	Ashfield	31
Hucknall South	Ashfield	29

Of the families continuing into the expanded programme, below shows the Top 5 wards with the most remaining issues which are either crime or education.

Name	District	Families remaining Ed/Crime
Worksop South East	Bassetlaw	60
Devon	N and S	37
Worksop North West	Bassetlaw	27
Netherfield	Gedling	23
Langold	Bassetlaw	20

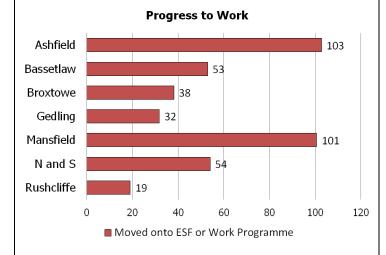
10 wards of families turned around with highest rate regards to Crime and Education per 1000 Households.

Name	District	Ed/Crime turned around per 1000 HHs
Oak Tree	Mansfield	31.3
Carr Bank	Mansfield	20.0
Market Warsop	Mansfield	16.7
Woodhouse Worksop South	Mansfield	16.2
East	Bassetlaw	15.8
Leamington	Ashfield	15.4
Abbey Hill	Ashfield	14.9
Portland	Mansfield	14.2
Warsop Carrs	Mansfield	12.7
Newgate	Mansfield	12.4

Nottinghamshire's youth crime as a whole has reduced since 2012, troubled families programme may have been a contributing factor, but there have also been significant police and youth justice/offending practice changes.

APPENDIX D2 – Turning around – Progress to Work

Below: Shows the number of Troubled Families who had family members going onto an ESF or Work Programme.



Nottinghamshire's Work programme was run through Ingeus and A4E. The ESF provision was commissioned by Working Links. During the length of the programme we had a number of difficulties with the ESF provision which weren't resolved until 8 months were left of the programme.

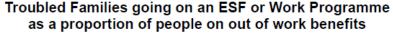
The provision varied across the county and at times there was no provision in some districts, this lack of availability will have affected the numbers of referrals made to this provision. Any conclusions made about this area of work will need to take this into account.

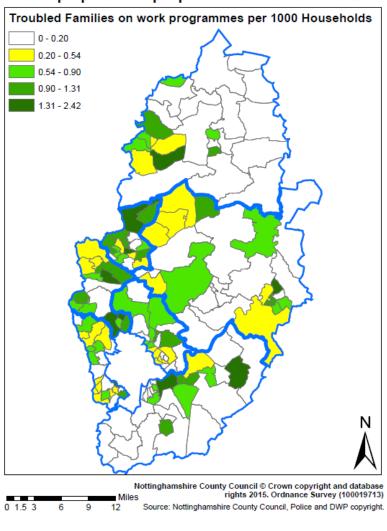
Ashfield & Mansfield had the most who went onto an ESF or Work Programme.

Through the Labour Market system it was recorded that 428 individuals started a work programme and 174 individuals started an ESF programme.

Rate per 1000 households of troubled families with family memebers going onto an ESF or work programme.

Name	District	Rate of Families with Individuals moving onto an ESF or Work Programme per 1000 Households
Oak Tree	Mansfield	9.40
Carr Bank	Mansfield	8.29
Warsop Carrs	Mansfield	7.92
Woodhouse	Mansfield	6.32
Market Warsop	Mansfield	6.08

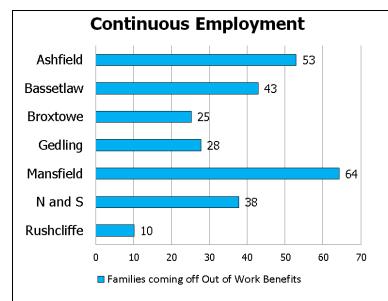




Number of Troubled Families with family members going onto an ESF or work programme.

Name	District	Number of families with individuals moving onto a Work or ESF programme
Worksop South East	Bassetlaw	19
Devon	N and S	14
Hucknall West	Ashfield	13
Bridge	N and S	13
Oak Tree	Mansfield	12

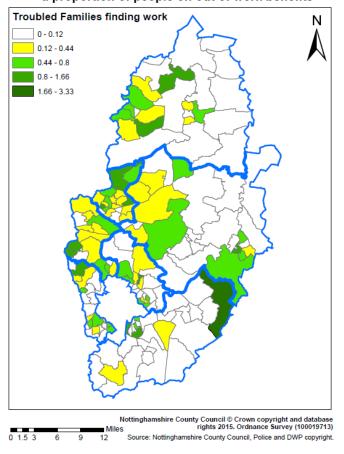
APPENDIX D3 – Turning around – Continuous Employment



3 DWP staff were seconded to work with our cohort of troubled families and help find them continuous work, leading to 261 Families finding continuous employment

Below: Shows the rate of troubled families finding work per 1000 Households.

Troubled Families finding continuous work as a proportion of people on out of work benefits



Below: Shows the Top 5 wards – Families coming off Out of Work benefits and finding Continuous Employment.

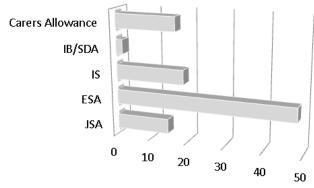
Name	District	Families
Worksop South East	Bassetlaw	13
Devon	N and S	11
Warsop Carrs	Mansfield	7
Central & New Cross	Ashfield	7
Hucknall West	Ashfield	6

Below: Shows the Top 10 wards – Rate of Families coming off Out of Work benefits and finding Continuous Work.

Name	District	Continuous work per 1000 HHs
Warsop Carrs	Mansfield	5.5
Worksop South East	Bassetlaw	3.8
Penniment	Mansfield	3.3
Oak Tree	Mansfield	3.1
Market Warsop	Mansfield	3.0
Carr Bank	Mansfield	2.8
Devon	N and S	2.7
Ladybrook	Mansfield	2.6
Kingsway	Mansfield	2.3
Leamington	Ashfield	2.3

Below: Percentage breakdown of Out of Work Benefits.





Nottinghamshire Troubled Families

With the introduction of the new DWP ADMS (automated data matching solution) in October 2014, a more effective tracking of troubled families who find continuous work has occurred.