

Appendix E - A transcript of Joy Shakespeare's presentation on Families First

Buckinghamshire's Families First approach

Welcome

- The Families First approach
- Developing and prototyping the model
- Process and governance
- Next steps and discussion

What is Families First?

- A more coordinated way of working with families who are experiencing difficulties or challenges in their lives.
- A partnership approach that focuses on the whole family, addressing all of their needs together.
- Working together with families to make positive changes to their lives & move away from dependency on public services.
- Taking a preventative approach by working with families before their problems become too difficult to manage, as well as supporting families out of crisis.

It's not:

- A new service or extra bureaucracy.
- The next 'Big Idea'

National context: 'Troubled Families'

- Government commitment to 'turning around' the lives of 120,000 'troubled families' by 2015 (545 in Bucks)
- Payment by results mechanism focuses on worklessness, truancy and crime/Anti-Social Behaviour.
- Buckinghamshire's Families First approach includes our local response to the national agenda, but is wider and responds to need of all our local families with multiple problems.

Families First is one of the few things that the government has invested in. It helps put money back into the Districts.

Working with Troubled Families

A guide to the evidence and good practice DCLG Dec 2012

Family intervention factors that work:

1. A dedicated worker, dedicated to a family
2. Practical 'hands on' support
3. A persistent, assertive and challenging approach
4. Considering the family as a whole - gathering the intelligence
5. Common purpose and agreed action

Families First Model

- At the heart of the model is **the family** and a coordinated team of professionals & peers, tools & resources

- LEAD FAMILY WORKER - Trusted family worker able to take a more active role in mediating and tailoring support for families. In most cases selected by family from any agency or sector.
- FAMILY TEAM - A co-ordinated team of professionals and peers taking a single family focus, sharing data and actively engaging the Lead Family Worker
- SINGLE FAMILY ASSESSMENT - Holistic family assessment that is shared, understood and useful to multiple agencies the family
- FAMILY PLAN - An evolving action plan for the family that is owned by the family, acknowledged by professionals. In some cases acts as a family contract with services

Ambition for prototyping

- From Jan 2013, we agreed to 'get on and do'
- Focus both geographic focus (Chesham) and other cross-county aspects
- Action learning – iterative process
- Recognise nothing is perfect – keep learning through doing
- Making mistakes can be a good thing!
- Use prototyping as our partnership dialogue for continued improvement

Progress to date

- Dec 2012: Agreement on “doing”
 - Jan - April 2013: Chesham prototyping
 - June 2013: Evaluation report
 - June 2013: Aylesbury roll out
 - Sept 2013: Cross county roll out
 - Dec 2013: Annual review
- South Bucks is planned to be the first area for rollout County-wide.

Challenges

- Information sharing
- Identification
- Complexity of families
- Increase in demand a likely result
- Who does what?
- Widening the reach

Successes

- On the ground strong partnerships
- Families' response
- Appetite and enthusiasm for change
- Prototyping extension
- Training
- Results!

Governance

- Streamlined governance
- Bucks Network

- Executive Steering Group
- 4 key workstreams:
 - Finance and performance
 - Insight and evaluation
 - Delivery
 - Communications and partnership

Next Steps and Discussion

- Insight and evaluation
- Further work on cost benefit analysis
- Continuing to test progress against best practice elsewhere
- Closer ties with other programmes and initiatives (e.g. Prevention Matters)

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