

Family Keywork in East Sussex

Update: September 2013

For more information about any of the items below or to be added to the circulation list, please email Family.Keywork@eastsussex.gov.uk or call 01273 335966.

You can also follow us on Twitter @FamilyKeywork

Family Keywork in East Sussex is a multi-agency approach to improving outcomes for families identified as at risk of requiring repeated interventions or sanctions. It aims to provide earlier, coordinated and more effective support to whole families whilst reducing the long-term costs to local services. Family Keyworkers work in partnership with the family for up to 18 months, identifying strengths and issues, agreeing priorities for change and offering both support and challenge. Family Keywork is part of THRIVE and is a top priority for the East Sussex Strategic Partnership.

Alongside this, the Government's 3-year Troubled Families programme offers Attachment Fees and Payment-by-Results for local authorities that can turn around families in which members are involved in crime and anti-social behaviour, are unemployed and / or missing education. In East Sussex, we are using this funding to pump-prime our local services to embed Family Keywork.

Family Keyworker Networking Days – last chance to book

Limited places are still available for our Family Keyworker Networking Days on 2nd October (St Leonards) and 4th October (Wellshurst, near Hailsham). The days will provide opportunities for multi-agency Keyworkers to meet and share practice and experiences, hear about developments and support available, attend workshops and meet a range of specialist family support agencies at the lunchtime marketplace. Workshops confirmed so far include:

- Supporting families with alcohol misuse issues
- Opportunities and support for young people not in education, training or employment
- Keeping young people safe online
- Helping families to budget and manage debt
- Facilitating a family meeting
- Housing support for families
- Supporting families to improve school attendance
- Reducing anti-social behaviour in families
- Having difficult conversations with families
- Using chronologies in work with families

For more information or to book a place, please email Family.Keywork@eastsussex.gov.uk. The closing date for bookings is 24th September. **Please note: due to the limited number of places available, the Networking Days are open to Children's Centres / Family Support / Troubled Families funded Family Keyworkers only.**

Good early progress made in the Troubled Families programme

You may have seen in the news recently the first reports about how many families nationally are being 'turned around' by the Troubled Families programme. Here in East Sussex, whilst we are still in the early stages of seeing improved outcomes for families supported through the Troubled Families programme, we are pleased with the progress being made. So far we have worked with 448 families and to date have been able to claim payments under the Government scheme for successes with 100 of these families, in particular where children are back in school and levels of crime and anti-social behaviour are down.

Visits from the Troubled Families team to East Sussex

We have recently hosted two visits from the national Troubled Families team. In the first, the TF team met and talked to a number of families, Keyworkers and managers to find out how the Family Keywork programme is developing in East Sussex. A big thanks to all who were involved in the day; it was a great success and the TF team commented afterwards that the visit *'lived up to our high expectations'* and they were impressed by the *'good progress in changing the culture of services for families – this came through strongly from your partners, workers and families'*.

The second visit was from Louise Casey, Director General of the Troubled Families programme, who met with Chief Executives, Councillors, Local Authority programme leaders and senior police officers from East and West Sussex, Brighton & Hove, together with the Sussex Police & Crime Commissioner. Louise spent time outlining the plans for the new Troubled Families programme to be launched in April 2015. Local Authorities will be invited to help shape the programme and although the planning is at an early stage, there are indications that the criteria will be extended to include a broader range of issues that affect families.

Family Keywork web pages on czone

Our [Family Keywork web pages](#) contain information and resources for Keyworkers. We are currently compiling a 'Keyworker toolkit' which will contain a variety of assessment and review tools and practice guidance to help in work with families. We have also been asked to collect and share useful sample policies and templates. If you have something that you regularly use in your work with families and can recommend to other practitioners, please email Family.Keywork@eastsussex.gov.uk with details.

Keywork Advisory Network now live on czone

You can now visit the [Keywork Advisory Network](#) webpage on [czone](#). The KAN includes agencies and named individuals who can provide advice, signposting and resources on a range of issues to help Keyworkers in work with families. If your organisation would like to be part of the KAN and offer support to the Family Keywork programme, please call Jan Walls on 01273 336471 for an informal chat about what it entails.

Multi-agency action learning sets for Family Keyworkers

In response to requests from Keyworkers, we are exploring setting up some multi-agency action learning sets. These will provide an opportunity for practice sharing and expertise development between agencies; they will also help build stronger networks and a greater understanding of how other Keywork services operate. It is anticipated that each action learning set will run every 3 months for 2 hours. To find out if your service is participating at this time, please speak to your line manager.

The Family Keywork Central Team and responsibilities

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| Becky Surman | Family Keywork Coordinator: leads the overall programme |
| Celia Wilson | Integrated Working Manager: leads on audit and reporting |
| Helen Donelan | Practice Change Manager: supports the workforce to develop and use the tools and practices needed for the Keywork role |
| Karen Crouch | Project Officer: Troubled Families eligibility 'hotline', Small Grants Fund, Keywork Advisory Network, general project administration |
| Mark Aldridge | Data Analyst: collection, analysis and reporting of information |
| Jan Walls | Project Officer: Small Grants Fund, czone |