

## Agenda Item 7b

Report to: East Sussex Strategic Partnership (ESSP)  
Date: 23 January 2013  
Title: Family Keywork update  
Author: Becky Surman, Family Keywork Coordinator, East Sussex County Council  
Purpose: To update ESSP members on the Family Keywork programme

**Recommendation:**

That the East Sussex Strategic Partnership:

1. Notes the progress of the Family Keywork programme

**1. Identification and engagement of families eligible for Troubled Families funding**

- 1.1 East Sussex has a Government target of identifying and turning around the lives of 1015 'troubled families' by March 2015.
- 1.2 In order to be included in the programme, a family must meet at least two out of the following three criteria:
  - A young person involved in crime or anyone in the family involved in anti-social behaviour
  - A child or young person missing education due to exclusion or persistent absence
  - An adult in the family on DWP out-of-work benefits
- 1.3 In 2012/13 we have committed to engaging 340 families. Of these, 235 will receive intensive Keywork intervention through our Keywork delivery partners. A full list of these is included as Appendix A. We are also counting towards our target for this year 105 families receiving other forms of less intensive family support, for example those engaged with our school-based Parent Support Advisor services.
- 1.4 Local authorities are required identify families using the three criteria. Information is collected and refreshed on a termly basis from a wide range of data feeds.
- 1.5 To date we have identified 616 eligible families. These are families meeting at least two out of the three Government criteria.
- 1.6 19 different delivery partners have been approved. 10 have started offering Keywork to families. A further 8 will begin in February 2013 following Keyworker core training.
- 1.7 The final delivery partner – the Family Outreach Service – is currently undergoing a restructure following a Service Review. The service will be renamed the Children's Centres Keywork Service and will see the entire workforce of 50+ practitioners moving into a Keyworker role from April 2013. Discrete training will be required and is planned for March 2013. Following this, the service will be ready to begin Keywork.

- 1.8 Delivery partners are encouraged to identify families for Keywork themselves and check these against the Troubled Families list by calling the Central Team. These can be families on existing caseloads requiring enhanced support, or can be new referrals from other agencies. To date 133 enquiries have been made.
- 1.9 A total of 60 families have been approved to begin Keywork. A further 49 are pending further information before approval can be given.
- 1.10 A further 77 families are receiving another form of less intensive family support.
- 1.11 Analysis of the '3 criteria families' is underway to ensure that all are offered support as required by the Government.

## **2. Geographical distribution of identified families**

- 2.1 Table A below shows the geographical distribution of families identified to date:

District / Borough	2 government criteria		3 government criteria		2 + government criteria	
Eastbourne	131	23%	22	41%	153	25%
Hastings	144	26%	13	24%	157	25%
Lewes	77	14%	5	9%	82	13%
Rother	81	14%	9	17%	90	15%
Wealden	64	11%	5	9%	69	11%
Unknown or out of area	64	10%		0%	64	9%
Total	562		54		616	

- 2.2 Table B analyses provides a further breakdown by criteria:

District / Borough	2 criteria: Crime and anti-social behaviour, Missing education		2 criteria: Crime and anti-social behaviour, Worklessness		2 criteria: Missing education, Worklessness		3 criteria: Crime and anti-social behaviour, Missing education, Worklessness		Total	
Eastbourne	19	23%	36	19%	76	26%	22	41%	153	25%
Hastings	20	25%	58	31%	66	23%	13	24%	157	25%
Lewes	12	15%	13	7%	52	18%	5	9%	82	13%
Rother	11	14%	14	7%	56	19%	9	17%	90	15%
Wealden	18	22%	17	9%	29	10%	5	9%	69	11%
Unknown or out of area	1	1%	51	27%	13	2%		0%	65	9%
Total	81		189		292		54		616	

## **3. Support for Keyworkers**

- 3.1 One of the key functions of the Central Team is to support Keyworkers to develop the knowledge, skills and confidence required effectively to carry out their new role. High quality learning and development opportunities are essential to this, together with systems, processes and practical help.
- 3.2 The first round of core training delivered in September 2012 has been revised following feedback from Keyworkers. A greater focus will be placed on building confidence in assessing and appropriately holding safeguarding risks within families. This is in line with the expectations of the Keyworker role as a Level 3 intervention. One of the newly appointed Early Help Senior Practitioners has designed and will be delivering this element of the core training.
- 3.3 In addition to the 70 practitioners who attended core training in September, a further 50 will attend in January/February 2013.
- 3.4 Effective 1:1 case supervision is considered fundamental to the success of the Family Keywork approach, in terms of developing best practice, safeguarding and quality assurance across the programme. The majority of delivery partners already provide case supervision. Those that don't will receive support from Early Help Senior Practitioners to embed supervision in their service or school. This will involve developing training for managers and Keyworkers. We will also facilitate access to group action learning sets for all Keyworkers and are in discussions with delivery partners about how best to achieve this.
- 3.5 An online Skills & Knowledge audit of the Keyworker workforce is helping us to develop a programme of Learning & Development workshops, focusing on specific topics or skills that Keyworkers may need to know about for their work; for example, welfare reform, child development and so on. These will be delivered by local specialists.
- 3.6 We are currently exploring the provision of the Level 4 City and Guilds Award 'Working with Parents: Providing Intense Support to Families with Multiple & Complex Needs'. This will offer a recognised qualification and enable career progression for a number of Keyworkers.
- 3.7 We are planning twice yearly networking events for Keyworkers from across the range of delivery partners. The first of these is provisionally booked for May.
- 3.8 The Keywork Advisory Network is due to go live during January 2013. This provides Keyworkers access to named contacts in specialist services, who can provide guidance, advice and signposting to help the Keyworkers in their work with families.
- 3.9 Applications are arriving for the Small Grants Fund, to which Keyworkers can apply on behalf of families for items or services that form part of the Family Plan. The variety of approved items so far includes school uniform, skip hire, shared funding of an alternative education course, materials for decorating to name but a few.
- 3.10 The Central Team has a dedicated phone number that Keyworkers can call any time for advice or support. This includes help with referrals/evidence for families to be counted under the Troubled Families criteria.

## Appendix A: Current delivery partners

January 2013

<b>Delivery Partner</b>	<b>Keywork offer</b>	<b>Target no of families</b>
ESCC Education Support, Behaviour and Attendance Service (also known as ESBAS)	Support for families with a child missing school due to exclusion or high absence; priority given to those at risk of social care intervention	15
ESCC Family Outreach Service (also known as FOS)	Support for families with a child aged 0-5; priority given to those at risk of social care intervention	0 (pending service review)
ESCC Swift	Support for families in which a child is identified as subject to Section 17 Children in Need / Children with a CP Plan	20
ESCC Targeted Youth Support (also known as TYS)	Support for families with a child aged 11-19; priority given to those at risk of social care intervention	25
ESCC Traveller Education Service (also known as TEALS)	Support for Traveller families with a focus on access to education for a child; priority given to those at risk of social care intervention	10
CRI Family Intervention Project (also known as FIP)	Support for families with multiple and complex problems; priority given to those at risk of social care intervention	20
CRI Substance Misuse Service	Support for families in which one member is involved in substance misuse and offending behaviour	10
Education Futures Trust	Support for families living in the Hastings and Rye area with a focus on raising aspirations and access to education	20
Family Support Health Practitioner Service	Enhanced specialist support for families in which there is a child with an emotional and / or behavioural difficulty	15
Outreach Worker Liaison Service (also known as OWLS, part of CAMHS)	Support for families in which there is a child or YP with mental health difficulties	20
Prevention of Offender Accommodation Loss service (also known as POAL)	Support for families living in Hastings in which an adult has recently been released from Lewes prison	10
Surrey & Sussex Probation Trust	Support for families in which an adult is subject to a statutory order or at high risk of re-offending	10

Sussex Police Neighbourhood Policing Teams (also known as NPTs)	Support for families in which a member is known to the local NPT for involvement in anti-social behaviour	10
Castledown & Sandown primary schools, Hastings	Support for families with a child on the roll of one of the schools	8
Cuckmere House School, Seaford	Support for families with a child on the roll of the school (specialist provision for boys with emotional, social and behavioural difficulties)	6
Hastings Academy	Support for families with a child on the roll of the Academy	6
Hollington Strategic Alliance (Churchwood, Robsack Wood & Hollington primary schools)	Support for families with a child on the roll of one of the schools	10
Langney & Shinewater primary schools, Eastbourne	Support for families with a child on the roll of one of the schools, delivered by the Eastbourne PSA service	10
Newhaven, Lewes & Chailey primary schools (Southdown, Grays, Denton, Pells, St Peter's, Meeching Valley)	Support for families with a child on the roll of one of the schools, delivered by COPES	10