

# Family Keywork in East Sussex

## Quarterly Update: April 2014

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For more information about any of the items below or to be added to the circulation list, please email [Family.Keywork@eastsussex.gov.uk](mailto: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 an extended period of time, 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.*

### **Troubled Families programme update**

A big thanks to everyone for working so hard to ensure that we achieved our target for family engagement in Year 2 of the Troubled Families programme. So far, we have engaged 812 families across East Sussex from our 3-year target of 1015 families. Some of these will be getting keywork support whilst others will be getting another type of help.

To date we have been able to claim payments under the Government scheme for successes with 285 of these families, in particular where children are back in school and levels of crime and anti-social behaviour are down. We expect to increase this number further when we submit our next claims in May.

### **Keywork support for families outside of the Troubled Families programme**

Children's Centres and commissioned Family Support Keywork services provide keywork support to families not eligible for the Troubled Families programme. In the last financial year, Children's Centres (children aged 0-5) provided keywork support for 710 non-TF eligible families with children under 5. Family Support Keywork services provided keywork for a further 266 non-TF eligible families with children aged 5-13.

### **Family Keywork Employment Advisors**

We are delighted to welcome two full-time Employment Advisors to the Family Keywork programme. Jackie Bromfield (west of the county) and Charmaine Hill (east of the county) both have a lot of experience working with clients to help them overcome barriers to employment. They are co-located with operational teams in St Mark's House Eastbourne and Ocean House St Leonards. Jackie and Charmaine can offer advice, guidance and practical support to any member of a keyworked family. They are able to visit and get to know families alongside keyworkers, working on a case by case basis to ensure the adults in families receive individualised support.

Jackie can be contacted on 01323 464415 / 07557 158953 or email [Jacqueline.Bromfield@eastsussex.gov.uk](mailto:Jacqueline.Bromfield@eastsussex.gov.uk). Charmaine can be contacted on 01424 726293 / 07778 133136 or email [Charmaine.Hill@eastsussex.gov.uk](mailto:Charmaine.Hill@eastsussex.gov.uk).

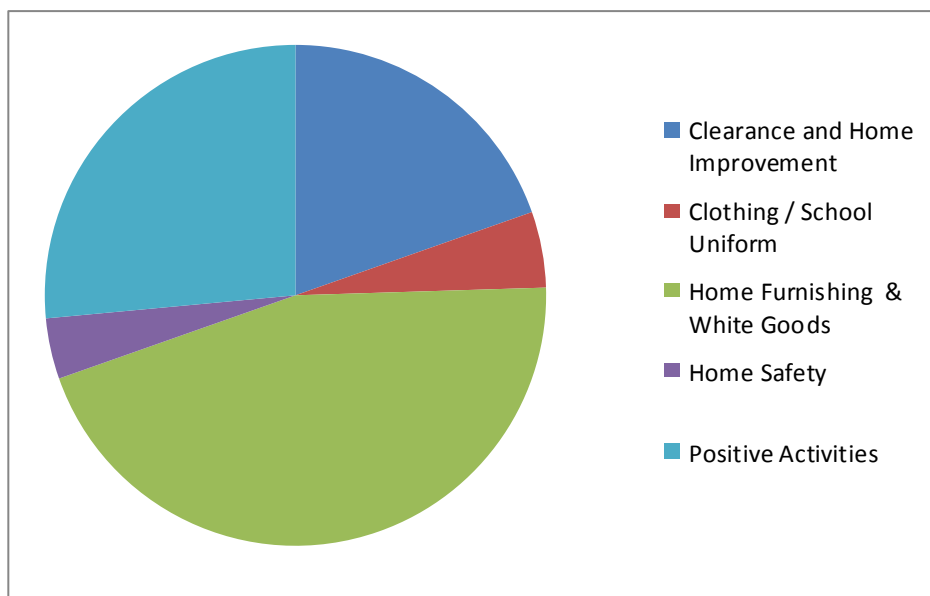
### **Family Keywork Film**

Filming is underway by 'Climbing the Wall' (<http://climbingthewall.net>) exploring the experiences of a number of families receiving keywork support. The aim is to produce a short film that practitioners can use to encourage new

families to take up the offer of keywork. A focus group was held with families on 10<sup>th</sup> March to help shape what the film should include. A 'first cut' will be available towards the end of May.

### **Small Grants Fund spend**

In the financial year 2013-14, a total of 186 Small Grants awards were made to help families with essential items or services, totalling £25,212. A breakdown of the spend by type is shown below:



### **Multi-agency Reflective Practice sets for keyworkers**

Multi-agency Reflective Practice sets will begin for keyworkers across the county in the next few weeks. These will be facilitated by senior colleagues from ESCC's Swift and Targeted Youth Support services and will run every three months for around two hours. They will help build stronger peer support networks and provide a regular opportunity for developing practice through case discussion. If you are a keyworker and haven't yet registered your interest, please speak to your line manager.

### **Evaluation of the Family Keywork programme**

The contract for evaluating our Family Keywork model has been awarded to Interface Enterprises <http://www.interfaceenterprises.co.uk>. The evaluation will be funded by Public Health and is expected to conclude by the end of November 2014. The evaluation team will be meeting families, managers, keyworkers and commissioners. The findings of the evaluation will help shape future plans for keywork service provision.

#### **The Family Keywork Central Team and responsibilities**

Becky Surman	Family Keywork Coordinator: leads the overall programme
Celia Wilson	Integrated Working Manager: leads on audit and reporting
Mark Woodgate	Practice 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
Alex Potter	Data Analyst: collection, analysis and reporting of information
Jan Walls	Project Officer: Small Grants Fund, czone