

The national Troubled Families programme is a government initiative aimed at helping families with a number of complex problems by helping them to turn their lives around, improving outcomes for the whole family and thereby reducing the need for more intensive and costly interventions.

The Troubled Families programme is focused on early help and requires agencies to work together to support families. The programme uses a payment-by-results model where local authorities receive £1,000 for attaching families to the programme and a further £800 is earned when evidence of sustained progress against the agreed outcome measures in their local outcomes plan is submitted to the Ministry of Housing, Communities and Local Government (MHCLG). In Portsmouth the Troubled Families programme is referred to under the Stronger Futures umbrella.

Which families are we talking about?

There are **Six headline criteria** for families to be considered as part of the Troubled Families programme:

- **Staying safe in the community:** Parents or children involved in crime or anti-social behaviour
- **Getting a good education and skills for life:** Children who have not been attending school regularly
- **Improving children's life chances:** Children who need additional support, from the earliest years to adulthood
- **Improving living standards:** Families experiencing or at risk of worklessness, homelessness or financial difficulties
- **Staying safe in relationships:** Families affected by domestic abuse
- **Living well, improving physical and mental health and wellbeing:** Parents and children living with a range of health needs.

Any families that meet two or more of these criteria can be attached to the programme. Progress would have to be demonstrated through Early Help reviews or similar documents to show that 'significant and sustained progress' has been made against those headline criteria for a **minimum of 6 months**

How does a family get attached to the Troubled Families programme?

The Portsmouth approach to Troubled Families is based on national research about how to achieve better outcomes for families, which recommends: having a single dedicated worker (e.g. lead professional/ practitioner) for each family; addressing the needs of the whole family; setting a common purpose and having agreed outcomes; providing practical, hands-on support; and practitioners adopting an assertive and persistent approach. There are **four** elements to attach families to the Troubled Families programme:

- Whole family assessment
- Whole family plan, e.g. early help assessment or similar family plan
- Lead professional working with the whole family
- Consent to share information with government departments

Families who are attached to the programme are likely to be supported by a lead professional from a range of services including; the Early Help and Prevention service, Children's Social Care, Health Visitors and School Nurses, Schools and Early Years settings.

Families will need to consent to their information being shared with central government by consenting to this section (Stronger Futures or Central Government) on the Early Help Assessment or Statutory Single Assessment.



One Minute Guide Troubled Families



Payment by Results

Families need to make significant and sustained progress in all six-headline areas to enable a claim to be made. Lead professionals will need to evidence the progress that a family have made in their closing paperwork. This will then be supported by hard data feeds (such as school attendance) once this has been sustained for a six month period. We are also able to make a claim if a member of the family moves into continuous employment, where they had previously been claiming out of work benefits.

When we are clear that enough progress has been made, the team will submit a payment by results claim through the Portsmouth City Council internal audit team. Spot checks on claims take place on a regular basis by the MHCLG, so we need to make sure our claims are accurate to prevent fraudulent claims.

The Portsmouth Troubled Families programme is coordinated at a strategic level by the Assistant Director (Commissioning and Performance) who has a dedicated performance team overseeing the attachments and claims process.

Why is progress against the outcomes so important?

Portsmouth is committed to providing the right support to children and families, so that they are able to secure a **stronger future** for themselves. We are ambitious to drive sustained improvements on key outcomes including improving school attendance, reducing anti-social and criminal behaviour, reducing incidents of domestic violence, and supporting people into employment. The funding provided through the Troubled Families Programme allows us to further support local families.

For more information:

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The documents that support the Troubled Families programme are all available on the PSCP website and the Portsmouth City Council website by searching for Early Help.