

## Runnymede Family Support Programme Update (Surrey Heath and Runnymede Family Support Team Manager, Emily Burrill)

### Synopsis of report:

This report provides an update on progress that has been made in the delivery and outcomes for families who have been helped by the Family Support Programme

### Recommendation(s):

None. This report is for information only.

## 1. Context and background of report

- 1.1 The Troubled Families Initiative was introduced to change the repeating generational patterns of poor parenting, abuse, violence, drug use, anti-social behaviour and crime in the most troubled families in the UK. In Surrey, the initiative was rolled out across the district and boroughs and has been known as the Family Support Programme. In 2013, Runnymede and Surrey Heath agreed to a joint project across the two boroughs providing intensive support.
- 1.2 In 2019, the Central Government Troubled Families Initiative funding ended, and the Family Support Programme became a commissioned service, funded by Surrey County Council. The service continues to be managed at a D&B level and an SLA is in place between the D&B's and Surrey County Council.
- 1.3 The Family Support Programme deliver whole family support to those who have been identified as requiring Level 3 – Targeted Help. Level 3 support can be defined as vulnerable children, young people and families whose needs are complex. This refers to the range, depth or significance of these needs, which can include, but is not exclusive to; Domestic Abuse, Homelessness, financial exclusion and poverty, children out of education, neglect, emerging involvement in gang or other activities, drug and alcohol misuse, unemployment.
- 1.4 Within Runnymede there are three family support co-ordinators which hold a caseload of 10-12 families and one Senior family support coordinator who holds a caseload of up to 6 families and line manages the three other staff. This is replicated in Surrey Heath with a Manager and administrator working across both Boroughs.

## 2. Report and, where applicable, options considered and recommended

- 2.1 Within the financial year 2021/2022, the Family Support Programme worked with 78 families across the borough of Runnymede. This equates to 273 adults and children. Since the service began in 2013, 636 families have been supported across the borough.
- 2.2 The Service use the Outcome Star tool to measure outcomes each family make during intervention with the service. An outcome star is completed with the whole family within the first 2 weeks of intervention and then again in the

last week of intervention. The outcome star covers all areas of family life and requires the worker and family to make a joint decision on a score of 1-10 (with 1 being lowest and 10 being highest) as to where they feel family life currently is. These areas are defined as physical health, parent/carer wellbeing, meeting emotional needs of their children, keeping your children safe, social networks, education and learning, boundaries and behaviour, family routine, home and money and progress to work.

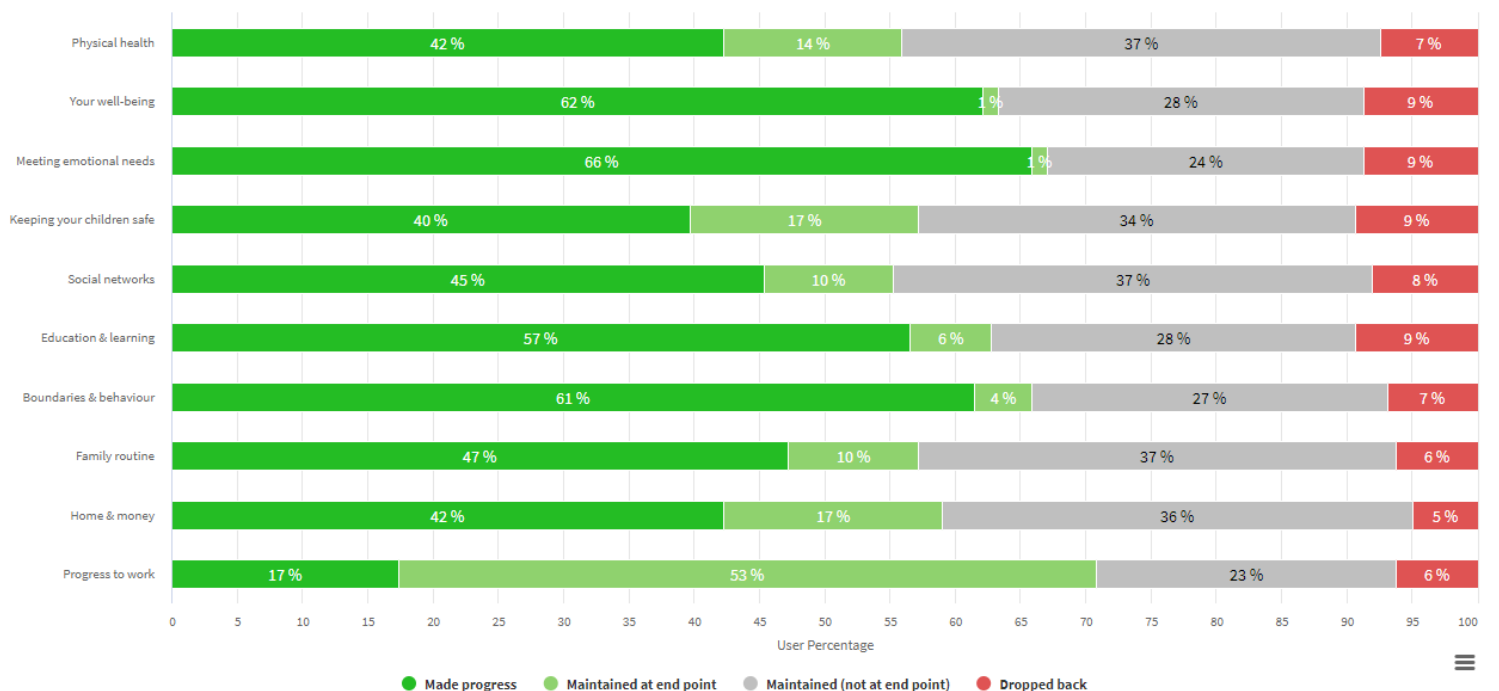
2.3 The tables below show the progress made for all families support in 2021/2022. Table 1 tells us that 94% of families made progress in at least 1 area of family life, with 84% of families making progress in at least 3 areas of family life. Table 2 shows us the percentage of families who made progress, those who maintained and those who dropped points. We often find that points can dropped as a result of awareness and education. For example, at the beginning of intervention a family may believe they have a good routine in place and score themselves highly, however following the support of our service in education them on healthy routines for children, they may become more aware of where they need to improve and make a more educated and realistic score at the end of intervention.

**Table 1**

Are people making progress?			
<b>In 1+ outcome areas</b> Percentage of people making progress in at least one outcome area	<b>In 2+ outcome areas</b> Percentage of people making progress in at least two outcome areas	<b>In 3+ outcome areas</b> Percentage of people making progress in at least three outcome areas	<b>Outcome areas showing progress</b> Average number of outcome areas in which someone is making progress
<b>94%</b>	<b>89%</b>	<b>84%</b>	<b>4.8</b>

**How much progress are people making in each outcome area?**

**Table 2**



2.4 The Family Support Programme receives quarterly performance monitoring reviews throughout the year to assess outcomes and quality of delivery. These are conducted by Surrey County Council's commissioning service and the SCC Early Help Partnership Manager, with information presented by the Family Support Programme Manager. The Runnymede Family Support Programme has been praised for its high-quality standard of delivery of support across the borough and the levels of positive outcomes that the service are gaining for families.

**3. Policy framework implications**

3.1 The Family Support Programme promotes our corporate themes, values, goals by supporting local people.

**4. Resource implications/Value for Money (where applicable)**

4.1 The service is funded by Surrey County Council and the staff team are managed by Surrey Heath Borough Council, with a Service Level Agreement in place to deliver on behalf of Runnymede Borough Council.

4.2 The service currently receives an annual budget from SCC of £320,928, covering both boroughs.

**5. Legal implications**

5.1 None.

**6. Equality implications**

6.1 The Council is required to have due regard to its Public Sector Equality Duty.

6.2 The Council's Duty is stated under the Equality Act 2010 and is to have regard to the need to:

- a) eliminate discrimination, harassment or victimisation
- b) advance equality of opportunity between persons who share a protected characteristic and persons who do not share it
- c) foster good relations between those who share a relevant characteristic and those who do not

6.3 When the Government introduced this initiative a full impact assessment was published in January 2013.

**(For information)**

**Background papers**

None stated.