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One Minute Guide: Troubled Families

1. Troubled Families Programme – Phase 1

The Government launched the national Troubled Families programme in April 2012 with the aim of turning around the lives of 120,000 families by May 2015.

The Troubled Families Programme is now in its third year and Phase 1 came to an end in May. The Programme is a 'payment-by-results' scheme overseen by the Troubled Families Unit based with the Department for Communities and Local Government (DCLG).

In 2012, Redbridge was informed by the Department that it had 550 troubled families within the Borough. We are very pleased to report that we have engaged all 550 of these families and have successfully received payment for 100% of the families.

The progress of the Programme means that: children are back in school where they were previously not attending or excluded; levels of youth crime and anti-social behaviour are down; adults are getting off benefits and into work; and the costs to local public services and the burden on the taxpayer have been reduced too.

2. The expanded Troubled Families Programme - Phase 2

In August 2014, due to the successful implementation and delivery of Phase 1, Redbridge was invited to be one of the 50 Early Starters for Phase 2 of the Troubled Families Programme. This new phase includes much broader criteria with locally derived outcome measures.

As Redbridge moves into Phase 2 of the programme there is a very clear need to shift our focus to ensuring families are worked with in such a way that supports significant and sustained change. Should this not be achieved there are two clear risk outcomes; one being the family not receiving effective support and therefore are failing to achieve improved outcomes and the second being the financial implications for the service if we are unable to meet the Payment by Results (PBR) measures.

Phase 2 will be delivered over a 5 year time period and Redbridge will have 1,910 families to work with within this period.

Criteria for the expanded programme will be based on a cluster of six headline problems: a combination of any two of these will suffice to establish eligibility:

- **Parents and children involved in crime or antisocial behaviour**
- **Children who have not been attending school regularly**
- **Children who need help: children of all ages, who need help, are identified as in need or are subject to a Child Protection (CP) Plan**
- **Adults out of work or at risk of financial exclusion or young people at risk of worklessness**
- **Families affected by domestic violence and abuse**
- **Parents and children with a range of health problems**

3. Delivery of the work

The core Troubled Families Team consists of seven Troubled Families Key Workers, two Troubled Families Employment Advisers (seconded from the Job Centre Plus), one part-time Work Redbridge advisor, a part time Independent Domestic Violence Advocate (IDVA), a Senior Social Work Practitioner, a data and finance manager, a data assistant and an Interim Service manager.

The model used by the Troubled Families Service has various levels of intervention that will be offered to families entering the programme need e.g.:

- **'Tier 1' Family Interventions** – delivered by partner organisations named as the lead professional who can come from agencies including (e.g. schools, Children's centres, Early Intervention, Youth Offending and Targeted Prevention Service, Community Rehabilitation Companies (CRCs) (Probation), National Probation Service, Housing and the Youth Service).
- **'Tier 2' Family Intervention** – delivered by the keyworkers within Troubled Families Service
- **'Tier 3' Family Intervention** – delivered by the Family Intervention Service (FIP) working intensively with small caseloads (7-8 max) of troubled families.

Please contact the [Interim Service Manager](#) for any additional information about the Programme or [Troubled Families](#) if you wish to make a referral.