Herefordshire Council

Herefordshire Supporting Families Outcomes Framework 2022-2025



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Changes to Herefordshire's Early Help Assessment Form in line with the Supporting Families Outcomes Framework

The new Supporting Families programme is to be launched on 3rd October 2022 by Department of Levelling Up, Housing & Communities. This is set out in 'Supporting Families 2021 to 2022 and beyond', the new programme focuses on building resilience of vulnerable families and on driving system change.

The new programme has 10 headline criteria instead of the 6 that are in the current programme. The outcomes which DLUHC require against each criteria are defined and our local Herefordshire Family Outcomes Framework is being revised to meet the new requirements.

In Herefordshire the Supporting Families Programme is fully aligned with Herefordshire's Early Help Offer and our local Early Help Assessment Form.

The new programme has been developed from the data and information collected and analysed by DLUHC and will enable more detailed reporting on the problems families are facing, clarify what good looks like for these outcomes, and what levels of evidence would be expected when measuring these outcomes.

The 10 headline outcomes are:

- Getting a good education
- Good early years development
- Improved mental and physical health
- Promoting recovery and reducing harm from substance use
- Improved family relationships
- Children safe from abuse and exploitation
- Crime prevention and tackling crime
- Safe from domestic abuse
- Secure housing
- Financial stability

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Working with families

The programme requires an integrated, whole family approach when working with families.

There is no, single template as each family will need a different approach depending on their circumstances.

The following four principles capture what the national Supporting Families Team mean by 'working with a family as part of Supporting Families'.

These principles must apply to all families declared as worked with and for whom a claim is made:

- There will have been an assessment that takes into account the needs and voice of the whole family;
- There is an action plan that takes account of all (relevant) family members;
- There is a lead practitioner for the family that is recognised by the family and other professionals involved with the family; and
- The objectives in the family action plan are aligned the national Supporting Families Outcomes Framework.
- Practitioner's working with families should undertake a well conducted family assessment, working with all family members to identify the issues that need to be addressed. This will form the basis of a holistic family outcomes plan, which will address the issues and outcomes the family is aiming to achieve. This in turn facilitates the actions to achieve those outcomes in a well-coordinated and effective approach using evidence based techniques and practices.
- At least 3 of the main headline areas above need to be present in the family. Practitioners will need to work with families to agree their outcomes, including outcomes from the appropriate sections of the outcome plan below, and write them in to the EHA family action/outcome plan.
- If an additional issue arises, or becomes apparent, during the course of any support intervention with a family, an outcome must also be achieved for those problems to demonstrate the family has achieved

Definitions

Family Need What the family requires support with, as identified by practitioner or self-referral by person/family These are pre-determined and will be the same for every LA. These are the eligibility criteria for Supporting Families.

Outcome The high – level outcome practitioners are aiming to achieve with families with the associated need. These are pre-determined and will be the same for every LA. These outcomes must be achieved and sustained with families before LAs can report to us on the outcome, and (for the majority) receive PbR funding. Some of the indicators suggest multiple outcomes should be achieved before success can be reported. These are indicated using 'And'.

Evidence How practitioners measure progress and evidence that the outcome has been achieved. Included here are suggested evidence sources, but LAs will have flexibility in places to input their own.

Evidencing

AND You must have both pieces of evidence

AND/OR You can have either piece of evidence or both

OR You can have either piece of evidence, which is normally only used when each piece of evidence is mutually exclusive

OPTIONAL/AND You can add this piece of evidence if you would like/feel it is useful, but you must have the other listed evidence

1. Getting a Good Education

Family Need	Outcome	Evidence
1.1 Average of less than 90% attendance (excluding authorised absence) for 2 consecutive terms	Sustained good attendance	Average attendance 90% or above for every child in the family over 2 consecutive terms (excluding authorised absence)
1.2 Average of less than 50% attendance unauthorised and authorised for 2 consecutive terms	Sustained improvement from very poor attendance	At least a 30% improvement in attendance, with a minimum of 50% average attendance, over 2 consecutive terms
1.3.1 Child not able to participate and engage with education – motivation, emotional regulation and behaviour difficulties	Improved engagement with education (e.g., pupils no longer on report, reduction/no detentions)	Practitioner assessed outcomes. E.g. ELSA support in school.
1.3.2 Child is at risk of, or subject to, exclusions	Improved engagement with education (e.g., pupils no longer on report, reduction/no detentions)	Fewer than 2 fixed term exclusions over two consecutive terms (immediately preceding the claim), reduction threshold can be locally defined.
1.3.3 Concerns around suitability of Elective Home Education	Improved engagement with education (e.g., pupils no longer on report, reduction/no detentions)	Professional judgement - No further concerns about suitability of Elective Home Education
1.3.4 Child is off-roll and not receiving an education otherwise	Improved engagement with education (e.g., pupils no longer on report, reduction/no detentions)	Child who was off roll receiving a suitable education
1.3.5 Child is at risk of NEET	Improved engagement with education (e.g., pupils no longer on report, reduction/no detentions)	Practitioner assessed outcomes. E.g. child / young person engaged with careers service or other alternative provision.
1.4 Child's special educational needs not being met	Family happy that special educational needs being met, and school/ early years settings are providing adequate support.	Child's needs have been appropriately assessed and suitable package of support is in place as per the SEND Code of Practice. E.g. EHCP assessment progressing. **OPTIONAL/AND** Family engaging with support and has a trusted relationship with the team around the family

2. Good Early Years Development

Family Need	Outcome	Evidence
2.1 Expectant or new parent/ carers who require additional or specialist support (e.g., young parents, parents who have been in care, parents with learning needs	Families are engaged with appropriate support that can be seen to be making a difference; capacity for positive, effective parenting increased and they are accessing and engaging with services	Completed evidence-based parenting course with evidence of parents/carers implementing those strategies and improved outcomes **AND/OR** Practitioner and/or self-assessment – improved outcomes, e.g. outcome scores, GCP2.
2.2 Child's (0-5 yrs) physical health needs not met (e.g., immunisations not up to date, concerning accidental injuries, dental hygiene)	Child's physical health needs met, better awareness of home safety and accident prevention	Practitioner and/or self-assessment – improved outcomes, e.g. outcome scores, GCP2.
2.3 Child's (0-5 yrs) developmental needs not being met (e.g., communication skills/ speech and language, problem-solving, school readiness, personal social and emotional development)	Child's developmental needs are being met, allowing them to make progress at a pace that is suitable for them **AND/OR** Child has the right support in place to make progress **AND/OR** Children and young people with probable/confirmed prenatal alcohol exposure and significant physical, developmental or behavioural difficulties are referred for Foetal Alcohol Spectrum Disorder (FASD) assessment	Take up of two-year old or 3-4 year old entitlement, attending development checks **AND/OR** Practitioner assessment – improved outcomes, self-assessment (parent/carer) - improved outcomes/FASD assessment, e.g. pre and post ELKLAN questionnaires, outcome scores.

3. Improved Mental and Physical Health

Family Need	Outcome	Evidence
3.1 Baby / Child needs support with their mental health	The baby / child's mental health and/or wellbeing has improved **AND** Family/parents/carers feel better equipped to manage the child's mental health and well-being **AND/OR** Early attachment relationships are improved / parents feel bonded to baby.	Diagnosis received, if relevant, and appropriate support in place **AND/OR** Professional assessment or self-assessment - improved outcomes, e.g. outcome scores. **OPTIONAL/AND** Child (and/or parent/carer) is engaging with, and benefitting from, appropriate support (e.g. Baby Massage, Mental health team support)
3.2 Adult needs support with their mental health	The adult's mental health and/or wellbeing has improved **AND** Family/parents/carers feel better equipped to manage the adult's mental health and well- being	Diagnosis received, if relevant, and appropriate support in place **AND/OR** Professional assessment or self-assessment - improved outcomes, e.g. outcome scores. **OPTIONAL/AND** Adult is engaging with, and benefitting from, appropriate support (e.g. from mental health teams, self-help Talking Therapy) and adhering to medication regime (if relevant)
3.3 Child and/or parent/carer require support with learning disabilities, neurodiverse conditions and/or physical health needs that affect the family (e.g., long-standing health conditions requiring management, physical disabilities requiring adaptations)	Physical health needs are being well-managed, and family have sufficient / the right support in place	Family is engaging with, and benefitting from, appropriate support, plan in place to manage on- going health needs **AND/OR** Professional or self-assessment – improved outcomes, e.g. outcome scores.

4. Promoting Recovery and Reducing Harm from Substance Use

Family Need	Outcome	Evidence
4.1 An adult has a drug and/or alcohol problem	Adult reducing / abstaining from substance use (as measured by rescreening) **AND** Adult better equipped to manage the substance use. Adult understands the risk / impact of the substance use on the family and children and is able to promote safety and implement actions to reduce harm. **AND** Assessment undertaken with child/family to determine impact of substance misuse upon child and child is benefitting from appropriate support (e.g., whole-family substance misuse work, affected-by service, young carers service, appropriate therapeutic support)	Treatment Outcomes Profile (TOP) **AND/OR** Improved scores on AUDIT, AUDIT-C, Severity of Alcohol Dependence Questionnaire (SDAQ), ASSIST-Lite. **AND/OR** Adult engaging with appropriate level of support and completing specialist treatment **AND/OR** Practitioner or self-assessed improved outcomes, e.g. outcome scores. **OPTIONAL/ AND** Adult engaged in evidence-based whole-family interventions with evidence of adult implementing those strategies and improved outcomes for children and the family
4.2 A child or young person has a drug and/or alcohol problem	Child reducing / abstaining from substance use **AND** Family / Child better equipped to manage the substance use and find alternative coping strategies, and understands risk / impact of substance use	CRAFFT, ASSIST-lite, AUDIT and DAST-A (Drug Abuse Screening Test for Adolescents)- improvements in scores **AND/OR** Practitioner or self-assessed improved outcomes, e.g. outcome scores. **OPTIONAL/AND** Child engaging with, and benefitting from, appropriate level of support and completing specialist treatment, if necessary

5. Improved Family Relationships

Family Need	Outcome	Evidence
5.1 Parent / carers require parenting support	Parent / carer demonstrates improved, positive parenting (e.g., improved parent / child interactions; positive attachment etc.)	Completed evidence-based parenting course with evidence of parents implementing those strategies and improved outcomes **AND/OR** Practitioner / self - assessed improved outcomes, e.g. outcome scores, GCP2, voice of child.
5.2 Harmful levels of parental conflict* i.e., when it is frequent, intense or poorly resolved *Definition as in DWP Reducing Parental Conflict programme – damaging conflict (below threshold of DA) between parents which can be expressed in many ways such as: aggression, silence, lack of respect, lack of resolution	No harmful parental conflict* and improved family relationships **AND** Parents /carers understand the impact of the conflict on the children See also: https://www.gov.uk/guidance/reducing-parental-conflict-training-and-tools-for-practitioners-and-their-managers#domestic-abuse	Parents/carers accessing and benefiting from relationship support (evidence-based where possible) with evidence of parents/carers implementing those strategies and improved outcomes. **AND/OR** Practitioner / self-assessed improved outcomes, e.g. outcome scores, voice of child.
5.3 Child / young person violent or abusive in the home (to parents/carers or siblings)	No harmful child to adult or sibling abuse. **AND** Child is better equipped to understand behaviours, develop coping mechanisms and self-manage. **AND** Parent/carers better equipped to manage child's behaviour and relationship improved	Family successfully complete specialist child to parent abuse parenting course, e.g. RESPECT (RYPP), or specialist course for children with SEND, and / or received therapeutic support and evidence of improved outcomes. **AND/OR** Practitioner / self-assessed improved outcomes, Improved self-assessment, e.g. outcome scores, voice of child.
5.4 Unsupported young carer or caring circumstances changed requiring additional support	Unsupported young carer now supported, including with change in caring circumstances	Young Carers Assessment and relevant support in place **AND/OR** Accessing targeted young carers support **AND/OR** Regular respite support provided **AND/OR** Practitioner / self-assessed improved outcomes

6. Children Safe from Abuse and Exploitation

Family Need	Outcome	Evidence
6.1 Emotional, physical, sexual abuse or neglect, historic or current, within the household	No longer abuse or neglect in the household **AND** Family supported following abuse /neglect and have strategies to manage going forward **AND** Children are in an emotionally & physically safe environment	Early help, CIN or CP plan closed and/or stepped down **AND** Practitioner assessed – improved outcomes, e.g. WMRASC, Child Exploitation Risk Assessment, outcome scores and GCP2.
6.2 Child going missing from home	Child no longer going missing **AND** Child/family supported following missing episodes	No missing reports in month prior to closure **AND** No re-referral into services 6 months following closure **AND** Practitioner assessed - improved outcomes, e.g. Child Exploitation Risk Assessment.
6.3 Child identified as at risk of, or experiencing, sexual exploitation	Child not experiencing sexual exploitation **AND** Child supported following sexual exploitation. **AND** Partners worked alongside child/family to manage risk of sexual exploitation.	Practitioner and self-assessed – improved outcomes, e.g. WMRSASC, CLIMB and Child Exploitation Risk Assessment. **AND** No more police reports
6.4 Child identified as at risk of, or experiencing, criminal, or pre- criminal, exploitation (e.g., county lines)	Child not experiencing criminal or pre-criminal exploitation **AND** Child has been supported following criminal exploitation. **AND** Partners worked alongside child/family to manage/reduce risk of criminal exploitation.	Practitioner and self-assessed - improved outcomes, e.g. Child Exploitation Risk Assessment, CLIMB. **AND** No more police reports
6.5 Child experiencing harm outside of the family (e.g. peer to peer abuse, bullying, online harassment, sexual harassment/ offences)	Child no longer experiencing harm **AND** Child confident in reporting and being taken seriously. Partners worked alongside child/family to develop strategies, support them to cope with, and respond to, abuse / harm outside of the home and to keep safe.	Practitioner or self-assessed improved outcomes, e.g. outcome scores, Child Exploitation Risk Assessment, CLIMB. **AND** Closure of plan **AND** No police or school reports
6.6 Child identified as at risk of, or being affected by, radicalisation	Child not affected by radicalisation **AND** Child has engaged with, and benefitted from, relevant support. **AND** Partners worked alongside child/family to manage or reduce risk.	Practitioner and self-assessed - improved outcomes, e.g. Child Exploitation Risk Assessment, CLIMB.

7. Crime Prevention and Tackling Crime

Family Need	Outcome	Evidence
7.1 Adult (18+) involved in crime and/or ASB (at least one: offence/arrest/named as a suspect/ASB incident) in the last 12 months	Adult no longer involved in crime, if 7 or fewer incidents in last 12 months* **OR** Adult demonstrates at least a 50% reduction in incidents of crime, if 8 or more incidents in last 12 months*	Where number of incidents* is 7 or fewer, the person must not have any incidents for 6 months **OR** Where number of incidents* is 8 or more, the person must demonstrate a reduction in the number of incidents of at least 50% which is sustained for a period of at least 6 months.
7.2 Young person (u18) at risk of crime – including gangs, serious violence and weapons carrying, or involved in harmful risk-taking behaviour	Young person not involved in crime or anti-social behaviour **AND** Young person supported to better manage risks of becoming involved with crime, through accessing relevant services and fully engaging in this process.	Young person must not have any offences, arrests, named suspect reports or ASB for 6 months. **AND** Engaging with and benefitting from relevant and appropriate services (e.g. Police, CAMHS, Education, youth offending services, CLIMB) regularly and maintains positive behaviour
7.3 Young person (u18) involved in crime and/or ASB (at least one offence/arrest/ named as a suspect/ASB incident in the last 12 months	Young person no longer involved in crime, if 4 or fewer incidents in 12 months* **OR** Young person demonstrates at least a 50% reduction in incidents of crime, if 5 or more incidents in 12 months, provided none of these are a severe offence as defined by the list of severe offences*. A**ND** Young person supported to better manage risks of becoming further involved with crime, through accessing relevant services and fully engaging in this process.	Where number of incidents* is 4 or fewer, the young person must not have any incidents for 6 months. **OR** Where number of incidents* is 5 or more, the person must demonstrate a reduction in the number of incidents of at least 50% which is sustained for a period of at least 6 months. **AND** Engaging with and benefitting from relevant services (e.g. Police, CAMHS, Education, Probation, youth offending services) until problems have resolved/solutions progressed.
*Incidents = offences, arrests, named suspect reports or ASB. Consistent measure required i.e., if identifying on arrests, arrests must be measured for outcome		

8. Safe from Domestic Abuse

Family Need	Outcome	Evidence
8.1 Family affected by domestic abuse or inter-personal violence and abuse - historic, recent, current or at risk (victim)	Domestic abuse has stopped **AND** Victim has a clear safety plan in place and knows how to seek help, victim feels safe at home **OR** Victim has received (or is receiving) appropriate support	No incidents of domestic abuse in the month prior to closure **AND** No accepted referral into services 6 months after closure **AND** Victim engaged with local multi-agency partnership arrangements, e.g. IDVA, MARAC, WMWA 'Recovery Pathway' (Freedom Programme, Power to Change, Recovery Toolkit).
8.2 Adult in the family is a perpetrator of domestic abuse	Domestic abuse has stopped **AND** Perpetrator understands crime, and impact on the victim(s) (including children), and is engaging with perpetrator support	No incidents of domestic abuse in the month prior to closure **AND** No accepted referral into services for 6 months following closure **AND** Where available, perpetrator engaged with specialist programmes, e.g. DAPP
8.3 Child currently or historically affected by domestic abuse	Domestic abuse has stopped **AND** Child feels safe at home **AND** Child has received appropriate support	No incidents of domestic abuse in the month prior to closure **AND** No accepted referral into services for 6 months following closure **AND** (at least one of the below) Practitioner or self-assessment - (DASH risk assessment form, reduction of risk) **AND/OR** Child engaged with specialist/ therapeutic support, e.g. Helping Hands, Recovery Toolkit, CRUSH, 1:1 support.

9. Secure Housing

Family Need	Outcome	Evidence
9.1 Families who are in local authority temporary accommodation and are at risk of losing this	Family no longer at risk of losing temporary accommodation and have sustained temporary accommodation for 6 months or have moved into settled housing.	Confirmation from Homelessness Services of the outcomes **AND/OR** Tenancy agreement for long term suitable temporary accommodation or settled accommodation **AND/OR** Practitioner assessment - improved outcomes
9.2 Families not in suitable**, sustainable housing and/or threatened with eviction/at risk of homelessness	Family no longer at risk of eviction* and/or in suitable** and sustainable housing for 6 months *Notice not served or withdrawn; or (for social housing tenants) have a suspended possession order and have sustained the accommodation for 6+ months	Confirmation from Homelessness Services that no homelessness duty is owed, or from landlord (Private Rented Sector/Social Housing Providers/Local Authority) that notice withdrawn **AND/OR** Evidence of suitable** alternative accommodation sourced, confirmation from Landlord (Private Rented Sector/Social Housing Providers/Local Authority), e.g. registered with **HomePoint Home - HomePoint Herefordshire (home-point.info)** and bidding on properties. **AND/OR** Practitioner assessment - improved outcomes, e.g. GCP2.
9.3 Young people aged 16/17 at risk of, or who have been, excluded from the family home	Young person no longer at risk of homelessness – remains with or is returned to family or wider family network with support available for 6 months	Practitioner assessment - improved outcomes

** 'Suitable' is defined in the homelessness code of guidance for local authorities, e.g. taking into account space required / overcrowding, physical / medical needs, risk of violence / DA / harassment and physical condition of the property. See full details and definitions:

Homelessness code of guidance for local authorities - Chapter 17: Suitability of accommodation - Guidance - GOV.UK (www.gov.uk)

10. Financial Stability

Family Need	Outcome	Evidence
10.1 Adult in the family is workless	Adult is in work **OR** Adult has made progress to work (e.g., gained a qualification, completed training, volunteering, is attending job interviews)	Universal Credit or legacy benefit data, ADMS **AND/OR** Practitioner or self-assessed – adult has gained employment / made progress to work measured by Employment Advisor or keyworker (including use of DWP milestone plan)
10.2 Family require support with their finances and / or have unmanageable debt (e.g., rent arrears)	Family feels able to manage their finances **AND/OR** Debt is being managed or has been resolved	Practitioner or self-assessment - improved outcome
10.3 Young person is NEET	Young person is in education, employment or training	Census / NEET data, CCIS statutory dataset **AND/OR** Practitioner or self-assessment – confirms young person is in education, employment or training

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