



Hampshire Supporting Families Programme – Outcome Plan (TFOP)

Hampshire recognises that every family on the programme is unique, and each situation is unique to the family, the TFOP is designed to provide success measures which reflect our goal to achieve long term sustained positive changes for families. For all the criteria, the success measures or equivalent should be achieved.

In each case the family plan should highlight the appropriate outcomes based on the family situation at the point of nomination¹ onto the programme – the outcomes should reflect significant and sustained progress from the point of nomination onto the programme (with a sustainment period of at least 6 months unless stated otherwise below), so each family will have a different starting point, and the plan should reflect this accordingly and use the below (or equivalent) outcome measures within the plan.

For some nomination criteria, there are multiple options for a successful outcome, in these cases, the family achieving either criteria constitutes a successful outcome.

If the family develops one of the six headline indicator problems, which was not a concern at the point of engagement, this also needs to be addressed, and the relevant TFOP outcome achieved, prior to a successful outcome being submitted – a successful SSP² outcome is only possible if the family have not regressed in any area.

Education

Families can be nominated onto the programme under this criteria if they have a child(ren) who meet one or more of the following criteria:

- i) Less than 90%³ school attendance (of available sessions) for an average across the last 12 months
- ii) Child at primary school who has had at least 5 school days of fixed term exclusion in the last 12 months
- iii) Received at least 3 fixed term exclusions in the last 3 consecutive school terms
- iv) At least 10 days of fixed term exclusion in the last 12 months
- v) Has been permanently excluded from school within the last 3 school terms
- vi) Is in alternative educational provision for children with behavioural problems or is receiving educational support from an alternative provision (ie Pupil Referral Unit/Education Inclusion Service/formal tutoring) and is in need of additional support to maximise learning opportunities.
- vii) A child nominated by education professionals as having problems of equivalent concern to the indicators above because he/she is not receiving a suitable full time education

Significant & Sustained Outcome

- i) Has more than 90% school attendance (of available sessions) for an average across the last 12 months
- ii) School attendance has increased by at least 40% (against available sessions) for an average across the last 12 months (where school attendance has been below 50% on nomination, or subsequently)
- iii) At primary school has missed fewer than 5 school days of school due to fixed term exclusions in the last 3 consecutive school terms
- iv) Has received fewer than 3 fixed term exclusions in the last 3 consecutive school terms
- v) A child of any age has missed fewer than 10 days of school due to fixed term exclusions in the last 12 months
- vi) Has been attending mainstream school and has had more than 90% attendance across the last 12 months
- v) & vi) The lead (or an education) professional is able to evidence significant and sustained improvement in accordance with the plan agreed by the head teacher/lead professional. This may include: reintegration back into mainstream schooling, an excluded pupil successfully completing recognised qualifications, sustained engagement with PRU support or other educational provision for at least 6 months.
- vii) Concerns from the head teacher/other professional addressed and evidence that over a minimum period of 6 months significant progress has been made.

¹ If a criteria is identified whilst working with the family, then the plan should be updated to include this criteria and the appropriate outcome.

² SSP – Significant and Sustained Progress

³ When nominating under attendance it relates to overall attendance, regardless as to whether absence is authorised or unauthorised, where it is deemed an issue for the child/ren. The successful outcome will also be based on this definition.

Crime and ASB

Families can be nominated onto the programme under this criteria if the household meets one or more of the following criteria:

- i) An adult or child with a recorded anti-social behaviour (ASB) incident in the last 12 months
- ii) A child who is known to YOT/YCP and has committed a proven offence in the previous 12 months
- iii) An adult prisoner who is less than 12 weeks from release date and will have parenting responsibilities on release
- iv) An adult who is currently subject to licence or supervision in the community, following release from prison, and has parenting responsibilities
- v) An adult currently serving a community order, or suspended sentence who has parenting responsibilities
- vi) An adult or child who is currently signed up to an Acceptable Behaviour Contract (ABC)
- vii) Adults and children nominated by professionals because their potential crime problem or offending behaviour is of equivalent concern to the indicators above

Significant & Sustained Outcome

- i) At least a 60% reduction in ASB incidents in the last 6 months in comparison to the number of ASB incidents in the previous 6 months is achieved
- ii) The number of substantive YOT outcomes for the child has reduced by at least 33% in the last 6 months, in comparison to the previous 6 months.
- ii) & vii) Successful completion of YCP intervention
- iii) The adult is complying with his/her post release plan and has not reoffended in the last 6 months post release
- iv) The adult is complying with their supervision/licence/ community order and the overall offending in the last 6 months has been less than 33%, in comparison to their average level of proven offending in the previous 6 months
- v) The family member has complied with Restorative Justice requirements (ie community peer court, youth court).
- vi) & vii) The family member has adhered to ASBI/ASB Contract (or equivalent) conditions
- vii) The lead professional or other professional involved with the family member can evidence significant and sustained progress against the nomination criteria which is equivalent to the above.

Children Who Need Help

Families can be nominated onto the programme under this criteria if the household meets one or more of the following criteria:

- i) A child has been identified by Early Help Hubs (EHH) and assessed as needing early help or child(ren) has had a recent social care episode (within the last six months).
- ii) A child(ren) subject to a CIN or CP plan
- iii) A child is not taking up the free Early Years Education offer (including the 15 hours free early education for two year olds)
- iv) A child has been identified as having young carer responsibilities and needing additional support.
- v) A child's Early Years Foundation Stage Profile (EYFSP) score is of concern
- vi) A child has been reported missing from home (MISPER)
- vii) A child has been identified as having a delay in speech language, communication and/or developmental skills at the 2-2.5yr old health check
- viii) A child (under 16) who is the victim or perpetrator of abuse (this can be controlling, coercive, threatening behaviour, violence or abuse) against another family member

Significant & Sustained Outcome

- i) & ii) The family has stepped down from the higher level of need and plan, and has closed to relevant lead professional, and has had no rereferrals which have resulted in support from children's services for at least 6 months.
- iii) The child is enrolled into an early years setting and is attending regularly.
- iv) A young carer who has engaged with support and evidenced significant and sustained improvement in their resilience and ability to cope (as measured via Shooting Star quiz or equivalent)
- v) By the end of Yr1 the child's EYFSP score is no longer of concern
- vi) The number of times the child has been reported missing over a six month period has been reduced by at least 60% compared to the previous six months
- vi) Intervention has resulted in the young person being assessed as having a reduced risk category within their SERAF and the lead (or other) professional is confident the risk category will not re-escalate.
- vii) Significant and sustained improvement evidenced against the concerns highlighted within the 2-2.5yr old health check.
- viii) Sustained engagement with support available and significant improvement evidenced through a reduction in instances of abuse, over a six month period.

Employment and Financial Exclusion

Families can be nominated onto the programme under this criteria if the household meets one or more of the following criteria:

- i) An adult is in receipt of out of work benefits/an adult is claiming Universal Credit and is subject to work-related conditions⁴
- ii) A young person who is about to leave school, has no/few qualifications and no planned education, training or employment OR has left school and is not in education, training or employment
- iii) The family received a warning letter for breach of tenancy
- iv) The family member received a Notice of Seeking Possession (NOSP)
- v) The family member received an eviction order
- vi) The family member is 'at risk of homelessness' in accordance with the current legislative decision.
- vii) The family member has been served with a valid Section 21 notice (Housing Act 1988)
- viii) The family is in rent arrears and/or has unmanaged debts (for example credit card loans, school meals)

Employment Outcome

- i) The adult is in employment and has not been in receipt of out of work benefits for 13 weeks (Employment Support Allowance, Income Support, Incapacity Benefit, Carers Allowance or Disablement Allowance) or 26 weeks (JSA)
- i) The adult on Universal Credit has reached the Administrative Earnings Threshold (AET) continuously for 26 weeks out of the last 30 where they are required to look for employment (previously JSA); or continuously for 13 weeks for those not required to actively seek employment (previously ESA/IS etc).

Significant & Sustained Outcome

- i) & ii) The lead (or other) professional is able to evidence significant progress made and how changes are embedded to ensure progress to work will be continued by the family independently of support
AND at least one of the following:
 - o The family member positively engages with JCP/TFEA/other professional and makes significant progress towards being 'work ready' over a period of 6 months. Significant progress will depend on the starting point for the individual when coming onto the programme and may be evidenced using Outcome Star where applicable. It may include work to overcome barriers to work, work experience or volunteering, through to gaining employment.
OR
 - o The family member completes a work related qualification, and subsequently takes positive steps towards gaining employment.
OR
 - o The family member identifies and enrolls in higher or further education and maintains attendance on the course for a minimum of one term.
OR
 - o The family member is no longer classified as NEET, and maintains this status for a minimum of 3 months
- iii) The family has complied with the tenancy conditions and no further breach of tenancy has occurred for at least six months, or until the landlord is satisfied the family will not breach their tenancy again.
- iv) Eviction has been prevented and the family member has complied with the tenancy conditions for at least six months
- v) & vi) The family member has secured accommodation and is no longer 'at risk of homelessness' and the housing officer/other professional believe there is a reasonable prospect of this being available⁵ for at least 6 months

⁴ If a family has 'regressed' in relation to the employment criteria as a result of Covid-19; if the Family member is temporarily out of work due to Covid 19 and will be work ready when the crisis subsides, this is the applicable outcome for the family and does not require a new period of support work to commence.

- vii) Section 21 has been revoked and the lead (or other) professional is confident that the tenancy is now secure. OR family were able to secure alternative accommodation and the housing officer/other professional believe there is a reasonable prospect of this being available¹ for at least 6 months
- viii) The lead (or other) professional is able to evidence significant progress made and how changes are embedded to ensure money management/budgeting will continue by the family independently of support.
- AND EITHER:
- Debt is cleared
 - OR at least 2 of the following has been achieved:
 - The family acknowledge/recognise the full extent of their debt (if not previously done so)
 - The family engage with debt support independently of the lead professional
 - There is evidence that the family have increased income/reduced expenditure to help to address debt
 - The family commits to and adheres to a debt management plan for a minimum period of 3 months
 - Debts are significantly reduced and the lead (or other) professional can provide evidence that they are confident the family can maintain the positive progress made.

⁵ The term 'being available' is as per the Homelessness Reduction Act 2017 definition

Domestic Violence and Abuse (including violence against women and girls)

Families can be nominated onto the programme under this criteria if the household meets one or more of the following criteria:

- i) A young person (aged 16-18) or adult known to local services (police or other professionals) as having experienced domestic violence or abuse in the last 12 months
- ii) A young person (aged 16-18) or adult known to the police as having perpetrated an incident of domestic violence or abuse in the last 12 months
- iii) The household has been subject to a police call out for a domestic incident in the last 12 months

Significant & Sustained Outcome

- i) A 60% reduction in known domestic violent or abuse incidents over a 6 month period compared to the previous 6 months is evidenced
- i) The lead (or other) professional involved is able to evidence significant and sustained progress over a 6 month period, evidence may include increased safety for the family (ie DASH scores), engagement with support services and evidence of advice/techniques being implemented, protective factors being taken by the family.
- ii) The lead (or other) professional involved is able to evidence significant positive changes and the perpetrator has engaged in support (this may include completion of a perpetrators intervention programme or equivalent)
- iii) A 60% reduction in recorded/known domestic or abuse incidents over a 6 month period compared to the previous 6 months.

Health

Families can be nominated onto the programme under this criteria if any member(s) within the household⁶ meet one or more of the following criteria:

- i) An adult with mental health problems who has parenting responsibilities or a child with mental health problems
- ii) An adult with parenting responsibilities, or a child, who is deemed to need support in relation to their alcohol consumption or drug use.
- iii) A child or an adult is affected by excess weight (overweight, obesity)
- iv) A child or an adult is affected by malnutrition
- v) A new mother or partner who has a mental health or substance misuse or other health factor associated with needing additional parenting support.
- vi) Adult with parenting responsibilities or child, nominated by health professionals, who require additional support in relation to any other health problem of equivalent concern

Significant & Sustained Outcome

At the point of closure (following a minimum of six months support work) the family should all be registered with relevant GP and children should be registered and have attended the dentist (if identified that this has not been the case prior to nomination)

AND

the family member(s) have significantly improved their ability to manage their health condition since the point of nomination onto the programme, this will vary but may include:

- Family member(s) attending relevant appointments and/or taking the most appropriate medication as prescribed (if this were not the case at the point of nomination)
- Improved recognition of symptoms, and ability to seek help independently (i, ii, v, vi)
- Undertaking relevant household/lifestyle changes to improve health/wellbeing (all criteria)
- Evidence within Outcome Star (or equivalent measure) of improved physical health/wellbeing (all criteria)
- Family members achieve a healthy BMI/significant progress towards a healthy weight and the lead professional is confident necessary lifestyle changes to maintain progress can be maintained independently by the family (iii, iv)
- Positive engagement with counselling/drug/alcohol services or other professional support and evidence from the lead professional/other key worker that techniques have had a positive impact at home/school/work (all criteria).
- Positive engagement with appropriate new parent support, and lead (or other) professional evidence that advice has been implemented within the household (v, vi).

⁶ As per the 2020 Financial framework, in relation to eligibility, an adult with parenting responsibilities may include expectant parents.

For families who have received support within the programme previously via the Early Help Hub, but for whom a claim has not been submitted previously due to the sustainment period not having been met – if the family have not been re-escalated to Children’s Services (either for targeted Early Help support or level 4 services) for a minimum of 12 months, then a sustained period will be assumed.