



# **Children, Young People and Families**

## **County Durham** **Family Outcome Framework**

Reviewed: March 2020

# Family Outcome Framework

## 1. The purpose of the Family Outcome Framework

This document is designed to act as a guide for frontline practitioners and managers across the County Durham Partnership to help demonstrate improved outcomes for families under Phase 2 of the national Troubled Families programme, known in Durham as the Stronger Families programme.

It sets out an agreed approach to evidencing when a family has achieved **significant and sustained** progress, ensuring our work with children and families is focussed on achieving measurable outcomes. Those families where successful outcomes in all relevant themes are achieved will be 'turned around' as described by the national troubled families programme financial framework. This document sets out the agreed measures that can be drawn upon as evidence that the family has achieved significant and sustained improvements for particular issues.

The Family Outcome Framework helps drive forward an agenda of service transformation, based on early intervention and outcomes-focussed intervention (available on the [Durham DSCP website](#)).

The Family Outcome Framework provides a partnership-wide framework that detail:

- **Criteria** – The problems or issues that affect families with multiple and complex needs;
- **Outcomes** - Descriptions of the **significant and sustainable outcomes** that we want families to achieve.

## 2. Vision

The Family Outcome Framework contributes to the ambitions set out in the County Durham Vision by ensuring that all partners work together to create a coherent system of support to the whole family, at the earliest opportunity and enables every child, young person and family to have the same opportunity and chances in life to become strong, resilient individuals and families.

The framework should be used within the context of the [Partnership Approach to Early Help](#) which works towards meeting the needs of the most vulnerable, challenged and challenging families across County Durham. The framework also draws upon the priorities as described in the [County Durham Vision for 2035](#).

## 3. Identification of families and their needs

- Families to form the County Durham Stronger Families Programme cohort will be identified based on the completion of a whole family Single Assessment of need and in line with the Troubled Families eligibility criteria described within the 6 key headline problems as set out in the national financial framework (see figure 1 below);
- This framework should be applied to all families with complex and multiple needs. It is not just those families specifically identified and supported under the remit of the Stronger Families Programme (payment by results programme);

- As part of the whole family Single Assessment and planning process the Lead Worker and the Team around the Family (TAF) will work with the family to identify all issues which need to be addressed. This will form the basis of a single multi agency Family Plan aimed at addressing need and improving outcomes across a range of issues for the whole family. **In order to demonstrate that the family has achieved significant and sustained progress an outcome must be achieved for each headline problem present in the family.**
- The exception to this will be the automatic results claim for a successful continuous employment outcome (theme 4 outcome 1);
- Families will be identified under the Stronger Families Programme, where they **meet two or more of the six themes**. Relevant outcomes will be drawn from the Outcomes Framework and must form the outcomes against which significant and sustained progress will be judged;
- Where an additional headline problem or problems arise during the course of the intervention an outcome **must** also be achieved for these problems in order to demonstrate that the family has achieved significant and sustained progress

Figure 1: The 6 key headline problems



## 4. Evidencing Outcomes

- The Family Outcome Framework demonstrates commitment to a proportionate and rational approach to the results process that reflects **genuine improvement in the families' circumstances**.
- Evidence will be drawn from a range of valid and reliable assessment and distance travelled tools, as well as trusted data sources and Lead Workers records (Single Assessment Guidance and Practice Toolkit);
- The framework is based on a triangulation approach which aims to balance quantitative evidence of family outcomes with qualitative assessment of families when assessing if significant and sustained change has been achieved. For example, improvements may be apparent based on data sources but if the qualitative assessment and review shows that the family or the TAF judge that the issues are not addressed, and their wellbeing has not improved then this would not demonstrate significant or sustained change;
- The whole family assessment, family plan and TAF review will provide a core qualitative measure of change for all families that will assess the overall wellbeing of the family, as well as progress against each of the headline problems identified.
- The Lead Worker and the 'Team around the Family' will have a vital role in judging whether the family has reached significant and sustained progress;
- The framework sets out the core quantitative measures of significant and sustained change which will be used consistently as a minimum standard across County Durham;
- To evidence significant and sustainable progress, the family must achieve at least **one outcome in each of the themes which are relevant to the family**;
- The Lead Worker and the TAF must make a judgement that the improvements across the identified headline problems are significant and are likely to be sustained in the longer term and therefore the same intensity of support is no longer required and appropriate de-escalation can be applied;
- This is not just a tool to use for those families identified for the Stronger Families programme, but as part of the support being offered to all families in County Durham;
- On achievement of the relevant outcomes, the family would be deemed by the Lead Worker and Team around the Family as having made significant and sustainable progress and are 'turned around'.

## 5. Capturing Family Outcomes

- The measurement of results will be linked to case closure and/or step-down of a case to early help or universal services. On case closure / step-down, all Lead Workers will be requested by the Think Family Programme Team to provide **Family Outcome and Progress** information.
- The Family Outcome and Progress information will gather the outcomes of the intervention. Lead Workers **must** ensure that underlying evidence is available within case files and other records (as described within this framework), should the evidence be required for audit and other purposes.
- Managers must continue to ensure that they maintain an overview of cases, using relevant management checkpoints.
- The Programme Team will undertake a series of agreed quality assurance checks on declared outcomes to ensure that outcomes are reliable and accurate (for example, reviewing school census records regarding attendance, cross-check against youth crime data).

## Headline Problem 1: Parents and Children involved in Crime or Anti-Social Behaviour

### County Durham Priorities:

- Reduce anti-social behaviour
- Reduce re-offending

### Identified issues

1. Family member with a proven offence in the last 12 months<sup>1</sup>including under 18-year olds;
2. Family member has perpetrated at least one recorded ASB incident in the last 12 months and provides a professional with concern regarding escalation;
3. Family subject to ASB / Housing intervention within the last 12 months;
4. Families with an adult prisoner who is less than 12 months from his/her release date or is serving a community order / suspended sentence;
5. Family member that has been sentenced for 1 or more crime in the last 12 months and not subject to an order<sup>2</sup>
6. Family member that is at risk of becoming involved in crime and / or ASB

### Family Level - Significant and Sustained Outcomes

### Sources/Tools

The family must achieve at least **one** of the following 3 outcomes:

<p><b>1. Reduction in frequency and severity of offending.</b> This may include:</p> <ul style="list-style-type: none"> <li>• Successful completion of order and no further offences</li> <li>• Successful completion of licence conditions</li> <li>• 33% reduction in proven crime over 6 months<sup>3</sup></li> <li>• Completion of Checkpoint programme and no further offences</li> <li>• Completion of Restorative Approaches and no further offences</li> </ul>	<p>Careworks CDYOS PNC and Sleuth Durham Constabulary</p>
<p><b>2. Anti-Social Behaviour is reduced.</b> This may include:</p> <ul style="list-style-type: none"> <li>• Housing Enforcement Actions (e.g. warning letters) and/or eviction notice removed or suspended;</li> <li>• 60% reduction in recorded ASB incidents over 6 months<sup>4</sup></li> </ul>	<p>Orcuma First / Police call out data / ASB Team / Housing Providers / Lead Professional / TAF documentation / Case recording</p>
<p><b>3. Successful completion and no breach of licence conditions and / or community order, including alcohol and drug programmes</b></p>	<p>National Probation Service / CRC</p>

<sup>1</sup> This includes offences solved by Restorative Approaches

<sup>2</sup> This includes Conditional discharge, fixed penalty notice or ticket

<sup>3</sup> Mandatory outcome for issues 1, 2

<sup>4</sup> Mandatory outcome for issues 3, 4

## Headline Problem 2: Children who have not been attending school regularly

### County Durham Priority

- Children and young people realise and maximise their potential

### Identified issues

#### Children who are subject to / have had:

1. Permanent exclusion;
2. 3 Fixed term exclusion across three consecutive terms<sup>5</sup>;
3. Attending Pupil Referral Unit due to previously being excluded from a school and / or as part of an intervention to improve school behaviour/attendance;
4. 10% unauthorised absences from school across the last three consecutive terms or there is evidence of a pattern of poor attendance <sup>6</sup>that provides an equivalent level of concern;
5. 'Missing' from education and are not on a school roll;
6. Attending Alternative Provision to address behavioural difficulties or patterns of poor behaviour which provides an equivalent level of concern

### Family Level - Significant and Sustained Outcomes

### Sources/Tools

The family must achieve the following outcome:

#### 1. Children receive suitable full-time education.

- All children in the household **must** achieve each of the following:
  - be on school roll or accessing appropriate full-time alternative provision;
  - attendance above 90% across 3 consecutive terms;
  - significant improvement to overall attendance rates (*applies to children which have an extremely low attendance rate that is below 30% attendance over the last 3 consecutive terms at the start of the intervention. Where this is the case, an improvement to 80% attendance over 3 terms is sufficient.*)
  - have fewer than 3 fixed term exclusions across 3 consecutive terms;
  - have no subsequent permanent exclusion(s) across 3 consecutive terms.

School Census / Synergy / Attendance Certificate / Lead Professional / TAF documentation / Case recording

<sup>5</sup> Alternatively, a primary school aged child with 5 days of exclusion, or any child with 10 days of fixed term exclusion <sup>6</sup> For example, authorised absence, late or missed sessions

**Headline Problem 3: Children who need help and / or protection, including those affected by poor relationships and conflict**

- County Durham Priorities:**
- Children and young people realise and maximise their potential
  - Children and young people make healthy choices and have the best start in life
  - A think family approach is embedded in our support for families

- Identified issues**
1. Children assessed as requiring additional help on or above step 3 of the Durham Staircase<sup>6</sup>
  2. Families that are identified by a professional as a concern and require additional help<sup>7</sup>
  3. Children who are identified by Health Visiting services for Universal Partnership Plus, including Vulnerable Parent Pathway
  4. Families where children under 5 are not taking-up the free entitlement to nursery education for 2-year olds.
  5. Families affected by poor family relationships and parenting capacity

Family Level - Significant and Sustained Outcomes	Sources/Tools
<b>The family must achieve one or more of the 9 following outcomes:</b>	
1. De-escalation of child protection or child in need plan and sustained for 6 months (Level 4/5 cases)	SSID (Single Assessment / Case recording) Home Environment Assessment Tool
2. Improvement in child’s development including physical, social and emotional development at case closure or de-escalation or to maintain a child’s development including physical social and emotional development for CYP with disabilities.	Lead Professional (LP) / Case recording / TAF documentation / ASQ Ages and Stages Questionnaire / Adolescent Wellbeing Scale / Social and Emotional Capability (SEC) outcome
3. Improvement in parental wellbeing, including reduced conflict at case closure or step-down	LP / Case recording / TAF documentation / Adult Wellbeing scale
4. Parents and children have improved family relationships at case closure or step-down	LP / TAF documentation/Case recording / TOPSE score / Strengths and Difficulties Questionnaire / Parenting Hassles questionnaire/ SEC outcome
5. Step-down of family plan with outcomes met and no referrals to statutory services for 6 months (Level 2/3 cases)	SSID / Synergy / Lead Professional / Case recording / TAF documentation/ Home Environment Assessment
6. Missing from home episodes cease for 6 months	LP / Case recording / TAF documentation / Missing from Home (MFH) records
7. Family member(s) are no longer at risk of sexual exploitation for 6 months	LP / Case recording / TAF documentation / DSCB Child Sexual Exploitation Risk Assessment Tool
8. Improvement in home environment including suitability and property condition	Abitras / LP / Case recording / TAF documentation/Police / Home Environment Assessment Tool
9. Reduced family conflict at case closure or step-down, including resolving separation or contact arrangements	LP / TAF documentation / Case recording

<sup>6</sup> This will include Looked After Children, those subject to Child Protection Plan, Children in Need and those eligible for Pre-Birth intervention

<sup>7</sup> This may include teenage parents, young carers, children that repeatedly go missing from home, adults/children at risk of sexual exploitation

**Headline Problem 4: Adults out of work or at risk of financial exclusion and young people at risk of worklessness**

**County Durham Priorities:**

- Competitive and successful people
- Children and young people realise and maximise their potential

**Identified issues**

1. Households which have an adult on DWP out of work benefit / claiming benefits;
2. Young people aged 16-18 who Not in Education, Employment or Training (NEET) or who are at risk of being NEET;
3. Family subject to unmanageable levels of household debt, risk of eviction, homelessness, financial exclusion and/or affected by welfare reform.

Family Level - Significant and Sustained Outcomes	Sources/Tools
The family must achieve at least <b>one</b> of the 3 following outcomes:	
<b>1. An adult or young person is in sustained employment for 13 weeks (or 26 weeks for JSA-type benefit claimants)<sup>8</sup></b>	DWP LMS / Off benefit check / TFEA database / Lead Professional / TAF documentation / Case recording
<b>2. An adult or young person has made progress to work. This may include one or more of the following:</b> <ul style="list-style-type: none"> <li>□ Post 16 education, employment or training destination for a minimum of 13 weeks <sup>9</sup></li> <li>• Enter work programme, ESF Provision or Youth Employment Initiative (YEI) for a minimum of 13 weeks</li> <li>• Work experience / volunteer programme, equating to 16 hours over a minimum of 4 weeks</li> <li>• Achievement of vocational / adult learning qualification(s)</li> <li>• Demonstration of improved readiness to work through work-based skills and engagement with JCP and other providers<sup>10</sup></li> </ul>	Adult Learning Service / Job Centre Plus / IYSS / DWP / TFEA database / Lead Professional / Case recording / TAF documentation
<b>3. Family has reduced debt and / or risk of financial exclusion at case closure / de-escalation. This may include:</b> <ul style="list-style-type: none"> <li>• Completion of repayment plan to end rent arrears / outstanding debts</li> <li>• Family finances are judged to be satisfactory</li> <li>• Debt management intervention (e.g. welfare rights/Stonham/CAB)</li> <li>• Family successfully accommodated following a presentation as homeless or risk of eviction removed</li> <li>• Evidence of improved budgeting skills</li> <li>• Use of a Credit Union account</li> </ul>	TFEA database / Lead Professional / Case recording / TAF documentation / Revenue and Benefits / Housing Solutions / Housing Providers/Welfare Rights/Stonham / Home Environment Assessment Tool

<sup>8</sup> This includes move into self-employment. Please note that Working Tax Credit / Universal Credit may still be paid for those moving into low income employment.

<sup>9</sup> This may also include any family member that successful completes traineeship or apprenticeship programme(s) for a minimum of 13 weeks

<sup>10</sup> This may also include: updating of high-quality CV; enrolment in Universal Jobmatch; establishing a plan to seek employment (further details available from TF Employment Advisers)

## Headline Problem 5: Families affected by Domestic Violence and Abuse

### County Durham Priorities:

- Reduce anti-social behaviour
- Protect vulnerable people from harm
- Reduce re-offending

### Identified issues

1. Family subject to a Police call out for at least one domestic abuse incident in the last 12 months;
2. Family are known to local services as having perpetrated or having been a victim of domestic violence or abuse in the last 12 months;
3. Family which self-report domestic violence or abuse in last 12 months;
4. Families perpetrating 3 or more domestic violence recorded incidents within the last 6 months or where there is a high-risk incident as identified by MARAC procedures.

### Family Level - Significant and Sustained Outcomes

### Sources/Tools

The family must achieve the following outcome:

1. **Families are free from violence or families experience significant reduction in incidents.** This may include children and families that are step-down, together with:
  - Absence of recorded and reported domestic abuse incidents for 6 months
  - Improved safety and reduced risk across family members
  - Improved mental health and well-being of victim / perpetrator (adults and children)
  - Risk of eviction removed following enforcement actions
  - Family successfully accommodated following presentation as homeless due to fleeing domestic abuse
  - Safety adaptations made to property after perpetrator has moved out (e.g. Remain Safe)

DASH Risk Assessment Checklist / Harbour / PNC / Lead Professional / Case recording / TAF documentation / Adult / Adolescent Wellbeing Scale / Social and Emotional Capability (SEC) outcome  
Housing Solutions / Abitras

## Headline Problem 6: Parents and Children with a range of health issues

### County Durham Priority

Children and young people make healthy choices and have the best start in life

#### Identified issues

1. Family member with mental health problems;
2. Family member with a drug or alcohol problem(s);
3. Family member with physical health/disability/developmental problem(s);
4. Family member who is known to health professionals as having any mental and physical health concern which result in problems such as unhealthy weight, type 2 diabetes, dental decay, and speech and language needs;
5. Children and young people at risk of teenage conception and sexual health concerns;
6. Non take-up of child immunisation programme.

#### Family Level - Significant and Sustained Outcomes

#### Sources/Tools

The family must achieve at least **one** of the following outcomes:

<p><b>1. Improvement and management of a mental health condition at case closure / de-escalation or Theseus / CAMHS / Adult MH team / Adult / maintain support to manage a mental health condition for CYP and their families who are open Adolescent wellbeing scale / Edinburgh to a disability social care team.</b> postnatal depression scale/ Lead Professional <b>This may include:</b> / Case recording / TAF documentation / Self-</p> <ol style="list-style-type: none"> <li>a. Improvement in self-reported emotional and physical well-being reported / Home Environment Assessment</li> <li>b. Reduction in Edinburgh postnatal depression score to below 12</li> <li>c. Secured tenancy following hording intervention</li> </ol>	<p>DASH Risk Assessment Checklist / Harbour / PNC / Lead Professional / Case recording / TAF documentation / Adult / Adolescent Wellbeing Scale / Social and Emotional Capability (SEC) outcome Housing Solutions / Abitras</p>
<p><b>2. Improvement in family health at case closure / de-escalation or maintain family health for CYP with disabilities and their families who are open to a disability social care team.</b></p> <p>This may include:</p> <ul style="list-style-type: none"> <li>• Family member(s) demonstrate successful management of health condition(s) or development delay issue</li> <li>• Family member(s) achieve a healthy weight (BMI rate)</li> <li>• All children in the household receive age appropriate immunisations</li> <li>• All children and adults in household take up dentist services</li> <li>• All children and adult in household registered with General Practitioner (GP)</li> <li>• Family member(s) receives smoking cessation support, sets quit date and successfully quits smoking</li> <li>• Family member(s) receive age appropriate sexual health and contraception advice, have a contraception plan and demonstrate lower level of risk of unplanned conception</li> <li>• Family members are supported by the Relax Kids programme and achieve an increase in wellbeing scale.</li> </ul>	<p>Self-reported / Lead Professional / Case recording / TAF documentation / Relax Kids programme / Social and Emotional Capabilities outcomes</p>

<p><b>3. Children/Adult(s) successfully complete an intervention / treatment programme and demonstrates reduction in drug/alcohol misuse at case closure / de-escalation or as appropriate for CYP and their families who are open to a disability social care team.</b></p>	<p>(SEC outcomes)/ Adolescent wellbeing scale Health Visitor Case Records / Ages and Stages Questionnaire's (ASQ-3 or ASQ-SE)</p> <p>NDTMS / Theseus / Alcohol AUDIT Tool / Self reported / Lead Professional / Case recording / TAF documentation</p>
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# Children, Young People and Families

## County Durham Family Outcome Framework

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