

# TFU Update for the Children and Young People's Trust Partnership Board – November 2016

## Progress Update

### Attached families

Lancashire's target for 2016/17 is to attach 2,833 new families to the programme, in addition to the 1,470 from 2015/16, a cumulative 4,303 to be attached by 31<sup>st</sup> March 2017. As at 31<sup>st</sup> October 2016 a total of 3,058 families had been attached to the programme.

In order to attach families to the programme a number of requirements must be adhered to:

- 1) there must be clear evidence that a family has needs against 2 or more of the 6 criteria;
- 2) a full family assessment has taken place that considers the needs of all family members
- 3) a plan is put in place to address the needs identified, linked to the outcomes in the troubled families outcomes plan
- 4) there is an identified lead professional who coordinates the support delivered to the family.

Compliance checks audits are being undertaken to ensure that all attached cases meet the national requirements of the programme.

Additionally there are 713 additional families that have been identified as being TFU eligible through data matching, but are families that are not currently open to WPEHS or CSC. These cases at this stage cannot be attached to the programme as they are unlikely to meet all of the TFU requirements outlined above.

**If these cases were compliant our attachment numbers would increase to 3,771.**

This was raised at the LCYPTB in September with a request that partner agencies reviewed internal systems to identify possible cases that met the TFU criteria and that would be compliant. No response has been received from agencies.

The LCYPTB requested WPEHS to develop a multi-agency TFU delivery plan that detailed necessary actions that partner agencies needed to undertake in order to embed the TFU principles and strengthen our multi agency contribution towards achieving Lancashire's targets. This action plan was shared with partners asking for their response by the 28<sup>th</sup> October. To date no response has been received from partners.

### Progress to claims

Of the families attached to date, 861 of the families that met at least two of the criteria at attachment are now showing as having only 1 outstanding criteria, meaning they have demonstrated some level of progress but cannot yet progress to tracking towards a payment by result (PBR) claim.

Of this 861, the outstanding needs identified are:

Education	241
Worklessness	375
Children who need help (CSC)	149
Children who need help (WPEHS)	88
Domestic abuse	7
Crime/ASB	1

An audit exercise is being undertaken for those case open to WPEHS to identify when these cases are likely to be closed.

### **Payment by results**

Lancashire has been set an extremely challenging target of achieving payment by results claims on 1,320 families during 2016/17.

There are two possible means of making payment by results claims:

#### 1. Significant and Sustained Progress (SSP)

Data as of 31<sup>st</sup> October highlighted that 10 families had achieved significant and sustained progress and these cases are being checked for compliance with the national principles. 117 families were being tracked towards possible PBR claims due to successfully meeting the significant progress criteria within the outcomes plan. These families are now being tracked towards the sustained milestone. These cases can only be submitted for claim should there be clear evidence that there is significant and sustained progress in line with the outcomes within the authority's troubled families outcomes plan.

There is ongoing work with frontline practitioners and managers to maximise the evidence of progress being made against the 117 cases being tracked to confirm if these meet the TFU criteria and stand up to TFU audit scrutiny.

A significant barrier to achieving significant and sustained progress on attached cases is the 'sustained' period. For any case attached where there has been a child or young person with low school attendance, with exclusions or due to being subject to a CP plan. The outcomes plan put together for Lancashire outlines sustained progress as being deescalated off a CP plan for 12 months whilst the exclusions and attendance is based upon 3 consecutive terms of improvement. This means that any cases with CP, exclusions or attendance takes a minimum of 12 months to evidence sustained progress. Lancashire has a significant proportion of cases attached against these criteria.

**69% of Lancashire families currently attached to the programme have CP, exclusions or attendance identified as an issue at attachment and therefore will require 12 months of sustained progress from the point that the issue is "resolved".**

## 2. Continuous Employment (CE)

Adults that are supported off out of work benefits and into sustained employment automatically move to PBR status. Currently 366 cases are being tracked against this criteria, and work is being undertaken to identify evidence that the adult has come off benefits and into work. This is a challenge as this information is often not recorded on databases so written confirmation may need to be sought from lead professionals. Additionally, adults across Lancashire are being moved onto the Universal Credit benefit and we do not currently have access to data on this benefit. This means these are flagged as potential claims when the reality is that the adults have moved to a different benefit.

### **November Claims**

The intention is to submit 30 cases as PBR claims by the end of November that will be fully robust and would stand up to any scrutiny from the TFU given the likelihood of a visit following submission.

### **Current Activity being undertaken by WPEHS**

#### TFU Data Function

Additional data resource was recruited into post during September and this additional resource will be dedicated to increasing the numbers of families identified, in addition to coordinating audits and ensuring compliance. This function will also work with partners on data sharing, the development of performance reports and ensuring robust data quality.

#### Tracking Report

The TFU data function have also developed a report to support monitoring towards PBR claims. The report looks at families who no longer meet criteria and projects when claims are likely to be possible, should the positive outcomes be sustained. This report is in the testing phase and will be rolled out in early December.

A monthly update will be presented to WPEHS senior management outlining the current position in relation to progress to claims, the number of potential claims, cases attached by number of outstanding criteria etc.

#### TFU Resources for Practitioners

Examples of good compliant CAF assessments have been developed to support practitioners in ensuring assessments completed meet the TFU criteria. "Crib sheets" have also been developed that provide examples of phrases and sentences that can be used within assessments that demonstrates that the TFU criteria have been considered as part of the assessment process. These can be shared with partners to support their work in embedding the principles of the TFU programme across the county.

## Internal Audit

WPEHS have been undertaking work with LCC internal audit to develop a process for analysis and scrutiny of attached and PBR cases. A robust process has now been put in place to ensure claims submitted are legitimate and clearly meet the requirements of the DCLG.

Internal audit are required to audit a minimum of 10% of all PBR claims submitted.

## **Current TFU Risks and Challenges**

<b>Risks</b>	<b>Measures</b>
Multi-agency partner engagement with TFU principles	<ul style="list-style-type: none"><li>• Agencies delivering an Early Help offer have a responsibility to evidence outcomes achieved. Lancashire's multi-agency Early Help offer has been built on the principles of the TFU but partners are not in a position to be able to evidence how this is being delivered.</li><li>• A TFU Delivery plan has been developed and circulated to all members of the CYP Trust Board in order to identify how their agency is embedding the TFU principles in the work they undertake with families. (No response to date)</li><li>• Monitoring and reporting arrangements have been agreed with Health Visitors in support of the TFU criteria including embedding CAF and in working practice and acting in a LP role.</li></ul>
Inability to meet attachment targets	<ul style="list-style-type: none"><li>• WPEH to continue to analyse data to identify families that meet the TFU criteria</li><li>• Partner agencies need to identify LP for those cases identified through analysis of their data and all TFU principles embedded</li></ul>
Inability to meet the Payment by results numbers	<ul style="list-style-type: none"><li>• National TFU team have been informed of 320 predicted cases which we can progress to PBR by March 2017.</li><li>• Ongoing work to maximise compliant claims with WPEH frontline staff.</li><li>• Partner agencies not yet confirmed how they can contribute evidence to increase PBR claims</li></ul>
Lack of digital solution to collate and evidence TFU outcomes	<ul style="list-style-type: none"><li>• WPEH are continuing to work with BTLS to implement the Liquid Logic Early Help Module although the proposed timescale of 2018 will cause significant challenges</li></ul>

<b>Risks</b>	<b>Measures</b>
	<p>in our ability to respond to the demanding requirements of the TFU programme</p>
Spot checks from TFU	<ul style="list-style-type: none"> <li>• TFU have indicated they will instigate a "spot check" following our PBR submission</li> <li>• WPEH processes are robust in order to ensure only cases that will stand up to scrutiny are submitted as PBR claims</li> </ul>
WPEH capacity to work with families	<ul style="list-style-type: none"> <li>• WPEH has remodelled its case holding function. This has released capacity for WPEH practitioners to act as LP for step down cases from CSC and also referrals from other agencies.</li> <li>• WPEH managers are now making contact with partner agencies to identify cases that could be supported by WPEH</li> <li>• WPEH have recruited 2 coordinators to work in MASH to support step down and Early Help referral pathways.</li> </ul>
Practice Improvement Model	<p>CSC and WPEH are working closely to:</p> <ul style="list-style-type: none"> <li>○ improve support pathways for children, young people and families</li> <li>○ identify families that meet the TFU criteria</li> <li>○ contribute to reducing the demand on statutory services.</li> </ul>