Luton Early Help
Outcomes Plan
Purpose

The Luton Early Help Outcome Plan has been developed to evidence how we will measure and demonstrate significant and sustained progress with families eligible for support under the national Troubled Families (known as Stronger Families in Luton) Programme. This Outcome Plan supports a different approach to working with families and will secure savings to the public purse by reducing the need for reactive and specialist services and by reducing duplication across our local services. We will achieve this:

- By identifying a dedicated worker or agency to help the families to address the underlying problems as a whole, rather than individual services/agencies responding to the presenting problem of each family member;
- By working with the whole family in a way which recognises they interact and influence each other rather than viewing them as individuals with a problem;
- By developing a relationship with the family, being persistent and building trust with them in order to challenge them to make the changes they need to, step by step;
- And, where necessary, drawing in specialist services in a sequenced way at the right time for the family rather than services being available on the basis of meeting thresholds and availability.

This Outcome Plan sets out an agreed approach to evidencing when a family has achieved significant and sustained progress. Those families where successful outcomes are demonstrated will attract ‘payment by results’ (PbR), under the terms of the Troubled Families Financial Plan. This Plan sets out the agreed measures which can be drawn upon as evidence where the family has achieved significant and sustained improvements against particular complexities.

This Outcomes plan has been developed in line with the Luton Investment Framework (LIF) supporting its strategic priorities and key areas of focus as follows:

1. building economic growth and prosperity
2. enhancing skills and education
3. improving health and wellbeing
Identifying Families

- Families requiring support from the Early Help & Advice Hub will be identified following receipt of a signed Early Help Assessment. NB. Signed Early Help Assessments should be submitted for all families with complex and multiple needs requiring support at Levels 2 or 3 in line with the Luton Thresholds Framework or as a Step Down referral from LBC Specialist Family Support teams.

- Families will be identified for inclusion in the Luton SF Programme in line with the national Troubled Families eligibility criteria described at Figure 1 below. Families must be experiencing at least 2 out of the 6 headline areas shown.

- As part of the whole family assessment and planning process, the key worker or Lead Professional will work with the family to identify all complexities which need to be addressed. This will form the basis of a single multi agency Family Plan.

- 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 payment by results claim for a successful continuous employment outcome.

- Families identified at a Universal level experiencing at least two headline complexities can be supported under the Luton Stronger Families Programme. A whole family assessment must be completed supported by a whole family plan.

Six key headline areas - Figure 1

Families are eligible for support under the Stronger Families Programme if they are experiencing 2 or more of these headline areas:

- Parents and young people involved in crime or antisocial behaviour
- Children who have not been attending school regularly
- Children who need help
- Adults out of work or at risk of financial exclusion, and young people at high risk of worklessness
- Families affected by domestic violence or abuse
- Parents and children with a range of health problems
Evidencing Outcomes

- Evidence will be drawn from a range of valid and reliable assessment tools as well as trusted data sources and key worker or other professional records;
- The whole family assessment, family plan and case closure summary together with relevant assessment tools will provide a core qualitative measure of change for all families and should clearly demonstrate progress against each of the headline problems identified;
- To evidence significant and sustainable progress, the family must achieve at least one outcome in each of the themes relevant to the family at the point of assessment with the family;
- The Key worker or EHC must make a judgement that the improvements across the identified problem areas are significant and are likely to be sustained in the longer term and therefore the same intensity of support is no longer required and the case closure process can be implemented;

### Headline Problem 1 - Parents and young people involved in crime or antisocial behaviour

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Data Source</th>
<th>Significant Progress</th>
<th>Sustained Progress (Payment by Results)</th>
</tr>
</thead>
</table>
| 1a. A child who has a proven offence in the previous 12 months or an under 18 with an arrest without conviction. *(This includes offences solved by Restorative Approaches or where a formal outcome is given, either in or out of court)* | • Bedfordshire Police Service  
• Luton Youth Offending Service  
• NB: Consider Regression on face value e.g. Incidents of DV but safety of family has improved(page 14 of the Financial Framework) | Positive engagement with YOS professional or other key worker and engagement with agreed activities | A reduction in offending rate by at least 33% for 6 months post case closure OR  
A reduction in the seriousness of offending for 6 months post case closure. |

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1b. Family member (over 18yrs) with a proven offence in the last 12 months

<table>
<thead>
<tr>
<th>Data Source</th>
<th>Positive engagement with key worker and completion of agreed activities</th>
<th>No proven offending in the last 6 months</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bedfordshire Police Data</td>
<td>EHM/Liquid Logic</td>
<td>NB: Consider Regression on face value e.g. Incidents of DV but safety of family has improved (page 14 of the Financial Framework)</td>
</tr>
</tbody>
</table>

1c. A case involving an adult or child as either a victim or perpetrator of anti-social behaviour is managed by the Priority Anti-Social Behaviour (ASB) Unit

<table>
<thead>
<tr>
<th>Data Source</th>
<th>A case is closed (in line with ASB Case Management Closure &amp; Outcomes Operational Guidance) because ASB has stopped OR because the ASB has reduced.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bedfordshire Police Service</td>
<td>Priority Anti-Social Behaviour Team Documentation /Flare</td>
</tr>
</tbody>
</table>

1d. An adult prisoner who is less than 12 months from his/her release date and who will have parenting responsibilities on release.

<table>
<thead>
<tr>
<th>Data Source</th>
<th>Adult prisoner being released from prison with positive engagement with a lead professional in the Probation service or other partner agency and completion of agreed activities.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police National Computer (PNC)</td>
<td>Probation Service</td>
</tr>
</tbody>
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### Headline Problem 2 - Children who have not been attending school regularly

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<thead>
<tr>
<th>Indicator</th>
<th>Data Source</th>
<th>Significant Progress</th>
<th>Sustained Progress</th>
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</thead>
<tbody>
<tr>
<td>2a. A child whose average attendance over the last three consecutive terms has not been regular (i.e. more than 10% unauthorised absence)</td>
<td>Capita</td>
<td>Census Data</td>
<td>Alternative Provision Roll</td>
</tr>
<tr>
<td>• Where the absence has not been explained by statutory exceptions (including authorisation for exceptional circumstances).</td>
<td>Children in the family registered and attending school /Education provision with engagement and intervention from a supporting professional.</td>
<td>Every child in the household has attended school including alternative learning provision, over three consecutive terms with no more than 10% unauthorised absence against expected timetable.</td>
<td></td>
</tr>
</tbody>
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2 This includes offences solved by Restorative Approaches or where a formal outcome is given, either in or out of court.
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<tbody>
<tr>
<td>• Where the level of absence – even where it is covered by statutory exceptions – is a cause for concern.</td>
<td></td>
<td>OR A child with a significant or complex disability, with related health needs, or a child with significant medical needs, increases school attendance by at least 5% over 3 consecutive terms or actively participates in an Education Package.</td>
</tr>
</tbody>
</table>
| 2b. A child makes significant progress towards improving their school attendance. | • Capita  
• Census Data  
• Supporting Professional documentation | A child, whose attendance was below 40% at the start of intervention by a supporting professional, achieves a 40 percentage points improvement over three consecutive terms. An increase in attendance of at least 40 percentage points must be shown, with all children in household reaching a minimum of at least 50% attendance. All outcomes are measured as an average over three consecutive terms. |
| 2c. A Secondary aged child who has received at least 3 fixed term exclusions in the last 3 consecutive terms or  
A Primary aged child who has received 2 fixed term exclusions in last 3 consecutive terms or  
A Primary aged child on a reduced Time Table for more than 2 weeks as a means to manage behaviour. | • Capita  
• Supporting Professional documentation | Children in the family registered and attending school/Education Provision with engagement and interventions to address behavioural issues from a supporting professional. No more than 1 fixed term exclusion in an academic year or Primary aged student return to a full- time Time Table. |
| 2d. A child who has been permanently excluded from school in the last 3 school terms. | • Capita  
• Supporting Professional documentation | Intervention by ACE/ALPS and managed move to new school/Education Provision with successful completion of 12 week trial period. | No more than 1 fixed term exclusion in an academic year. |
|---|---|---|---|
| 2e. A child who is in alternative education provision or a Primary Neighbourhood Provision for children with behavioural issues. | • Capita  
• Census  
• Ace/ALPS Pupil Roll | Appropriate intervention to reintegrate into main stream education | Remain in main stream education for at least 3 terms. |
| 2f. Pupils on the Elective Home Education Register who have a history of challenging behaviour and/or were previously open to Specialist Family Support teams. | • Access to Education team (Home Education Officer) | Family are able to demonstrate they are providing suitable home education to their children as assessed by Elective Home Education officer or child (ren) return to mainstream / Education Provision | Family demonstrates suitable level of Home Education or pupil returns to mainstream/alternative Education provision for 3 consecutive terms. |
| 2g. A child referred by education professionals as having school attendance problems of equivalent concern to the indicators above because s/he is not receiving a suitable full time education. | • EHM  
• Liquid Logic  
• Capita  
• Supporting Professional documentation | Family engagement with Professionals and school attendance improves to 90% or evidence of improved school attendance (distance travelled) or behaviour issues improved | No further referral to EH team or Specialist Family Support team within 6 months of case closure |
| 2h. A child who is neither registered at a school nor educated otherwise. | • CME Data base  
• Admissions data base | Child is registered and attending school or Home educated to a satisfactory standard | Child attends school/Education Provision or receives Home Education to a satisfactory standard for 3 |
### Headline Problem 3 - Children who need help: children of all ages who need help, are identified as in need or are subject to a Child Protection Plan

<table>
<thead>
<tr>
<th>Indicator</th>
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</tr>
</thead>
</table>
| 3a. A child who has been identified and assessed as needing early help including: | • EHM  
• Liquid Logic  
• Child View  
• CCM  
• Year Two Health / Progress Check Data | The engagement of a keyworker and opening of an EHA/whole family assessment for a child that is assessed and identified as needing help. Development of an action plan which captures issues identified during the combined two year health and social check conducted by Early Years professionals. Completion of any agreed activities. | Early Help referred case closed and there are no repeat referrals in the following 6 month period. |
|   • Those who do not take up 2 yr old funding (cross ref eligible lists and those using places). | | | |
|   • Children identified as having social, emotional and mental health problems. | | | |
|   • Children regularly reported as MFH | | | |
|   • Children who have not reached their expected developmental milestones at the 2 yr Health/progress check | | | |
|   • Children where there are concerns about their development which require clinical assessment | | | |
| 3b. Children identified as being in Need (CIN). | • Liquid Logic  
• EHM  
• CCM | The engagement of a key worker for a child assessed and identified as needing help. Completion of agreed activities. | No escalation for 6 months |
<table>
<thead>
<tr>
<th>3c. Children who are:</th>
<th>Liquid Logic</th>
<th>No further requirement to have a child(ren) looked after by LBC and the child(ren) are reunified with their family.</th>
<th>No repeat referral for statutory social care (SFS) in a 6 month period.</th>
</tr>
</thead>
</table>
| - subject to enquiry under Section 47 of the Children Act (1989)  
- subject to a Child Protection Plan  
- in Local Authority Care (LAC). |             |------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|

| 3d. Young person (aged 19 yrs & under) is an expectant parent or has parental responsibility for a child and is in need of additional support | Liquid Logic  
- EHM  
- IO  
- CCS (SystemOne) | Young parents (mothers and fathers) and their child/ren are enabled to fulfil their potential and fully participate in age appropriate education, training and community activities. | Family and professionals report evidence of safe care and supervision of child/ren, including positive engagement with an agreed support package from health and/or other relevant professionals.  
No further EHA/re referral for 6 months post case closure. |

| 3e. Risk’s to the safety and wellbeing of a child (ren) are identified and escalated appropriately in line with the LSCB Threshold Framework thereby ensuring identified risks to children are appropriately managed. | EHM  
- Liquid Logic | "This category will not be used as a Payment by Results indicator but to evidence appropriate action for a child" |

| 3f. Professional referral following concerns of ineffective parenting capacity, including maintenance of safe and suitable home conditions. | EHM  
- Liquid Logic  
- Range of evidenced based tools  
- CCS (SystemOne) | Parents/co parents and professionals report evidence of improvement in parenting capability. | Sustained progress in GCP scores over 3 month period AND/OR  
Safe at Home Assessment completed (where relevant) and all recommendations implemented AND/OR  
5 (meaningful) Flying Start contacts within 10 week period  
No further EHA/re referral for 6 months post case closure. |
<table>
<thead>
<tr>
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<th>Significant Progress</th>
<th>Sustained Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>4a. An adult in receipt of out of work benefits or An adult who is claiming Universal Credit and subject to work related conditions.</td>
<td>• DWP (CIS &amp; LMS) • DWP Data Matching Service • Work Services Platform for Universal Credit • Academy • Identification of adults and DWP markers set.</td>
<td>Identification of adults and DWP markers set.</td>
<td>13 weeks (or 26 weeks for JSA claimants) of consecutive employment Where UC applies - increase in take home pay (minimum AET)$^3$ and reduction in benefits over a 6 month period</td>
</tr>
<tr>
<td>4b. Individuals Not in Education, Employment or Training (NEET).</td>
<td>• IO • EHM • Liquid Logic</td>
<td>Positive engagement with key worker and compliance with agreed activities</td>
<td>An adult or over 16 (NEET) makes job ready progress to work. This may include one or more of the following: • Post 16 education, employment or training destination for a minimum of 13 weeks • Enters non-mandatory work programme, ESF Provision or Youth employment Initiative (YEI) for a minimum of 13 weeks • Work experience/volunteer programme equating to 8 AET</td>
</tr>
</tbody>
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$^3$ AET – Administrative Earnings Threshold set at £338 per month for a single person and £541 for a couple based on gross taxable pay.
| 4c. Parents and families nominated by professionals as being at significant risk of financial exclusion. This may include those with problematic/unmanageable levels and forms of debt and those with significant rent arrears. | • Academy  
• DWP (CIS & LMS & WSP)  
• EHM  
• Liquid Logic | Engagement of families with local services; Luton Access, TFEAs and completion of agreed activities. | Family entering and successfully maintaining a Debt Repayment Plan (rent arrears/council tax/utilities & other relevant services)/debt repayment plan for 13 weeks. Relevant benefits in payment. |
|---|---|---|---|
| 4d. Families at risk of financial exclusion due to low income, part time work or Zero hour contracts. | • Academy  
• DWP  
• EHM  
• Liquid Logic | Engagement with Luton Access Employment Adviser / TFEA / DWP Work coach OR other professional | Individuals are supported to move into more secure/better paid employment. |
4e. Families at risk of Homelessness

- Academy
- EHM
- Liquid Logic

Engagement of families with local services; and completion of agreed activities.

Securing and or, maintaining safe, suitable accommodation for at least 6 months. The accommodation is; affordable, adequately clean, dry, well maintained and is reasonable in comparison to general housing circumstances in the area (This could include resettlement Out of Borough due to ASB, DV, incidents of crime).

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<table>
<thead>
<tr>
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<th>Significant Progress</th>
<th>Sustained Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>5a. The household or a family member has been subject to a Police call out for at least one domestic violence incident in the last 12 months</td>
<td>Bedfordshire Police, EHM, Liquid Logic Case Closure, MARAC</td>
<td>Reduction in domestic abuse within the family at case closure/de escalation. Family successfully accommodated following presentation as homeless due to fleeing domestic abuse</td>
<td>No further recorded incidents of domestic violence recorded at home address for 6 months;</td>
</tr>
<tr>
<td>5b. A young person or adult known to local services who has experienced, is currently experiencing or is at risk of experiencing domestic violence or abuse</td>
<td>Safety adaptations made to property after perpetrator has moved out</td>
<td>Engagement with key worker and completion of agreed activities.</td>
<td>Domestic Abuse – there has been a 90% reduction in reported DA/DV incidents for victims (both adults and young people)</td>
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<tr>
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</tr>
</tbody>
</table>
| • Liquid Logic  
• Bedfordshire Police  
• EHM  
• YOS  
• CCS (SystemOne) | 5c. A young person or adult who is known to local services as having perpetrated an incident of domestic violence or abuse in the last 12 months | Engagement with MARAC, IDVA, YOS or other lead professional and completion of any agreed activities. | No further DA/DV incidents/callouts within the last 6 months by the perpetrator |
| • Liquid Logic  
• Bedfordshire Police  
• EHM  
• MARAC  
• YOS  
• CCS (SystemOne) | 5d. A child experiencing regular, poorly resolved conflict between parents and co parents | Parents/co parents and professionals report evidence of improved relationship quality and reduction in conflict through completion of agreed activities on Family Plan. | Separation and/or contact issues resolved or interim agreements reached and sustained for at least 12 weeks. |
| • EHM  
• Liquid Logic | 5e. A child is a perpetrator of violence and/or abuse towards parents and other family members. | Engagement with lead professional/key worker as part of allocated EHA and completion of agreed activities on Family Plan. | No re-opening of EHA/re-referral for 6 months. |
| • Bedfordshire Police  
• Liquid Logic  
• EHM  
• Childview | | | |
### Headline Problem Area 6: Parents and children with a range of health problems

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Data Source</th>
<th>Significant Progress</th>
<th>Sustained Progress</th>
</tr>
</thead>
</table>
| 6a. An adult with mental health problems who has parenting responsibilities or a child with mental health problems (including conduct disorders) | • EHM  
• Liquid Logic  
• Range of evidence based tools  
• CCS (SystemOne) | Mental Health – the adult or child is receiving appropriate support and their mental health problems have stabilised and parenting capability has improved. | Engagement with support activities/intervention sustained for 3 months (or as required dependant on the intervention).  
No re-referral for 6 months |
| 6b. An adult with parenting responsibilities or a child with a drug or alcohol problem | • EHM  
• Liquid Logic  
• CCM  
• CCS | Drug/alcohol misuse – the adult or child receives appropriate support for their drug/alcohol problem and where appropriate parenting capabilities have been improved over a 6 month period | No re-opening of EHA/re-referral for 6 months |
<table>
<thead>
<tr>
<th>6c. A new mother or mother to be who has a mental health or substance misuse problem and other health factors associated with poor parenting. This could include mothers who are receiving a Universal Partnership Plus Service.</th>
<th>CCS</th>
<th>New mother/mother to be is receiving appropriate support for their mental health, substance misuse and other health factors and parenting capabilities are satisfactory.</th>
<th>Engagement with support activities sustained for 6 months (or as required dependant on the intervention). No re-opening of EHA/re-referrals for 6 months.</th>
</tr>
</thead>
</table>
| 6d. An adult with parenting responsibilities or children who are nominated by health professionals as having any mental and physical health problems of equivalent concern to indicators above. This may include unhealthy behaviours, resulting in problems like obesity, malnutrition or diabetes | CCS, CCM, Liquid Logic, EHM | Parent takes responsibility for managing their family’s health demonstrated by using all or some of the following measures when applicable at point of case closure:  
• A care plan or self-care strategy in place where there wasn’t one before, at the end of intervention.  
• All children in the household have received age appropriate vaccinations, by the end of intervention.  
• Take up of dentist services (registration with a dentist, with a check-up for each child or adult in the) by end of intervention. | No re-opening of EHA/re-referrals for 6 months. |
<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Completion of Starting Solids workshop</td>
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<tr>
<td></td>
<td>• Completion of HENRY Programme</td>
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<tr>
<td></td>
<td>• Successful referral to and engagement with any other appropriate organisation</td>
</tr>
</tbody>
</table>