

Family Keywork in East Sussex

Update: September 2014

For more information about any of the items below or to be added to the circulation list, please email Family.Keywork@eastsussex.gov.uk or call 01273 335966.

You can also follow us on Twitter @FamilyKeywork

Family Keywork in East Sussex is a multi-agency approach to improving outcomes for families identified as at risk of requiring repeated interventions or sanctions. It aims to provide earlier, coordinated and more effective support to whole families whilst reducing the long-term costs to local services. Family Keyworkers work in partnership with the family for an extended period of time, identifying strengths and issues, agreeing priorities for change and offering both support and challenge. Family Keywork is part of THRIVE and is a top priority for the East Sussex Strategic Partnership.

Alongside this, the Government's 3-year Troubled Families programme offers Attachment Fees and Payment-by-Results for local authorities that can turn around families in which members are involved in crime and anti-social behaviour, are unemployed and / or missing education. In East Sussex, we are using this funding to pump-prime our local services to embed Family Keywork.

Troubled Families programme update

As part of the national Troubled Families programme running from 2012-15, East Sussex has a target of engaging and achieving specific outcomes for 1015 families by April 2015. So far we have worked with 1023 families, meaning we have surpassed our engagement target.

The focus now is upon achieving the positive outcomes required by the programme; that is, reducing youth crime and antisocial behaviour, getting children back into school and adults into work. To date we have been able to claim positive results for 390 families, in particular where children are back in school and levels of crime and anti-social behaviour are down. We expect to increase this number significantly when we make our next set of claims in October. We are aiming to submit results to bring us up to at least 65% of our target number in October, which would guarantee entry to the new Troubled Families programme as an 'early starter'.

We are currently visiting keywork teams to ensure that every keyworker understands their part in helping East Sussex achieve our Payment by Results target. To book a visit, please email Family.Keywork@eastsussex.gov.uk.

The new Troubled Families programme is due to be rolled out nationwide from April 2015. The eligibility criteria for including families are much broader than in the current programme, meaning we will be able to extend support to a larger number of families. There will continue to be a significant element of Payment by Results.

THRIVE conferences in November

This year we have decided to combine the Keyworker Networking event with THRIVE conferences. This will enable colleagues from Early Help and Social Care services to come together in the morning, followed by a choice of afternoon workshops and an opportunity to meet other support providers in a lunchtime marketplace. The dates are as follows:

- Thursday 6th November – The Eastbourne Centre
- Tuesday 11th November – Wellshurst
- Tuesday 18th November – Bannatyne's Hotel, Hastings

Places will be limited so to book a place, please email Organisational.Development@eastsussex.gov.uk with your preferred date.

Family Keywork Employment Advisors

A reminder that we have two full-time Employment Advisors seconded to the Family Keywork programme; Jackie Bromfield (west of the county) and Charmaine Hill (east of the county) can offer advice and support to families to help overcome barriers to employment. Different types of support include:

- Visiting families alongside keyworkers, working on a case by case basis to provide individualised support
- Using the 'Better Off Calculator' to help families see if they would be better off financially in work, and to help work out entitlement to Tax Credits
- Advice regarding employment or self-employment
- Identifying work or volunteering placements
- Helping with CVs and interview preparation

Jackie can be contacted on 01323 464415 / 07557 158953 or email Jacqueline.Bromfield@eastsussex.gov.uk.
Charmaine can be contacted on 01424 726293 / 07778 133136 or email Charmaine.Hill@eastsussex.gov.uk.

Family Keywork film

A short film has been made exploring the experiences of four different families receiving keywork support. The film is available on DVD and can be used to encourage new families to take up the offer of keywork. Copies of the film will be sent shortly to all keywork managers for sharing with teams. Another short film is being made about the experiences of families using the support of the Employment Advisors. This will be available by Christmas.

Evaluation of the Family Keywork programme

An evaluation of our Family Keywork model is currently underway. Interviews with managers and the central team have taken place, and a workshop for keywork practitioners is taking place on the morning of 28th October. The evaluation team will also be meeting a number of families during October. The evaluation is scheduled to conclude by the end of November 2014, with the findings used to help shape future plans for keywork service provision.

Online guidance for practitioners

Practitioners are reminded that the following guidance documents are available on czone to view:

- [Guide to Early Help](#)
- [Guide to Family Keywork provision](#)
- [Step Up, Step Down: joint working between Social Care and Early Help](#)

The Family Keywork Central Team and responsibilities

Becky Surman	Family Keywork Coordinator: leads the overall programme
Celia Wilson	Integrated Working Manager: leads on interagency impact monitoring, reporting and information sharing
Alastair Lee	Data and Information Manager: leads the data team on TF eligibility / results
Mark Woodgate	Practice Manager: supports the development of keywork practice
Karen Crouch	Project Officer: Troubled Families eligibility 'hotline', Small Grants Fund, Keywork Advisory Network, general project administration
Jan Walls	Project Officer: czone, Small Grants Fund, Keywork Advisory Network
Nathaniel Greer	Administration Assistant: general project administration