



**Families
First**

Early help, brighter futures

The new Supporting Families Outcomes Framework



Supporting Families – looking back



Troubled Families introduced in 2011 and provided a framework, using payment by results, to fund early help

Focus on three key areas – employment, offending and education attendance

From 2015, a new approach was introduced, but using wider set of indicators with a strong focus on multi-agency collaboration and whole family support identifying all problems – acting early to prevent issues escalating. All LAs set challenging targets for success, which Hertfordshire achieved.

The approach continued from 2020, but the programme name was changed to Supporting Families

From 3 October 2022, a new Supporting Families Outcomes Framework came into effect for early help

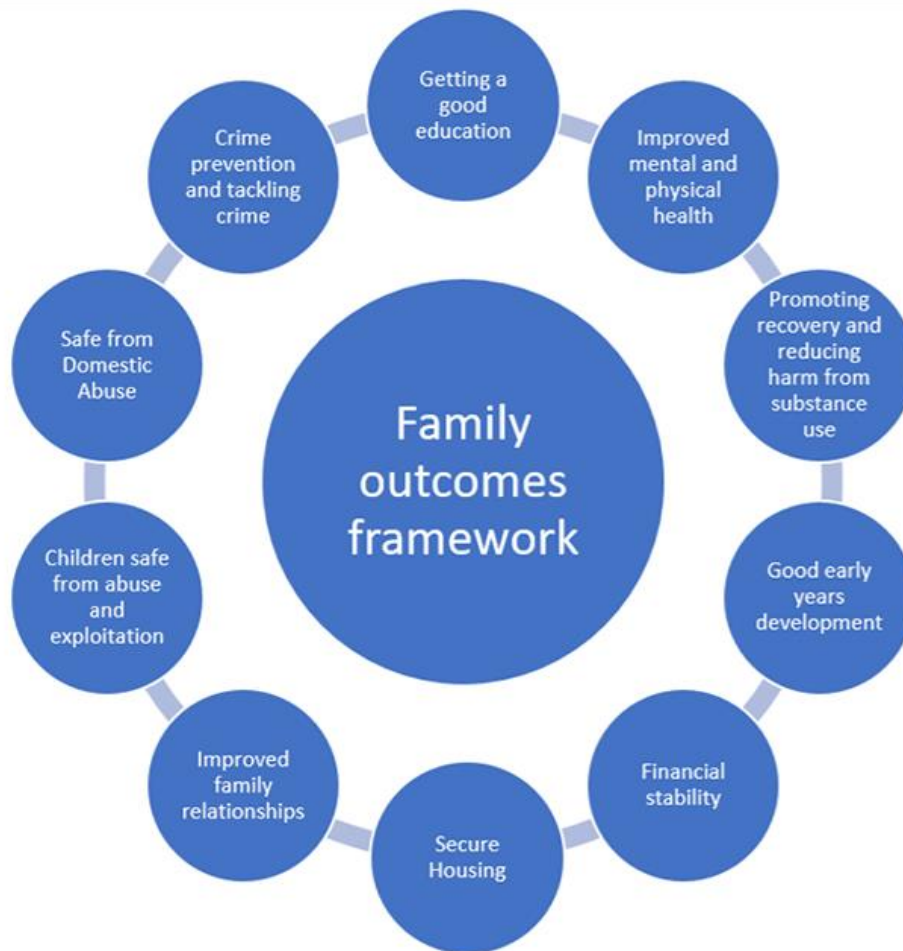


New headline indicators & what has changed



10 headline outcomes

- Pre-determined family needs and sub-outcomes – Success determined six months after case closure
- Consistent framework across England
- Removal of Continuous Employment as a payment by results indicator





The principles of the new framework



Supported through a whole family approach.

To qualify for a claim the family's needs must be from at least three headline indicators, all families must have been supported by a lead practitioner, there must have been a whole family assessment and an action plan to address all the problems faced by the family, and the family must have received relevant support.

Outcomes achieved against each and every identified family need.

For a successful claim, all identified family needs must evidence a positive outcome that is sustained for at least six months after closure. What qualifies as an outcome is set out in the National Supporting Families Outcome Framework.

The framework is detailed and can be found [here](#)



A minimum of three headline indicators



How this works in practice

e.g. A family may be identified for support as one child has low school attendance and there are Police reports of the same child going missing from home. Additionally, the parents are struggling to manage their finances. (3 out of 10 family needs (headline indicators) identified).

Further exploration finds that dad has unmet mental health needs and has a problem with the amount of alcohol he uses. (now 5 out of 10 family needs (headline indicators) identified).

However, if for example, a family require support with their finances, where there is also a child in the family who is NEET and an adult in the family who is workless, then the family will not be eligible if there are no other needs. This is because all three of these needs fall under the financial stability headline outcome.



Supporting Families & Families First



There are further requirements from Dept for Levelling Up, Housing & Communities on LAs to deliver the Supporting Families programme. These include:

- a self assessment of early help services (Early Help System Guide)
- **Data Governance**
- Working in partnership with local public services to agree how funding should be used to integrate and transform local public services to embed whole family working (this is our Families First model)



Getting a Good Education



Getting a Good Education

Family Need	Data Source	Outcome	Evidence
Average of less than 90% attendance (including authorised absence is optional) for 2 consecutive terms	Census, Live Data	Sustained good attendance	Average attendance 90% or above for every child in the family over 2 consecutive terms
Average of less than 50% attendance unauthorised and authorised for 2 consecutive terms	Census, Live Data	Sustained improvement from very poor attendance	At least a 30% improvement in attendance, with a minimum of 50% average attendance, over 2 consecutive terms
Not able to participate and engage with education – motivation, emotional regulation and behaviour difficulties, risk of, or subject to, exclusions, concerns around suitability of Elective Home Education, child is off-roll and not receiving an education otherwise, risk of NEET	Census, Live data, Strengths and Difficulties Questionnaire (SDQ) scores Information from practitioner assessments, contacts and referrals.	Improved engagement with education (e.g., pupils no longer on report, reduction/no detentions)	Validated outcome measure: Improved SDQ scores Fewer days lost to suspension and exclusion over 2 two consecutive terms (immediately preceding the claim), reduction threshold can be locally defined. Professional judgement - No further concerns about suitability of Elective Home Education Child who was off roll receiving a suitable education Practitioner assessed outcomes
Child's special educational needs not being met	SEND data, Education Health and Care (EHC) plan Information from practitioner assessments, contacts and referrals, including self-referral.	Family happy that special educational needs being met, and school/ early years settings are providing adequate support.	Child's needs have been appropriately assessed and suitable package of support is in place as per the SEND Code of Practice. Family engaging with package of support and has a trusted relationship with the team around the family (Supplementary)



Good Early Years Development



Good Early Years Development

Family Need	Data Source	Outcome	Evidence
Expectant or new parent/carers who require additional or specialist support (e.g., young parents, parents who have been in care, parents with learning needs)	GP, Dentist, Health Visitor, Midwife, Family Nurse Partnership, Health records Information from practitioner assessments, contacts and referrals, including self-referral.	Families are engaged with appropriate support that can be seen to be making a difference; capacity for positive, effective parenting increased and they are accessing and engaging with services	Completed evidence-based parenting course with evidence of parents/carers implementing those strategies and improved outcomes Practitioner and/or self-assessment – improved outcomes
Child's (0-5 yrs) physical health needs not met (e.g., immunisations not up to date, concerning accidental injuries, dental hygiene)	A&E records, GP, Dental, Midwife, Family Nurse Partnership, Health Visitor. Information from practitioner assessments, contacts and referrals, including self-referral	Child's physical health needs met, better awareness of home safety and accident prevention	A&E records, GP, Dental, Midwife, Family Nurse Partnership, Health Visitor Practitioner and/or self-assessment – improved outcomes
Child's (0-5 yrs) developmental needs not being met (e.g., communication skills/speech and language, problem-solving, school readiness, personal social and emotional development)	Early Language Identification Measure (ELIM) data, Ages and Stages Questionnaire (ASQ) SE, Ages and Stages Questionnaire (ASQ) 3. SDQ scores for 3+ Early Years Foundation Stage Profile – child not meeting development goals Not taking up two-year old entitlement or 3-4 year old universal early years entitlement Not attending 2-year Universal Health Visitor Review Information from practitioner assessments, contacts and referrals, including self-referral	Child's developmental needs are being met, allowing them to make progress at a pace that is suitable for them Child has the right support in place to make progress Children and young people with probable/confirmed prenatal alcohol exposure and significant physical, developmental or behavioural difficulties are referred for Foetal Alcohol Spectrum Disorder (FASD) assessment	Improvement in ELIM or ASQ scores if relevant SDQ scores (for 3+) Take up of two-year old or 3-4 year old entitlement, attending development check Practitioner assessment – improved outcomes, self-assessment (parent/carer) - improved outcomes



Improved Mental & Physical Health



Improved Mental and Physical Health

Family Need	Data Source	Outcome	Evidence
Baby / Child needs support with their mental health	Mental health service provider records	The baby / child's mental health and/or wellbeing has improved	Validated outcome measure* (should include a measure of parent-infant relationship, e.g., MORS).
	GP/ health visitor / other health data source	Family/parents/carers feel better equipped to manage the child's mental health and well-being	Diagnosis received, if relevant, and appropriate support in place
	Information from practitioner assessments, contacts and referrals, including self-referral	Early attachment relationships are improved / parents feel bonded to baby.	Child (and/or parent/carer) is engaging with, and benefitting from, appropriate support (e.g., from mental health teams) (Supplementary)
Adult needs support with their mental health	Mental health service provider records	The adult's mental health and/or wellbeing has improved	Validated outcome measure*
	GP/ other health data source	Family/parents/carers feel better equipped to manage the adult's mental health and well-being	Diagnosis received, if relevant, and appropriate support in place
	Information from practitioner assessments, contacts and referrals, including self-referral		Adult is engaging with, and benefitting from, appropriate support (e.g., from mental health teams) and adhering to medication regime (if relevant) (Supplementary)
Child and/or parent/carer require support with learning disabilities, neurodiverse conditions and/or physical health needs that affect the family (e.g., long-standing health conditions requiring management, physical disabilities requiring adaptations)	Health vulnerabilities data	Physical health needs are being well-managed, and family have sufficient / the right support in place	Necessary adaptations have been made/in place e.g., via home assessment
	GP/ other health data source e.g., Annual Health Checks for people age 14+ who have Learning Disabilities (link), the Health and Care for people with LD dataset.		
	Information from practitioner assessments, contacts and referrals, including self-referral		

* e.g., Improved SDQ scores, improvement on Short Warwick – Edinburgh Mental Wellbeing scale (SWEMWS) (11+), Generalised Anxiety, Assessment (GAD-7), The Revised Child Anxiety and Depression Scale (RCADS) (for children aged 8-18), Kessler psychological distress scale (K10) and Depression Anxiety Stress Scale (DASS)



Promoting Recovery and Reducing Harm from Substance Use



Promoting Recovery and Reducing Harm from Substance Use

Family Need	Data Source	Outcome	Evidence
An adult has a drug and/or alcohol problem	<p>Alcohol risk screening tools: AUDIT alcohol screening tool, AUDIT-C alcohol screening tool, ASSIST-Lite screening tool</p> <p>Clinical diagnostic tool for alcohol dependence: Severity of Alcohol Dependence Questionnaire (SADQ)</p> <p>Mental Health Data Set / Health provider records</p> <p>Information from practitioner assessments, contacts and referrals, including self-referral</p> <p>Police report</p>	<p>Adult reducing / abstaining from substance use (as measured by rescreening)</p> <p>And</p> <p>Adult better equipped to manage the substance use. Adult understands the risk / impact of the substance use on the family and children and is able to promote safety and implement actions to reduce harm.</p> <p>And</p> <p>Assessment undertaken with child/family to determine impact of substance misuse upon child and child is benefitting from appropriate support (e.g., whole-family substance misuse work, affected-by service, young carers service, appropriate therapeutic support)</p>	<p>Treatment Outcomes Profile (TOP)</p> <p>Improved scores on AUDIT, AUDIT-C, Severity of Alcohol Dependence Questionnaire (SDAQ), ASSIST-Lite.</p> <p>Adult engaging with appropriate level of support and completing specialist treatment</p> <p>Practitioner or self-assessed improved outcomes</p> <p>Adult engaged in evidence-based whole-family interventions with evidence of adult implementing those strategies and improved outcomes for children and the family (Supplementary)</p> <p>Improved score on child's Strengths and Difficulties Questionnaire, if in receipt of specialist 'affected-by' support (Supplementary)</p>



Promoting Recovery and Reducing Harm from Substance Use (2)



<p>A child or young person has a drug and/or alcohol problem</p>	<p>ASSIST-lite (18+), AUDIT and DAST-A (Drug Abuse Screening Test for Adolescents)</p> <p>CRAFFT, Mental Health Data Set / Health provider records</p> <p>Information from practitioner assessments, contacts and referrals, including self-referral</p>	<p>Child reducing / abstaining from substance use</p> <p>And</p> <p>Family / Child better equipped to manage the substance use and find alternative coping strategies, and understands risk / impact of substance use</p>	<p>CRAFFT, ASSIST-lite, AUDIT and DAST-A (Drug Abuse Screening Test for Adolescents)- improvements in scores</p> <p>Validated outcome measure e.g., SDQ scores</p> <p>Child engaging with, and benefitting from, appropriate level of support and completing specialist treatment, if necessary (Supplementary)</p> <p>Practitioner or self-assessed improved outcomes</p>
--	--	--	--



Improved Family Relationships



Improved Family Relationships

Family Need	Data Source	Outcome	Evidence
Parent / carers require parenting support	Information from practitioner assessments, contacts and referrals, including self-referrals.	Parent / carer demonstrates improved, positive parenting (e.g., improved parent / child interactions; positive attachment etc)	Completed evidence-based parenting course with evidence of parents implementing those strategies and improved outcomes Practitioner / self - assessed improved outcomes
Harmful levels of parental conflict i.e., when it is frequent, intense or poorly resolved	Police report Information from practitioner assessments, contacts and referrals, including self-referrals	No harmful parental conflict and improved family relationship Parents /carers understand the impact of the conflict on the children	Validated outcome measure e.g., Family relationship quality tool Completed relationships support (evidence-based where possible), evidence of parents/carers implementing those strategies and improved outcomes. Practitioner / self-assessed improved outcomes
Child / young person violent or abusive in the home (to parents/carers or siblings)	Police report Information from practitioner assessments, contacts and referrals, including self-referrals.	No harmful child to adult or sibling abuse. Child is better equipped to understand behaviours, develop coping mechanisms and self-manage. Parent/carers better equipped to manage child's behaviour and relationship improved	Child has received, and benefitted from, appropriate therapeutic support. Family successfully complete specialist child to parent abuse parenting course (or specialist course for children with SEND), and / or received therapeutic support, evidence of improved outcomes. Practitioner / self-assessed improved outcomes, Improved self-assessment.
Unsupported young carer or caring circumstances changed requiring additional support	Information from practitioner assessments, contacts and referrals, including self-referrals.	Unsupported young carer now supported, including with change in caring circumstances	Young Carers Assessment and relevant support in place Accessing targeted young carers support Regular respite support provided Practitioner / self-assessed improved outcomes.



Children safe from Abuse and Exploitation



Children Safe from Abuse and Exploitation

Family Need	Data Source	Outcome	Evidence
Emotional, physical, sexual abuse or neglect, historic or current, within the household	Open Early Help, CIN or CP plan Information from practitioner assessments, contacts and referrals	No longer abuse or neglect in the household Child / family has been supported following abuse/neglect and has strategies to manage going forward Children are in an emotionally and physically safe environment	Early help, CIN or CP plan closed and/or stepped down, Practitioner assessed – improved outcomes
Child going missing from home	Police report Information from practitioner assessments, contacts and referrals.	Child no longer going missing Child/family has been supported following missing episodes	No missing reports in month prior to closure and no re-referral into services 6 months following closure Practitioner assessed - improved outcomes
Child identified as at risk of, or experiencing, sexual exploitation	Police report Information from practitioner assessments, contacts and referrals.	Child not experiencing sexual exploitation AND Child has been supported following sexual exploitation Partners worked alongside child/family to manage risk of sexual exploitation	Practitioner and self-assessed – improved outcomes And No more police reports
Child identified as at risk of, or experiencing, criminal, or pre-criminal, exploitation (e.g., county lines)	Police report Information from practitioner assessments, contacts and referrals.	Child not experiencing criminal or pre-criminal exploitation AND Child has been supported following criminal exploitation Partners worked alongside child/family to manage/reduce risk of criminal exploitation	Practitioner and self-assessed - improved outcomes And No more police reports
Child identified as at risk of, or being affected by, radicalisation	Information from practitioner assessments, contacts and referrals.	Child not affected by radicalisation AND Child has engaged with, and benefitted from, relevant support Partners worked alongside child/family to manage or reduce risk	Practitioner and self-assessed - improved outcomes



Children safe from Abuse and Exploitation (2)



Child experiencing harm outside of the family (e.g., peer to peer abuse, bullying, online harassment, sexual harassment/offences)	Police report, School report Information from practitioner assessments, contacts and referrals.	Child no longer experiencing harm AND Child confident in reporting and being taken seriously Partners worked alongside child/family to develop strategies and support them to cope with, and respond to, abuse / harm outside of the home and to keep themselves safe.	Practitioner or self-assessed improved outcomes, closure of plan, no police or school reports
---	--	--	---



Crime prevention and tackling crime



Crime Prevention and Tackling Crime

Family Need	Data Source	Outcome	Evidence
Adult (18+) involved in crime and/or ASB (at least one: offence/arrest/named as a suspect/ASB incident) in the last 12 months	Police report, Probation data, multi-agency safeguarding panels Information from practitioner assessments, contacts and referrals, including self-referral	(7 or fewer incidents in 12 months) Adult no longer involved in crime Or (8 or more incidents in 12 months) Adult demonstrates at least a 50% reduction in incidents of crime	Where number of incidents* is 7 or fewer, the person must not have any offences, arrests, named suspect reports, or ASB for 6 months. Where number of incidents* is 8 or more, the person must demonstrate a reduction in the number of incidents (offences, arrests, named suspect reports, ASB,) of at least 50% which is sustained for a period of at least 6 months.
Young person (u18) at risk of crime – including gangs, serious violence and weapons carrying, or involved in harmful risk-taking behaviour	Multi-agency safeguarding panels, Asset Plus, Police data Self-report delinquency scale Information from practitioner assessments, contacts and referrals, including self-referral	Young person not involved in crime or anti-social behaviour. Young person supported to better manage risks of becoming involved with crime, through accessing relevant services and fully engaging in this process.	Young person must not have any offences, arrests, named suspect reports, or ASB for 6 months Engaging with and benefitting from relevant and appropriate services (e.g., VRUs, CAMHS, Education, AP, youth offending services) regularly and maintains positive behaviour (Supplementary)
Young person (u18) involved in crime and/or ASB (at least one offence/arrest/ named as a suspect/ASB incident) in the last 12 months	Multi-agency safeguarding panels, Asset Plus, Police data, Probation data Information from practitioner assessments, contacts and referrals, including self-referral	(4 or fewer incidents in 12 months) Young person no longer involved in crime Or (5 or more incidents in 12 months) Young person demonstrates at least a 50% reduction in incidents of crime provided none of these are a severe offence as defined by the list of severe offences. AND Young person supported to better manage risks of becoming further involved with crime, through accessing relevant services and fully engaging in this process.	Where number of incidents* is 4 or fewer, the young person must not have any offences, arrests, named suspect reports, or ASB for 6 months Where number of incidents* is 5 or more, the person must demonstrate a reduction in the number of incidents (offences, arrests, named suspect reports, ASB,) of at least 50% which is sustained for a period of at least 6 months. Engaging with and benefitting from relevant / appropriate services (e.g., VRUs, CAMHS, education, AP, probation, youth offending services) until problems have resolved/ solutions progressed (Supplementary)

*Consistent measure required i.e., if identifying on arrests, arrests must be measured for outcome



Safe from Domestic Abuse



Safe from Domestic Abuse

Family Need	Data Source	Outcome	Evidence
Family affected by domestic abuse or inter-personal violence and abuse - historic, recent, current or at risk (victim)	<p>Police data</p> <p>Notification via Operation Encompass (for affected children)</p> <p>Information from practitioner assessments, contacts and referrals, including self-referral</p>	<p>Domestic abuse has stopped</p> <p>Victim has a clear safety plan in place and knows how to seek help, victim feels safe at home</p> <p>AND</p> <p>Victim has received (or is receiving) appropriate support</p>	<p>No incidents of domestic abuse in the month prior to closure, and no referral into services for 6 months following closure</p> <p>AND (at least one of the below)</p> <p>Victim engaged with local multi-agency partnership arrangements</p> <p>Practitioner or self-assessment (e.g., DASH / reduction in risk tool)</p>
Adult in the family is a perpetrator of domestic abuse	<p>Police data</p> <p>Notification via Operation Encompass (for affected children)</p> <p>Information from practitioner assessments, contacts and referrals, including self-referral</p>	<p>Domestic abuse has stopped</p> <p>AND</p> <p>Perpetrator understands crime, and impact on the victim(s) (including children), and is engaging with perpetrator support</p>	<p>No incidents of domestic abuse in the month prior to closure, and no referral into services for 6 months following closure</p> <p>AND (at least one of the below)</p> <p>Where available, perpetrator engaged with specialist programmes</p> <p>Perpetrator engaged with local multi-agency partnership arrangements</p> <p>Practitioner or self-assessment (e.g., DASH / reduction in risk tool)</p>
Child currently or historically affected by domestic abuse	<p>Police data</p> <p>Notification via Operation Encompass (for affected children)</p> <p>Information from practitioner assessments, contacts and referrals, including self-referral</p>	<p>Domestic abuse has stopped</p> <p>Child feels safe at home</p> <p>AND</p> <p>Child has received appropriate support</p>	<p>No incidents of domestic abuse in the month prior to closure, and no referral into services for 6 months following closure</p> <p>AND (at least one of the below)</p> <p>Child engaged with specialist/ therapeutic support</p>



Safe from Domestic Abuse (2)



			Practitioner or self-assessment - (dash form, reduction of risk)
--	--	--	--



Secure Housing



Secure Housing

Family Need	Data Source	Outcome	Evidence
Families who are in local authority temporary accommodation and are at risk of losing this	Homelessness data Information from practitioner assessments, contacts and referrals, including self-referral	Family no longer at risk of losing temporary accommodation and have sustained temporary accommodation for 6 months or have moved into settled housing.	Confirmation from Homelessness Services of the outcomes. Tenancy agreement for long term suitable temporary accommodation or settled accommodation Practitioner assessment - improved outcomes
Families not in suitable, sustainable housing and/or threatened with eviction /at risk of homelessness	Homelessness data Information from practitioner assessments, contacts and referrals, including self-referral	Family no longer at risk of eviction* and/or in suitable and sustainable housing for 6 months <i>*Notice not served or withdrawn; or (for social housing tenants) have a suspended possession order and have sustained the accommodation for 6+ months</i>	Confirmation from Homelessness Services that no homelessness duty is owed; or from landlord (PRS/RP/LA) that notice withdrawn. Evidence of suitable alternative accommodation sourced: confirmation from Landlord (PRS/RP/LA) Practitioner assessment - improved outcomes
Young people aged 16/17 at risk of, or who have been, excluded from the family home	Homelessness data Identified via the CS front door e.g., MASH or Early Help Information from practitioner assessments, contacts and referrals, including self-referral	Young person no longer at risk of homelessness – remains with or is returned to family or wider family network with support available for 6 months	Practitioner assessment - improved outcomes



Financial stability



Financial Stability

Family Need	Data Source	Outcome	Evidence
Adult in the family is workless	<p>Universal Credit or legacy benefit, ADMS</p> <p>Information from practitioner assessments, contacts and referrals, including self-referral</p>	<p>Adult is in work</p> <p>Or</p> <p>Adult has made progress to work (e.g., gained a qualification, completed training, volunteering, is attending job interviews)</p>	<p>Universal Credit or legacy benefit data, ADMS</p> <p>Practitioner or self-assessed – adult has gained employment / made progress to work measured by Employment Advisor or keyworker (including use of DWP milestone plan)</p>
Family require support with their finances and / or have unmanageable debt (e.g., rent arrears)	<p>Housing benefit, registered social landlord data</p> <p>Crisis payments, benefit caps</p> <p>Information from practitioner assessments, contacts and referrals, including self-referral</p>	<p>Family feels able to manage their finances</p> <p>Debt is being managed or has been resolved</p>	<p>Debt repayment plan in place</p> <p>Reduction in debt</p> <p>Practitioner or self-assessment - improved outcome</p>
Young person is NEET	<p>NEET data, CCIS statutory dataset</p> <p>Information from practitioner assessments, contacts and referrals, including self-referral</p>	<p>Young person is in education, employment or training</p>	<p>Census / NEET data, CCIS statutory dataset</p> <p>Secure progression pathway in place</p> <p>Practitioner or self-assessment – confirms young person is in education, employment or training</p>