



## **BRIEFING NOTE**

**FOR: ELLESMERE PORT AREA PARTNERSHIP BOARD**

**DATE: THURSDAY 15 SEPTEMBER**

**RE: SUPPORTING FAMILIES WITH MULTIPLE NEEDS TOGETHER**

**From: CARLY BROWN, HEAD OF STRATEGIC SUPPORT**

### **1. Purpose of this briefing note**

This note provides background information and context for the session of the Area Partnership Board scheduled for 15 September 2011 which will focus on development work recently commissioned by the Board to improve partnership delivery with families with multiple needs.

The information provided here is designed to ensure partners are briefed about the work and clear about its importance to improving outcomes for families and individuals in Ellesmere Port and across Cheshire West and Chester.

Further detail about the work programme will be shared at the session of the Area Partnership Board in a power point presentation. This will then form the basis of a workshop designed to ensure full engagement and inclusion across the Area Partnership Board and in the local community.

### **2. National context - Local Integrated Services , Community Budgets & families with multiple needs**

Members of the Area Partnership Board will be aware that Ellesmere Port was selected by the Cabinet Office as one of only nine pilot areas in England to test a new approach to the delivery of 'Local Integrated Services'. This work has been identified as a key strand of the Coalition Government's approach to localism, devolution and the reform of public services. It has a strong emphasis on the role of local communities and strengthening accountability to a local area through the creation of new integrated delivery models which can pool a range of public service budgets and achieve better outcomes as a result.

In turn the Local Integrated Services (LIS) programme is part of a family of initiatives that form the national approach to 'Community Budgets' which are exploring how a range of public services can more effectively pool resources (not just money) to deliver better outcomes for a place (usually a Local Authority area) and the people who live within it. This is a development of work under the previous Government which was called 'Total Place'.

In addition to the nine LIS areas, there are currently sixteen national Community Budget pilots which have been asked to focus specifically on how public services can deliver more effectively for families with multiple needs, sometimes referred to as 'complex families'.

Members of the Board may have noted that as part of the national response to the riots in England this summer, the profile of work with families with multiple needs has risen significantly. Nationally this is a key part of a wider focus on what has been termed the 'Broken Britain' and 'Pathways to Poverty' agenda. This has been championed for some years by Iain Duncan Smith, now Secretary of State for Work and Pensions, who is playing a key role in the response to the riots. The presentation to the Area Partnership Board workshop will provide further detail about this.

The key issue at this stage for the Area Partnership Board is to recognise that the national emphasis on public services joining up to tackle the most seemingly intractable of social problems is growing in importance and urgency. As one of the national pilots of Local Integrated Service delivery, this places Ellesmere Port in the Spotlight nationally as one of the areas that is trying to find practical ways to make this a reality. In turn the role of the Area Partnership Board is critical as a local aspect of governance and support for this work.

### **3. Local context – supporting families with multiple needs**

Ensuring that there is an effective multi agency response to supporting families with multiple needs, particularly where there are potential safeguarding issues at stake, is a key issue for Cheshire West and Chester. A key principle behind this work is the delivery of effective multi agency early intervention and prevention to stem the flow of problems, placing greater emphasis on the wide range of causes of problems within families, which are often linked to poverty and deprivation.

In considering the approach to this work it makes sense to avoid unnecessary duplication by linking this development work to the focus on Local Integrated Services in Ellesmere Port. This would provide a supportive environment for this work and ensure it is tested in a priority area as an 'early adopter' of an improved way of commissioning and delivering with families with multiple needs.

This work with families will be cross cutting and aligned with the objectives of the LIS pilot. In dealing with families with multiple needs there will be a requirement to address many issues in partnership, including those identified previously as key priorities for the LIS pilot including personal debt, worklessness, teenage pregnancy, anti social behaviour and domestic abuse.

In practice, this means developing the Local Integrated Services model in way that places an initial focus on working in different ways with families with multiple needs. After a period of testing and evaluation, this will then enable the roll out of new approaches to working with families across the Borough, and will also enable the Local Integrated Services model to broaden its focus to other issues in Ellesmere Port.

Again, the role of the Area Partnership Board in providing local leadership and a key point of accountability will be a critical success factor.

In the Borough as a whole, this work on families with multiple needs and Local Integrated Services is being set alongside a wider programme of activity designed to strengthen the focus on integration. This includes influencing the use of European Social Fund for families with multiple needs by Welfare

to Work Providers, the potential roll out of the Ellesmere Port 'HEAT' model and looking at the potential for establishing real multi agency neighbourhood budgets in partnership with Whitehall in response to a recent Government announcement of this opportunity.

#### **4. The proposed development process**

Amion Consulting have been commissioned to support the development of the approach to this work. Amion have specific expertise in community budgets, integrated services, neighbourhood renewal, neighbourhood management and economic development.

A proposed process has been developed which will provide a practical route to testing new ways of working on the ground and evaluating their effectiveness. More detail of the approach will be explained in the presentation to the Area Partnership Board but in summary the approach consists of three key stages:-

- **Stage 1:** engaging stakeholders and making an assessment of how agencies support families with multiple needs now. The product of this stage is a business case for a new approach which will tackle the problems with the current approach and build on its strengths.
- **Stage 2:** Testing new ways of working with an identified cohort of families with multiple needs and evaluating effectiveness and impact on outcomes, service demand and budgets;
- **Stage 3:** Rolling the approach to working with families across the Borough and widening the scope of the Local Integrated Services in Ellesmere Port

It will be critical that the Area Partnership Board is fully engaged at every stage and can foster joint ownership of the work and unblock any local barriers to delivery, whilst signposting issues that need to be addressed centrally by the Council or by other agencies or possibly be central government.

#### **5. The Area Partnership Board workshop – 15 September**

The workshop has been designed to provide a 'walk through' of the background information, adding to what has been provided in this note. It will be an opportunity for members of the Board to engage in the rationale and detail of the proposed work and to generate ideas for how best the Area Partnership board can lead and support this work locally. It may also enable the identification of key issues and support needs for the Board and to understand the relationship between the role of the Board and central development and accountability arrangements for the work.

Ultimately, the desired outcome of the workshop is that the Board feel fully briefed and empowered to provide the direction and support that this work will undoubtedly need at a local level. This will enable the work to proceed at the pace and with the level of enthusiasm and energy required in work to reform delivery.

#### **6. Conclusion**

This note has provided a backdrop to the work involved in improving outcomes for families with complex needs and explained how this is designed to link directly with Local Integrated Services work at both national and local levels. It has made clear that this work is a growing priority for public services in the context of improving outcomes and reducing demand and costs of public services.

The workshop on 15 September will provide further background and detail and will begin the process of engaging the Area Partnership Board in the development and delivery process.

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