

Housing, Homelessness and Fair Work Committee

10.00am, Tuesday, 3 October 2023

Family and Household Support Service

Executive/routine
Wards

Executive
All

1. Recommendations

- 1.1 It is recommended that Committee:
 - 1.1.1 Note the content of this report;
 - 1.1.2 Agree that a Member briefing session on the work of the Family and Household Support Service be arranged; and
 - 1.1.3 Agree that a future report on performance be brought to the Committee annually.

Paul Lawrence

Executive Director of Place

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Family and Household Support Service

2. Executive Summary

- 2.1 This report responds to Councillors' Meagher and Parker's motion from the Housing, Homelessness and Fair Work Committee of 9 August 2023, requesting a report on the work of the Family and Household Support Service.

3. Background

- 3.1 The Family and Household Support Service (FHS) was created in 2016, bringing together staffing groups from the Community Safety, Family Solutions and Neighbourhood Support Services with the goal of offering flexible and person-centred support for citizens.
- 3.2 The purpose of the service is to promote the well-being of children, families, individuals and communities, with the objectives of:
- Focusing on preventative work to help break the cycle of deprivation and low aspiration;
 - Reducing incidences of homelessness, anti-social behaviour and eviction;
 - Reducing offending through early intervention;
 - Reducing expulsions from school;
 - Helping children live in safe and supportive families;
 - Ensuring vulnerable people are protected;
 - Working closely with individuals and communities to increase their participation;
 - Giving communities and households a voice and influence; and
 - Maximising limited resources by working collaboratively with all stakeholders.

4. Main report

Service Operating Model

- 4.1 FHS is part of the Homelessness and Household Support Service that transferred to the Place Directorate from Safer and Stronger Communities in 2022. Previously, this service reported to the Culture and Communities Committee.
- 4.2 One of the core strengths of aligning FHS with the wider Housing and Homelessness team was to encourage closer working between Housing Officers and the FHS team in order to support early and proactive interventions where possible.
- 4.3 FHS is registered with the Care Inspectorate as a registered housing support service, and all staff must all be registered with the Scottish Social Services Council as housing support workers.
- 4.4 FHS currently has 95 posts covering the four localities. This includes four Service Managers, 12 Team Leaders, 16 Senior Support Workers and 64 Housing Support Workers, split evenly across the four Localities.
- 4.5 All FHS services are delivered on a locality basis with teams based with neighbourhood offices, to ensure joint working and partner engagement is maximised. A locality duty team is available in each of these offices to ensure immediate access for anyone who requires support.
- 4.6 The service has a broad remit to work flexibly around the areas highlighted above and in addition has staff trained in mediation and parenting programmes to ensure that holistic support can be provided to service users.

Referral routes

- 4.7 The service receives referrals directly from households and all professionals e.g. housing officers, social workers and education services. The service operates dedicated contact methods where people can directly report anti-social behaviour and housing issues, with a large proportion of the service's housing support work coming from this route.
- 4.8 To assist in the provision of early intervention activity, FHS also receive referrals from both adult and children's social work services through forums such as the Vulnerable Adults Group chaired by Health and Social Care colleagues and the Early and Effective Intervention Group chaired by the Young People's Service.

Trauma informed practice

- 4.9 Adopting a trauma informed approach is a core strength of the FHS, with an ongoing training plan ensuring staff are practising trauma informed principles. This training is led by the Council's Trauma-Informed Lead Officer, and co-ordinated with the National Trauma Training Programme (NTTP). Team Leaders attend Scottish Trauma Informed Leaders Training (STILT) sessions where supervisors and managers explore how they can ensure that service delivery is Trauma Informed, and that staff are supported.

- 4.10 Each locality FHS team has Trauma Ambassadors identified to help promote and champion the trauma informed approach. These ambassadors attend 'Passionate About Trauma' national meetings, allowing frontline staff to learn new insights and approaches regarding Trauma Informed Practice, which they bring back to their respective teams.

Prevention and Early Intervention

- 4.11 An important aspect of the FHS is working with partner agencies to tackle antisocial behaviour. When an anti-social behaviour case is open to FHS, evidence is collected to attempt to corroborate the reported behaviour, including information from other residents and partner agencies. This will initially include information from Police Scotland's Local Partnership Officers to discuss individual cases and identify trends, risk factors and potential vulnerabilities of both alleged perpetrators of antisocial behaviour, and of residents making the complaints of anti-social behaviour. This is best demonstrated through the Stronger Edinburgh model.
- 4.12 The Stronger Edinburgh model was developed through the Edinburgh Community Safety Strategy, to tackle broad community safety issues including effective safeguarding, reducing vulnerability and embracing the concept of early intervention and prevention to create inclusive, empowered, resilient and safe communities. This ensures that vulnerabilities are identified at an early stage with both the person causing the anti-social behaviour and the person(s) being affected by the anti-social behaviour being holistically assessed for any support needs.
- 4.13 The model advocates for a single agency coordinated approach that embraces the 'Getting it Right for Everyone' principles - one child/adult, one plan and one lead agency, enabling escalation of concern where positive change to presenting behaviours or situations cannot be achieved in the first instance.
- 4.13 One of the greatest barriers to providing effective early intervention is having systems and processes in place that promote an entire work force's ability, across multiple council departments, to identify families and households in need at the first point of contact with any service area and providing a timely and coordinated response. Family and Household Support are in a unique position to offer and coordinate support where the remit/responsibility falls between services.
- 4.14 Often children and young people in need of support are identified by services after they have come to the attention of statutory services. This can result in families being less likely to receive the support they need when they need it, and the need for more significant intervention at a later stage increases, potentially leading to poorer longer-term outcomes and increased cost. FHS have identified a gap in service provision that supports early identification of children/young people who engage in antisocial behaviour within the local community.
- 4.15 FHS leads on a multiagency approach with colleagues from Police Scotland, Children's services, Education and Community based Services (local libraries and community centres), enabling the identification of children and young people that may be involved in offending before they come into conflict with the law and offering

a tiered approach to support. This Early Intervention approach maximises resources and offers more targeted interventions where appropriate and proportionate.

Keys and a kit – Group Programme to promote tenancy sustainment

- 4.16 'Keys and a kit' is a bespoke group work programme which was designed by FHS after the identification of patterns of need within the referrals being received, specifically in relation to tenants setting up a new tenancy after experiencing a period of homelessness, or unmet support needs leading to tenants being unable to sustain a tenancy and being at risk of homelessness.
- 4.17 The programme is designed to support households to work through a number of topics that would cover the areas required to successfully establish and maintain a home. These include sessions on understanding their tenancy agreement, being a good neighbour, finances and income maximisation, health and well-being and engaging with local community resources/supports.
- 4.18 The success of the programme rests on a multi-agency approach to identifying need, working closely with our colleagues from housing and homelessness and a focus on engaging households to participate prior to accessing a tenancy or as close to the entry date as possible. This decreases risk and promotes early help that households want to engage with.

'Playbase Programme'- Employability and Parenting Support

- 4.19 A great example of both the Prevention and Early Intervention activities that FHS deliver to households are reflected in our delivery of various evidence based, early intervention parenting programmes. FHS deliver programmes in a multiagency context which are offered to families once a need has been identified. These programmes include Triple P parenting programmes (6-16 years of age) and the incredible years programme (3-7 years of age).
- 4.20 The 'Playbase Programme' is an SQA certified course focusing on the development of young children to promote understanding about the nature and importance of play. This course builds on the confidence of parents in understanding the importance of play and bypasses a layer of stigma of 'parenting programmes'. However, the nature of any shared exploration of enabling play is, in practice, an exploration of positive parenting. Good play and the relationships that go along with it are also foundational to building positive behaviour.
- 4.21 Empowering parents to not only engage in appropriate play with their young children but to also understand the positive impact this has on learning and development, continues to support our focus around early intervention and prevention and plays a key part in supporting the mental health and wellbeing of children.
- 4.22 The 'Playbase programme', whilst aimed at parents, differs in that it is universally offered to families and not focused on an identified 'need' or reason to 'intervene'. While our service continues to ensure accessibility for those we are already engaged with and for those who are more vulnerable, we set the criteria for participation in more universal terms, with two potential benefits: bringing the learning to families who have not come to our attention or met our intervention

threshold and also further addressing the issue of stigma by removing any problem-based criteria.

- 4.23 Family and Household Support have delivered multiple courses to families since 2021 which has not only offered opportunities for parents around employability but also supported an exploration of aspirations thus leading to more sustainable employment.

Performance reporting

- 4.24 Appendices 1 – 3 outline the performance of the FHS service since 1 April 2022 – 31 July 2023. This shows the range of measures used to establish the number and type of referrals and also to demonstrate the outcomes achieved for those receiving support.
- 4.25 The data relates directly to the provision of support and early intervention services and will continue to be developed. In addition, further work is underway to develop performance reporting for the anti-social behaviour element of service provision and this will be incorporated into future performance monitoring.
- 4.26 The categorisation of referrals will be a key area of focus when information is recorded in the future. This has been highlighted for action as it is noted that the current categorisation includes a number of referrals where no reason for referral was logged.

5. Next Steps

- 5.1 If the recommendations of this report are agreed, a briefing for Committee will be arranged to provide more information on the work of the FHS and regular performance updates will be prepared for Committee.

6. Financial impact

- 6.1 The annual budget for FHS is £3,713,823, with staff costs accounting for £3,567,302.
- 6.2 Annually, the cost of the service is split 55% General Fund (£2,026,748) and 45% HRA (£1,687,075), with the HRA allocation being provided in recognition of the support provided to Council tenants. An annual addition is made to the budget to reflect any pay awards agreed.
- 6.3 In Appendix 2, the data shows a financial benefit for the Council as a result of the intervention of the FHS team in preventing homelessness. In 2023/24, to date the cost avoidance has been assessed as just under £4.5m. In addition, support for service users has secured grants and other financial outcomes of circa £180,000 in 2023/24 so far.

7. Equality and Poverty Impact

7.1 There are no direct impacts from this update report.

8. Climate and Nature Emergency Implications

8.1 There are no direct implications from this update report.

9. Risk, policy, compliance, governance and community impact

9.1 There is no direct impact from this update report.

10. Background reading/external references

10.1 None.

11. Appendices

11.1 Appendix 1 - FHS Referrals, 1 April 2022 – 31 July 2023

11.2 Appendix 2 – Homelessness Prevention, Poverty and Wellbeing Cases, 1 April 2022 – 31 July 2023

11.3 Appendix 3 – Antisocial Behaviour Cases, 1 April 2022 – 31 July 2023

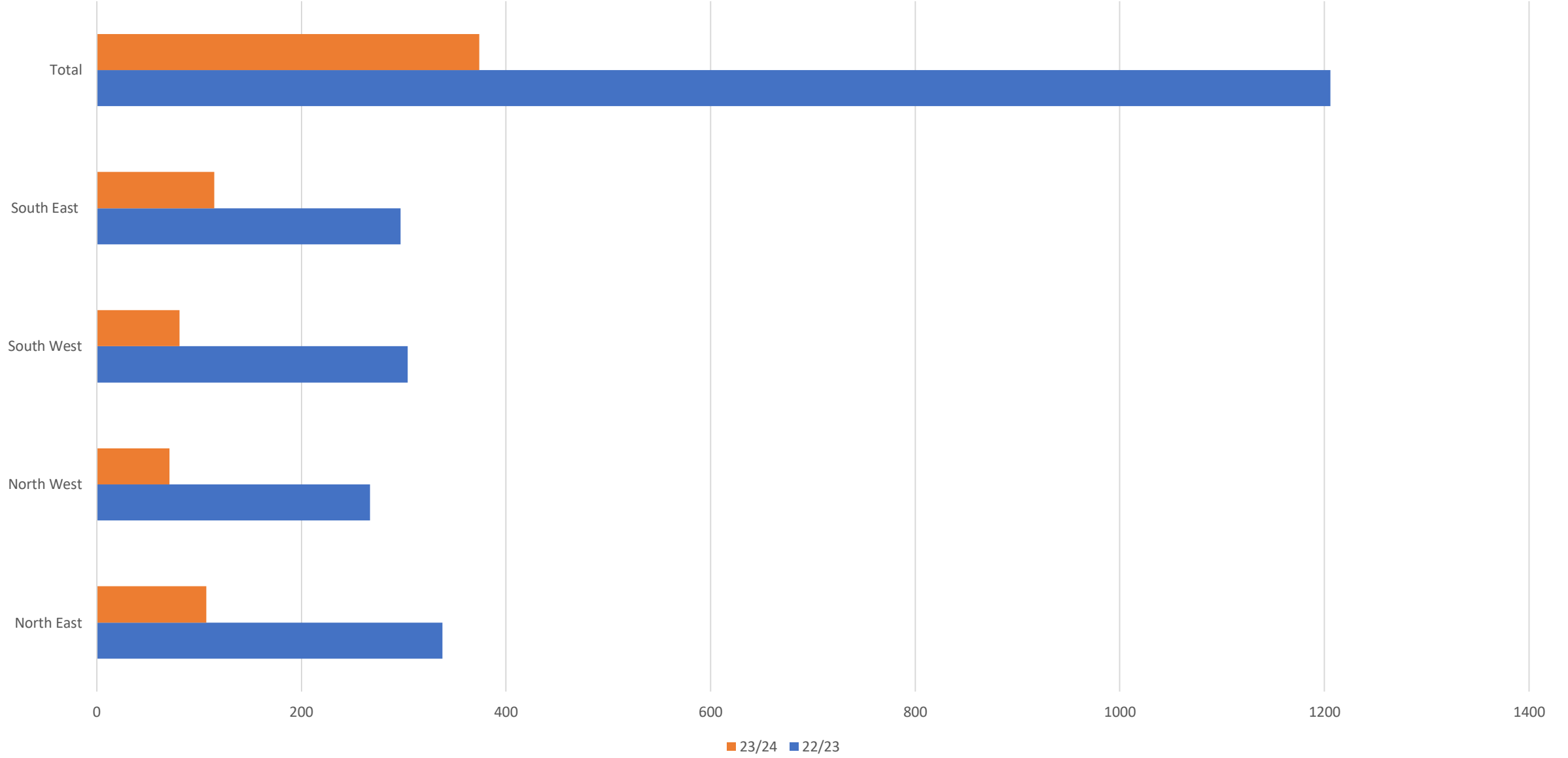
Appendix 1

– Family and Household Support
referrals received since 1st April
2022

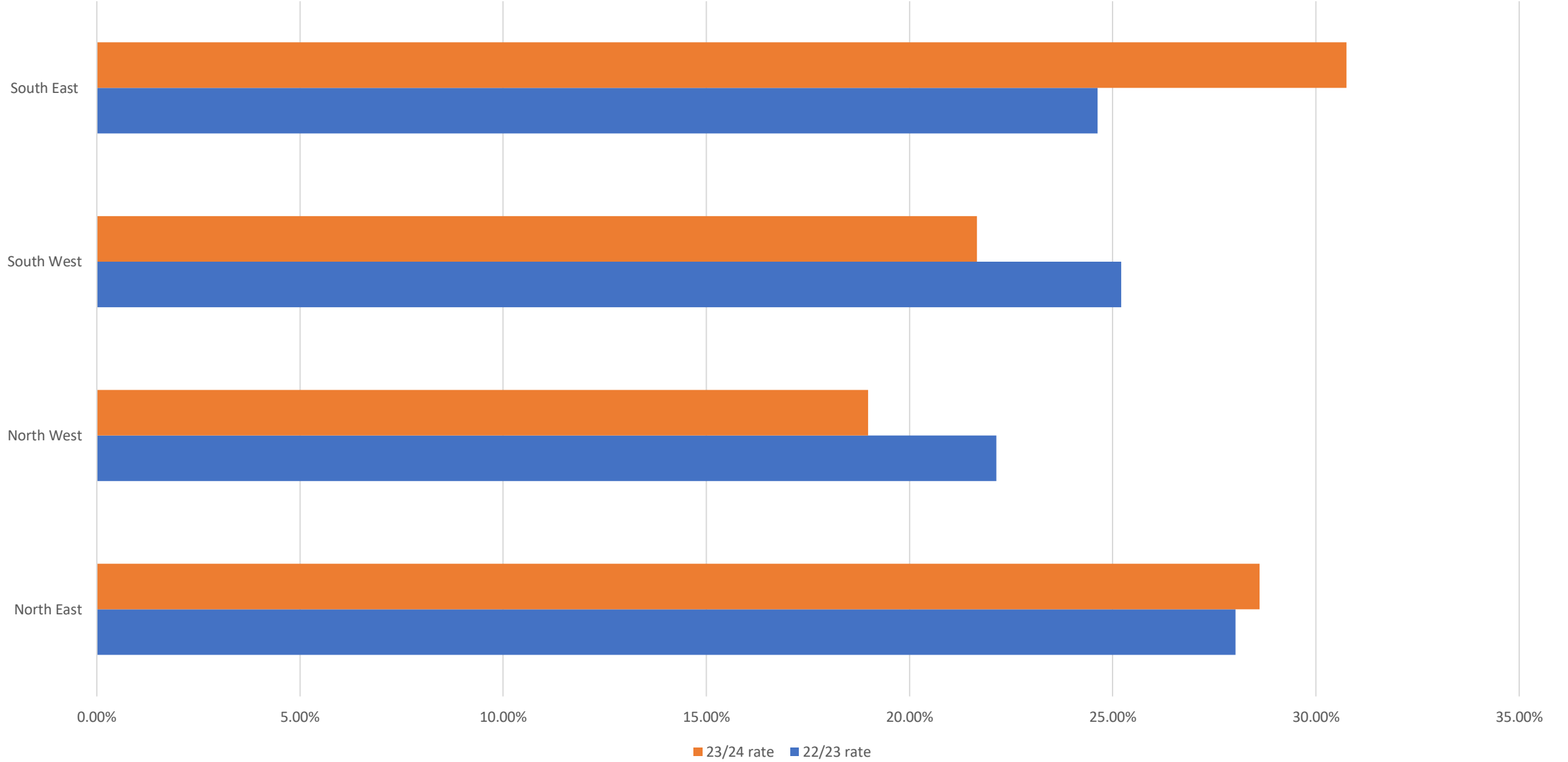
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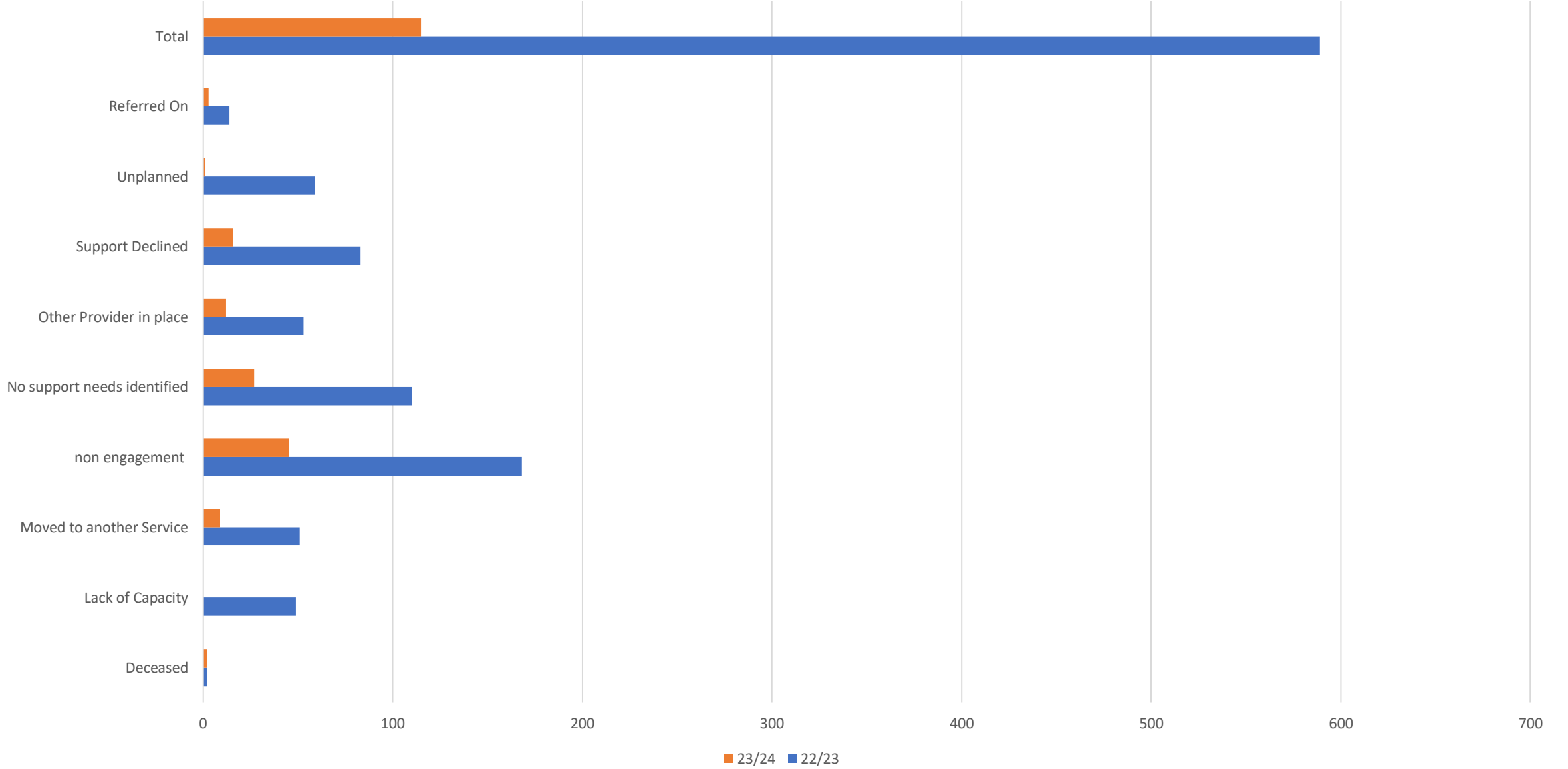
Referrals received



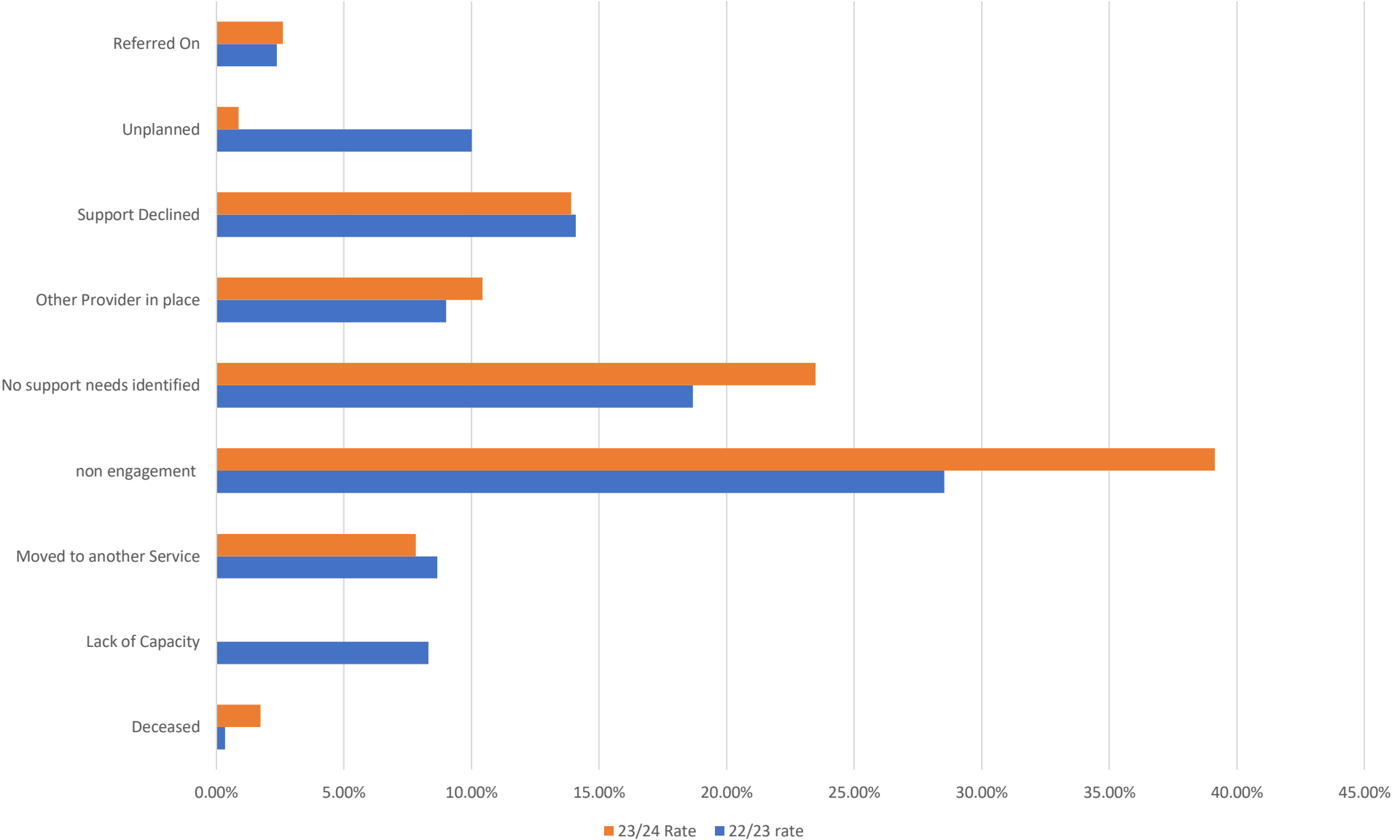
Referral rate



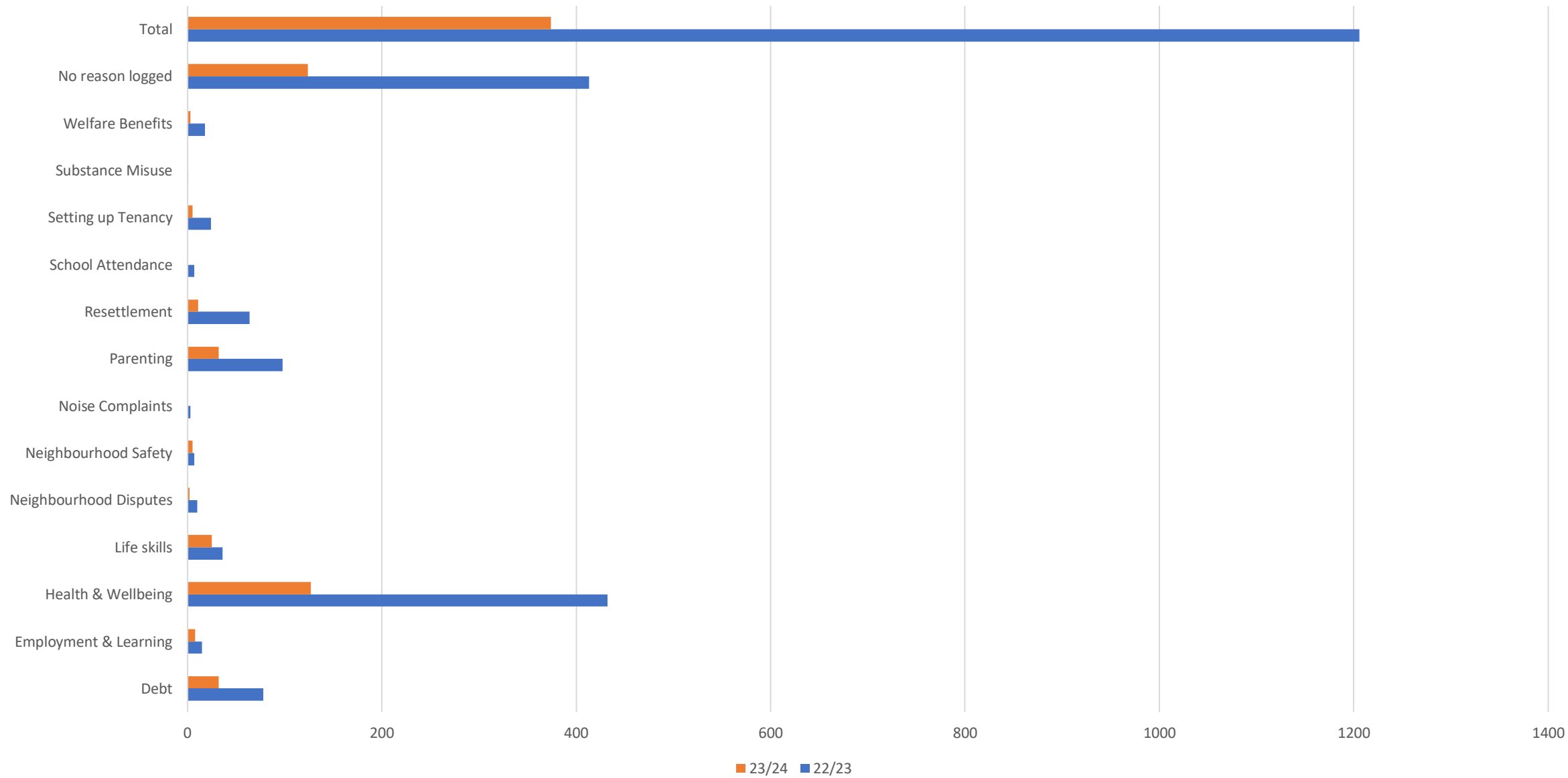
Referral closed reasons - number



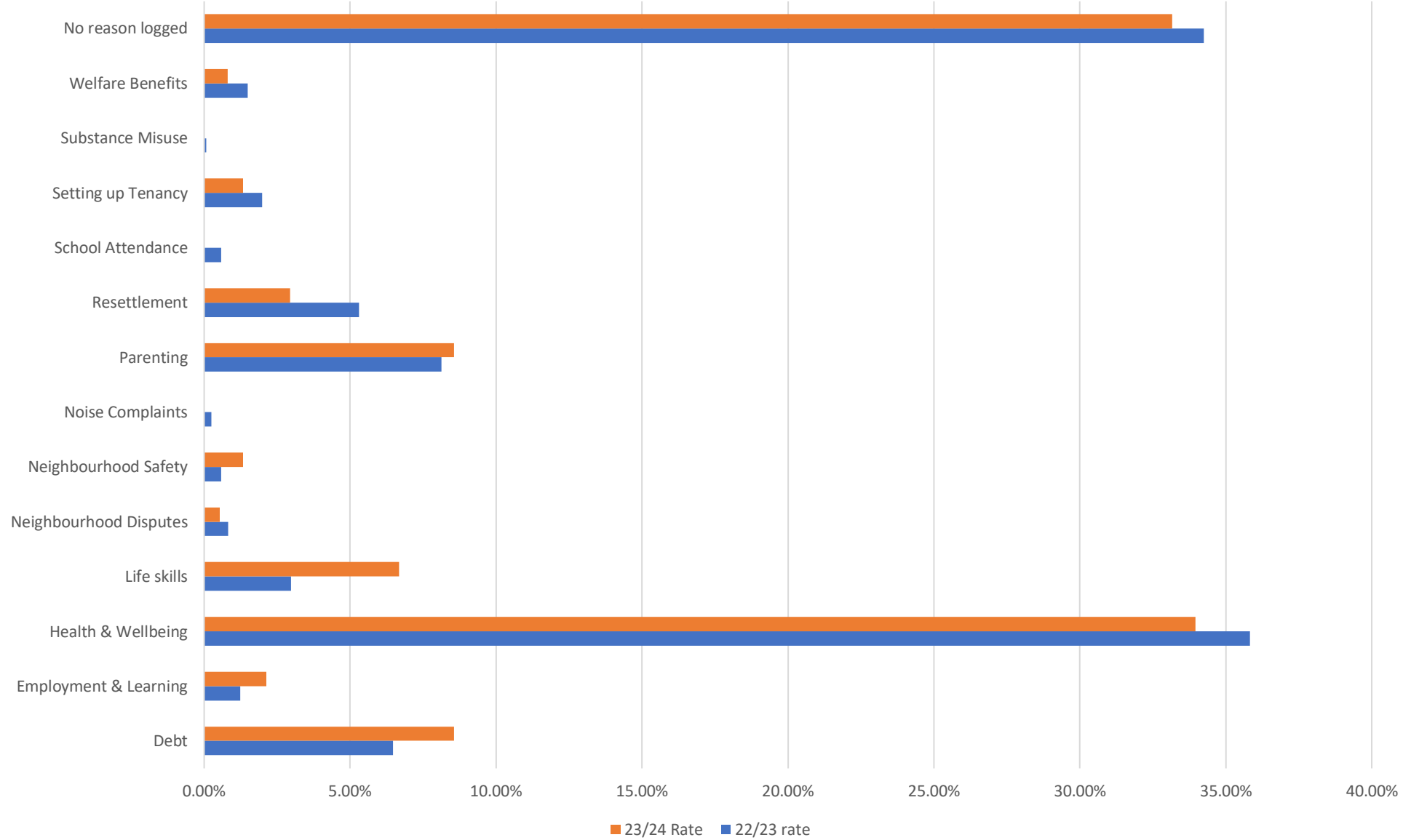
Referral closed reasons - rate



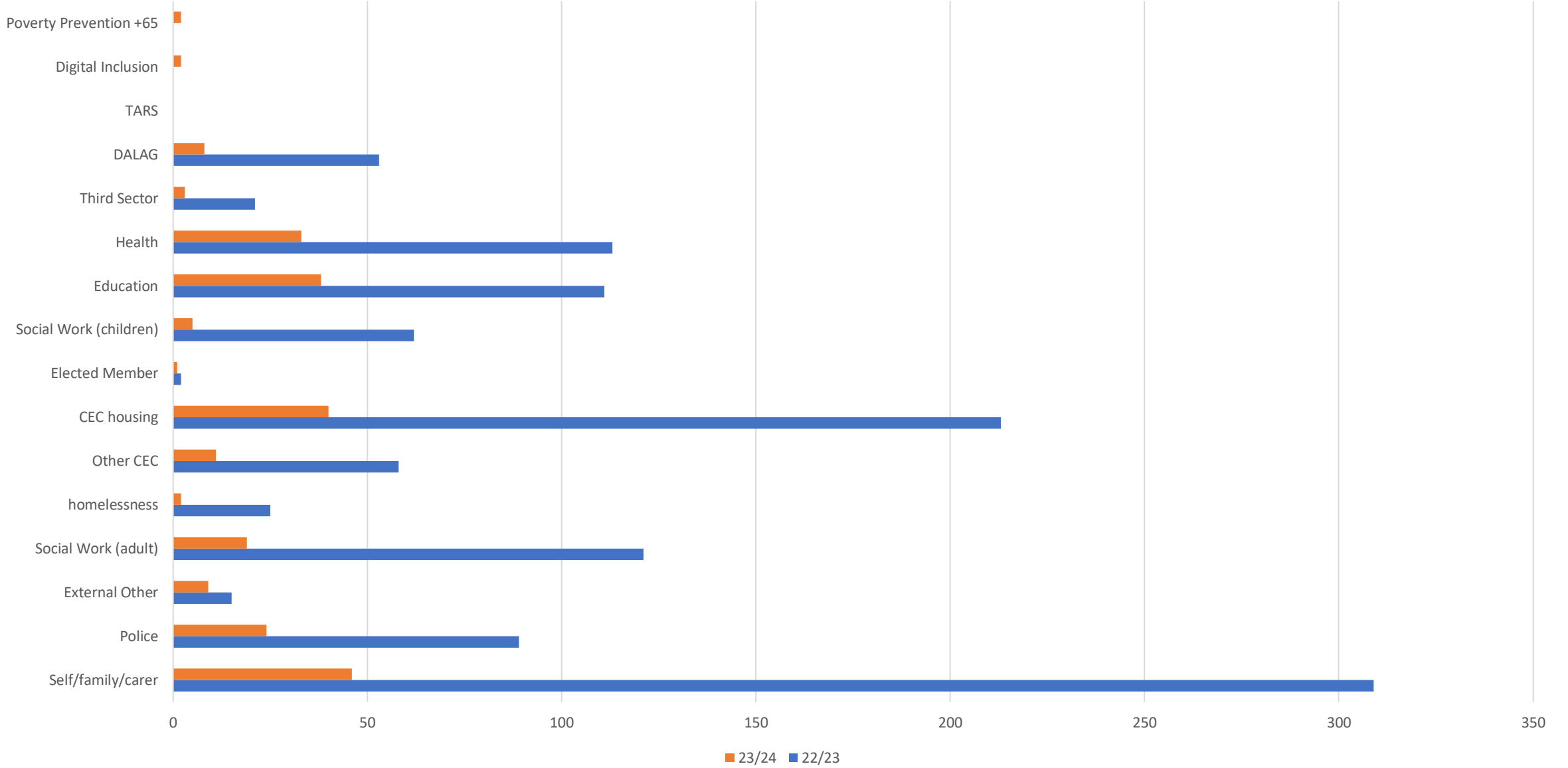
Referral reason - number



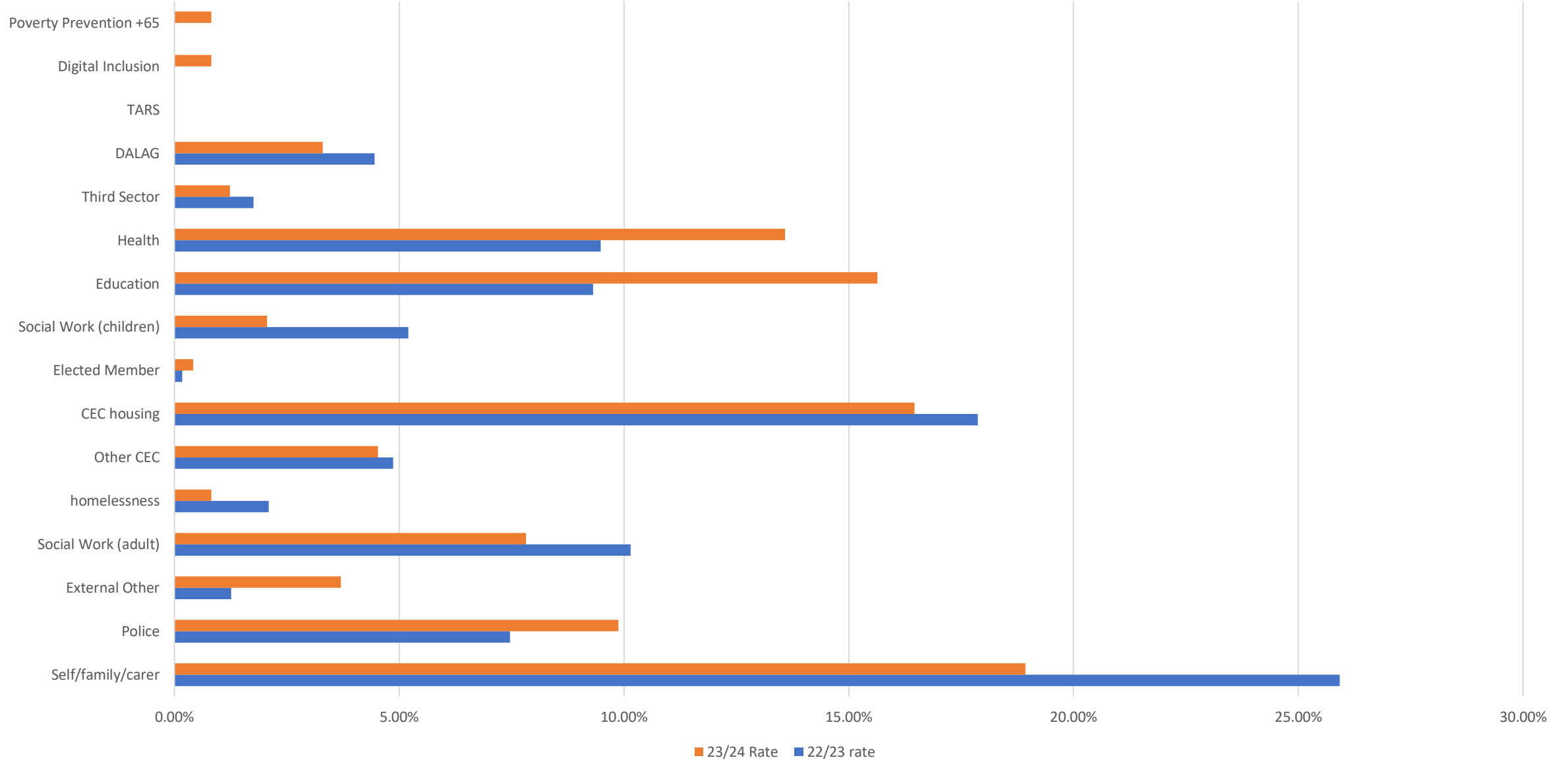
Referral reason - rate



Referral source - number



Referral source - rate



Appendix 2

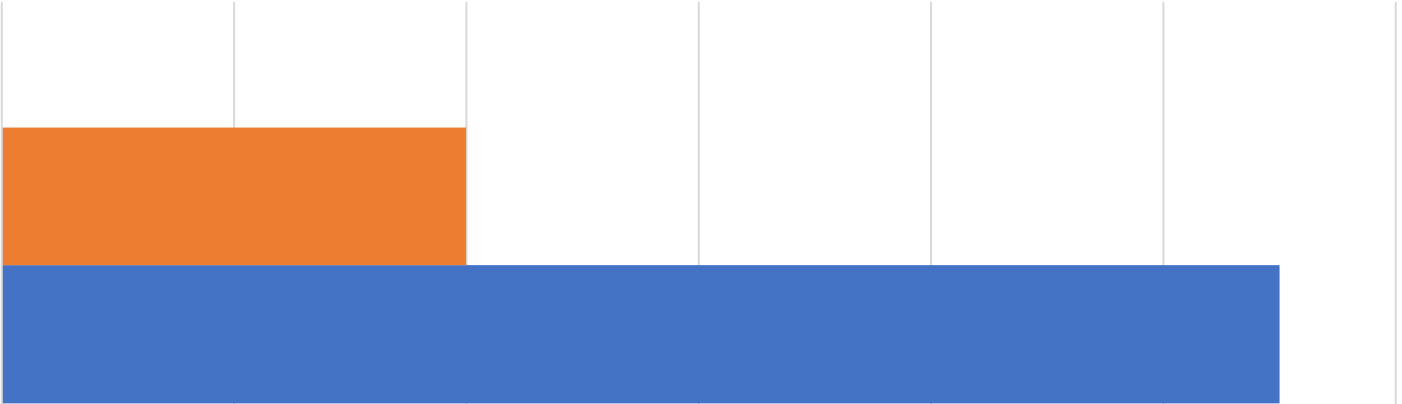
– Homelessness prevention,
poverty and wellbeing cases
since 1st April 2022

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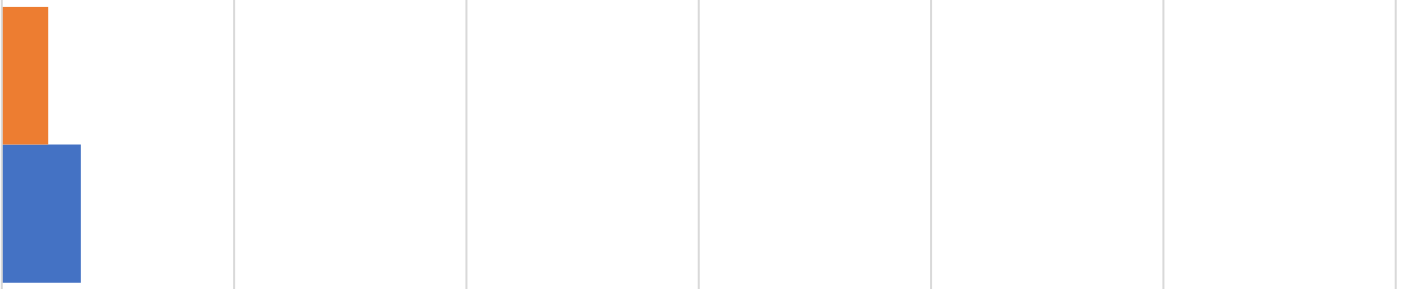
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Homeless prevention cases

1b There is no homeless assessment to the Council within one year of a planned exit from Service



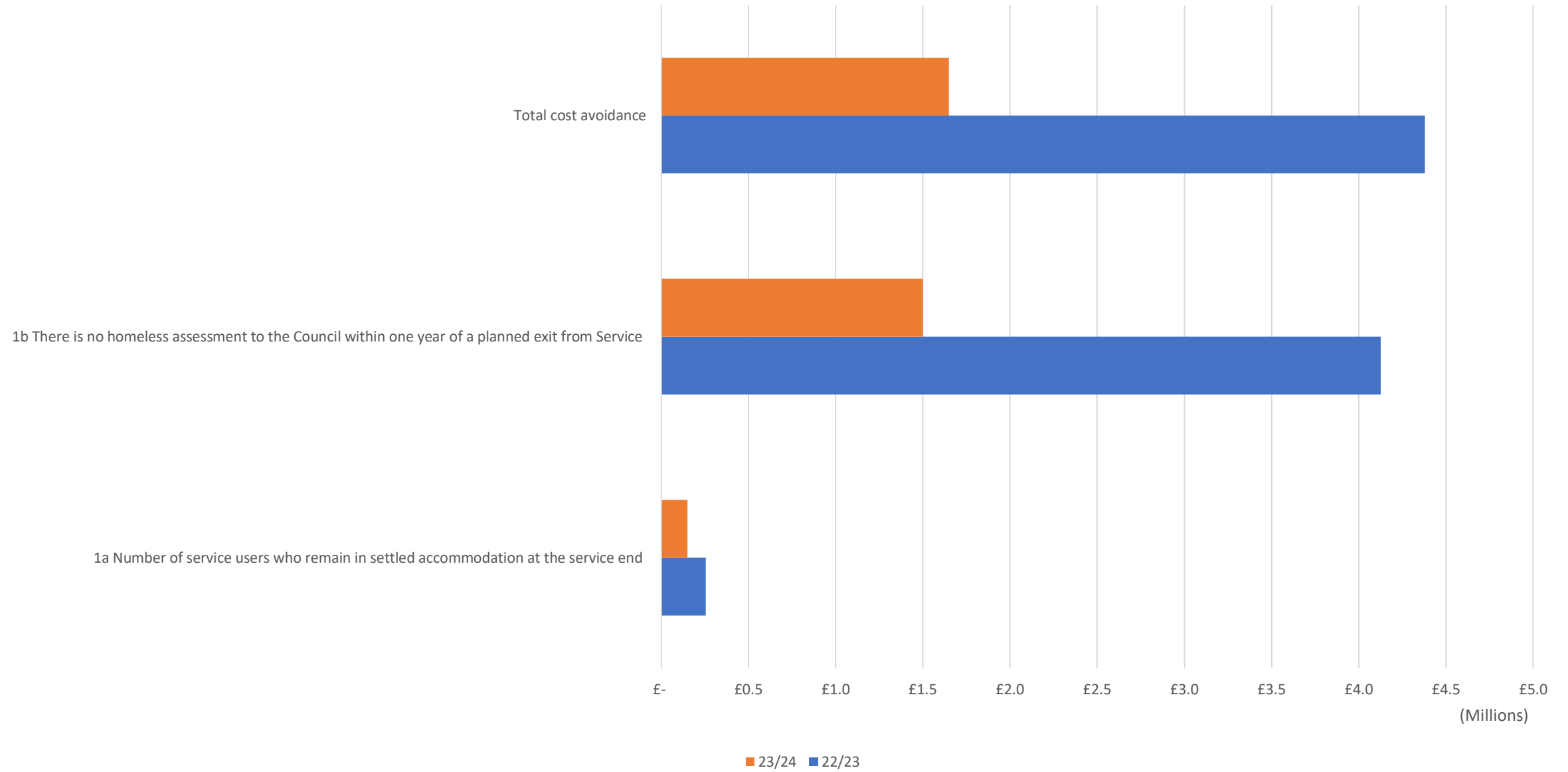
1a Number of service users who remain in settled accommodation at the service end



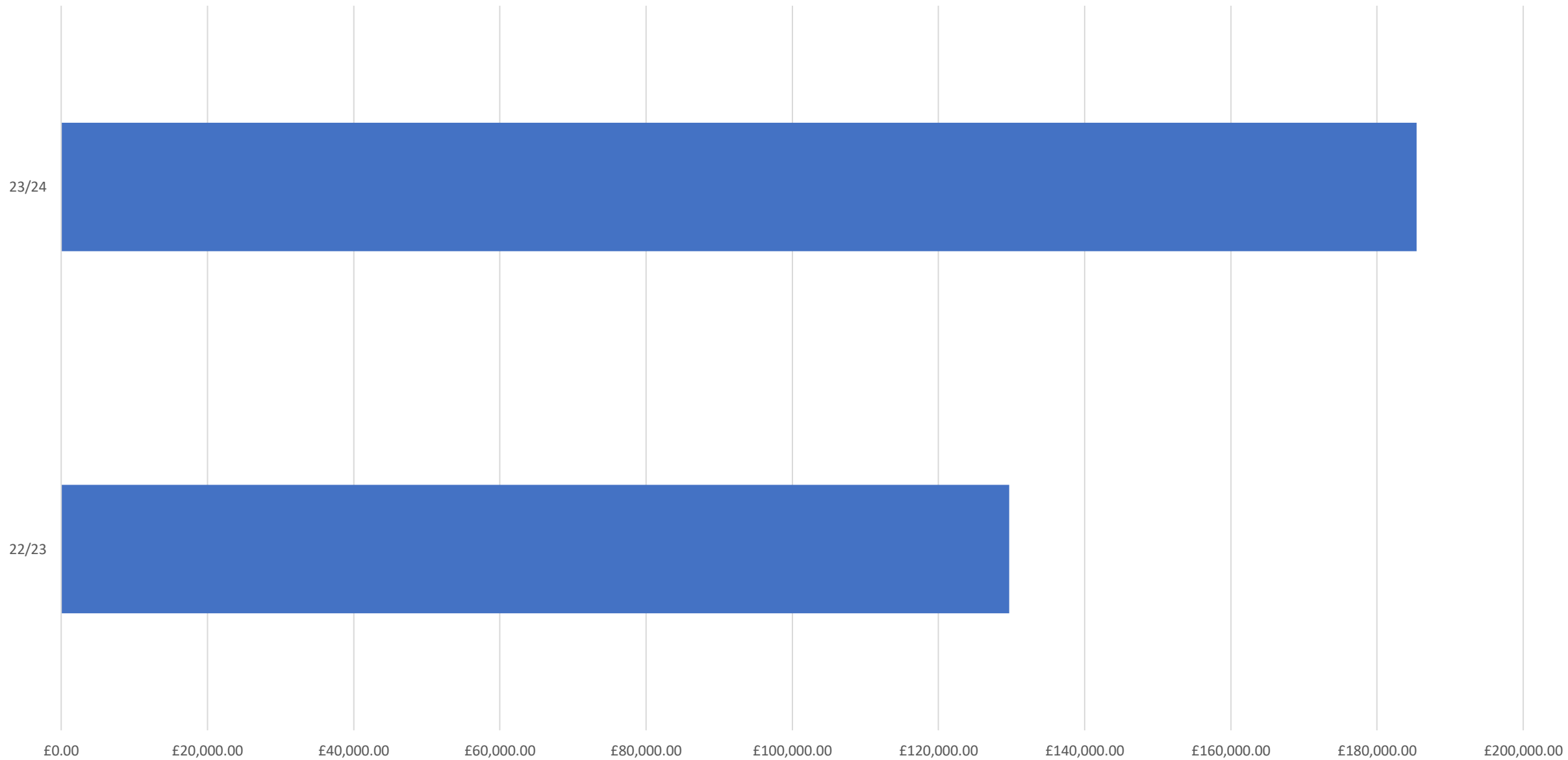
0 50 100 150 200 250 300

23/24 22/23

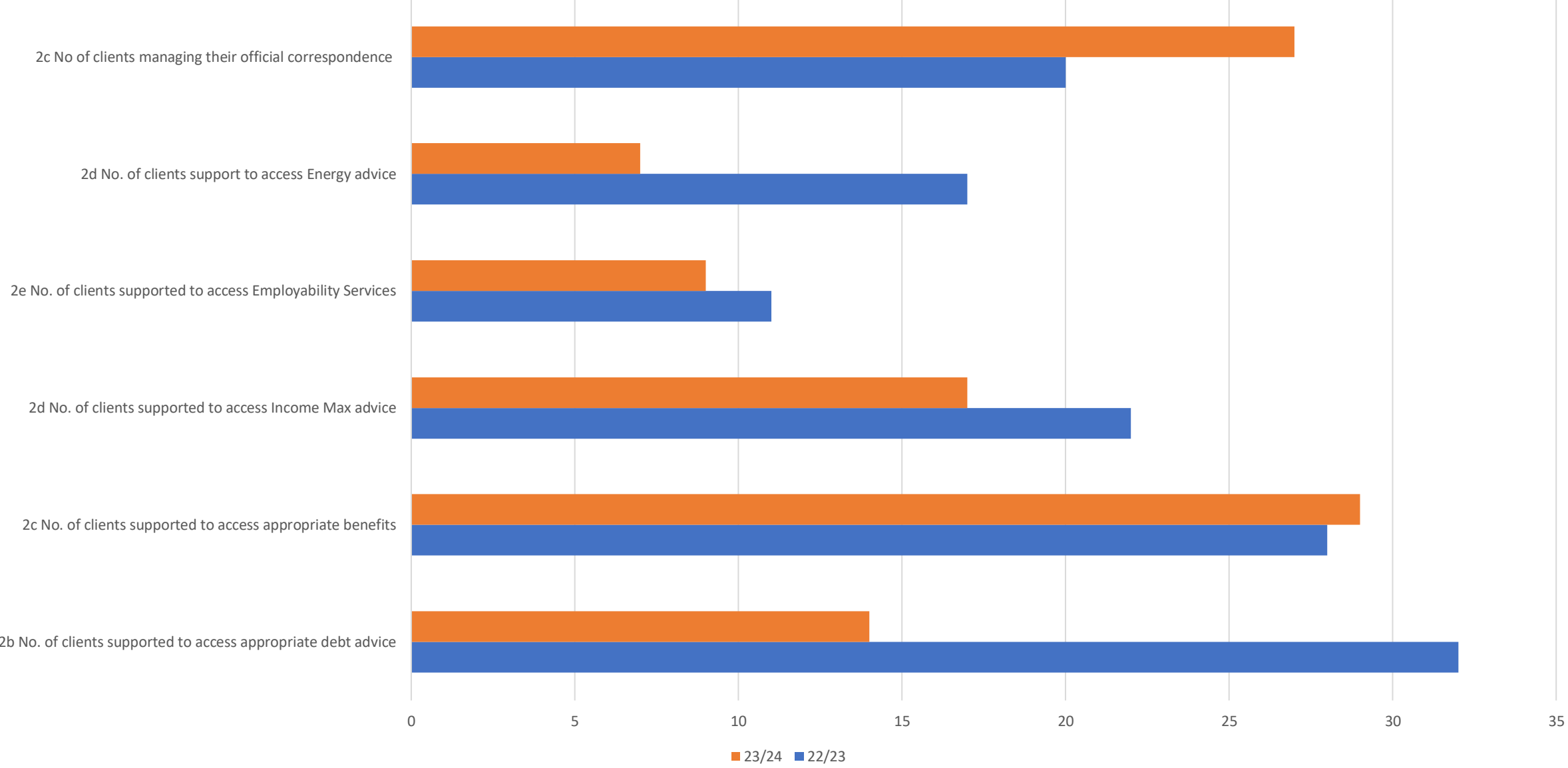
Homelessness prevention cost avoided



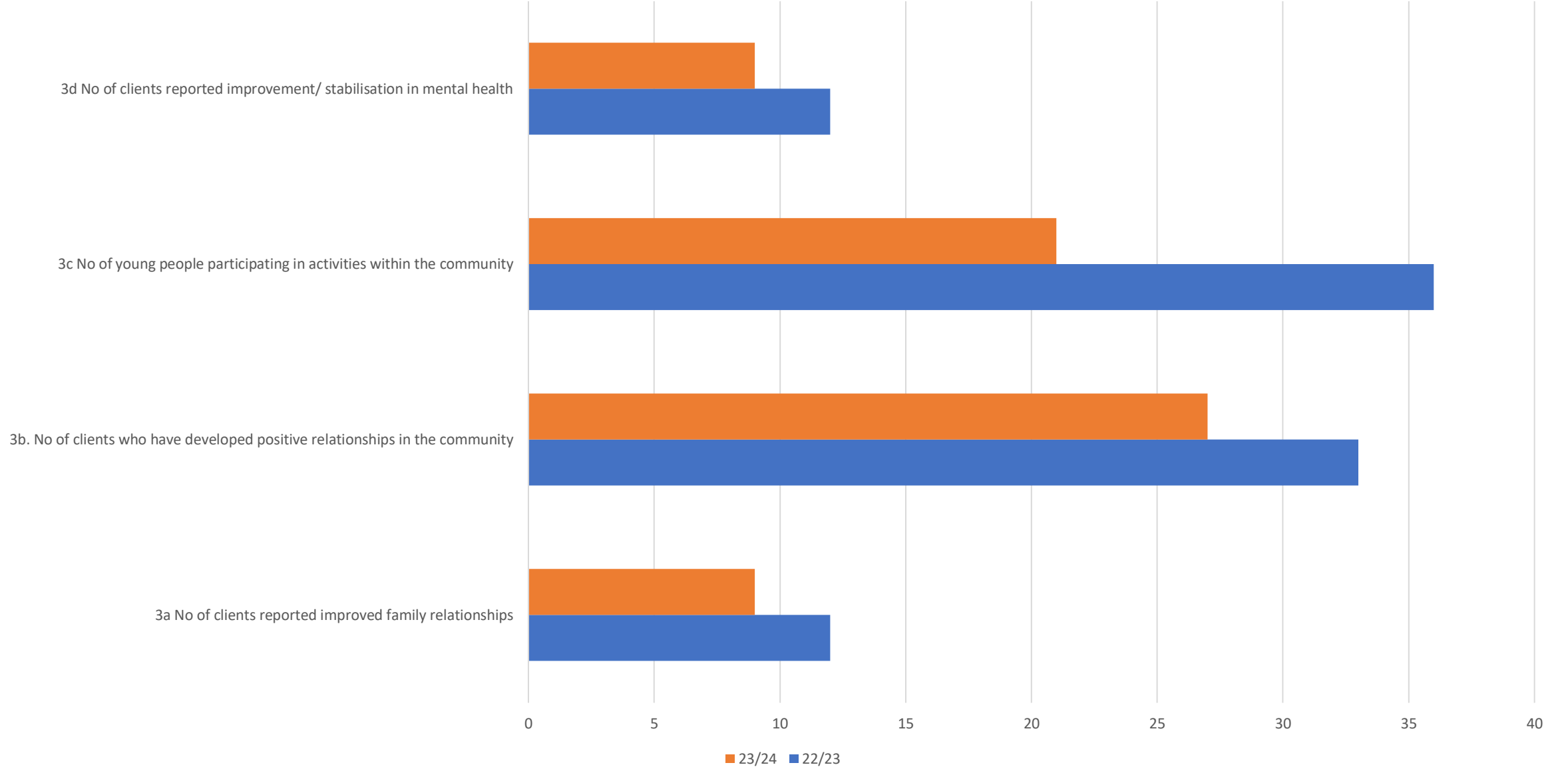
Total grants and other financial outcome for service users



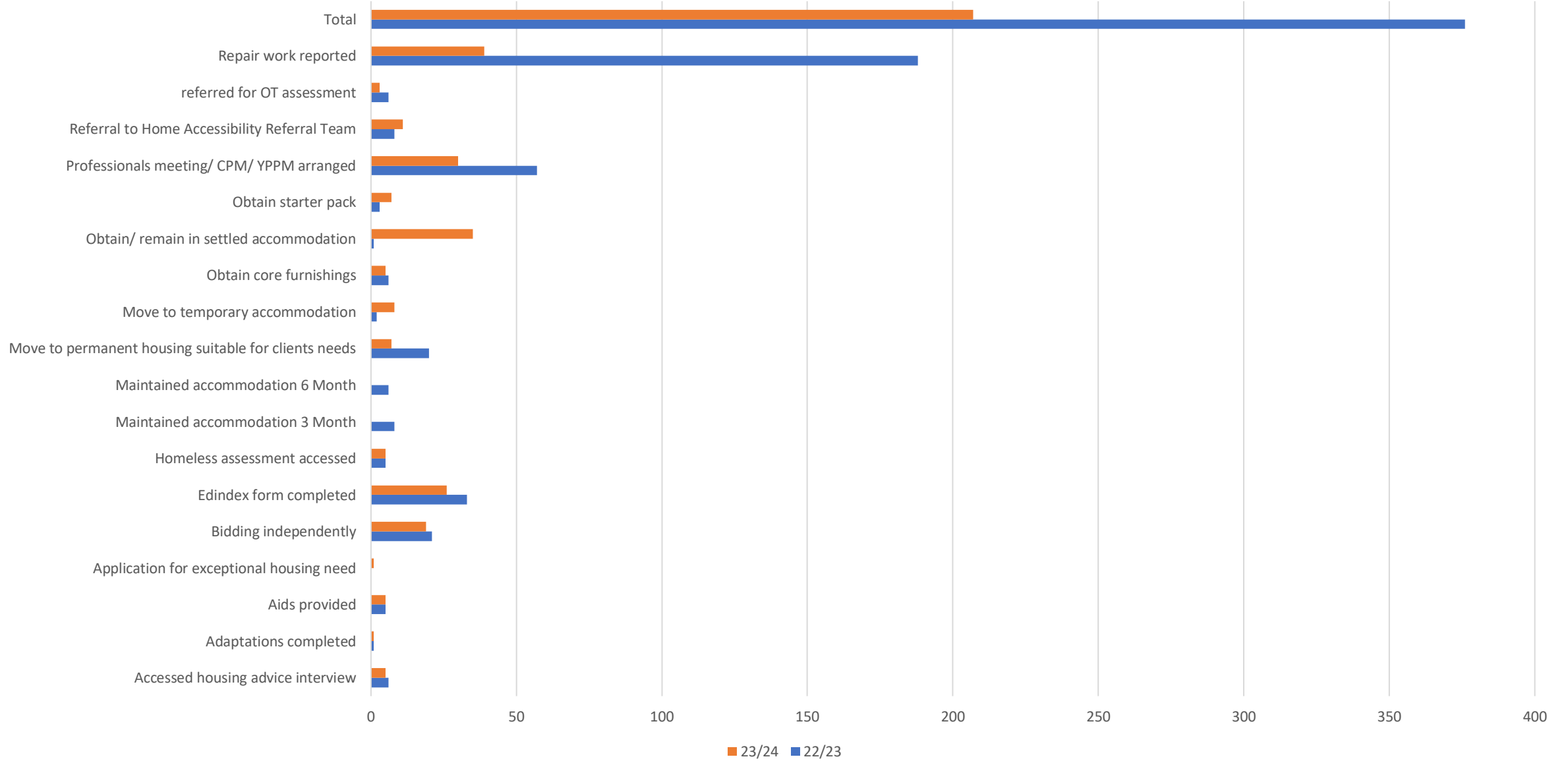
Poverty prevention cases



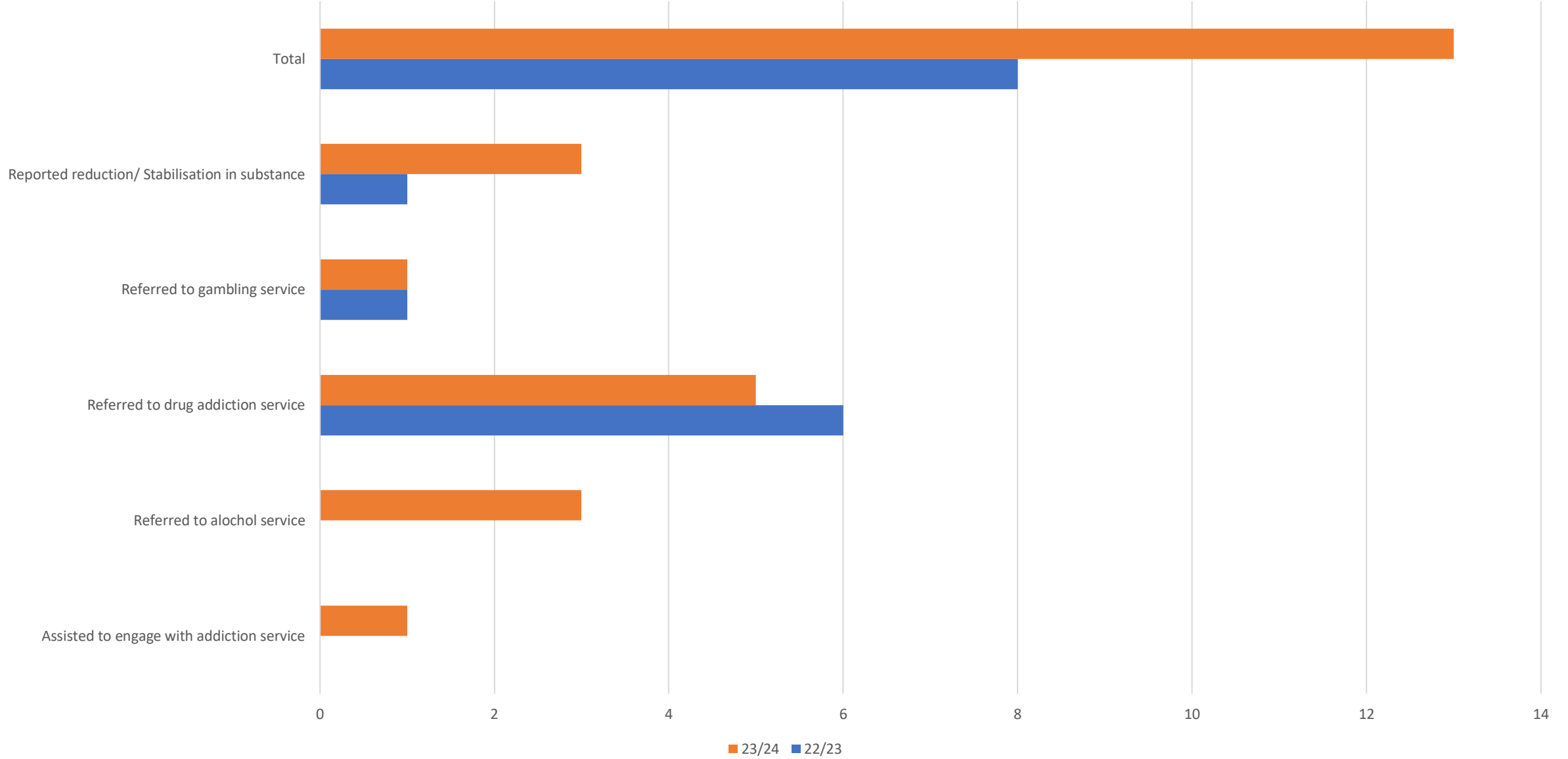
Wellbeing and community involvement



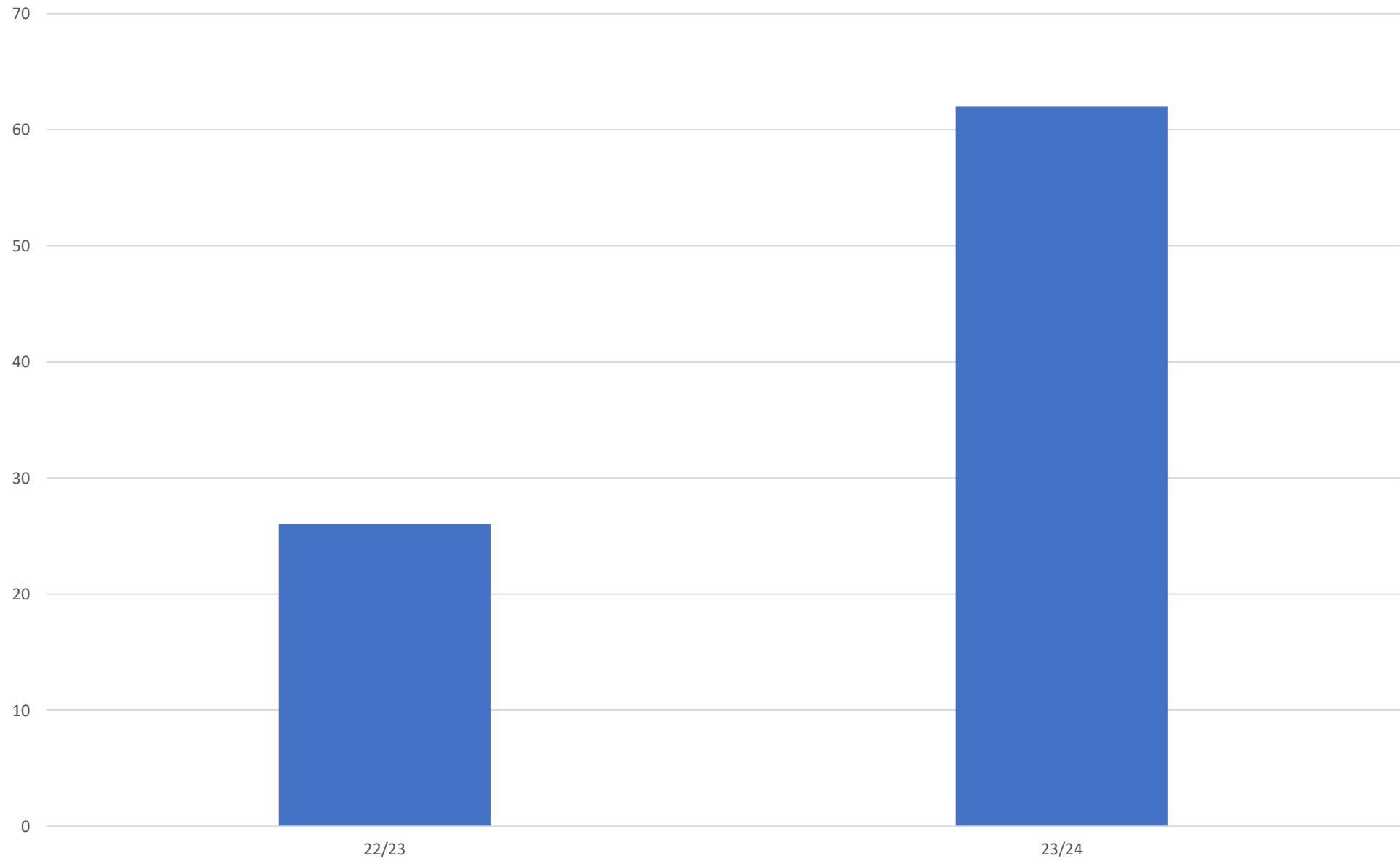
Housing / Homelessness prevention outcome



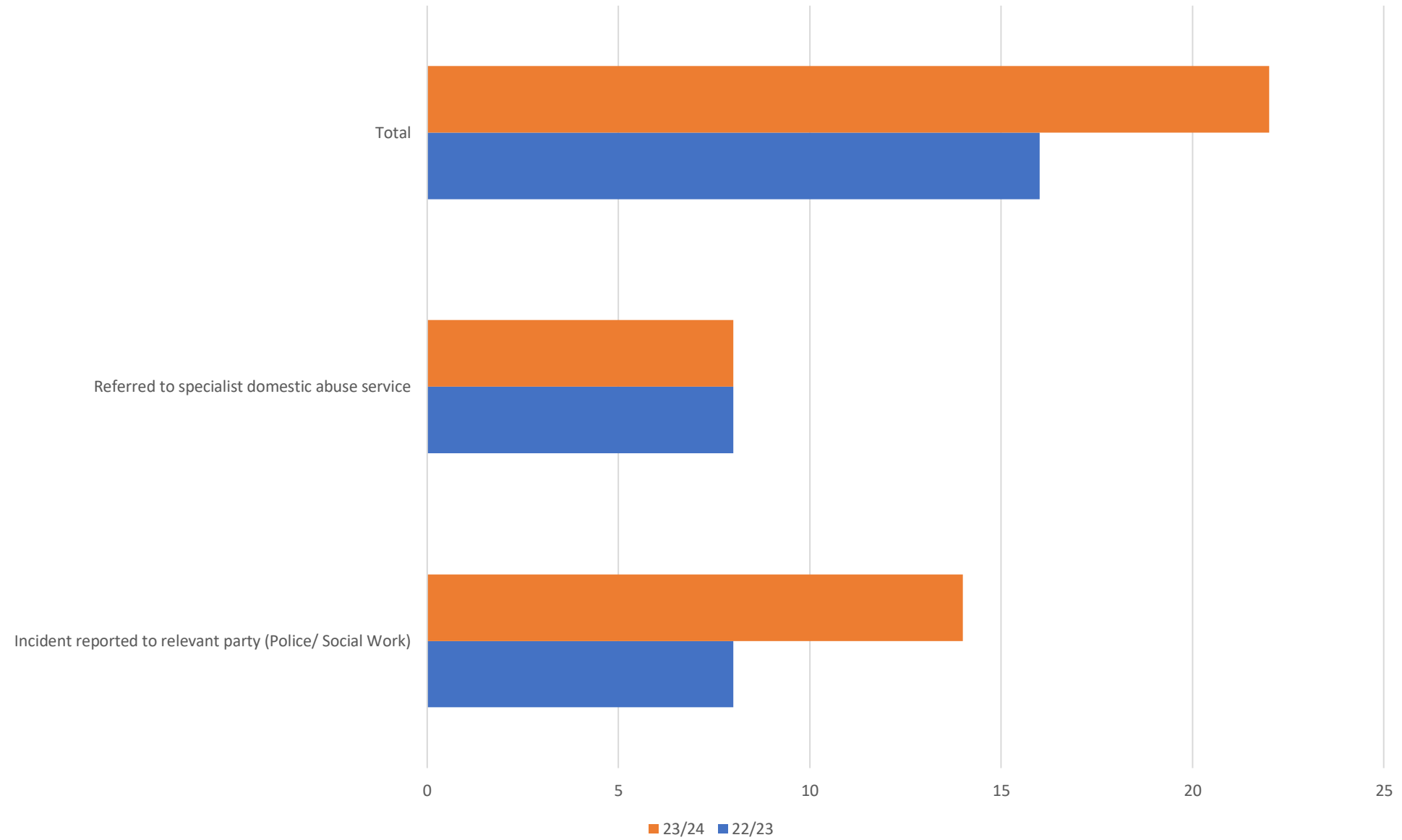
Addictions / substance use outcomes



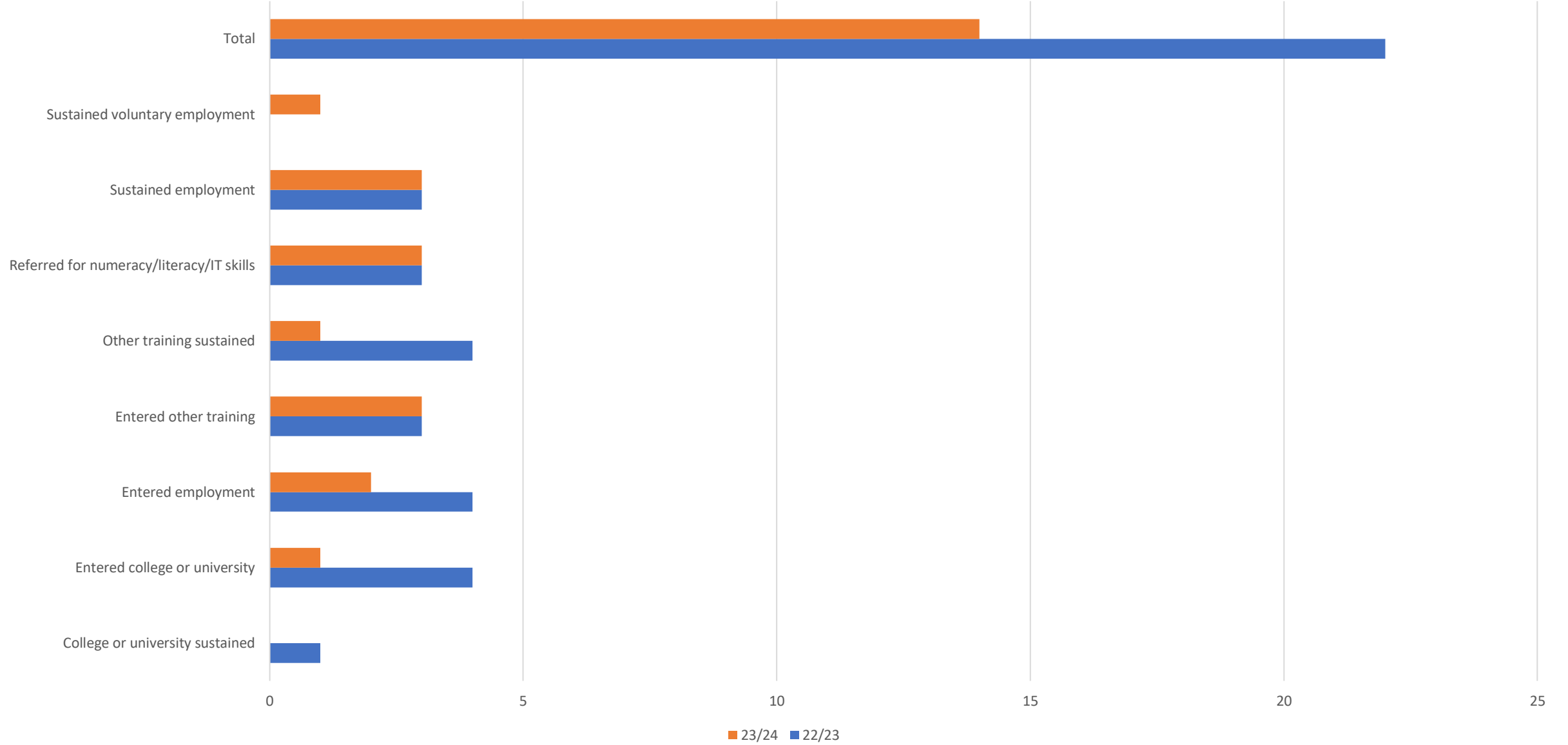
Assessment support plan completed in 4 weeks



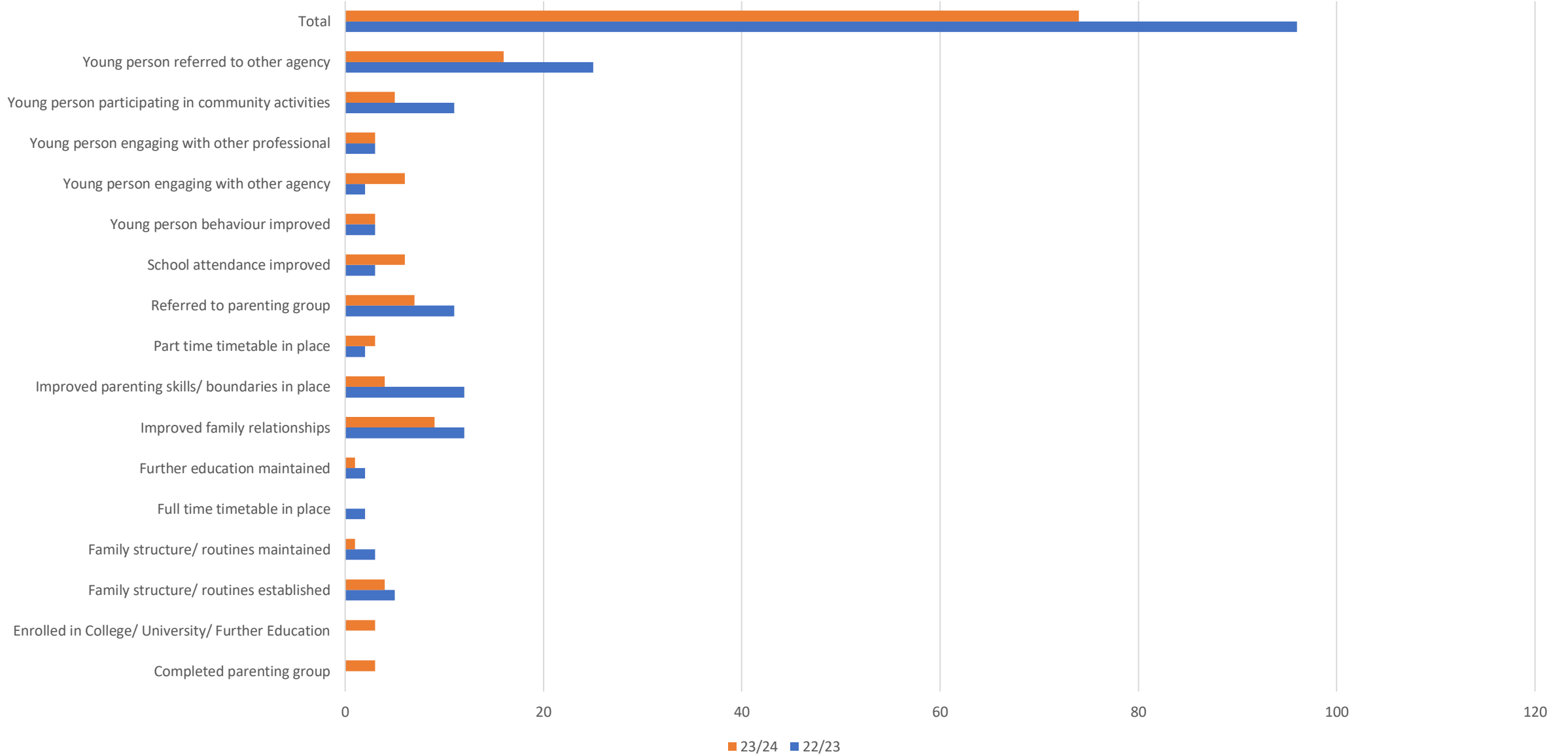
Domestic abuse



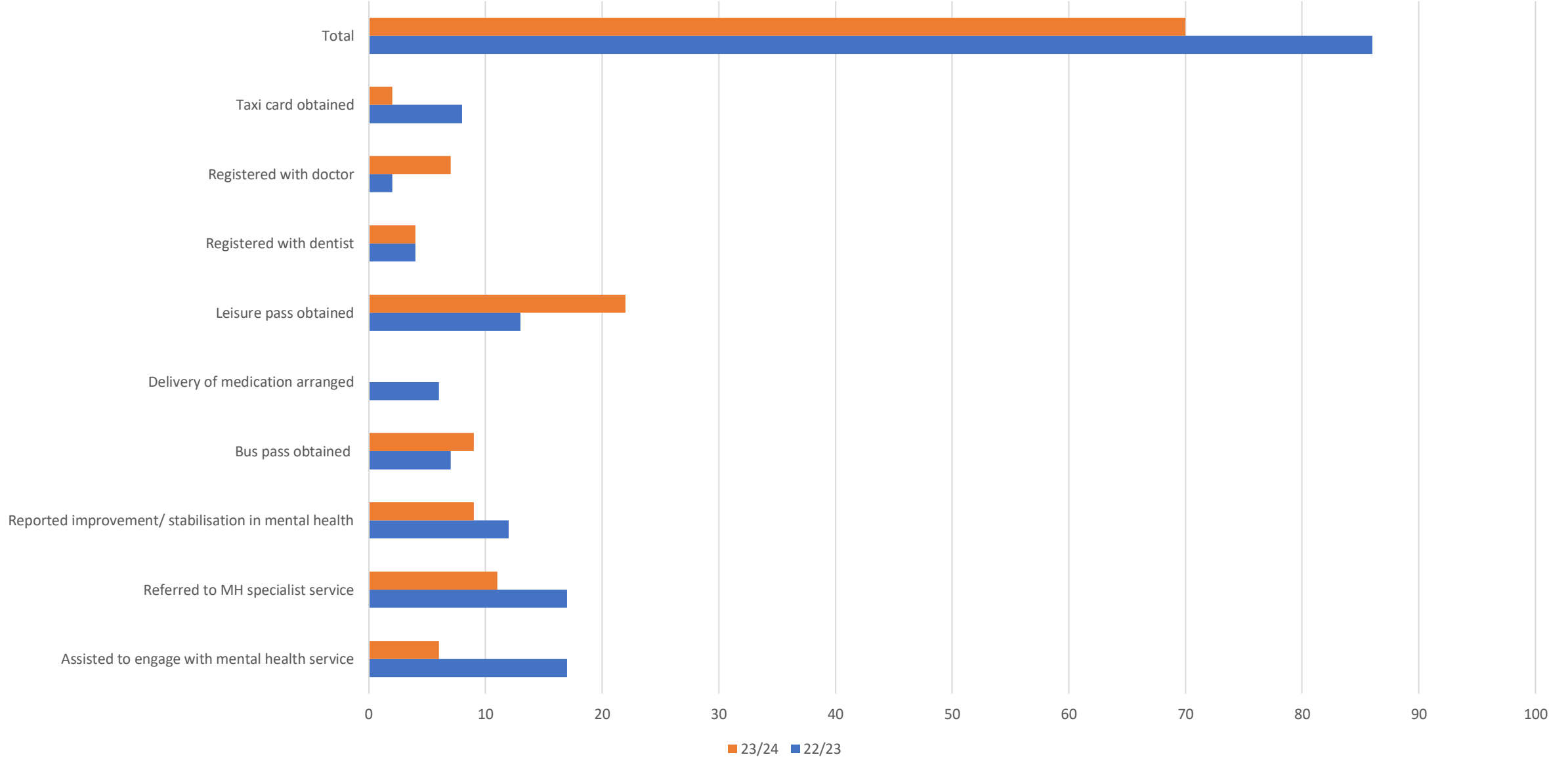
Education, employment and training



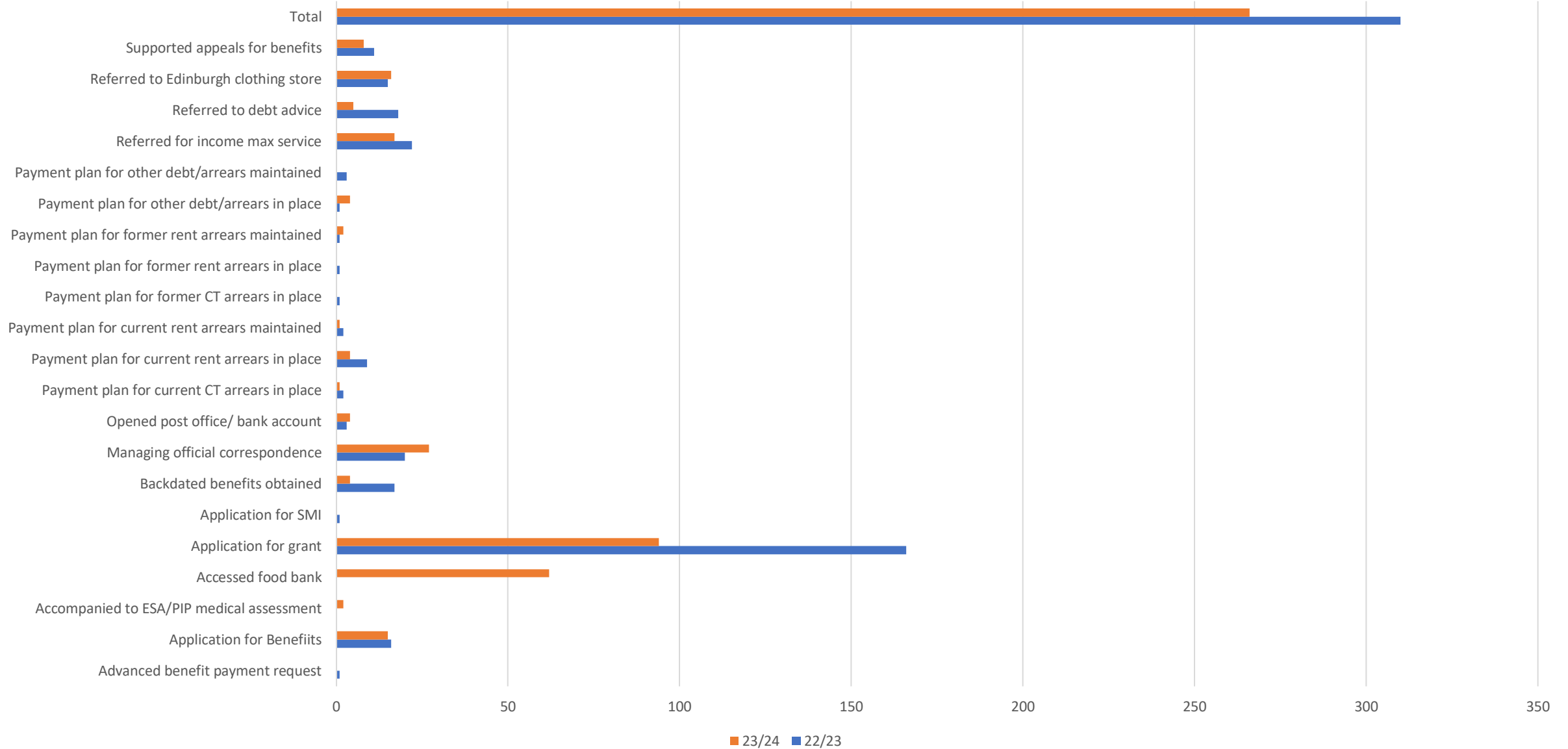
Family / Young person



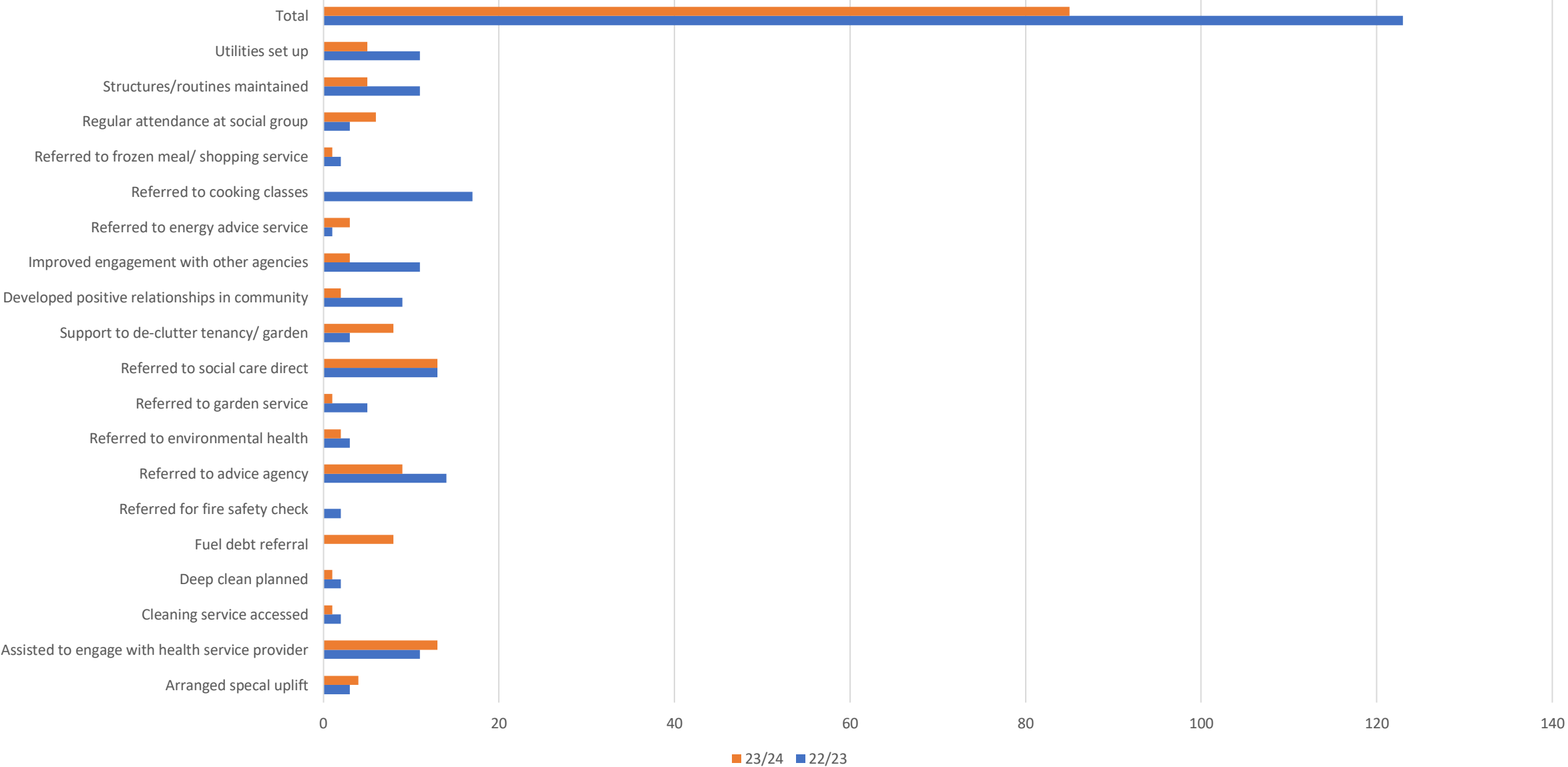
Mental health / physical health



Poverty prevention



Safety, tenancy management and social wellbeing



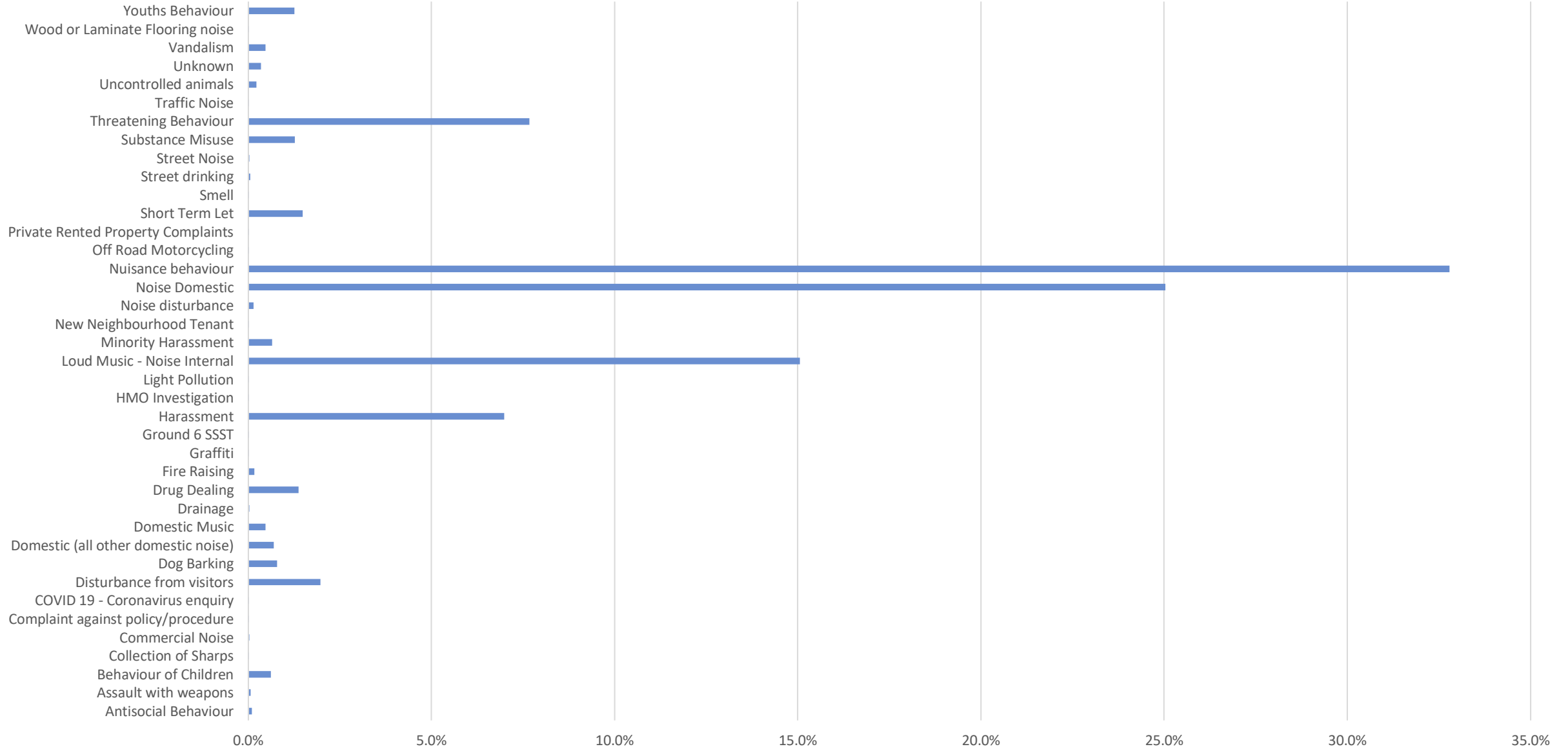
Appendix 3

– Antisocial behaviour cases since 1st April 2019

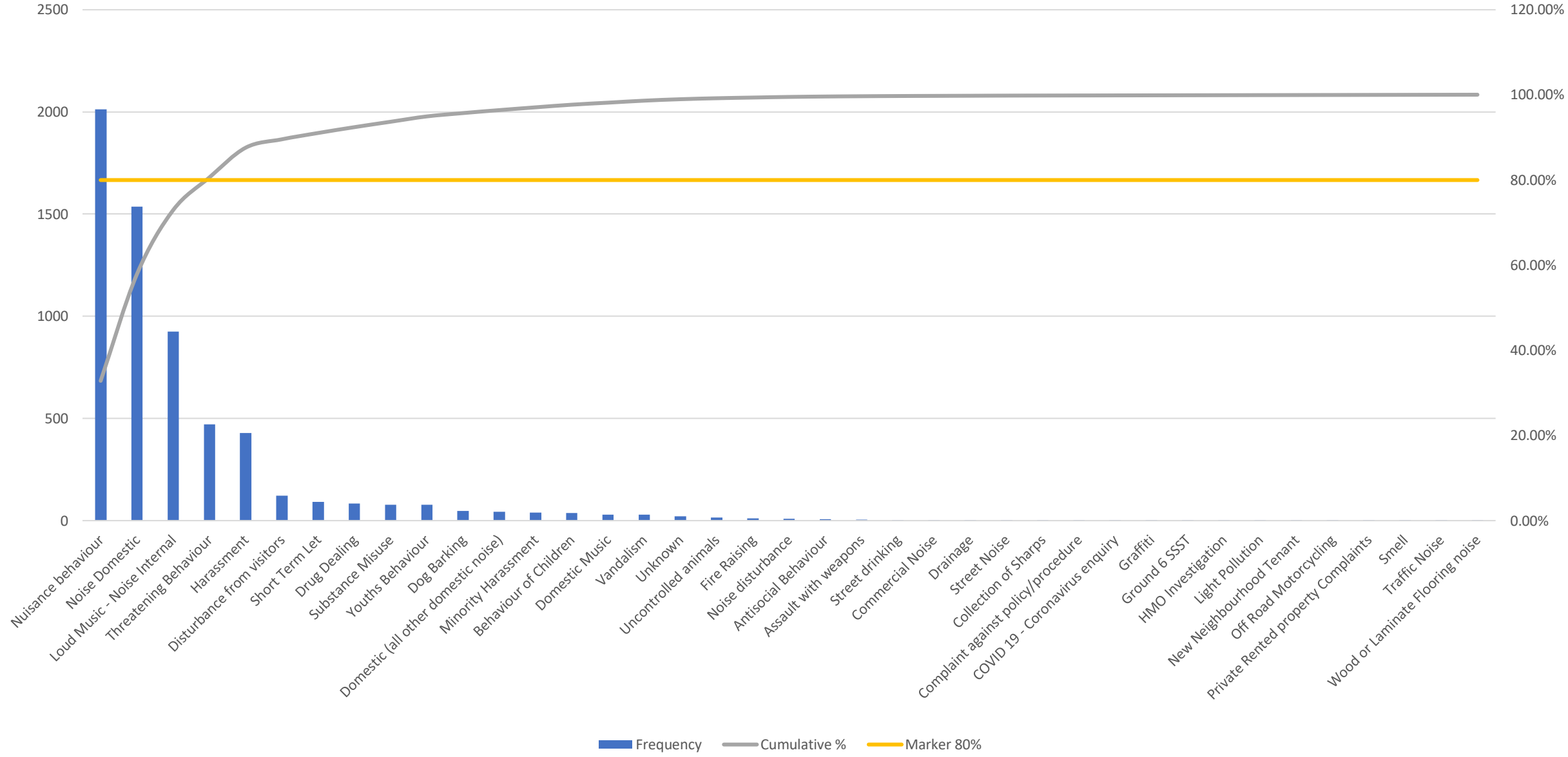
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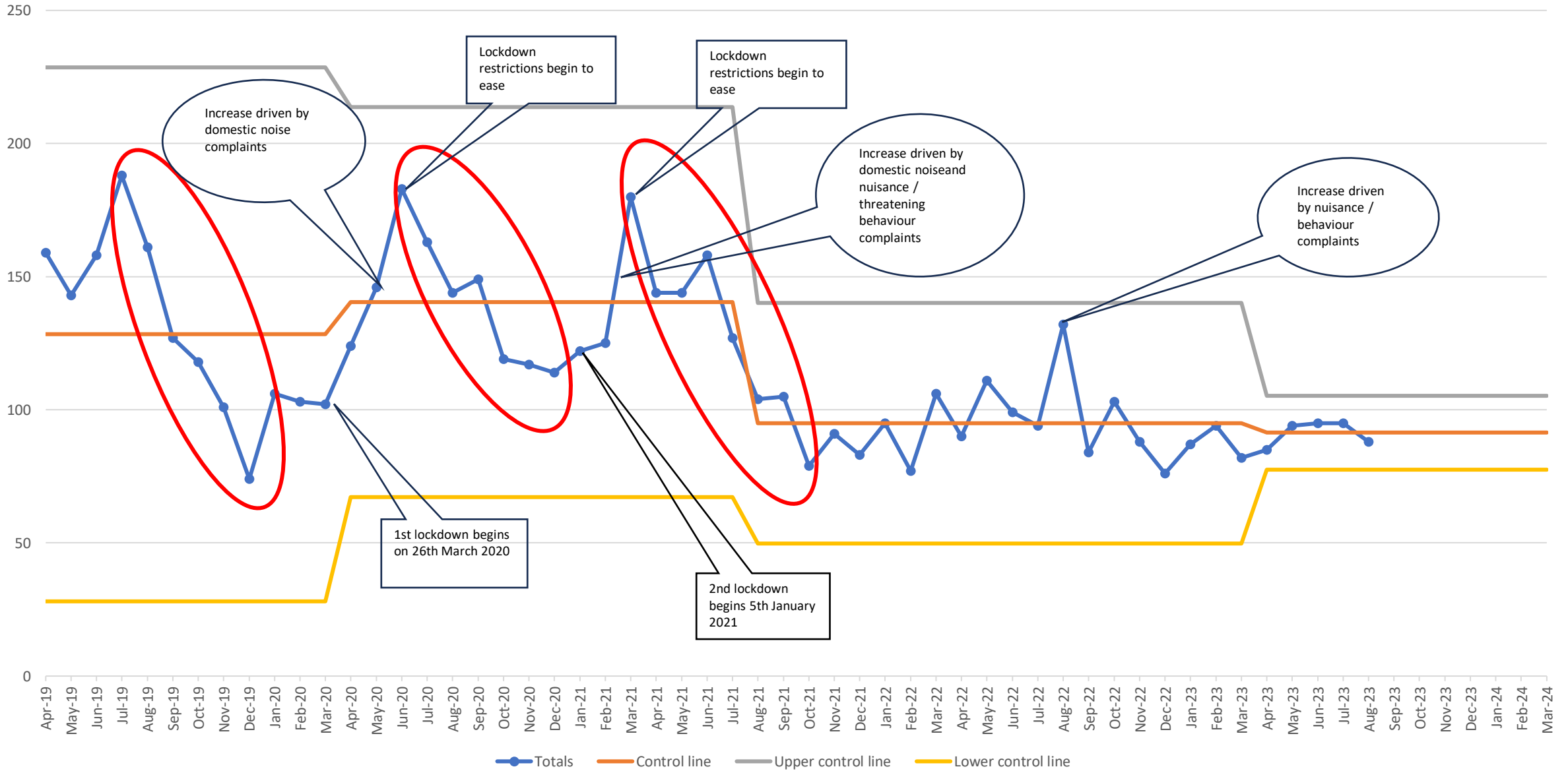
Complaint Category rate since April 2019



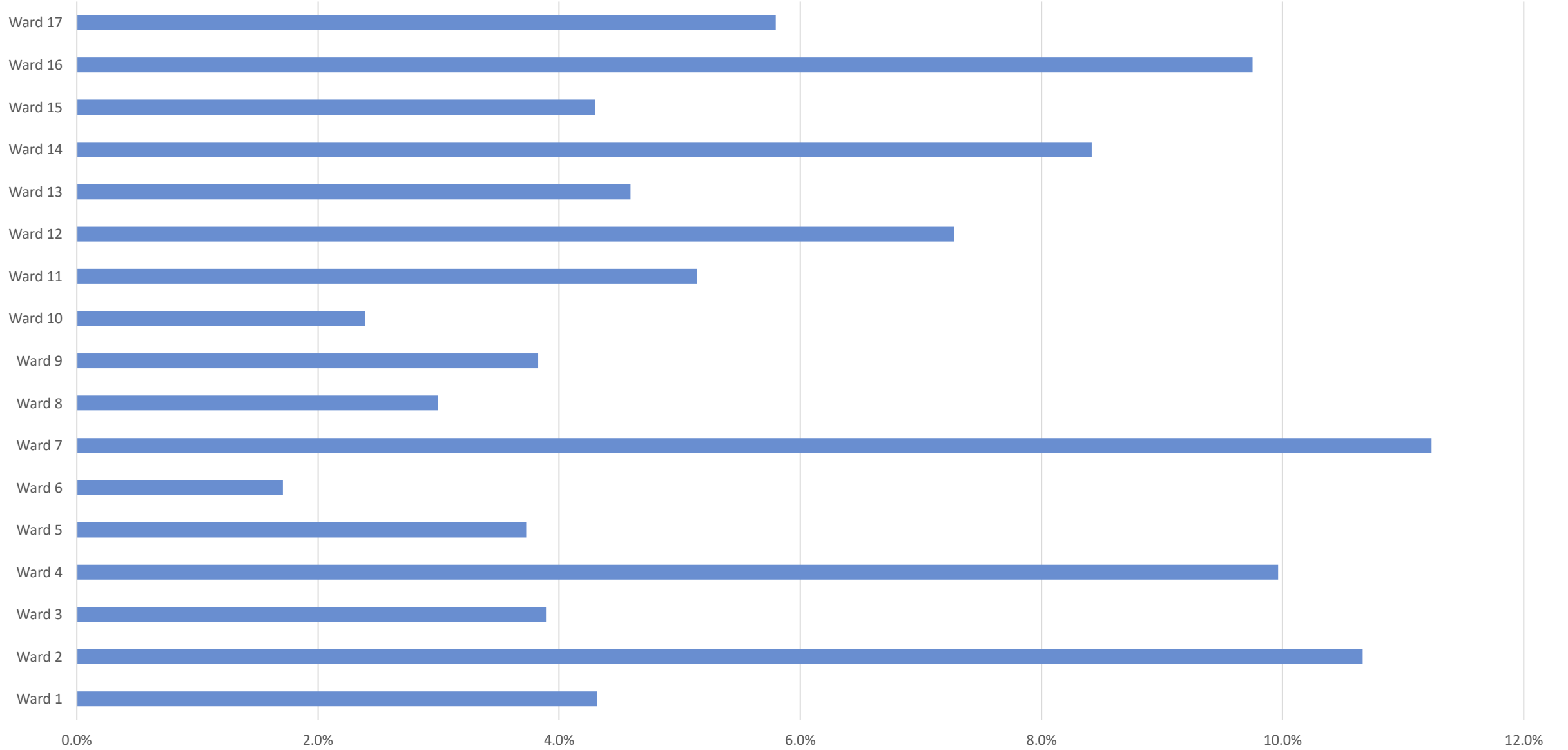
ASB Complaints Pareto analysis



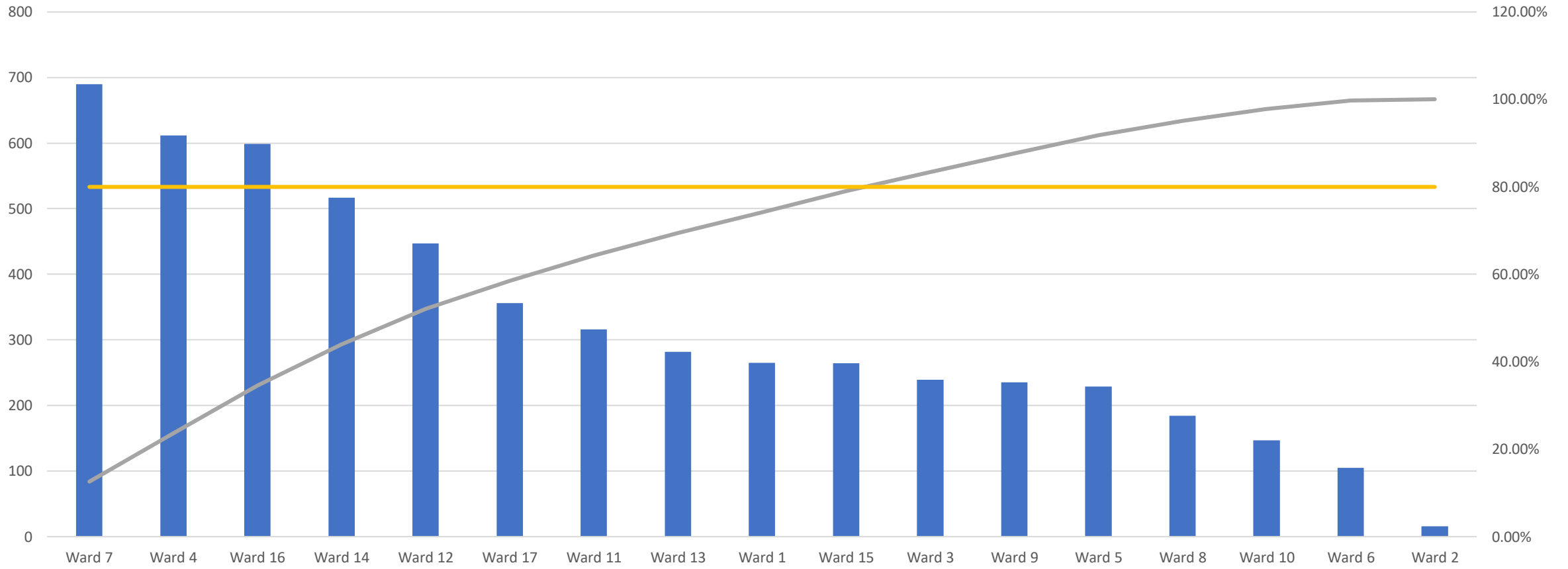
ASB Complaints since April 2019 - control chart



ASB Complaints - Ward rate comparison



ASB Complaints - Ward Pareto analysis



■ Frequency — Cumulative % — Marker 80%