

Where does the information go?

Information about you will be shared with and stored securely by Torbay Council. All information will be kept in accordance with Data Protection Legislation. The information held by Torbay Council will only be used for the purpose of providing services, unless we feel we need to share information to protect a person from harm or to prevent or detect crime.

For more information see:

www.torbay.gov.uk/dataprotection

Where can I get the Supporting Families Form?

The form and more information on the Supporting Families Programme is available at: www.torbay.gov.uk/supporting-troubled-families/

What if a family doesn't want to complete a Supporting Families Form?

We hope once families are given information about Supporting Families that they will want to be involved to support improvement to the services they receive now and may want in the future.

However it is the family's choice as to whether they want to complete the form. If they choose not to then this decision will be respected by the Supporting Families Programme.

Families can still receive support through the usual pathways.

For further information please go to:

www.torbay.gov.uk/supporting-troubled-families/

or

Contact

Supporting Families Team

t: 01803 207892

e: [supporting.familiesperformance](mailto:supporting.familiesperformance@torbay.gov.uk)

[@torbay.gov.uk](mailto:supporting.familiesperformance@torbay.gov.uk)



Torbay Supporting Families Programme: A Guide for Organisations

www.torbay.gov.uk **TORBAY**
COUNCIL

What is Supporting Families?

Supporting Families is Torbay Council's local response to the national Troubled Families Programme which has the following aims:

- To improve access to services for families.
- To improve the way services work with each other and families.
- To support long term improvement in the life of every member of the family.

Which families does the programme focus on?

The programme is aimed at families with multiple needs. For the purposes of the programme a family is eligible if they meet 2 or more of the following criteria:

- 1) Children and parents with a range of health problems.
- 2) Children who have not been attending school regularly.
- 3) Children who need help.
- 4) Parents or children involved in crime and anti-social behaviour.
- 5) Families affected by domestic abuse.
- 6) Adults and young people out of work/ in debt or at risk of homelessness.

How are families identified?

Until now.....

The local programme has been in place since May 2015 and since then families have been identified through the Torbay Targeted Early Help Pathway.

Moving forward.....

Lots of families in Torbay are supported without using this pathway and now Supporting Families would like to identify these families.

These families will be being worked with by different organisations and groups across Torbay and so to be able to identify families we're asking for these services to complete the **Supporting Families Form**.

Why complete the Supporting Families Form?

Completion of the form will help us to:

- 1) Identify families so that we can achieve the aim of successfully working with 1180 families in Torbay by March 2020.
- 2) Gain a better understanding of what family's needs are locally.
- 3) Gain a better understanding of what services are working with families currently and how.
- 4) Gain a better understanding of how to support families and the services that support them.

Why contact Supporting Families?

The information obtained is used to identify:

- 1) What services families would benefit from.
- 2) How families access these services
- 3) Gaps in provision in Torbay.

Using this information we can support services to better co-ordinate support to help families achieve improvement.

What's in it for organisations?

Once the form is completed a member of the Supporting Families Team will offer to provide advice, guidance and support creating a Team Around the Family Plan with the aim of achieving the identified outcomes for the family.

How will the information given be used?

With the information we gain from families we are better able to evidence the effectiveness of support offered by organisations.

This will result in us being able to ensure evidence based commissioning of future services to support services to better meet family needs and ensure sustainable change for families.