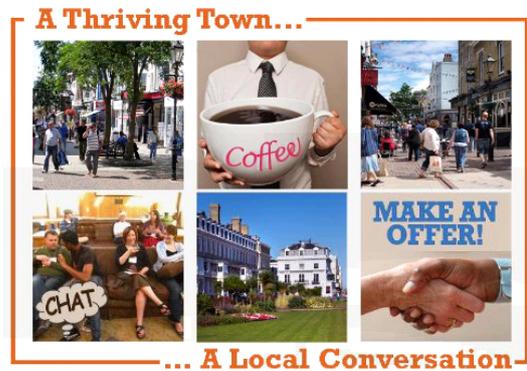


WSCC

Think Family Neighbourhood Evaluation and Review

County Wide Report 2012-15

Francesca Blow & Neil Cotton
July 2015



Evaluation and Review of the Think Family Neighbourhoods, for Phase 1 of the Think Family Programme

Think Family Neighbourhood Evaluation and Review

County Wide Report 2012-15

Executive Summary

Background

Think Family Neighbourhoods (TFNs) were established to recognise the importance of building the resilience of these communities to be better able to help themselves, and to ensure their environment is conducive to personal safety, and supportive to family needs.

The aims of Think Family Neighbourhoods (TFNs) were agreed at the start of the programme. These were to:

- Enhance community resilience;
- Add value to work that is already in place in the TFNs;
- Link to the 3 National Criteria set out in the Think Family (TF) Programme:
 - Worklessness (adults out of work and receiving benefits)
 - School Truancy and exclusion (exclusions, attendance concerns, alternative provision, not on school roll)
 - Crime and Anti-social Behaviour (including under 18s with proven offences, ASBOs, ASBIs, housing-related ASB interventions, Local Criteria)
- Reflect agreed Local Criteria where relevant. These could include any of the following: Substance misuse; domestic or sexual abuse; debt; long term health conditions (physical or mental); mental health; risk of homelessness; expectant mothers and/or pre-school children; adult crime and/or police involvement;
- Increase the likelihood of success of the families being worked with in a given TFN area.

Voluntary and community groups, statutory and private sector partners have come together to form 'partnership groups' to address issues within the TFN and work with the community to form sustainable solutions.

In some instances families involved with the TF programme have directly benefited from projects carried out under the TFN programme. There were also some occasions where individuals being worked with by TF keyworkers later

themselves had roles in TFN projects – a worthy testament to the efficacy and sustainability of the programme.

Evaluation of TFNs Phase 1

It was agreed at the commencement of the programme that we would evaluate the programme to help us understand its achievements and learning outcomes.

An evaluation has been completed by each of the districts and boroughs. This set out to establish:

- 1. Have TFNs delivered the outcomes we wanted for communities?**
- 2. Has this approach enhanced the 'Think Family' Keyworker Service?**
- 3. Does this approach represent value for money for Think Family and for families?**
- 4. Has the programme attracted joint investment and promoted joined up working?**

Key Findings

Worklessness

Of the 38 TFNs there are 13 neighbourhoods that have initiatives that seek to improve work skills and get adults into the workplace; and a further 10 areas where new pieces of work are being considered for 2015-16.

Initiatives range from increasing skills, support and access to work, to volunteering opportunities as a method of gaining new skills and/or as a stepping-stone into paid work.

Truancy and Exclusion

This is one of the lowest areas of activity with 24 out of 38 TFNs having no activity in place. Activities in place include detached youth work, mentoring projects and attributing work undertaken by the Keyworkers.

Crime and ASB

Across the county there has been a great deal of activity, with 18 TFN areas reporting carrying out work. Overwhelmingly this has focused on young people and involved funding for the provision of activities as well as, in some cases, outreach work.

Local Criteria

Awareness of and aim to tackle Domestic Violence

There are projects programmed for delivery in the near-future in six TFNs and an outline commitment to progress activity in a further seven areas.

Awareness of and interventions to tackle Substance Misuse and harmful Drinking

Activity carried out has mainly focused around prevention.

Debt Management

Debt Management is one of the areas where there has been, in general, a greater amount of activity across the TFN areas. Only a small number of TFN areas, 10 in total, had no current plans for activity. Across the county there have been three main approaches taken: one-off events, information leaflets, and one-to-one advice. Approaches taken have, in some cases, been influenced by the local landscape in terms of resources which already exist in the areas.

Improving School Attendance

There is a lower amount of activity taking place in this priority area. Some work however, has taken place. In Chichester there has been a school mentoring project, in Storrington the mobile skatepark has provided opportunities for youth outreach, while in Billingshurst and in all areas within Chichester the work of the TF keyworkers is cited.

Parenting Skills

Parenting skills has been one major area of activity, with work being carried out in 12 TFN areas and programmed in a further five.

Readiness for School

Across the county there is no current work under this heading and, at present, no plans for any work relating to this area in any of the TFNs in Adur & Worthing, Arun, or Mid Sussex.

Risk of Homelessness

11 TFN areas report that they have engaged in activity in this area with work programmed in four TFNs and an outline commitment to carry out exploratory work in an additional ten TFNs – primarily in Horsham.

Use of Urgent Health Services

There has been little activity to date. There are no current plans for any work against this priority in any of the TFN areas in Adur & Worthing, Crawley, Chichester and Mid Sussex.

Improvement in Physical and/or Mental Health

There has been a wide range of activity across the TFN areas with 15 reporting having carried out work, and an additional five areas having work programmed for delivery. In many areas this work has tended to be based around physical activity and diet.

Funding and partner contributions – *based on figures supplied by District and Borough Councils; please refer to page 45 for further details.*

A total value of at least £775,000 has been contributed by Partners which is a fantastic achievement

WSSC funding	£450,000
Other Funding Received	£208,805
In Kind Contributions	£116,008
Spent	£135,888
Allocated to projects (carried forward to 2015/16)	£224,014
Unallocated (carried forward to 2015/16)	£98,884

Recommendations

Think Family Neighbourhood (TFN) work should continue and the learning from the evaluation will feed into on-going development of the Networks which form part of the new arrangements for Family Support throughout West Sussex, known as the 'Golden Triangle'.

It has been agreed that Handcross and East Grinstead Town will no longer be a TFN.

It is proposed that the remaining 37 Think Family Neighbourhoods are progressed into 2015/16,) as areas in which existing and additional resource will be targeted so that the needs of families with multiple and complex problems and their communities can be met in the most efficient and effective way.

The following action priorities are proposed:

- 37 Think Family Neighbourhoods are progressed with multi-agency commitment to progress the action plans which should now include TF2 criteria (revised and refreshed where relevant);
- TFNs to continue to be the areas in which existing and additional resource will be targeted, so that the needs of families with multiple and complex problems can be met in the most efficient and effective way;

- Any 'areas' identified for TFN work as part of the District or Boroughs' proposed forward plan, to have projects with allocated funding in place by 01 March 2016;
- A local Community Outcomes Framework to be developed to reflect community and neighbourhood work; clearly articulating cost/benefit analysis and proposals for evaluation;
- Mechanism to be established for reporting progress on a Quarterly basis;
- An End of Year Report to be produced at the end of each financial year;
- Clear links to the Keyworker service to be demonstrated within TFN work;
- A focus should be made on working with local communities, building community resilience, and most importantly making the TFNs self-sufficient;

For Information

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Think Family Neighbourhood Evaluation and Review County Wide Report 2012/15

Contents/Quick links

<u>Have TFNs delivered the outcomes we wanted for communities?</u>	Page 8
<u>Worklessness</u>	Page 9
<u>Truancy and Exclusion</u>	Page 11
<u>Crime and ASB</u>	Page 12
<u>Local Criteria</u>	Page 16
<u>Awareness of and aim to tackle Domestic Violence</u>	Page 16
<u>Awareness of and interventions to tackle Substance Misuse and harmful Drinking</u>	Page 18
<u>Debt Management</u>	Page 19
<u>Improving School Attendance</u>	Page 21
<u>Parenting Skills</u>	Page 22
<u>Readiness for School</u>	Page 24
<u>Risk of Homelessness</u>	Page 25
<u>Use of Urgent Health Services</u>	Page 26
<u>Improvement in Physical and/or Mental Health</u>	Page 27
<u>Outcomes that have been achieved</u>	Page 29
<u>Increase families in work</u>	Page 30
<u>Reduce families in debt</u>	Page 31
<u>Communities feeling empowered</u>	Page 32
<u>Reduction in ASB and youth crime</u>	Page 34
<u>Residents feeling safer where they live</u>	Page 36
<u>Evidenced improvements in happiness and wellbeing</u>	Page 37
<u>Increase in school attendance (and reduction in exclusions)</u>	Page 38

Residents feeling a greater sense of community-ownership, resilience and neighbourhood pride **Page 39**

Has the approach enhanced the 'Think Family' Keyworker Service? **Page 42**

Does this approach represent value for money for Think Family and for families? **Page 43**

Has the programme attracted joint investment and promoted joined up working? **Page 44**

Conclusions **Page 45**

1. Have TFNs delivered the outcomes we wanted for communities?

Existing Services and Work Streams

Better aligning services and existing work streams to benefit TFNs was agreed at the start of the programme. Throughout the evaluation some Districts chose to use examples of work already undertaken and which some statutory services have to provide, as examples. Whether or not these services have been better aligned to complement TFNs was not clear in all cases. Other Districts only used examples of new projects established as a consequence of the Think Family Neighbourhoods programme. In future evaluations separating these examples may prove beneficial so not to cause any misrepresentation of work carried out.

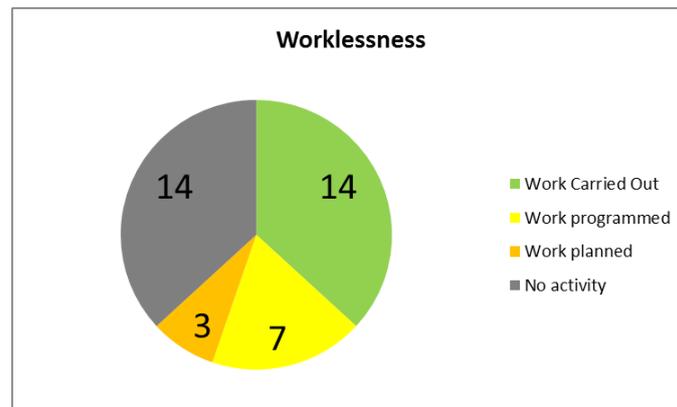
Community Consultation (Working with our communities)

In many areas, community involvement and engagement of local partners was integral to their approach. There have been many examples cited of community surveys and fun days to engage with local people. Particularly in Crawley, extensive consultation work was designed and undertaken by project teams facilitated by Community Development and consisting of local residents and service providers.

Through the evaluation a large amount of information was received from the various TFN areas. To provide an overview of this, a five-part schema was developed to highlight each area's progress in addressing the priority areas. These are:

- Work carried out - Work has been undertaken;
- Work programmed – Detailed plans are in place ;
- Work planned – Outline plan, or commitment to progress work, but no detailed plans yet in place;
- No activity – Where there has been, to date, no activity undertaken;
- Blockage/ issue identified – Where a specific issue has been raised preventing, or hindering work from taking place.

Worklessness



There has been a significant amount of work in this priority area, with work having taken place in 14 TFNs and further projects programmed for delivery in another seven areas. In some areas work has taken place in terms of increasing skills, and support with accessing employment, whilst in other areas there has been an emphasis on providing volunteering opportunities as a method of gaining new skills and/or as a stepping-stone into paid work.

Adur & Worthing

In Adur & Worthing the IT Junction Programme is running across four areas: Broadwater, Northbrook, Eastbrook and Peverel. A further IT junction is under development in the Heene & Central areas. This involves supporting residents with basic IT skills to access information on job availability using trained volunteers. So far across these areas 48 volunteers have been trained, with four subsequently obtaining paid work. Additionally in Northbrook there is an IT Junction Junior programme which aims to support younger people who do not have access to computers at home.

A community bike project in Northbrook and Eastbrook TFN areas also offers sessions for residents to build, repair and maintain their own bike. This enables participants to gain skills and again provides volunteering opportunities. This targets TF families. Additional volunteering opportunities have been provided in Eastbrook through a local community-led newspaper The Village Voice, run by three volunteers, and the Eastbrook mentoring project which has to date trained nine local volunteers in mentoring skills. Additionally in Peverel the Community Hub provides volunteering opportunities.

Arun

The organisation My Sister's House is providing an 8 week course in Bognor supporting women returning to work. This includes CV writing and job applications, and although not a specific TFN project is being promoted in TFN areas. There appear to be no actions, to date, taken in Ham Ward, River Ward and Rustington.

Crawley

Worklessness was an issue identified as a priority by local service providers through the Neighbourhood Action Teams and consultation with the community. There will be provision of after school clubs in Langley Green and Bewbush. The School Plus Learning Centre will deliver monthly sessions at the Bewbush Centre covering motivational training and preparation for employment. This will include: addressing barriers, setting goals, challenging negative behaviour, job searching, CV writing and applications and interview training. A fortnightly drop in session will also be delivered by Rivers and piloted in Broadfield for people to gain information and advice on employability skills, form filling and basic reading and writing skills. There is planned delivery of ESOL training in Langley Green to members of the community for whom English is a second language.

Chichester

Selsey Works in Chichester District has been engaged in work around reducing claimants of JSA and improving employment opportunities for residents of Selsey. This has been successful with a reduction of 151 claimants. There is an event planned for June with Choose Work in St James's Square in Chichester East to encourage residents out of work to engage with the service and seek opportunities for work experience. This will be rolled out to other TFN areas if successful.

Horsham

In Billingshurst "there has been notable success in engaging more people into volunteering to help establish the employment projects" and an impact of TFN has been greater co-operation and communication between the District Council, County Council and the voluntary sector to establish the needs for employment support in the area. Work is currently planned in Storrington where the Foodbank hope to expand their offer to include employment information. Similarly in Roffey, St. Andrews Church hope to be able to work in this area now their building has been re-opened and it is planned that a member of the Church will be undergoing training in early March with the organisation Christians Against Poverty. In four TFN areas, Pulborough, Henfield, Holbrook West and Elm Grove no work has taken place; in Elm Grove a survey of 68 residents found that 86% were in employment; therefore this work area was not progressed. Similarly in Needles the issue of worklessness was not apparent during survey work; however, through links made with local services there have been expressions of interest in the possible development of a job club.

Mid Sussex

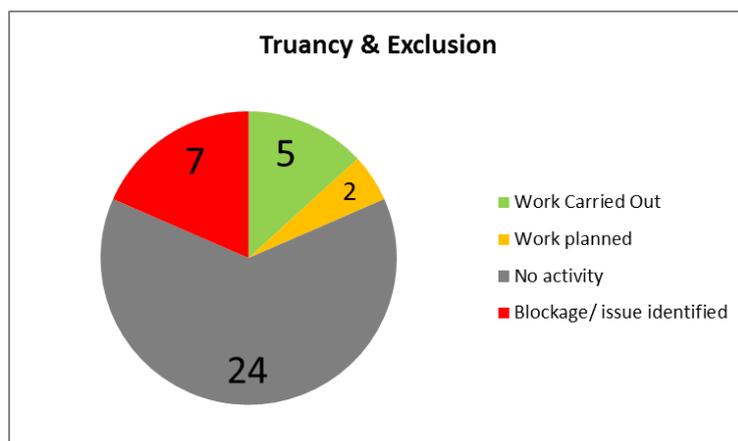
In the three areas where a representative of Affinity Sutton is the area lead, Burgess Hill Victoria, Hurstpierpoint and Handcross, work is being carried out by the Affinity Sutton Ready2Work Team and the Affinity Sutton Financial Inclusion

team who work with individual families and are looking at attending the Café sessions on a more regular basis. In Hurstpierpoint the Ready2Work Team are now holding weekly sessions with local residents, supporting them in getting back into work, training and volunteering. This is being held during the café sessions run by the Point Church at the Working Men’s Club – a facility which has become available due to the links developed through the TFN. In addition the area lead in Hurstpierpoint has arranged for the England Illegal Money Lending Team to run a workshop during Young People’s month. Finally, in the area Mid Sussex Training and Learning Support Programme provide IT basics and job searching online. In Handcross four families are working with the Ready2Work team looking at getting into work and more families have had intervention at a lower level.

Additionally the Ready2Work programme has also been operational in Bentswood, and it is reported that 20 individuals obtained work through this. Other successes include: one Apprentice recruited to work for Affinity Sutton, 2 individuals completed the Pre-Employment programme and 5 individuals completed training in Level 2 Childcare.

In East Grinstead Town a back to work project has been in attendance at the Swop-Shop events. It is known that at least seven people contacted the service during these events and that this has led to longer-term engagement in at least one of these cases. Finally in Burgess Hill Leylands, food parcels were delivered at Christmas to help families struggling financially. Three areas in Mid Sussex, Ashenground, Stone Quarry and Burgess Hill St. Andrews were not highlighted as requiring any of these activities.

Truancy and Exclusion



Of the three national Phase 1 TF programme criteria, Truancy and Exclusion has seen some of the lowest levels of activity across the West Sussex TFN areas. In total 24 areas reported no activity carried out to date, with no current plans for any. Some of the reasons can be seen from the evaluation forms. Horsham, in particular, reported in three areas (Henfield, Needles and Elm Grove) that the issue had not been raised during survey work. Furthermore in Horsham, work

has been hampered by a lack of data on the extent of truancy and exclusion, and by difficulties engaging with schools and TFN keyworkers around the issue. In Pulborough it is made clear how these difficulties have impacted:

Truancy and Exclusion has been a challenging area of work: with little information on the level of truancy/exclusions it is difficult to focus work.

Similarly in Elm Grove it has not been possible to have a representative from local schools attending TFN meetings. It is also remarked that while the TF caseworkers have indicated that this area has been a major part of their work there have not, to date, been any approaches made to the TFN group.

Crawley raises similar issues, with the work area not featuring explicitly among their programmed projects. As with some areas in Horsham, the reasons provided relate to the earlier survey work and the fact that as an issue this has not been flagged up by partners. They state that while there may be some collateral impact on the priority area from their other projects, this will be difficult to measure:

It will be difficult to measure the impact, as truancy and exclusion was not raised by local partners, or residents as an issue. We could make assumptions about the impact of other projects on improvement of behaviour in schools and attendance e.g. parenting courses, youth activities etc but this would be difficult to prove

There are however, projects being carried out in several areas. In Chichester there has been one instance where the TFN programme has been funding a school mentoring project with the Academy Selsey. This is aimed at supporting young people to avoid exclusion and improve attendance.

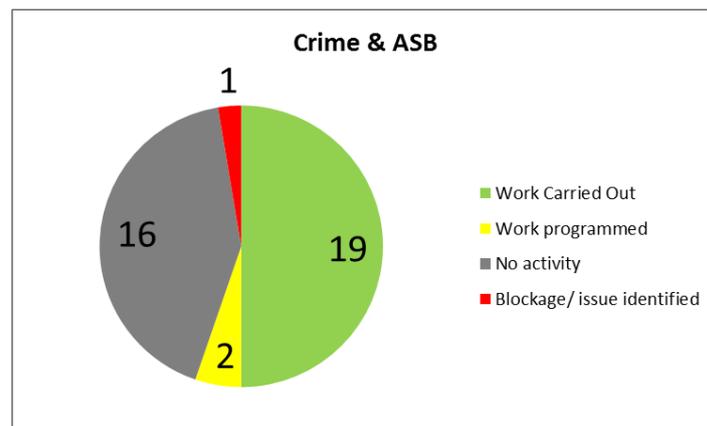
A Mentoring project has also been set up in Eastbrook, Adur and Worthing where nine local volunteers have been trained in mentoring skills and are working with local students who have been identified as having a lack of parental support. Further to this a Community Bike project is currently in development aimed at those on a reduced curriculum, or who are not in school.

In Mid-Sussex Streetmate detached youth project have been supporting young people and their families in this in two TFN areas; Burgess Hill Victoria and Hurstpierpoint. Additionally in Hurstpierpoint a Community Ambassadors project has been running for two years. This has been working with young people and none of this group are now truanting. Looking to the future the Melting Pot Café is looking at starting a weekly homework club.

Crime and Anti-Social Behaviour

Across the county there has been a great deal of activity, with 19 TFN areas reporting carrying out work. Overwhelmingly work and projects have focused on young people and have involved funding for the provision of activities as well as, in some cases, outreach work. There is however, relatively little evidence of the impact of these interventions; and while it is offered in some TFNs that ASB has

reduced it is also cautioned that ASB has a strong seasonal element and tends to display higher levels over the summer months. Where work has not taken place this has tended to be the result of it being felt locally that ASB is not a particular issue, rather than as the result of any barriers to implementing work. In certain areas however, Rustington in Arun and Stone Quarry in Mid-Sussex, engagement with potential perpetrators has not met with the success hoped for.



Adur & Worthing

In Adur and Worthing this area of work is well supported by the Council’s ASB team’s Early Intervention Project (EIP) and ASB Risk Assessment Conference (ASBRAC). These carry out work to prevent ASB and crime and encompass projects and diversionary activities. To date TFN funds have not been required to support this work as it is being addressed through other means.

Arun

In Ham Ward, Littlehampton, funding given to the Keystone centre for additional youth club sessions has provided more constructive activities as an alternative to ASB; these sessions started in September 2014. Similarly in Pevensy/Orchard Wards, Bognor, funding has been provided to Bognor CAN to provide after-school activities targeted at the 8-13 age group. Arun District Council has also provided an annual rental discount to Bognor Regis Yacht Club in return for sailing sessions for people identified through the TF and the TFN programme. Finally youth outreach was carried out by the WSCC Youth Service in Rustington in response to locally raised issues around young people ‘hanging around’; however, there was a delay in implementing this and by the time of the intervention the issue had evaporated, put down to the earlier evenings and worsening weather.

Crawley

Crawley Community Youth Services, Crawley Town Community Foundation and Bewbush Nursery are working together on a transition project for children and young people in Bewbush. This will involve the delivery of an after-school club, junior youth club, senior youth club and Crawley Kicks session. The need for this

work was identified through the Bewbush Neighbourhood Audit undertaken in October 2014. Community Safety issues were identified as residents' main concern. Respondents felt that young people hanging around in groups or gangs on the shopping parade and play area was intimidating and prevented people going to these areas in the evening. However, it was also acknowledged that young people had nowhere to go. There appear to be no current plans for work in this area in Langley Green and Broadfield.

Chichester

In Chichester the Sport for Social Change Project developed with The University of Chichester is aimed at 12-16 year olds who may be at risk of participating in ASB/Crime. This covers all four TFNs within the district. Sessions include participation in sport, educational skills, leadership and the opportunity to plan, organise and manage an event. Swanfield youth club in Chichester East has reopened and has reduced incidents of ASB in the area. The community garden set up by St Anthony's school and SPRING (Community group for Swanfield) has significantly reduced ASB reports on the green.

Horsham

Work around ASB in Billingshurst has adopted a strong focus on road safety and issues such as speeding and inconsiderate/illegal driving which were previously highlighted within the 2015-2020 Community Led Plan. Work has involved engaging with Parents affected by Road Traffic Incidents through informal group meetings, offering new driver awareness courses to young people and older driver assessment courses to over 65's, along with engaging with residents and parents to improve walking and cycling routes to school and planning a road safety week for September 2016.

In Pulborough via the District Council the TFN group has established a link to the local Pulborough Action Team, which provides a forum for local discussions around crime and ASB. Through this the TFN group has been able to pick up on emerging themes and issues. Action was taken in Roffey TFN in October 2013 through a large scale police enforcement operation around drug use on South Holmes Road. This was a large piece of partnership work involving the District Council and Housing Association, L&Q which involved the closure of a property. Currently the Police have run twice-weekly 'come and meet us' sessions on the South Holmes road, but take-up is low. It is planned to move these into more central Roffey and carry out promotion.

The focus in Storrington is, as in other TFN areas, more based around young people and it is stated that the Monday night youth provision in the area has reduced ASB by providing diversionary activity. Survey work has been undertaken in Elm Grove and has found that there is an issue with the under-reporting of ASB (60% of respondents reported having a problem with ASB in the past 12 months, but only half had reported it to the police). As a result of

this the District Council and Sussex Police have contributed to the Elm Grove Community Flyer explaining ASB and emphasising how residents can report concerns. Further work on increasing reporting is planned in the area; however, the PCSO's plans to establish a local action team to support this have not yet been progressed due to staff changes. Finally in Needles, information was collated about perception and fear of crime via a feedback survey; however, it appears that no further action is planned. No actions have taken place, or are planned in either Henfield, or Holbrook West.

Mid Sussex

Streetmate detached youth project has been working in five of the Mid-Sussex TFN areas: Ashenground, Hurstpierpoint, Burgess Hill Leylands, Stone Quarry and Bentswood. Streetmate is credited with having an impact on ASB in Hurstpierpoint and it is also mentioned that ASB has generally decreased over the past 12 months in Ashenground and BH Leylands. The service however is no longer operating in the Leylands Ward after carrying out 'reconnaissance' and identifying needs. Several BMX sessions were delivered for a group of young women and more are planned for the future. This project is linked to the new BMX track opened in 2014 which has proved very popular and the local PCSO comments: "it may be that this is responsible for the drop in ASB as there is now something productive for them to do".

Three TFN areas have engaged Youth in Motion to deliver the Community Ambassadors programme – in Ashenground they have been working with a small group of five to six young people who have been identified as being involved in ASB in the area – this information has been supplied by a range of agencies including the local PCSOs. They have been working alongside Streetmate to engage with the young people and work towards improving community relations. They plan to make a film showing what young people do in the area, and to show this in the Community Centre which is being fitted with black-out curtains. The Community Ambassadors Project has also been in operation in Hurstpierpoint to address crime and has succeeded in supporting young people to understand the negative affect of crime on other residents and the effect it has on their lives – ASB crimes have reduced from 41 to 20 per month. Local residents reported to the PCSO that they feel safer now: this came from discussions during their routine work and during the events they had attended at the Community Café. The project has given the young people the skills to plan events, organise a Christmas concert for sheltered housing residents, meet with local parish councillors, apply for funding and set up as a Community Interest Company. The local PCSOs also attended the community day held in August 2014.

It was reported that in Stone Quarry, where to date there has only been one TFN event, that this had had little impact on crime and ASB which had been locally attributed to a particular group of youths and families. There has however, been

more recent work carried out by Youth in Motion who are beginning to engage with a small group of seven young people. It is reported that the group are talking about making a film showing what young people do in the area and what they would like to see. It is felt that at this stage engagement has been going better than expected. Youth in Motion have also developed links with the Streetmate workers.

In Burgess Hill Victoria and Handcross it is reported that PCSOs and housing officers work closely with residents who have indicated they feel safe in their neighbourhood. There has therefore not been any specific TFN work around ASB in either of these areas.

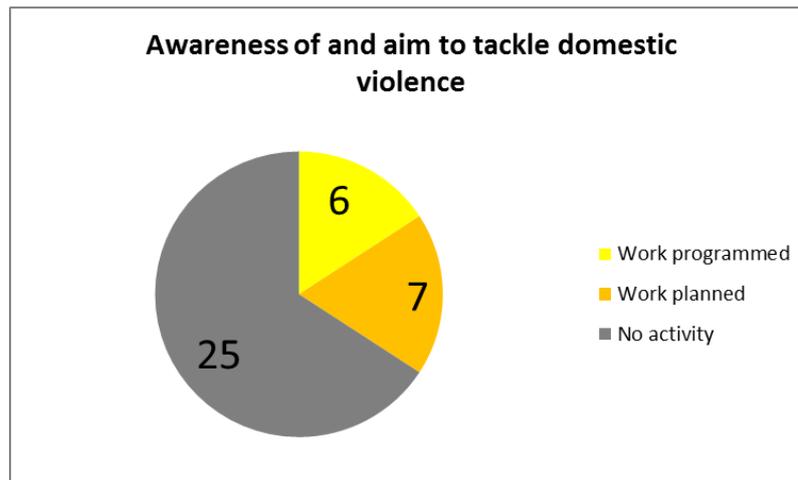
Have any of the following local issues been addressed and if so, how?

In addition to the three national TF criteria a further set of priorities were identified and could be included where relevant. These are:

- Awareness of and aim to tackle domestic violence
- Awareness of and interventions to tackle substance misuse and harmful drinking
- Debt Management
- Parenting Skills
- Readiness for School
- Risk of Homelessness
- Use of Urgent Health Services
- Improvement in Physical and/or Mental Health

Different TFN areas have opted for a different combination of these. In many cases this has been determined by survey work carried out locally, existing resources and the knowledge and expertise of the partners involved in the TFN groups. Across the county areas have adopted a different mix of priorities with which to progress work, and work is currently at different stages.

Awareness of and aim to tackle domestic violence



In 25 of the TFN neighbourhoods there are no plans for any activity in this area. This includes all neighbourhoods in Mid Sussex, three in Arun and eight in Adur and Worthing. There are however, projects programmed for delivery in the near-future in six TFNs and an outline commitment to progress work in a further seven areas. There is a commitment in Mid Sussex to deliver the Freedom programme after identifying that women from the area are travelling to Worthing, the nearest location where this programme is offered.

Adur & Worthing

In Northbrook it is planned to address domestic violence issues within the parent peer support group currently under development. A trainer has been commissioned to train parents to run 12-week self-help/awareness programmes to support victims of domestic abuse in the community.

Arun

In Bersted and Pevensey/Orchards Wards there will be access to a Women's Centre in the Bognor Regis Area set up by the organisation My Sister's House.

Chichester

In Chichester across all four TFN areas the work of the TF keyworker has led to an increase in referrals to Domestic and Sexual Abuse Services in Chichester, a number of which have been in TFN areas. "It's a Rapp " healthy relationships project has been commissioned and has taken place in Bourne Community College and will be replicated in High schools in TFN areas in the coming year.

Crawley

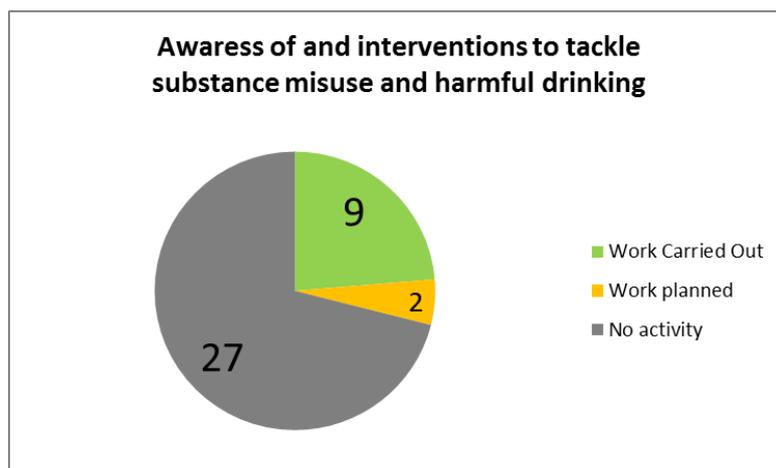
In Crawley it is planned to run a training course for service providers working within the three TFN areas. The aim is to enable providers to develop an understanding of services available and increase confidence in relation to supporting service users who may show signs of domestic abuse or approach services in relation to this. In addition to these will be a peer-led domestic abuse

support group in Broadfield. This will involve delivery of an 8 week 'train the trainer' programme for 4 women, and victims will devise the course with partner agencies. The need for a peer-led domestic support group was identified through consultation with service providers and the Think Family Intervention Worker, who had received feedback from victims of domestic abuse that they would prefer a peer-led support group, rather than one managed solely by statutory providers.

Horsham

In Horsham across all their neighbourhoods no specific work has taken place, but reference is made to the existing Safe at Home scheme run by Horsham District Council, which supports residents who may be at risk of domestic violence to be safe at home by providing items such as new door locks, security lights and panic alarms. There is also an outline commitment to future work stating that the scheme needs "ongoing promotion and is something that needs further linking to the work of the Think Family case workers."

Awareness of and Interventions to tackle substance misuse and harmful drinking



In 27 of the TFN neighbourhoods there are currently no details of plans for work in this area. This includes all TFNs in Crawley, Mid Sussex and four out of five in Arun. In Adur & Worthing however, this area is dealt with through the Safer Communities Team and Wellbeing Programme which the TFN is linked to. Work in this area has taken a variety of forms, with a leaning towards prevention. With the notable exception of Arun the focus appears to be mainly on young people. In Mid Sussex the Mid Sussex Alcohol Project provides a service to young people between the ages of 11 to 18 who may have concerns relating to their alcohol use. They provide support, information and advice regarding their own or a family member's alcohol use. This project works closely with the TFN Key Workers.

Arun

In River Ward, Arun, there has been funding for Stonepillow to set up a Hub at Littlehampton which aims to support homeless and vulnerable individuals through offering shelter, information and support via a recovery pathway. There has also been work involving "numerous partners" to reduce the sale of cheap high strength alcohol, which is suggested has contributed to the reduction in alcohol-related ASB.

Chichester

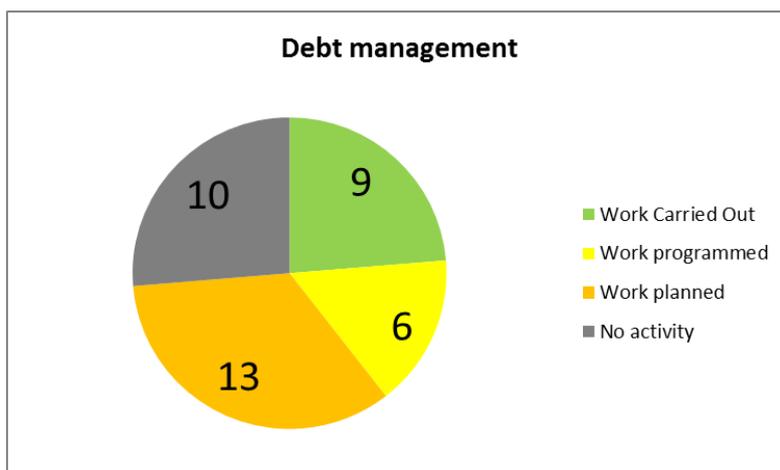
It is stated in Chichester that Wellbeing advice is available in all TFN areas which includes a "re-think your drink" campaign, whilst TF keyworkers have made referrals to the well-being advisors from the TFN areas. The Asura project, which is delivered by recovered drug addicts, is working with High schools in Chichester South, warning young people of substance misuse issues. Sessions around drugs and alcohol have been delivered in Selsey at the Snak Shak which targeted a specific group of young people considered to be vulnerable.

Horsham

Actions have been taken in four areas: Billingshurst, Pulborough, Storrington and Roffey. In Billingshurst this has included the relocation of the 'snack wagon' as a response to a locally raised issue around young people at risk of substance misuse. Street Pastors will be supporting the intervention with the Weald School. In Pulborough this has taken the form of a PCSO visiting an area which is being used as a late night drinking venue by young people. Storrington has seen the weekly visit of a mobile skate-park which has facilitated conversations between youth-workers and young people around alcohol and drugs. Finally in Roffey intervention has taken the form of the closure of a property on South Holmes Road. Further work there is planned through the District Council's Health and Wellbeing Team who intend to run a local rolling programme of support around alcohol and health wellbeing.

There is also a general commitment to look into this area in Henfield and Elm Grove in Horsham. This is around concerns identified about potential drug use amongst young people in Henfield and survey results in Elm Grove which suggested "drunk or rowdy behaviour" was a concern for some residents. In both cases, despite an outline commitment there are, as yet, no firm intervention plans.

Debt Management



Debt Management is one of the areas where there has been, in general, a greater amount of activity across the TFN areas. Only 10 TFN areas had no current plans for activity. Across the county there have been three main approaches taken: one-off events, information leaflets, and one-to-one advice. Approaches taken have, in some cases, been influenced by the local landscape in terms of resources which already exist in the areas, such as the presence of Affinity Sutton's financial inclusion Team in some of the Mid-Sussex TFNs.

Adur & Worthing

In Adur & Worthing the district/borough councils are leading on developing a financial inclusion framework to tackle debt issues, which includes developing ways to offer money management training in TFN neighbourhoods. The IT Junctions are used to signpost residents to debt advice and support. Volunteers are trained to support residents/IT Junction users with money management issues. A leaflet has been produced that outlines debt management services for use by front line workers (including TF Key Workers).

Arun

Debt has been identified as a priority issue in River Ward. A draft directory of advice and support services has been produced, and will be promoted especially to tenants in the private rented sector.

Chichester

In Chichester East a day of action had a debt advisor present, and it is hoped that once the Hub is operational CAB and other organisations will make use of the building to hold mini-surgeries. TF keyworker has made numerous referrals to CAB and Christians against Poverty and also ensured any tenants who were eligible for a discretionary housing payment (DHP) were allocated one.

Crawley

In Crawley Christians Against Poverty will be delivering free of charge one-to-one debt management advice through a debt centre which will be available for families within the three TFNs. They will also be providing a free budgeting advice and training Money Management Course in each area. Additionally in Bewbush it is planned to carry out a community event to promote local services and to identify how people would like to get information about these.

Horsham

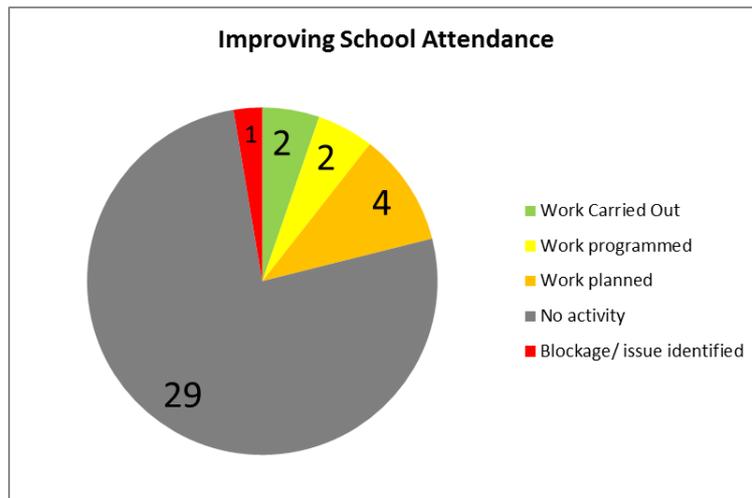
In Storrington, Horsham there is a well established group Liaise @ Frontline. Based in Storrington Children and Family Centre on Tuesday afternoons, Liaise provides advice and information on debt and financial issues such as repossession, eviction and final demands. The foodbank is also working in partnership with the District Council to extend their services to budgeting information, while across the district the District Council funds a debt advisor for two days per week.

In Billingshurst the TFN team has identified a group, Christians Against Poverty which offers free advice and it is hoped to involve the group in the job club when it is established in Spring 2015. Although, in Needles, Roffey, Henfield, and Pulborough this theme did not appear as an issue in the survey work carried out, it may be masked: there is an outline commitment to explore and map the issue locally in greater depth. Additionally in Roffey Christians against Poverty are currently engaged in training members of the St. Andrews Church congregation in providing budgetary advice.

Mid Sussex

In Mid Sussex debt advice was on offer at a 'Swop-Shop' event in East Grinstead. Similarly in Burgess Hill Leylands and Bentswood, one-off financial capability workshops were run with eight and nine attendees respectively. In Ashenground free advice on energy bills and switching suppliers was provided. In Burgess Hill Victoria, Hurstpierpoint and Handcross Affinity Sutton's financial inclusion team have been working with individual families. In Hurstpierpoint the team have attended the community café whilst a workshop focusing on debt management was attended by four people. In Hurstpierpoint, Moving into Work – a free course for adults to help build confidence and identify skills is held regularly.

Improving School Attendance



Comparatively there is a lower amount of work taking place in this priority area, with 29 TFNs without current plans. In Pulborough, the following provides an illustration of some of the issues:

Discussing with the head teacher of the local primary, the view has been expressed that this issue is best dealt with by individual TF case workers, rather than there being a need to offer a community solution, or support mechanism. The secondary school for the area - The Weald has not been receptive to TFN involvement around the issue.

Some work however, has taken place. In Storrington the mobile skatepark has provided opportunities for youth workers to talk to young people about issues including school attendance, while in Billingshurst .

In Chichester there has been a school mentoring project with The Academy Selsey, aimed at supporting young people to avoid exclusion and improve attendance.

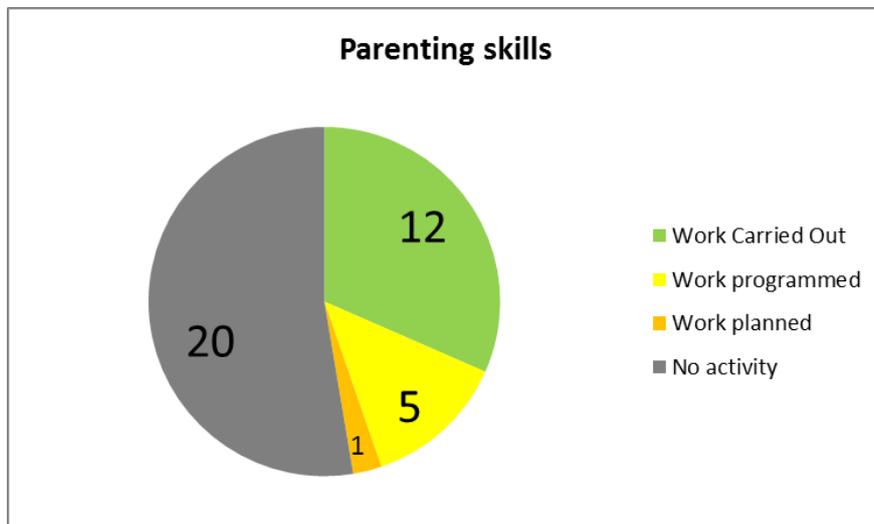
The community bike project currently in development in Eastbrook plans to target children not at mainstream school, or on a reduced timetable. Also in Eastbrook, the mentoring project *works* with young people in Year 9, selected by Shoreham Academy. This project is for those that have some motivation to learn, but lack confidence and support networks outside of school. Local mentors have been recruited to support 12 young people through 121s, regular meetings and coaching. In Bewbush, Crawley the Transition project also covers this area with an after-school club.

Bewbush Community Nursery will be providing an after school club on a Tuesday, with Crawley Community Youth Services and Crawley Town Community Foundation providing activities for older children and young people. Children will therefore be able to access provision from an early age and up to 16 increasing their opportunities to access information and support before a crisis occurs.

In Henfield, Roffey, Needles and Elm Grove the issue was not raised, although not specifically addressed in the survey. In all four areas there is an acknowledged need for a better linkage with schools within the TFN areas to

establish where and how it may be appropriate for communities to support families and schools on this theme.

Parenting Skills



Parenting skills has been one major area of activity with work being carried out in 12 TFN areas and programmed in a further five.

Adur and Worthing

Three TFN areas: Broadwater, Northbrook and Eastbrook have carried out work. In Broadwater parenting advice was provided in 'cook and eat' sessions targeted at TF families. Similarly TF families were targeted in a 'cook and craft' session in Northbrook, at which parenting advice was provided. Here also, the Northbrook parent peer support project is taking place.

Chichester

Across all four TFNs parenting sessions are included in the Sport for Social Change project. The triple P parenting programme is planned for the autumn term.

Crawley

Consultation with service providers and the community identified parenting skills as a priority in all three neighbourhoods. As a consequence both Bewbush Community Nursery and Broadfield Community Nursery will be running an additional Solihull course in each neighbourhood. A number of parent/carer and child activity sessions are also being developed in Bewbush, along with a stay-and-play toddler group in Langley Green. Children and Family Centres are part of the Neighbourhood Action Teams for each of the three TFN areas in Crawley, and promote their services at the partnership meetings.

Horsham

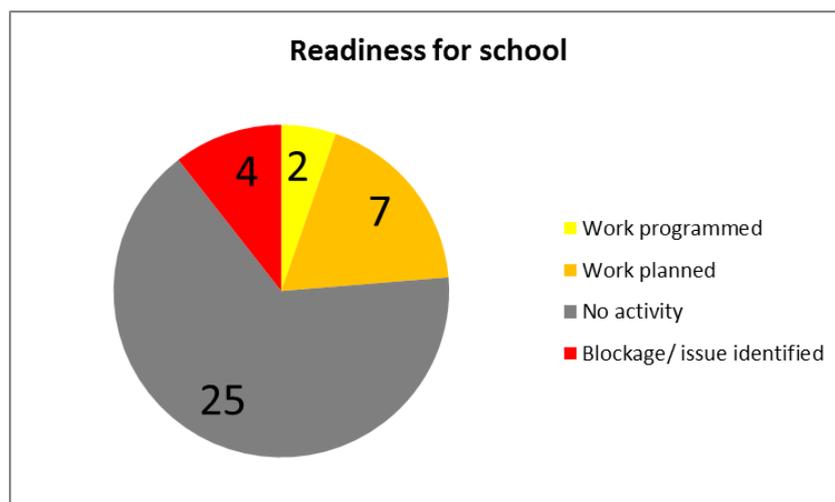
In Horsham the Children and Family Centre sits on the Roffey TFN working group and has been promoting its services through the work of the group. This included a visit arranged to the centre from local police officers and PCSOs, enabling them to learn about referral processes. Similarly in Elm Grove the Children and Family Centre, which sits on the TFN working group, has been promoting its services through the use of the group. In Pulborough the rural Children and Family centre is looking to bring together a support network for young parents, and the district council has worked with the Children and Families Centre to develop a partnership survey.

In Henfield, although not raised as a concern during survey work, it is acknowledged that gaps in family support need to be clarified with Health Visitors and other professionals. Issues raised by the Children & Family Centre (CFC) are: a rise in rates of bottle feeding; high numbers of lone parents with potential to become socially isolated; high number of young parents; low uptake of childhood immunisations. Through the Henfield TFN group, all of these areas are being explored by the CFC, Health and Wellbeing, Henfield Medical Centre and the local school. Four of the TFN areas have no current plans for work in this area.

Mid-Sussex

Although no specific Parenting skills objectives were set in 2014/15 in Burgess Hill Victoria and Burgess Hill Leylands TFNs, the Children and Families Centres have played a key role in work carried out. In Victoria the families are engaging well with the services and in Leylands a stay-and-play family breakfast event was run by outreach workers from the CFC. This saw 25 families attending and another event is planned for April 2015. However, in the future Parenting Skills Training has been identified as one of the key objectives across Mid Sussex, and plans are proposed for two pilot projects in Bentswood, Haywards Heath and Victoria Burgess Hill.

Readiness for School



Across the county there is no current work under this heading and, at present, no plans for any work relating to this area in any of the TFN areas in Adur & Worthing, Arun, or Mid Sussex.

In Chichester this area is not yet a focus, but there are plans to engage more with the Children and Families Centre and local nurseries.

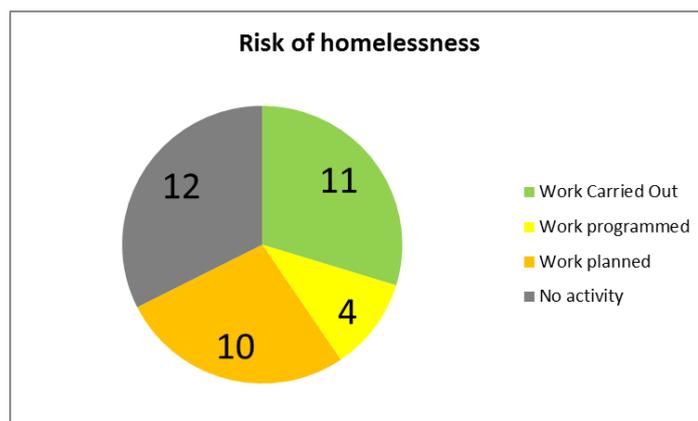
In Crawley, Bewbush Academy identified that parents accessing Family English Courses had very good spoken English, but few of them could read it, and as a result were not supporting their children with reading/sharing books at home. Two three-week phonics courses focussing on reading with children, and teaching of phonics will be delivered by Bewbush Academy to begin to address this. One course will specifically be for English as an additional language (EAL) parents. In Langley Green, Little Willows Stay-and-Play Toddler Group will also be developed.

In Horsham the TFNs in Storrington, Henfield and Roffey, issues were raised around difficulties engaging with local schools, which has limited work in this area. In Storrington it is commented:

To date we have not been able to make inroads with the local primary school who are pivotal to discussions on children’s readiness for school. Without this central link for information, we would not be confident to focus effort on any one potential area at this time.

However, in both Pulborough and Elm Grove, work is being explored in partnership between the Children and Family Centres and local schools and nurseries, whilst in Billingshurst work in this area is largely addressed by the Children and Family Centre.

Risk of Homelessness



11 TFNs have engaged in work in this area, with work programmed in four, and an outline commitment to carry out exploratory work in an additional ten – primarily in Horsham.

Adur & Worthing

There has been an expression of interest from Worthing Churches Homelessness Project to support the management of the community bike projects which are being set up as part of the TFN programme. It is anticipated that the project’s clients will take a leading role.

Arun

In River Ward work is currently progressing on a draft-directory of support services around debt. This is aimed at tenants in the private rented sector and it is hoped that one impact will be to prevent homelessness.

Chichester

In Chichester East and South, Hyde Martlett have trialled a workshop for new tenants, which aims to inform them how to manage their tenancy and the issues which face them. This has been targeted at young mums who have been identified as a group who have historically been likely to lose their tenancy in the first year. The workshop was well received and it is planned to extend this for future tenants in all the Chichester TFN areas.

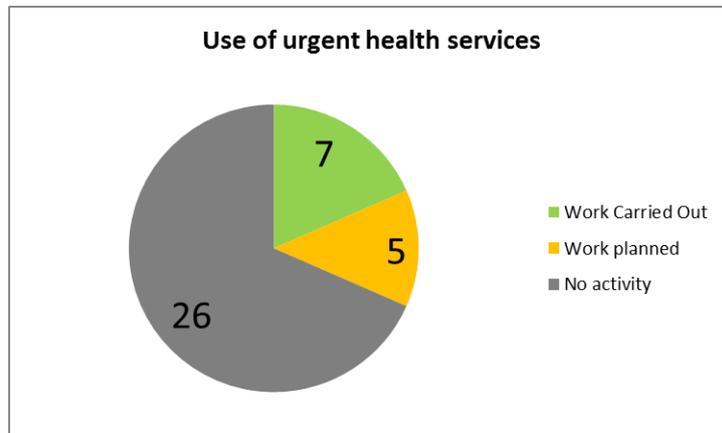
Horsham

In Horsham, work is currently taking place across all the TFNs (with the exception of Holbrook West) to map households at risk of homelessness, and to understand the underlying reasons why some may find themselves in this situation.

Mid Sussex

In Mid Sussex TFNs there is ongoing work around adults who are at risk of being homeless, involving district council housing officers, TF caseworkers and Housing Benefits.

Use of urgent Health service such as A&E, out of hours GP, Emergency dentist etc for all family members



This is another area where there has been, to date, comparatively little activity. There are no current plans for any work in this priority in any of the TFN areas in Adur & Worthing, Crawley, Chichester and Mid Sussex.

Arun

Across all the TFNs, the Arun Wellbeing Team have been delivering courses and attending events to provide 'wellbeing MOTs' to raise awareness of health issues and to promote healthier lifestyles.

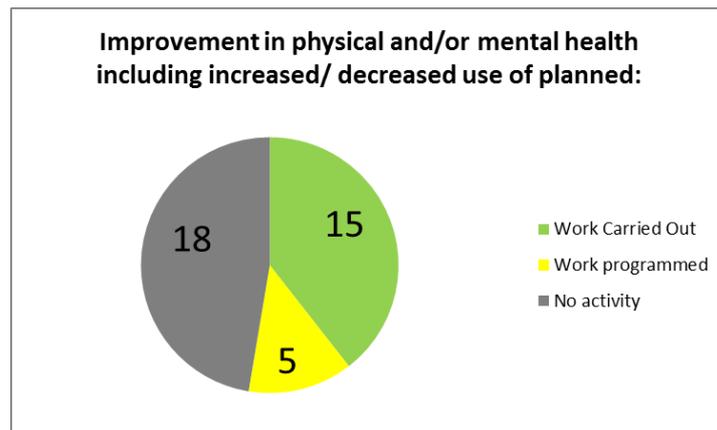
Horsham

In Horsham this area has not been seen as a TFN priority. Despite this work has taken place in two TFN areas. In Billingshurst this has been through a resident approaching the TFN group hoping to access Cardio resuscitation (CPR) and De-fibrillation training. This was carried out in the Children and Families Centre. In Henfield the local medical practice is on the TFN group, and has been able to link with other services and organisations in the area. One such instance is the current partnership work between the medical centre and the Rural Children and Family team around increasing the uptake of childhood immunisations – an outcome which has been directly linked to the TFN programme. Across all areas the district council has approached CCGs for relevant information on planning work; however this has proved difficult in the past and may therefore represent a blockage.

Crawley

The Crawley Wellbeing Team are part of the Neighbourhood Action Teams, and work with partners to raise awareness of health campaigns and deliver sessions for the community. In Langley Green the Crawley Wellbeing Team have an advisor in the Langley Green Corner Surgery once a month, and deliver health talks. The service also takes part in community events to raise awareness of healthy living initiatives. They are involved in the partnership group organising the Community Event in Bewbush on 12th September 2015 and will be running activities to raise awareness and encourage people to live healthier lifestyles.

Improvement in Physical and/ or mental health



This area has seen a wide range of work carried out across the TFNs, with 15 having carried out work and an additional five having work programmed for delivery. In many cases this work has tended to be based around physical activity and diet.

Adur & Worthing

Work in this area has taken place in Northbrook and Eastbrook via the 'Grub Club' which has provided increased activities and healthy food for young people, as well as engagement with parents to provide healthy meals. This project has been focused on 7-14 year olds. They benefit from an hour's activity each session, as well as improved knowledge and skills in cooking and healthy eating. Every session provides a balanced 2 course meal that they prepare and eat together. 'Cook and Craft' sessions are also being provided for TF families.

Arun

In Rustington there is a planned project to install outdoor gym equipment using wellbeing funding. In Pevensy/Orchard Wards, funding has been provided to extend a breakfast club run by the Kingsgate Church on Sundays, to ensure those young people in need get adequate nourishment to improve their health and wellbeing.

Chichester

The Sport for Social Change project which covers all TFN areas in the district is based around physical activity sessions, and aims to widen participation in sport to more marginal groups. Other work in this area has been through the TFN keyworkers who have encouraged families to register with dentists and GPs and have also made referrals to mental health services for both adults and children. Wellbeing advisors operate out of Chichester, Selsey and Tangmere and are based in either leisure centres or GP Surgeries they offer MOT's and advice around weight management, stopping smoking and healthy lifestyles. There is a weight management group held in Swanfield and Selsey. We also run a family wellbeing project that looks at the wider issues of health for families and concentrates on families who are within TFN areas.

Crawley

Work is planned in Bewbush through the increased youth provision aimed at children aged 9+ and which is activity-based. Additionally in Bewbush it is planned to provide an extra 'Crawley Kicks' session per week, which is again activity-based. In Broadfield it is planned to run four 'Cook and Eat' courses which support people to cook affordable and healthy meals.

Horsham

In Horsham there has been activity in several TFN areas. In Henfield a 'Why Weight' drop-in has been established at the local medical centre; in Storrington the weekly mobile skate park has delivered health and wellbeing benefits to those young people who attend; and in Billingshurst it has been shown that engagement with residents and encouraging them to be involved and volunteer improves general wellbeing. In Roffey, work is being planned through the District Council's Health and Wellbeing Team and L&Q Housing Association, and this partnership is working with the police on drug usage. Horsham Matters will also be running a regular 'Romance Academy' at St. Andrews Methodist Church, which aims to meet a highlighted need for sexual health information. In Elm Grove, one of the findings of the community survey was residents asking for opportunities to be brought together. The Church is working with local residents to organise a community/ information event, aiming to bring people together. The district council is working with 4theyouth on improving the promotion of their organisation, which provides activities for young people. There has, to date, been no work in this area in Pulborough, Holbrook West or Needles.

Mid Sussex

In Mid-Sussex work has been undertaken by Wellbeing advisors and Wellbeing coaches in several TFNs. In East Grinstead Town, Hurstpierpoint and Bentswood a Wellbeing advisor holds a monthly outreach session. In Hurstpierpoint, advice is given on all-things-health, including giving up smoking and healthier diets –

this has proved very popular. In Stone Quarry the Wellbeing coaches operate at the Children and Families Centre, and in Ashenground they deliver a range of programmes at the Community Centre.

There have also been a number of activity sessions run in the TFNs. In Ashenground there have been 'Weight off' workshops; a back-to-exercise Pilates and walking football were all held at Ashenground community centre, whilst at Burgess Hill Leylands, back-to-exercise Zumba has taken place at the Sidney West Children and Family Centre. At Burgess Hill St. Andrews, there have been Pilate's sessions at Manor Field School. Finally in Ashenground, Handcross and Burgess Hill St. Andrews, Wellbeing staff supported people to access appropriate agencies/organisations and support networks at TFN events.

Have / How have outcomes been achieved?

In this section of the evaluation form a range of outcomes have been identified and areas are asked Have, and How have outcomes been achieved. The outcomes in question were:

- Increase families in work;
- Reduce families in debt;
- Communities feeling empowered;
- Reduction in ASB and youth crime;
- Residents feeling safer where they live;
- Evidenced improvements in happiness and wellbeing;
- Increase in school attendance (and reduction in exclusions);
- Residents feeling a greater sense of community-ownership, resilience and neighbourhood pride.

Generally this was the section of the evaluation form in which TFNs submitted the least amount of information, reflecting a general need to develop a stronger performance context, in which measurable changes can be seen to occur.

In Arun this section of the return was blank, as was much of Mid-Sussex's return. In terms of the evidence presented this is, in many cases, either anecdotal, or simply an illustration of a pathway whereby an outcome *may* be expected to occur. In general there was little in the way of any quantitative data, or of robust evaluation of outcomes. In some instances, most notably the IT Junctions in Adur and Worthing, there has been a record of the numbers of volunteers who have been trained and it has been recorded that four of these have subsequently found paid work; elsewhere there are mentions of the numbers of people attending events. Beyond this limited data however, there are no firm measures of impact on these priority areas.

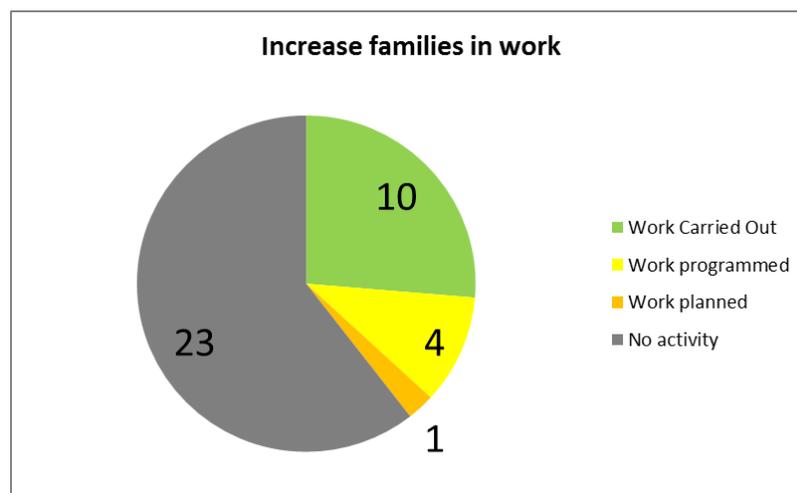
In some ways this is unsurprising, since at the time the evaluation was carried out many projects were in their early stages, or as in Crawley, were on the verge of being launched. Some areas such as Crawley took the approach of

extensive consultation work with residents to ensure that any projects developed met their needs, rather than relying on old data or information from service providers alone. Ensuring that buy-in was established with local partners has enabled them to be engaged in the identification and development of projects to meet the needs of the community.

Secondly there are issues of measurement. This is particularly apparent in the area of "Evidenced improvements in happiness and satisfaction." Crawley raise the issue of measurement, whilst Horsham state that there has been no collection of base-line data. Regarding increases in school attendances and the reduction of exclusions, Crawley report that they have no data from the County Council with which to measure this.

For the purposes of the evaluation the same schema as the priority areas has been used. This is because, as discussed above, there are as yet few instances where individual projects have been evaluated, or evidence about outcomes collated and provided. The schema aims to show progress across TFN areas in working towards an outcome.

Increase families in work



Adur & Worthing

The IT junction Project has to date trained 48 volunteers, with four of these volunteers obtaining paid work. The 'Back to Work' project, jointly managed by the Councils and DWP, provides an excellent service that supports adults back into work and has had significant results. During 2014/15 this was the main project that addressed back to work issues across Adur and Worthing.

Horsham

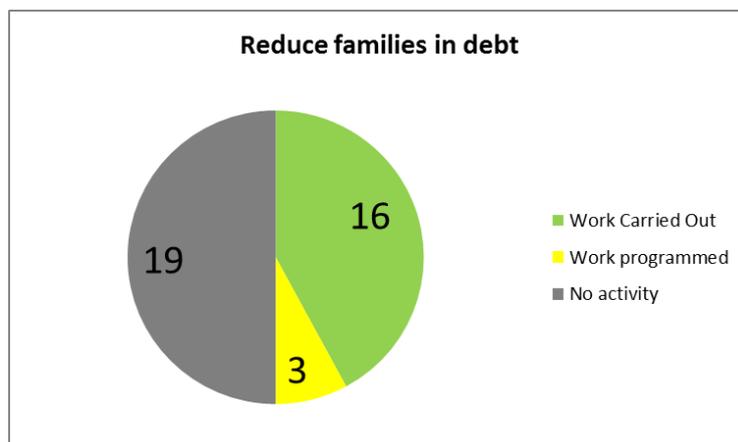
In Horsham there are five areas where no activity is taking place. In Billingshurst the YES project supports young people to take up voluntary roles with local

companies and organisations, which may lead to employment opportunities. The setting up of a job club to serve the area is at an advanced stage and is expected to be operational in April 2015. In Storrington the Foodbank has identified an area of expansion to work with their clients on CV writing and employment skills. The return however, states that it is “too early to measure success.” In Henfield, whilst there is no activity currently taking place and no feedback around employment issues, it has been identified that there are, in Henfield, 20 people on JSA and 40 on ESA: therefore the potential for a jobclub has been noted and may be run later in the year.

Mid Sussex

In Mid Sussex two TFNs have engaged in activity. At East Grinstead Town a back-to-work project has attended organised Swap-shop events. It is believed that at least seven people contacted the service during these events and at least one of these led to long-term engagement with the service. In Bentswood, the Mid Sussex Training and Support Programme has been running. This has included: Getting back to work; introduction to working in Hospitality; customer service in Retail qualification; introduction to Childcare; introduction to Health & Social Care, and a Health & Safety qualification. Additionally the Affinity Sutton Financial Exclusion team have been running digital inclusion sessions at the Saltworkz Café with the Bentswood Community Partnership and the Mid-Sussex Older Person’s Council. Six themed sessions were held in 2014 with an average of 18 people attending each session.

Reduce Families in Debt



With debt management having proved to be one of the more popular areas of work, it is unsurprising that a similarly high number of TFN areas reported progress towards this outcome.

Adur & Worthing

A leaflet identifying support regarding debt issues has been produced and shared with key workers to use with families and residents across the TFNs. Other projects addressing this issue are outlined in the Debt Management section.

Chichester

In Chichester work has taken place with CAB, Christians Against Poverty and through recommending the Credit Union. Choose work has engaged a number of people from TFN areas for work experience and building up the confidence to be ready for work. Specific events have taken place in Chichester East and Selsey.

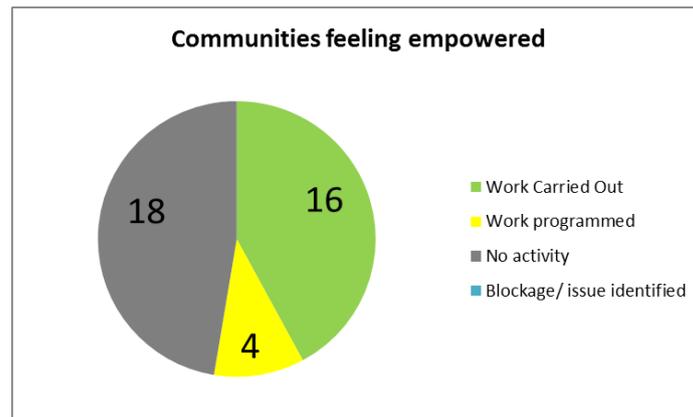
Horsham

In Horsham work has only been undertaken in two TFNs, Storrington and Henfield. In Storrington it is reported that partnership work is "very well established" with 'Liaise' debt advice supporting clients locally at the Children and Families Centre. Liaise have worked with the foodbank and have identified a gap in budgeting advice, which is now offered by the foodbank at the Children and Family centre. In Henfield the CAB currently run a monthly drop-in. This is however, felt to be under-attended and the district Council are currently working with CAB to improve the promotion of the service, and are also hoping to engage further with other local providers.

Mid Sussex

In the Bentswood, Haywards Heath TFN, Mid Sussex Training and Learning Support Programme has run courses on: Getting Back to Work; Introduction to working in Hospitality; Customer Service in Retail Qualification, Introduction to Childcare, Introduction to Health and Social Care and Health and Safety in the Workplace Qualification. Affinity Sutton Financial Inclusion Team have been running Digital Inclusion sessions at a community café, in partnership with the Bentswood Community Partnership and Mid Sussex Older People's Council. Six themed session took place, which included how to reduce bills and how to look for the best deals when using the internet for shopping. On average 18 people attended these sessions.

Communities feeling empowered



Under this heading 18 TFNs did not provide any reports of activity. The areas which did offer details referred largely to the impact on the community of raising concerns and having these addressed, or of their involvement in projects.

Adur & Worthing

In Northbrook, residents attending Northbrook Action Partnership expressed a feeling of empowerment, through being involved in finding solutions to issues in their local area. The involvement of residents in delivering services, most notably the Peer Parenting Project, is thought to demonstrate the empowerment of the local community. Northbrook & Durrington social media surgery has brought together community groups and services via social media. In Eastbrook the development of the volunteer-run 'Fishersgate voice' is also cited as having an impact on community empowerment, through enabling residents to create solutions to becoming better informed about services and what is happening locally. Residents attending Eastbrook Action Partnership felt empowered through finding solutions to issues in their local area. Additionally the Friends of Fishersgate Rec. community group helped secure £90,000 funding for improvements to the site. Lastly, in Heene & Central, business communities being involved in the local conversation encouraged local employers to feel part of developing solutions to issues raised.

Chichester

It is felt that the 'Ideas into action' project carried out with Portfield Primary School has enabled students to identify issues for their local area, gaps in services and to get an understanding of the democratic process. This has been rolled out to Tangmere and Kingsham Primary Schools. Children have been empowered to look at their local area and identify issues which they then try to resolve, so far trees have been planted in a local park, play equipment has been secured and an older people's group have been taken out for a cream tea by a group of school children.

Horsham

In Horsham six of the eight TFN areas have reported an impact on community empowerment. In Billingshurst this has been through work with parents affected by a serious Road Traffic Collision (RTC), whilst in Storrington the focus has been on empowering young people to raise their views and to be heard. In Henfield it is hoped that the District Council working with local partners, can encourage better involvement of residents in the design and delivery of local support; and in Roffey it is felt that there will be a positive impact from issues raised by residents leading to tangible results. A similar point is made in relation to Needles, where survey work identified the need and desire to improve the environment, resulting in the planning of a Needles tidy-up day for the end of March 2015. Work has also taken place in the Elm Grove/ Bennetts Field TFN area to promote the work of a local organisation 4TheYouth.

Mid Sussex

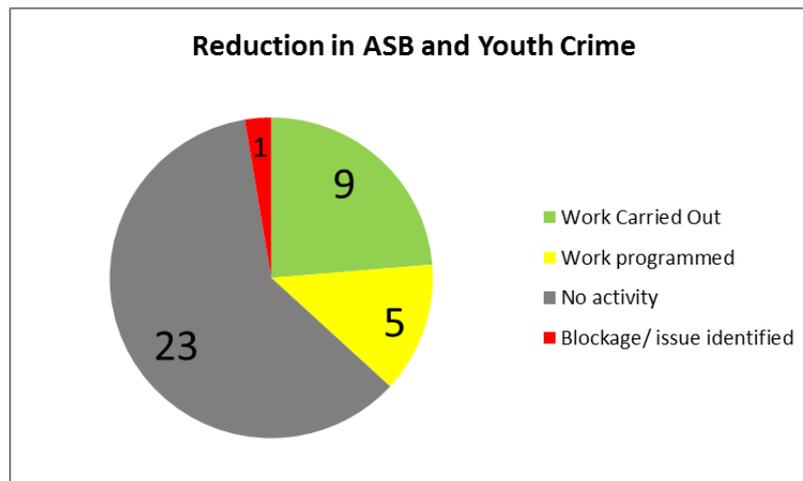
Many of the TFNs in Mid-Sussex referenced community events which have been held. In East Grinstead Town it is felt that the ethos of the Swop-shop events, (to foster informal conversations within the community by providing a space for residents to swap unwanted items, stories and assets and to make informal agreements amongst themselves), helped to empower the community. The agencies attending on an informal basis allowed residents to gain support, advice and confidence. In Ashenground it was reported that in 2014 an 'open day' was organised in partnership with the Town and District Councils, Haywards Heath Youth Community Interest Company (CIC) and housing associations. At this event MSDC exhibited plans for the Sandy Vale play area and asked for feedback, whilst the Community Centre ran a survey to ask residents what they would like from their local venue. Similarly a community day in Bentswood was felt to have contributed to increasing empowerment, with 25 people completing a short questionnaire and 11 indicating they would be willing to volunteer in the area.

In Hurstpierpoint it is felt that the opening up of the Working Men's Club for community use is contributing to building community cohesion, whilst in Handcross one resident has expressed a willingness to work with agencies to start up a resident group, to look at any needs in the area.

Crawley

Crawley undertook a participatory appraisal approach with residents being actively involved on the project teams for the consultation. Training was provided for residents and local service providers around consultation methods, and residents took a lead role in deciding the methods used, where the consultation should take place and its delivery. The residents are now engaged on the Neighbourhood Action Teams along with representatives from the local resident groups, to ensure they have a say in decisions and can affect changes within the neighbourhoods. A number of the projects which will be developed provide volunteering opportunities for local people.

Reduction in ASB and Youth Crime



In several TFN areas the testimony of PCSOs and Police Officers suggests that ASB has reduced; however it is pointed out that ASB has a seasonal element: therefore assessing results over the short-term can be difficult. Additionally in terms of reductions in ASB and youth crime, Crawley argue that there is an issue around establishing causality:

Statistics will be used, but these need to be treated with caution, as it will be difficult to make a direct correlation between the projects and reduction in crime.

Adur & Worthing

In Adur and Worthing this area of work is well supported by the Council's ASB teams. Early Intervention Project (EIP) and ASB Risk Assessment Conference (ASBRAC). These carry out work to prevent ASB and crime, and encompass projects and diversionary activities. It is reported that to date TFN funds have not been required to support this work as it is being addressed through other means.

Chichester

In Chichester East there has been targeted activity, working in partnership with Social Landlords and other partners, which has resulted in a reduction of ASB.

Horsham

In Horsham four areas did not provide information: Holbrook West (where no activity took place on any of the areas), Henfield, Roffey and Needles. In the case of the latter three this was because it was felt that following survey work, or reviewing data that ASB was not an issue which needed to be addressed as part of the TFN programme. Elsewhere in Horsham however, it is suggested that in Billingshurst some of the young people involved in the YES project have either engaged in, or been at risk of engaging in anti-social behaviour. Similarly in

Storrington the mobile skatepark has engaged young people who are known to the ASB team. One young person attending has been involved in anger management mentoring, and the sessions have facilitated the meeting of young people and the local PCSO.

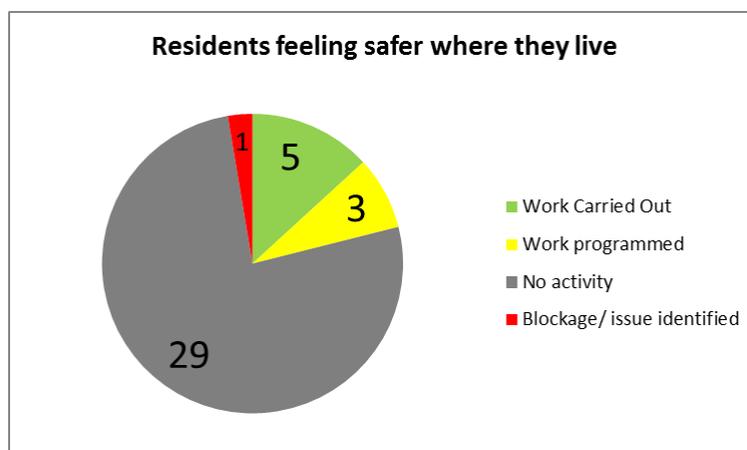
In Pulborough the Local Action Team has provided a forum for local discussions around crime and ASB. Through the District Council, the TFN has been linked to this group, picking up on themes emerging and supporting the community. In Elm Grove work has taken the form of the production of a flyer explaining ASB and emphasising how to report concerns, ask questions and hear about local priorities.

Mid Sussex

In Mid Sussex one of the areas, Handcross, reported that following consultation there appeared to be no evidence of concerns around ASB. Elsewhere in the district, in Hurstpierpoint it was reported that ASB reported crimes have reduced from 41 per month in May 2014 to 20 per month in Jan 2015. Operating in the TFN area have been a combination of Community Ambassadors and Streetmate detached projects, which have offered young people both greater involvement and diversionary activities. Both have also been in place in Ashenground where the group will be making a film to show the local community. The project is working toward young people using the Community Centre facilities. A similar project is operating in Stone Quarry where the challenge has been that there is no suitable venue for the young people to meet.

In Burgess Hill Victoria, play-days were organised over the summer of 2014 by the District Council, whilst in Burgess Hill Leylands, free/ low cost activities were organised by the Burgess Hill network during each school holiday, with targeted flyers delivered to 270 social housing households in the area. These have been in place for several years, having been started in response to ASB concerns.

Residents feeling safer where they live



In total 29 TFNs did not present any details of outcomes in this section.

Adur & Worthing

This area of work is well supported by the Council's ASB teams. It is reported that to date TFN funds have not been required to support this work as it is being addressed through other means.

Chichester

In Chichester East it is reported that in Swanfield Green which was being used by a group of young people using/dealing drugs the area has been reclaimed by residents through persistent monitoring and signage.

Horsham

In Billingshurst work has focused around road safety, which was raised as a concern by residents in survey work which was carried out (prior to the TFN programme). The TFN lead has brought together local partners and professionals to map problem areas. This was then used through the BAIT (Billingshurst Action Initiative Team) group to distribute speed-awareness bin stickers. Further work considered includes safe walking routes and safe transit of HGVs to industrial estates.

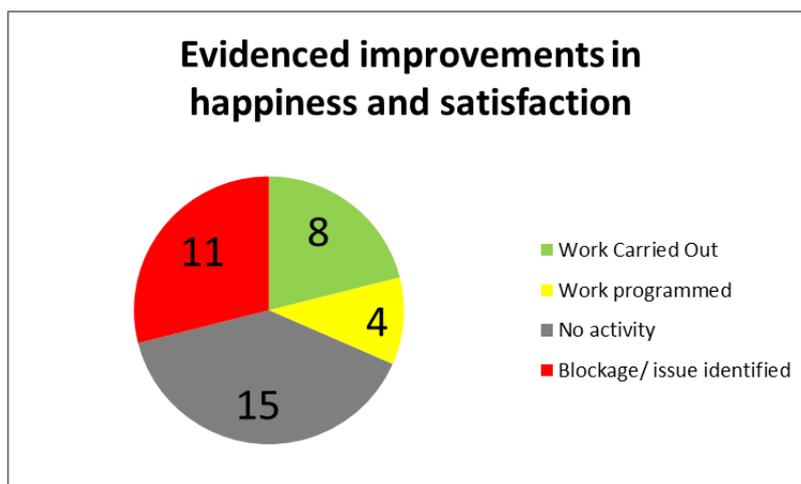
In Pulborough through the Local Action Team, residents reported feeling vulnerable due to the gathering of people after dark and the lack of lighting in the Masons play area. It was hoped to improve lighting in this area, but when investigated this proved to be not practically possible; however, the raising of these concerns has led to a greater police presence in the area. Survey work in Roffey also highlighted a need to increase police presence. As a response to this there has been work by the police to increase promotion of existing 'come and meet us' surgeries. A permanent office in the area was explored, but not to be possible.

In Elm Grove, Needles and Henfield, community safety was not raised as an issue in survey work; therefore no work has been carried out. In Holbrook West, no work has been carried out on any topic. In Storrington an issue was raised in terms of there being no base-line data collected for this area of work.

Mid Sussex

In Handcross, members of the Rosemary Club reported feeling safe living in the area. Under the heading "Crime and Anti-Social Behaviour" residents commented: "Local residents reported to the PCSO that they feel safer now; this came from discussions during their routine work and during the events they had attended at the Community Café."

Evidenced improvement in happiness and satisfaction



Across the TFNs this proved to be one of the most challenging topics to evidence, with a degree of uncertainty about measurement. In many areas there is also little firm evidence of improvement; rather, indications that people spoken to are already generally happy, or assuming that interventions carried out under TFN could, or would lead to improvements.

Adur & Worthing

In Adur and Worthing three areas: Northbrook, Eastbrook and Peverel reported that no formal feedback had been collated; but there is a general feeling that residents being engaged and involved could provide a proxy measure around satisfaction. In Heene & Central, feedback from 'the local conversation' showed that those who attended were positive about the area.

Crawley

The evaluation report highlighted that it would be good to have clarity around how WSCC wanted this to be measured, in order to provide the right data. Information from the Bewbush and Langley Green Audits identified that residents liked their neighbourhoods; however they felt that others stigmatised them. This conclusion was not drawn under Think Family Neighbourhoods, as the research was undertaken to inform the programme of works.

Horsham

Across all TFN areas no baseline data has been collected around this outcome; therefore it is not possible to comment.

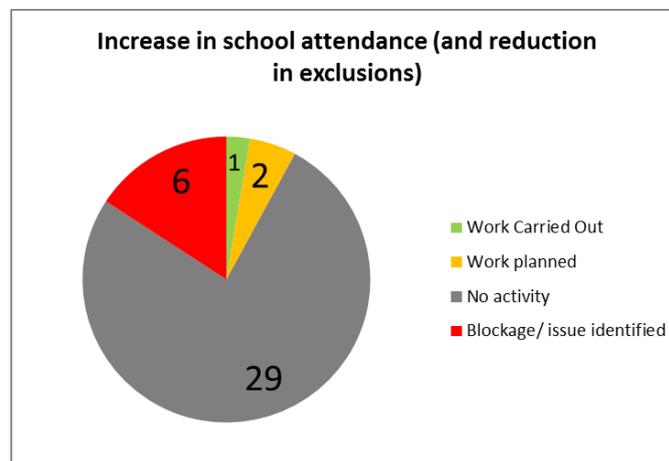
Mid Sussex

In Mid Sussex this section of the form was completed for three areas: East Grinstead Town, Hurstpierpoint and Handcross. In East Grinstead Town the Christmas Swap Shop event included a pledges board which featured 'pledges' such as a promise to sweep an elderly neighbour's driveway in the snow. It was felt that by this would allow residents to develop stronger bonds, improving

cohesion and sense of community. In Hurstpierpoint, local partners are addressing the needs that local residents are identifying, and working with them to start up initiatives and sessions that fit with these needs and wants. Amongst more than 50 people who attended a resident consultation event in Handcross in 2014, the majority reported that Handcross is a good place to live.

Increase in School Attendance (and reduction in exclusions)

This topic has seen relatively little activity relating to TFN-funded projects. In several districts - Adur & Worthing, Arun and Mid Sussex - there are no current plans for any work. In Crawley an issue has been raised about measurement, due to a lack of data from the County Council regarding attendance and exclusion.



Chichester

A school mentoring project with Academy Selsey is aimed at supporting young people to avoid exclusion and improve attendance. The evaluation form however, states: "The project is still in its infancy and its impact yet to be evaluated." Elsewhere in Chichester the work of the TF keyworkers is referenced; however, there are no details of any plans for further work.

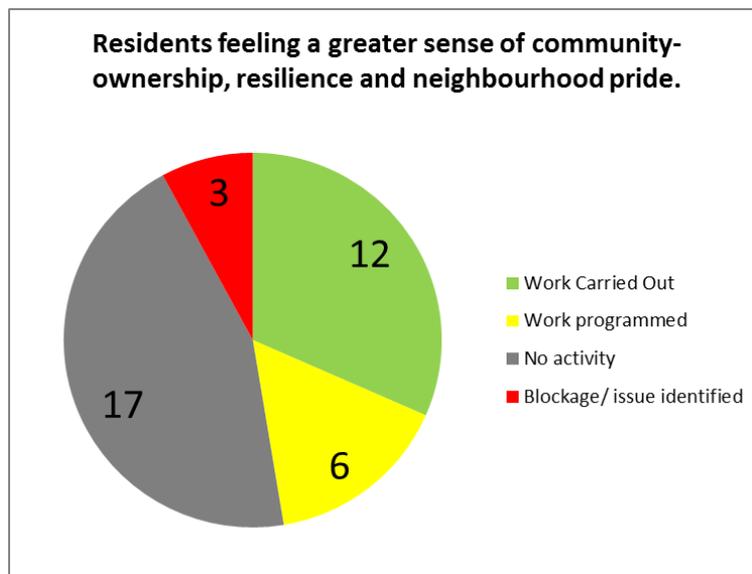
Horsham

In Billingshurst the difficulty of linking with the Weald School has been identified. Elsewhere in Horsham there is no work planned in five areas: Pulborough, Henfield, Holbrook West, Needles and Elm Grove. In three areas it is remarked that, although the TF caseworkers report their own work with truancy and exclusion, there have, to date, "not been any approaches for further support in terms of social action around this." In Storrington and Roffey, work has not taken place, but in Storrington the District Council is attempting to forge links with local schools. In Roffey it is remarked that there is a "Need for a better linkage with schools within the Think Family Neighbourhood areas, to establish where and how it may be appropriate for communities to support families and

schools on this theme". School attendance is seen as "an area for TF keyworkers to feedback to partnership groups, to improve partnership and collaborative working."

Residents feeling a greater sense of community-ownership, resilience and neighbourhood pride

Again in the instances where this issue has been identified, there is a tendency to point to anecdotal evidence. However, 12 TFNs point to work carried out which is felt to have had an impact.



Adur & Worthing

In both Northbrook and Eastbrook it is felt that resident involvement in projects has given them a greater sense of pride in their community. In Heene & Central the 'local conversation' consultation exercise is stated to have revealed positive feelings about the area, and enabled residents to contribute by talking about how things could be improved.

Chichester

In Chichester East this outcome is evidenced by the work of the Swanfield residents association (SPRING). This group have taken over the community centre, and are looking to make it a hub for the local community where they can have access to a variety of activities and services. They also plan to renovate an area of the hall to form a youth club, and members have already undertaken youth work training.

Horsham

Two TFNs in Horsham have raised issues. In Henfield it is reported that local engagement with the TFN “has been very low” meaning that it is “potentially therefore unlikely that this objective has been achieved through the work of the TFN”. Issues raised in Pulborough include the “spread-out geography” of the area which makes accessing services difficult; concerns about stigma associated with use of the Children and Families Centre; and the impact of “interfamilial relations in the context of a village environment.”

In Billingshurst the YES project working with young people is believed to provide an environment in which young people “feel they can contribute to and feel part of the community”. Similarly in Storrington it is felt that the young people who have been supported by the mobile skate park provision “have certainly had an opportunity to have their voices heard and to be listened to”. In Roffey, a road surfacing project and the provision of a community noticeboard are highlighted as examples contributing to this topic. St. Andrew’s Methodist Church also plans to provide a community hub/café where people can meet informally. It is also reported that during survey work “a couple” of residents expressed an interest in being part of a local Neighbourhood Watch scheme; however, so far, this has not escalated beyond an expression of interest.

It is hoped that a planned community tidy-up day in Needles will have an impact in terms of beginning to instil a greater sense of community-ownership, resilience and neighbourhood pride. In Elm Grove some residents have stated a wish to participate in a community group (though there are existing groups in the area) and the TFN group plans to explore this further. Horsham District Council’s ‘adopt a street’ officer is also working with residents, with the ultimate aim of local people adopting their street.

Mid Sussex

Across Mid-Sussex, events that were held in the earlier phases of the TFN programme have resulted in several further actions. In East Grinstead Town an August 2014 event led a resident to the identification of a project for a community allotment. Currently in development, it is hoped that this will give residents a greater sense of ownership of the area. A community fun day in August 2014 in Ashenground led to plans being developed for a community café and improved facilities to show films; whilst in Hurstpierpoint a community activity fun day held in August 2014 resulted in residents from Willow Way requesting a communal garden from Affinity Sutton: raised beds and plants have now been installed. The residents worked alongside an Affinity Sutton consultant gardener to put in the beds, and will now continue the project on their own.

In Burgess Hill St Andrews a family fun morning was held at the Children and Families centre and was attended by 60 children and adults. Burgess Hill Town Football Club held a ‘welcome back to our community’ event to promote use of

the clubhouse facility by local groups. In Stone Quarry it is planned to hold a Swap-Shop event in April 2015. In Burgess Hill Victoria a consultation event was held where Affinity Sutton spoke to around 60 people. Though there was a "general outcome" that more activities for all age groups were needed, no residents spoken to wished to become "heavily involved."

Crawley

For Crawley this was the ethos behind the involvement of residents on the project team. The Community Event planned for 12 September 2015 is being organised to respond to residents feeling that they do not know what services are available in the neighbourhood, and their view that there need to be more positive events which bring the community together and raise the profile of the area.

Summary:

In terms of assessing whether the TFN programme is delivering the outcomes we wanted for communities it is, to use the words of several areas, perhaps too early to tell. Whilst work has been carried out in some TFNs, some of this is in its early stages and other work is still in the planning stage. In Henfield for example the group delivers its own assessment of its progress so far:

Using Tuckman's phases of group development (forming, storming, norming and performing), it is fair to say that the Henfield group have potentially worked through forming/ storming and only recently started to norm. This is only natural when a new group is brought together.

Similarly Chichester emphasise that they believe their work is still at an early stage:

we are at the start of a long journey and the impact of our efforts may not be evident for some time to come

At present there is therefore a lack of firm evidence as to the impact of TFN on outcomes. What it is possible to show however, is the progress of TFN groups in working towards the identified priorities, which has been explored in detail in this report.

Horsham's observations were that they became a Think Family District in order to address TF priorities, and had felt hemmed in by the requirement to restrict TFN work to specific neighbourhoods. They stated that local social drivers for targeted TFN work are not static – for instance, what happens when ASB or worklessness becomes more prevalent in a non-TFN than in a TFN that was originally targeted?

Horsham believe that, in order for Think Family Neighbourhoods / Think Family Community Work to best support the emerging Family Support Network, which is what is being proposed by WSCC, they think they should work on the 6

priorities anywhere in the District. To be bound solely by geography would be counterproductive.

When it comes to the national TF Phase 1 priorities: Worklessness, Truancy and Exclusion and Crime and Anti Social Behaviour, 36 TFN areas have reported being engaged in work under these headings, with a further 9 TFN areas having work programmed for the near-future. Most of this however, is concentrated under the topics of Worklessness and Crime and ASB; by contrast, where Truancy and Exclusion are concerned, blockages have been identified in terms of access to data and engagement with schools.

When it comes to work on the locally agreed priorities, the response has been more mixed in terms of the areas covered. As explored in this report, the reasons for this are various and in many cases the reason may be that either it is felt that there are no issues locally, (and this may have been supported by survey work or data), or that work in that area is being carried out by another body outside of the TFN project. In some cases though, this may be due to their being specific barriers to progress such as a lack of information, or difficulties in engagement. Another reason for the observed differences may be the relationships that are on the ground and have existed prior to the TFN project, for instance within district councils.

2. Has the approach enhanced the 'Think Family' Keyworker Service?

There is evidence from the evaluation exercise that in some TFN areas links are being made with TF keyworkers, and further evidence that in some instances families involved with the TF programme are being targeted for inclusion in work carried out under the TFN programme. In Adur & Worthing for instance, TF families have been targeted in Cook and Eat and Cook and Craft sessions. TF families will also be targeted for involvement in the forthcoming Community Bike project; while in Arun Bognor Sailing Club has been provided with a rental discount in return for providing sailing sessions for people identified through both the TF and TFN programme. The Sport for Social Change project in Chichester is also expected to include families involved with the TF programme.

On some occasions people being worked with by TF keyworkers have had roles in projects set up under the TFN programme. In Northbrook a person previously supported by a keyworker is volunteering within a TFN project. In Chichester some have been involved in clean-ups, and will be helping with the refurbishment of the Charles Avenue community hub. In Arun a woman who has been through the TF programme has started a peer support group, which provides support around children with behaviour difficulties. The TFN group has put this group in touch with another organisation, My Sisters House, to provide cross-organisation support. In Broadfield, Crawley it is anticipated that family members whom Key workers have worked with previously will be involved in

developing a peer-led support group for domestic abuse. Some TFNs however, were not aware of families having received TF support; this suggests that there may be a mutual lack of knowledge and awareness of the cross-over between keyworking and neighbourhood work.

The area around Truancy and Exclusion is generally regarded as a large area of work for TF keyworkers; however, it appears that in some TFN areas there may be uncertainty around how TFNs can deliver work to support the keyworker service. Most problematically, in Billingshurst it is suggested that there has, to date, not been a connection made between the TFN and the TF keyworkers:

The group are not aware of any families, as the TFN lead has had no communication with or from the TF Key Workers during the TFN project

3. Does this approach represent value for money for Think Family and for families?

The evidence received shows that the Think Family Neighbourhood approach has promoted effective partnership working, and has been targeting issues that matter to local communities. In some areas steps have been made to connect families to TFNs, having them shape projects or being referred into them.

This type of Community Development work, building projects and initiatives with local communities, takes time and commitment to develop. In many areas initiatives or even initial community engagement and participation are only just beginning to develop.

Establishing what outcomes have been achieved will indeed manifest in the longer term, so it is not really possible at this stage to determine if the TFNs represent value for money.

What we do know is that the TFNs have certainly built a base to move forward into Think Family Phase 2 to develop and support networked solutions.

4. Has the programme attracted joint investment and promoted joined up working?

	Mid Sussex	Crawley	Chi	A&W	Arun	Horsham		Totals
WSCC funding	£ 40,500	£ 72,000	£ 58,500	£ 130,500	£ 108,000	£ 40,500		£450,000
Spent	£ 30,629	£ -	£ 7,500	£ 59,810	£ 11,049	£ 11,985		£120,973
Allocated to local initiatives to be delivered 2015/16	£ 9,871	£ 71,690	£ 25,000	£ 63,790	£ 40,834	£ 15,200		£226,385
Unallocated funding to be carried forward to 2015/16	£ -	£ 310	£ 26,000	£ 6,900	£ 56,117	£ 13,315		£102,642
Totals	£ 40,500	£ 72,000	£ 58,500	£ 130,500	£ 108,000	£ 40,500		£450,000
Other Funding Sourced	£ 8,000	£ 7,500	£ -	£ 33,790	£ 146,000	£ 13,515		£208,805
In Kind Contributions	Not known	£ 5,376	£ 37,100	£ 52,000	£ 3,620	£ 17,912		£116,008
Funding to be carry forward into 2015/16	£0 (doesn't include funding carried forward from Affinity Sutton which has also been used to allocate to the 15/16 forward plan)	£ 310	£ 26,000	£ 6,900	£96951 *includes funding from other sources	£ 13,315		£ 46,525

Across the seven districts and 38 neighbourhoods, WSCC provided a total of £450,000. Based upon the figures supplied by the districts there has been an additional £208,805 received from other sources. These sources include: Borough and District Councils, Public Health Funding, SAP, Sussex Police, Housing Associations and other voluntary organisations. Finally there have been in-kind contributions. These have been valued at £116,008. In-kind contributions listed include: staff time, the use of venues for meetings and events, and donations of goods and refreshments. This figure however, may be an underestimate, as some in kind contributions have not been enumerated.

Joined-Up Working

When asked if there had been any unplanned outcomes or benefits of the TFN programme, there was a significant response referring to partnership working, with this theme being present in 12 comments out of 18 to explain an 'unidentified' benefit. In Northbrook and Eastbrook it was observed that an unplanned benefit had been:

Other organisations and agencies have engaged well with the Action Partnerships and partnership working and a joined up approach has developed

East Grinstead Town reported one unplanned benefit as being the development of a wide-ranging new community partnership, and some areas reported that there had been both a strengthening of existing relationships and the development of new ones; such a dual-effect was noticed in Billingshurst, which reported that an unplanned benefit was similarly:

Partnership working. TFN has strengthened existing networks within Billingshurst whilst also drawing in involvement from WSCC, HDC, Sussex Safer Road Partnership, Library Service, Children & Family Centre, Police, Billingshurst Family Church, BEAT, Billingshurst community partnership and BAIT.

In Chichester it was also observed that TFN had also had an impact on “improved and closer working relationships both internally and externally.” This was a point which was also made by Arun who suggested:

Think Family Neighbourhoods has encouraged more partnership working, both between different organisations, as well as across departments within the district council, such as bringing the Think Family and Wellbeing programmes together.

There were within the evaluation forms some examples of such joined-up working bringing benefits. In Henfield one particular outcome was directly attributable to the partnership working fostered by the TFN programme:

The local medical practice is however represented on the Think Family Neighbourhood Group, and has been able to link with other organisations and services in the area as a result. One area that is being explored is the Medical Centre and Rural Children and Family Team working in partnership to improve the uptake of childhood immunisations. This would not have happened had it not been for the Think Family Neighbourhood Group.

In Hurstpierpoint an example of partnership working and developing relationships leading to a tangible offer of a service, is provided by the Wellbeing Advisors monthly outreach surgery at the Melting Pot Café, which resulted from the Wellbeing Team attending the launch of the Melting Pot and from a need being identified at this event.

Conclusions

Although in many ways it can be regarded as too early in the life-cycle of the TFN project to be able to draw definite conclusions about outcomes, this evaluation exercise has highlighted that in many TFN areas the aim of promoting joined-up working across the county council, district council, police, housing associations, community groups and other organisations has been achieved. One clear message from the evaluation forms was that both cross-organisational and inter-organisational relationships have been built, or strengthened. The evaluation has also shown that the various TFN groups are, in most part, making progress in delivering work towards the identified priority areas.

The evaluation has also revealed some key challenges. Some areas have reported challenges in planning and implementing work, chiefly around truancy and school readiness, where engagement with schools seems to have been an issue. Across all the priority areas there do appear to be differences in the amount of work carried out. While there are some reasons offered for this on the evaluations forms – chiefly the results of survey work, or of work being done by another group – in other cases the reasons for this difference are not always clear; there may be more complexity around this, for example the shape of work in an area may be determined by existing relationships and facilities, or by the composition of a TFN group and its expertise.

Another challenge is the relationship with TF keyworkers. Though it appeared in some areas that there is a close relationship, in one area it was reported that there has been no contact between the TF keyworkers and the TFN group.

A final key challenge is around assessing the impact of the TFN work. From the evaluation form it appeared that there is little in the way of objective data, with much of the supporting evidence being anecdotal, or simple counts of participants, rather than a robust assessment of outcomes.

Furthermore there were also queries around the measurement of 'Evidenced improvement in happiness and satisfaction' and issues raised with obtaining data on areas such as school truancy and exclusions or the use of urgent health services; it has been pointed out that ASB is also a challenging area to evaluate as this has a strong seasonal element.

Additionally when assessing impact there is the issue of disentangling the work of TFN from what would be carried out in the areas anyway. This is not necessarily clear, as it may well be that in bringing people together, even the informal conversations this gives rise to may well be having an impact, in increasing the efficiency of existing interventions.

Whilst it is early for many of the projects and to some extent individual projects will be evaluated in due course, these challenges point to the need for further consideration about measurement of impact, and the need for a consistent approach to be adopted across TFN areas.