

From: Phillip Finlinson [<mailto:phillip.finlinson@westsussex.gov.uk>]
Sent: 03 November 2016 11:35
To: Pam Bushby
Subject: RE: request

Criticisms of Troubled Families

You may have become aware recently of some rather disheartening media coverage of the national Troubled Families programme – for instance in Channel 4's Dispatches. Whatever picture that programme may have painted of certain local authorities receiving money from government but not delivering meaningful change in deprived areas, that situation is NOT true in West Sussex.

Our County Council has put a very large additional amount of its own money into this scheme. There would have been absolutely no point in doing this if it wasn't going to yield genuine, sustainable outcomes. All the grant money received has gone straight back into the service – and it's only about half of our overall costs.

We specifically set out to work assertively with the most challenging families, in ways that make a difference: that is why we set up the Keyworker service, formed an alliance across the public sector in West Sussex, and launched the transformation of our services to work intensively with whole families in an efficient way; that is why we've been putting money into local neighbourhoods, to improve the quality of life for whole communities. The savings we expect to see are in terms of reduced demand in the future through preventative intervention and support – with today's children becoming the successful adults and parents of tomorrow.

Through your efforts and those of staff in services who worked alongside us with the families, we really have got children back into school, adults into work, and resolved ASB, Crime and Domestic Violence and of course we are continuing to make even more of a difference under the broader factors in Phase 2. You may very well be aware from your own experience how much families appreciate what you have achieved with them; and we have abundant evidence from personal testimony, case studies and independent reviews, of lives genuinely turned around.

Yes, we do manage data effectively (through Holistix), but in the case of West Sussex it's data that reflects actual achievements on the ground. The success we have declared is rigorously audited and verified.

We can't speak for everyone, but we know in our county that whole-family keyworking works! However, it requires proper investment, alongside commitment of the kind you have shown. Thank you, and keep up the good work for the families and communities of West Sussex.

Hayley Connor - Strategic Commissioning Manager (Think Family & Early Help)