



Families achieve sustained, positive progress against all strands identified in their Assessment, with no regression in any other strand.

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To find out more or to make a referral, please get in touch:  
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Please ensure any personal information is sent securely

# Families Matter

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## A GUIDE FOR PROFESSIONALS

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### What is Families Matter?

Families Matter is Southampton's response to the Government's Troubled Families Agenda.

It is an approach which identifies those families with multiple and complex needs who require support to prevent these issues escalating.

Families Matter will be delivered via multi agency support and prevention services across the City of Southampton, led by Southampton City Council's 0-19 Service.

The Government will measure our effectiveness in supporting families to achieve positive progress against a number of key 'strands' (see overleaf).



## A family will be accepted into the Families Matter Programme if:

- ✓ The family give us permission to share information and consent to work with us
- ✓ The family have been assessed and the needs identified for individuals and the family as a whole
- ✓ The assessed need of the family fits with the Families Matter strands' (see opposite)

## What will be offered?

- The aim is to ensure there is one lead worker and one plan per family.
- Where at least two strands are identified, a case may be held by a prevention service such as the Education Welfare Team, specialist Domestic Abuse services, Employment Advisors, City Deal, Sure Start Children's Centres, the Youth Offending Service, or referred to Family Parenting Support Groups or Health Services
- A family who meet four Families Matter strands can be supported by a Family Engagement Worker from the Families Matter Team. This includes one to one support for family members, setting goals with regular reviews and help with accessing additional programmes and services.

## The Family Matters strands

### A Anti-Social behaviour and crime

We will work with the family, police or Youth Offending Service to reduce offending and anti-social behaviour

### B Benefits\*

We will provide employment advice to assist families move off of 'out of work' benefits and into employment. We can also help young people access education, employment and training

### C Child in need of help

We will work to ensure that children remain safe and the children's identified needs are addressed

### D Domestic abuse

We will work with the family and specialised services to reduce risk and improve wellbeing for the family

### E Education

We will work with the family, the school and the Education Welfare Service to maximise attendance and improve educational outcomes for children

### F Finances and debt\*

We will work with the family to prioritise and manage debts and to ensure basic needs are met

### G Good health

We will assist the family to access appropriate health services, to support issues such as mental health, substance misuse and teenage pregnancy and parenting

*\*Due to its breadth, Southampton has chosen to subdivide the Financial Exclusion strand of the National Troubled Families Agenda into two areas – benefits (employment and progress to work) and finance and debt.*