



Family Wellbeing Centre Key Performance Indicators

Background and purpose

In October 2019 Cabinet approved plans to develop 9 Children's Centres into 8 Family Wellbeing Centres (FWC) offering services ranging from pre-birth to 18 years old, and up to 25 for Children and Young People (CYP) with SEND. FWC will deliver a "core offer" of universal services across Brent, focused around three age groups: 0-5 years, 6-11 years and 12-18 years and parents/ carers. FWC will also offer targeted services based on locally identified needs and priorities. The Council will oversee local governance arrangements of the FWC including an overarching Operational Board linked to 6 local Steering Groups and 1 Governing Board. Cabinet approved six priority outcome areas for the FWC:

- P1 A reduction in referrals to higher level interventions
- P2 Prevention of family breakdown resulting in entry to care
- P3 Addressing the growing challenge of serious youth violence
- P4 Building capacity in universal service so that they can support children earlier
- P5 Successful delivery of the Healthy Child Programme (0-19)
- P6 Improved school readiness.

Performance monitoring against the priority outcome areas will be measured through a combination of three levels of Key Performance Indicators (KPIs) as outlined below. We are working on the principle of not gathering or asking partners to provide more than what data is already collected. Instead, we will bring together data from various partners to demonstrate how we are working in an integrated way to achieve the agreed outcomes. (Level 1) The new data that will be collected is about family registrations and attendance at established and new activities.

1. **Level 1 High:** strategic KPIs agreed and monitored by the Working with Families Strategic Board. These are to access the effectiveness of integrated family working in the FWC's.
2. **Level 2 Local:** local KPIs agreed by the Operational Board. Partners will share information regarding services delivered at FWC i.e. contacts, outcomes, client feedback, etc. These will need to demonstrate that local need is being addressed
3. **Level 3 Organisational:** To provide information for level 1 & 2, partners capture their individual data to meet the organisations KPIs in the usual way and will not be asked to collect any information in addition to what they usually collect and monitor. This may be what providers are asked to share.

The key priorities for the Family Wellbeing Centres identified to demonstrate each agreed outcome is being achieved are:

P1 - A reduction in referrals to higher-level interventions.

	Action	Measure	Target	Partners responsible for measurement:
a)	<p>Delivery of approved parenting programmes</p> <p>Follow up at 6-12 month intervals with parents' post-programme about sustained impact.</p>	<p>No and % of parents completing programmes</p> <p>Sustained impact of completing accredited parenting programme</p>	<p>70% of parents completing programmes</p> <p>85% sustained impact following completion of programmes</p> <p>Early Help</p>	<p>Early Help and agencies delivering parenting programmes</p>
b)	<p>Key worker support for families with an EHA</p> <p>Exit interview on case closure, with a follow up at 6 monthly later to identify sustained impact.</p>	<p>Repeat referrals within 12 months of case closure</p> <p>Sustained impact of early help support</p>	<p>Reduction to 2.5%, currently 3.8%</p>	<p>Early Help/FWC provider</p>
c)	<p>Children's disabilities or learning difficulties are diagnosed early and services are provided to prevent escalation of need.</p>	<p>Children are accessing the multi-agency services required and signposted to wider resources for support.</p>	<p>75% of these children under are referred to the Under 5's panel</p>	<p>FWC/Early Years Inclusion Support Team Manager/Head of Willow</p>
d)	<p>Support at FWC for young carers</p>	<p>No. and % of young carers identified and supported increased.</p>	<p>10% increase from the previous year (601) in the number of YC identified and supported.</p>	<p>Early Help/ Carers Service Gateway Provider</p>

P2 - Prevention of family breakdown resulting in entry to care (Cross references with P1 a) and b)

	Action	Measure	Target	Partners responsible for measurement:
a)	Support at FWC for children and families subject to a statutory plan for reasons of child abuse or neglect.	% repeat referrals for 12 months after case closure. (12 months is national benchmark)	13% - a decrease of 2% from 2018/19	Brent Family Solutions/Potential for multiple services
b)	Support at FWC for children and families subject to a statutory plan for reasons of child abuse or neglect.	De-escalation in need of cases that remain open to Children and Young People's Department Need to match e-start and Mosaic	5% cases where need has de-escalated i.e. step down from CP to CIN, CIN to EHA etc.	Brent Family Solutions/Potential for multiple services
c)	Support for families where a child has been reported 'missing' to the Police	Reduction in incidents of going missing as compared with previous 6-month period.	Reduction of 10% in numbers of young people going missing in 6 month period Reduction of 10% in episodes of young people reported missing (based on current data).	FWC/YOS, Children's Social Care teams

P3 - Addressing the growing challenge of serious youth violence.

	Action	Measure	Target	Partners responsible for measurement:
a)	YOS programmes delivered at FWC, for those young people who have committed an offence.	Youth reoffending rate	50% re-offending rate Maximum of 99 young people per year Maximum of 16 young people per year. <i>All align to corporate target</i>	FWC/YOS/multiple providers of programmes
b)	Family support to reduce future offending	Reduction in the number of siblings of young offenders engage in antisocial behaviour or crime, and do not enter the youth justice system.	Reduction in current rate by 3% (baseline -24% YOS)	FWC/Family Solutions/YOS/ multiple providers of programmes
c)	Annual YP attitude survey	Ensuring young people who use FWCs feel safe and secure	Increase of 15% in the number of young people feel safe and secure in their area (base line Attitude Survey 2019 Family Solutions and YOS)	FWC/Family Solutions/YOS/ multiple providers of programmes
d)	16/17 year olds not in education, employment or training (NEET) MOVE -	Young people move into employment, education or training post year 11	This year's target yet to be agreed currently 1.6% (1.4% destinations unknown)	FWC/multiple provider
e)	Serious youth violence offences (robberies, possession with intent to supply drugs and serious violent offences).	Reduction in the number of serious youth violence offences.	Reduction by 5% of SYV – baseline 2.5% reduction in 2018/19	FWC/YOS/ multiple providers of programmes

P4 - Building capacity in universal service so that they can support children earlier.

	Action	Measure	Target	Partners responsible for measurement:
a)	FWC programmes to support boys of Black Caribbean heritage.	Key Stage results for boys of Black Caribbean heritage No. of registered FWC clients families Black Caribbean heritage	Increase No. of clients from Black Caribbean heritage accessing FWCs/ activities - annually	FWC/Family Solutions/YOS/ multiple providers of programmes
b)	FWC programmes to support looked-after children and care leavers	Number of programmes for looked after children and care leavers delivered in the FWCs Number of looked after children, care leavers and foster carers registered at FWCs	80% completion of programmes Increased number of foster carers, children in care, and care leavers registered at FWC's (annually) <i>(Satisfaction surveys indicate feeling more connected/integrated with the community??)</i>	Care planning and leaving care teams/FWC/programme providers
c)	Support to mainstream schools to effectively educate pupils with SEND	Key Stage result for Pupils with SEND No. of FWC clients of CYP with SEND	Increase No. of clients of CYP with SEND accessing FWCs/ activities - annually	FWC/multiple providers of programmes
d)	FWC programmes to support young carers	No. of YC activities being delivered. No. of YC attending activities/ FWC	All FWC are hosting or clustering to provide YC activities	FWC / Carers Service Gateway Provider
e)	Family have reduced debt or risk of financial exclusion, e.g. reduced	Improved financial outcomes this quarter	On average family household income is increased	FWC/Advice and guidance providers

	council tax or rental arrears and/or are accessing eligible benefits			
f)	Support for family where a parent and/or young person is in receipt of out of work benefits, including Universal Credit	% that have either come off benefits or accessed education or training, as progress toward employment	5% into employment 20% into education or training (based on TF outcomes over 5 years)	FWC/multiple providers of programmes

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P5 - Successful delivery of the Healthy Child Programme (0-19). TBC

	Action	Measure	Target	Partners responsible for measurement:
a)	Delivery of ante-natal and new birth visits	Number of mothers who received a first face-to-face antenatal contact with a health visitor at 28 weeks or above. New Birth Visits (NBVs) completed within 14 days. NBVs completed after 14 days. % of 6 to 8 week reviews completed.	TBC 95% TBC	Health providers/FWC/FWC provider
b)	Delivery of 1 year reviews	12-month reviews completed by the time the child turned 12m 12 month reviews completed by the time the child turned 15m	50% 85%	Health providers/FWC/FWC provider
c)	Delivery of 2 year reviews	Children aged 2.5 years have had an ages and stages health Assessment	100% of children aged 2.5 years have had an ages and stages health assessment	Health providers/FWC/FWC provider
d)	Delivery of immunisations	Children have received age appropriate health immunisations / vaccinations (82.7% for MMR one dose, 90.3% for Dtap/IPV/ Hib 2018/19 ¹)	Up to 85.3% from 67.1%, which can be used as a barometer	Health providers/FWC

¹ Compared to 83.0% and 90.7% for London. Please note that anything less than 90% is red rated by Public Health England. On both immunisation indicators, performance has been worsening. Red rating represents a negative level, albeit 90% appears to be high.

e)	Weight Management activities including the promotion and provision of activities that promote physical activity	Children in Reception (aged 4-5 years) classified as overweight or obese in the academic year. (12.5% obese 2018/19 ²) Prevalence of obesity and overweight children in year 6 pupils (26% obese 2018/19 ³)	TBC % TBC	Health providers/FWC/multiple programme providers
f)	Children in receipt of additional support via their Health Visitor, ie. MECSH, Universal Plus or Universal partnership Plus	Reduction in referrals to family support or children's social care.	TBC	Health providers/FWC

² Compared to 10.2% for London. On early childhood obesity indicators, rates of obesity have been increasing.

³ Compared to 23.2% for London. On primary school age obesity indicators, rates of obesity have been increasing.

P6 – Improved school readiness

	Action	Measure	Target	Partners responsible for measurement:
a)	Raising uptake of free entitlements	NEG2 take up rate NEG 3 and 4 take up rate	Target 60% Target 80%	FWC/FWC provider
b)	Delivery of: - Early years stay and play groups - REAL programme	Children achieving a good level of development at the end of reception year (71.8% 2018/19) ⁴	Increase of community stay and play sessions by 20% - <i>who is responsible for developing these?</i> 75% programme completion rate	FWC/FWC provider/School Effectiveness Service
c)	Delivery of targeted early language support.	Children achieving a good level of C&L at the end of reception year	71% (NB. only in relation to children that have been assisted with early language support)	FWC/FWC provider/commissioned SLT provider
d)	Number of children with reported EHCP plans	Rise in children under 5 with a registered EHCP plan, this measure is currently 4.6% for children under five years of age. ⁵	1% higher for children with reported EHCP plans.	
e)	Dental decay under 5's	Families with under 5's attending Oral Hygiene workshops in the FWCs	Reduction in the percentage of under 5's attending A&E due to dental caries. Increased number of children attending dentists when they cut their first teeth.	FWC/FWC provider/Oral health team

⁴ Compared to 74.1% for London. Trend performance is improving in Brent.

⁵ Statistics obtained from January EHCP