

Using 'whole systems' insight to engage and support 'Priority' families in Tameside



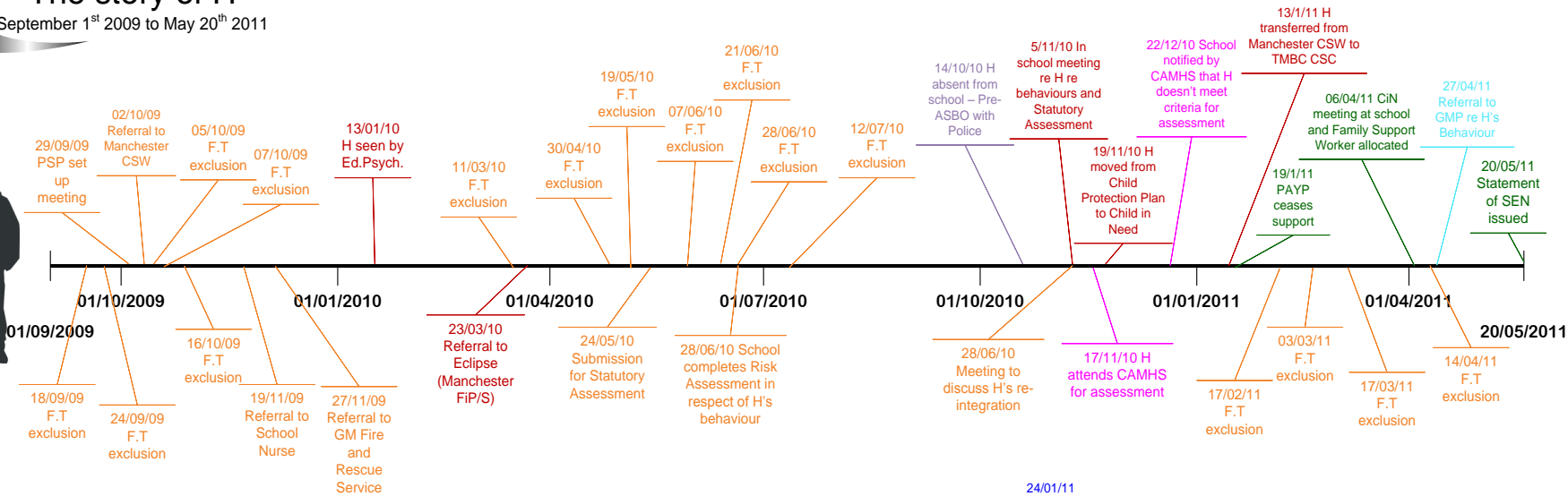
Tameside Strategic Partnership
Many Partners, One Direction

The story of H

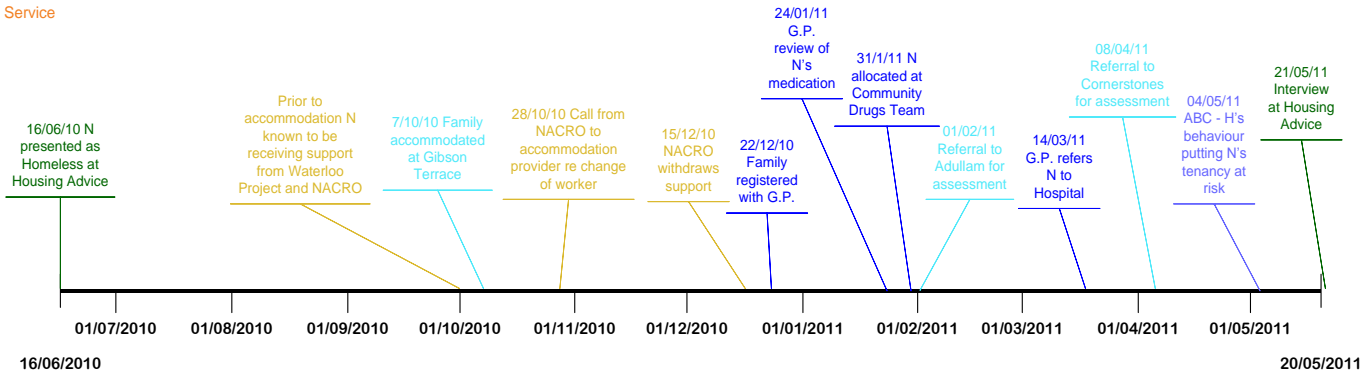
September 1st 2009 to May 20th 2011



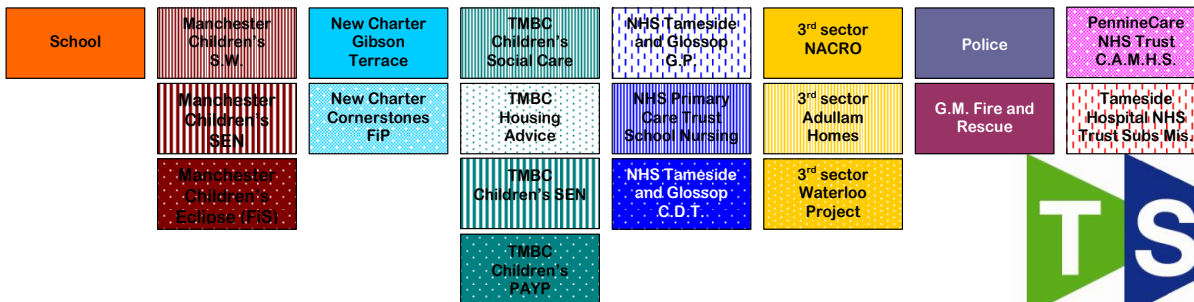
H



N - who is H's mum



Agencies involved - with H or N (his mother)



Troubled family ... or troubled Services?

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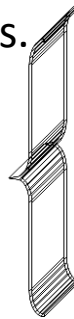
What was it we asked Atkins to help with?

October 2010

Recognition of the growing need for systemic, solution oriented approaches in our responses to 'Austerity'

Discussions at
partnerships/Local Public
Services Executive
about Area Programmes.

April/December 2011
What's happening?



April 2012
Prototype delivery
models in three different areas

Partnership with Atkins – complementary (independent) probing of the perceptions of local stakeholder of 'as is' situation ; (what's happening; and why is what's happening, happening) and, recommendations for ways forward (ways to nudge the system).



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What's happening? One 'Place'

- ▶ Child Poverty is a defining characteristic;
 - ▶ 2 of the LSOAs in the Place footprint - in the 5% most deprived in England and also for child poverty.
- ▶ Relatively stable, young population – with high birth rates.
- ▶ One third of households live in social rented properties.
- ▶ Increase of 139% in worklessness over the last 5 years - 24.5% of population are workless; 43.2% Level 1 or no qualifications;
- ▶ Currently 91 residents are Probation Service Clients.
- ▶ There are significant issues with alcohol misuse.
- ▶ 21.5% of the Borough's LAC population are drawn from the area (which has 7.2% of the Borough population).



Using these insights to engage and support Priority families

What's happening?

- ▶ High demand users; multiple home visits; co-ordinating individuals/families against agreed triggers; & 'social career' studies.
- ▶ Atkins – Jo/Simon – harvesting stories of stakeholders.

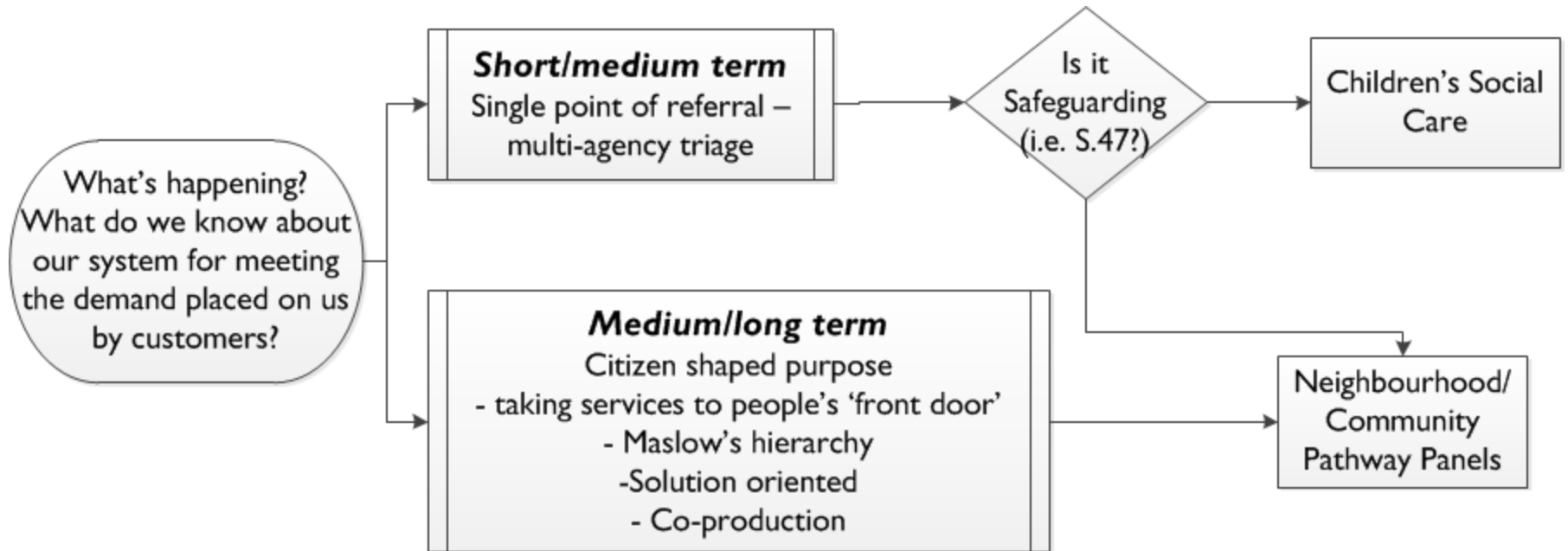
Why is what's happening, happening?

- ▶ Our thoughts – atomisation; service re-design; multiple info. Flows.
- ▶ Atkins – evidence informed feedback and recommendations.

Nudging the system to engage/supports troubled families

- ▶ LPSE absolute commitment - 'Breaking the rules' – (permission to take defensible risks; prototype approaches – no 'One Right Way').
- ▶ Area Programmes – range of 'Key Delivery Partners'.
- ▶ Delivery models; Family CAF (development of CAF); Multi-agency triage (Family Pathway Panel); Strategic allocation; Rigorous formative evaluation – including Cost Benefit Analyses.

Throwing a six to start ...



The journey of a thousand miles begin beneath one's feet (Lao Tzu) ...

“There are no cheap tickets to mastery. You have to work at it, whether that means rigorously analysing a system or casting off a treasured [mental model] or throwing yourself into the humility of *Not Knowing*. In the end, it seems power has less to do with pushing leverage points than it does with strategically, profoundly, madly letting go.”

(Donella Meadows - Leverage Points: Places to intervene in a system)