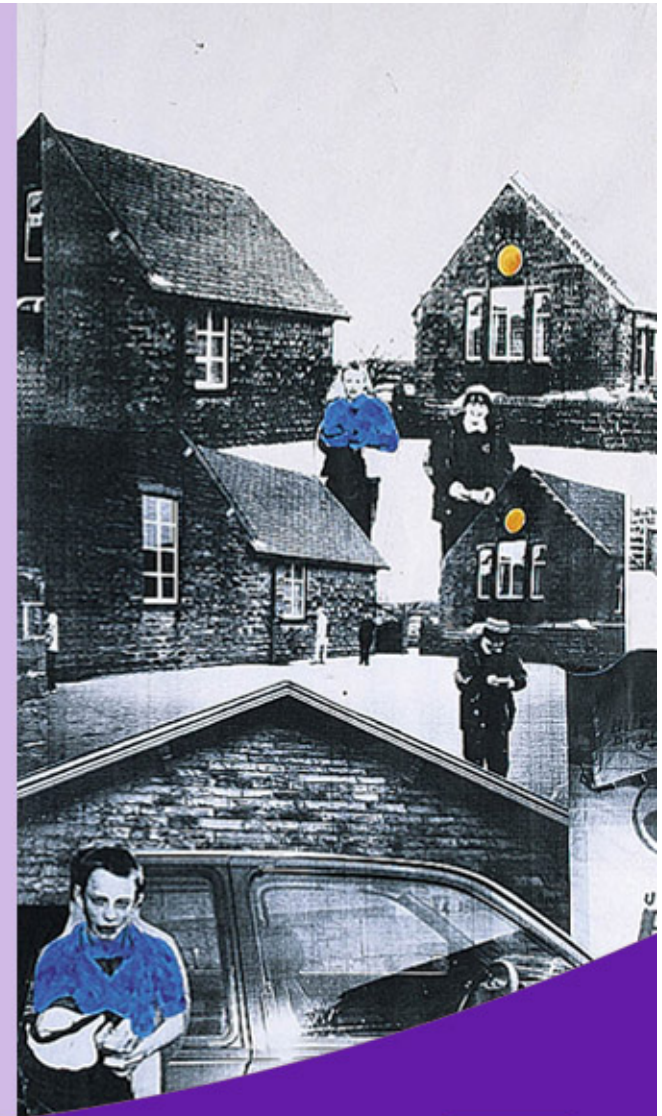


# Working with challenging families

## NCH's approach to intensive family support



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**A sixth of families already homeless at the point of referral**

**9 out of 10 of the other families at risk of losing their current accommodation**

**Six out of 10 families 'victims' as well as 'perpetrators'**

**62% had 3 or more children**

**68% headed by single mothers**



## **The families' profile**

Some NCH photographs are posed by models.



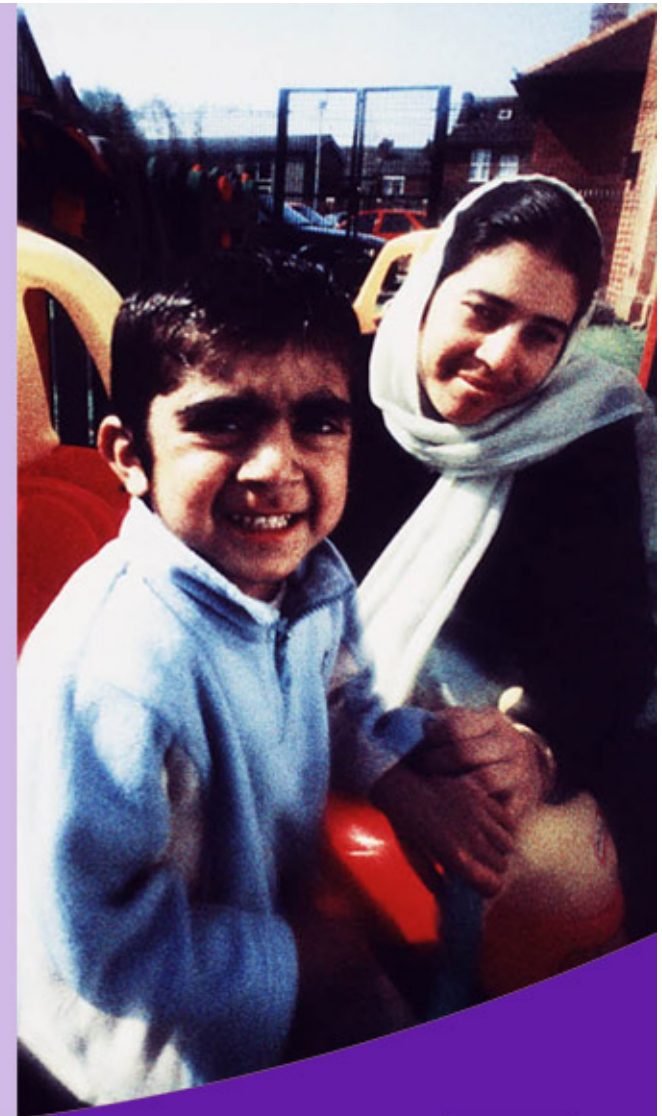
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**In 40% of families there was the risk of family breakdown; concerns about vulnerability of children in eight of ten families**

**47% affected by family violence**

**Family members with multiple unmet needs. 80% of adults with health needs, 69% suffering from depression**

**Children with ADHD overrepresented**



# **The families' profile**

Some NCH photographs are posed by models.



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**Listening non-judgementally**

**Accessibility and consistency**

**Honesty**

**Challenging**



**Underpinned by values**

Some NCH photographs are posed by models.



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**A framework driven by ECM –  
child centred**

**Informed by working with families**

**Measuring impact at an individual  
and population level**

**“Talking” to a range of  
stakeholders**



**An outcomes focus**

Some NCH photographs are posed by models.



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**Interagency liaison and negotiation**

**Wellbeing and developing confidence**

**Financial management**

**Practical interventions**



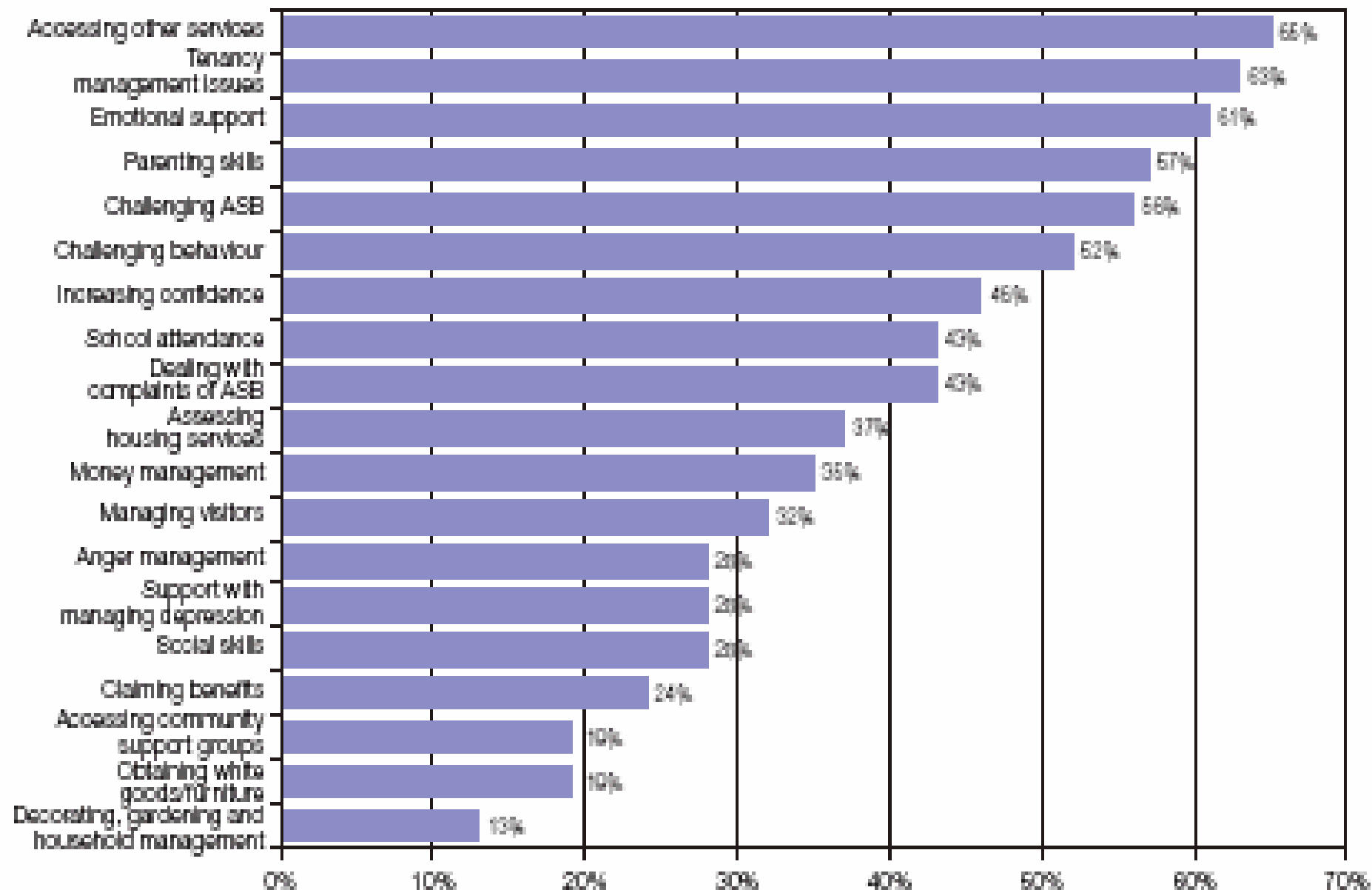
# Types of intervention

Figures correct as of 1 April 2005. Some NCH photographs are posed by models.



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# Graph 6.0 Project interventions

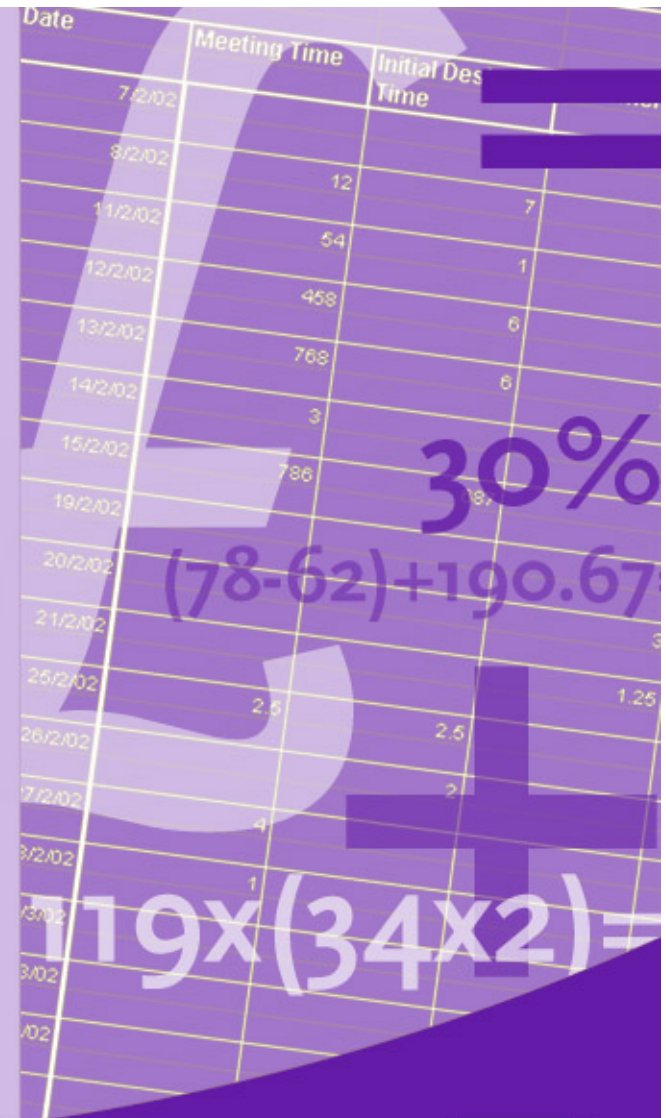


**In 85% of cases complaints about ASB ceased or reduced to “acceptable” levels**

**In 80% of cases tenancies stabilised  
Health, wellbeing and educational  
improvements for children**

**Average cost per family is £1,000 per  
month**

**Savings for one family could be £225K -  
£300K per annum**



**DCLG research**



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**All identified needs are our business**

**The value of the skilled, committed and dedicated “key worker”**

**A range of interventions are essential – the practical can be undervalued**

**A typology of “hard to reach” helps inform effective methods of engagement**

**Multidisciplinary teams working to a common theoretical framework**



## **Key messages from experience and research**

Some NCH photographs are posed by models.



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