



## **Targeted Family Support (TFS) information on CareFirst**

The Targeted Family Support (TFS) programme is Devon's response to the national Troubled Families programme. The programme aims to engage with 1,370 families in Devon who meet 3 out of 4 risk criteria:

- Children not attending school;
- Youth crime or antisocial behaviour within the family;
- Adults out of work;
- Local service concern about the family.

The TFS programme is delivered across Devon through eight localities which are aligned to the eight Devon District Councils. Within each locality there is a TFS coordinator whose role is to ensure local agencies work together to improve outcomes for families included on the programme.

A change will be made to the CareFirst system to create a new Key Classification on the front of each unique Carefirst record of individual family, or household members, of families/households who are eligible for the Targeted Family Support (TFS) programme. The proposal is contained in Request For Change 1000.

This will be read only information on the screen and will detail:

- **TFS family ID number** – the number assigned to the family by the TFS programme
- **Status flag:**
  - **Identified** – a family meet the criteria for the programme
  - **Active** – a family have consented and are being worked with as part of the programme or are still being worked with after a successful outcome result.
  - **Inactive** – a family will not engage, are not considered for the programme (for whatever reason) or are no longer part of the programme
- **Locality Coordinator** – Name and Contact details

The TFS programme will provide a monthly upload of TFS families' data for CareFirst. The monthly upload will include the CareFirst ID number and the date of birth of the individual. Any mismatches will be on an exception report for investigation of any discrepancies by the TFS central team.

The change will go live in early May.

The proposal puts no data maintenance overhead on CareFirst users and is deliberately kept as simple as possible. This will indicate to a CareFirst user which families meet the TFS criteria and whether they are an Active or Inactive participant of the programme.

This information is not to be disclosed to customers or third parties. For CareFirst users at My Devon the classification is for information purposes only, and colleagues are asked to follow the usual agreed processes for handling customer enquiries.

For more information on the Targeted Family Support programme:

Website: <http://www.devon.gov.uk/index/childrenfamilies/targeted-family-support.htm>

Email: [targetedfamilysupport-mailbox@devon.gov.uk](mailto:targetedfamilysupport-mailbox@devon.gov.uk)

**Source:** Targeted Family Support Programme