

Appendix 1: Family Support Model: Problem Statements

Challenges Facing Universal Support Services

	Assessment of need (Analyse)	Planning the design of services (Plan)	Delivery of services (Do)	(Review)
Primary prevention (Tier 1)	<p>How do we measure the comparative strength of school /community based supports to help inform commissioning and quality assurance arrangements?</p> <p>How do children's and adult services undertake a shared analysis of need against contextual factors to help inform the design of appropriate family support?</p> <p>How do we capture all therapeutic interventions universally available and improve visibility of them?</p> <p>How do we ensure that the workforce understand how supporting the family can help improve outcomes for children and young people?</p>	<p>How do we escalate emerging risks against contextual factors to provide an early warning of changing demand across the whole system?</p> <p>How do we identify and influence all funding streams to create a coherent focus on primary prevention and early intervention?</p> <p>How do we work to ensure that children's and adult services have a clear and shared understanding of the offer at each stage of the Tiered Intervention Framework and jointly quality assure it?</p>	<p>How do we ensure that commissioned services remain agile and able to respond quickly? What does this mean for our contract management and leadership?</p> <p>How do we ensure families and individuals have an appropriate single point of contact when support is predominantly focussed on supporting the family?</p> <p>How do we ensure that parents and carers can access information that enables them to 'self-serve' where appropriate?</p> <p>How do we ensure that Named Persons have sight and can access provision at Tier 2?</p>	<p>How do we ensure commissioned services deliver the desired outcomes?</p> <p>How do we identify the value that specific commissioned services have brought to the outcomes achieved?</p> <p>How do we check that interventions at Tier 1 help reduce risk from escalating to Tiers 2 and 3?</p> <p>How do we establish overarching governance to impartially evaluate the impact of all Tier 1 services?</p>

Challenges Facing Targeted Services

	Assessment of need (Analyse)	Planning the design of services (Plan)	Delivery of services (Do)	(Review)
Early intervention (Tier 2)	<p>How do we effectively measure the impact of Tier 2 services to accurately evaluate the impact of individual services on long term outcomes?</p> <p>How do we develop a common evaluation framework to inform a joint commissioning approach based on reducing risk and contextual factors?</p> <p>How do children's and adult services undertake a shared analysis of need to help inform the design of appropriate family support?</p> <p>How do we build capacity to ensure that the Tier 2 workforce understand how supporting the family can help improve outcomes for children and young people?</p> <p>How do we prevent escalation from Tier 1 to 3 due to a lack of certainty around Tier 2 provision and ownership?</p>	<p>How do we ensure that commissioned services remain agile and able to respond to changes in demand at pace?</p> <p>How do we ensure that the Hubs are focussed on outcomes and understand their role if we adopt a joint commissioning approach?</p> <p>How do we commission at a community level through Locality Partnerships and other funding streams to ensure sustainability?</p> <p>How do we drive closer collaboration across the partnership given our shared responsibilities?</p> <p>How do we establish partnership leadership to ensure cohesion across the continuum?</p> <p>How do we ensure that risks are not passed back to the named person when families do not fit the criteria set a single intervention?</p>	<p>How do we simplify entry points into Tier 2 services?</p> <p>How do we use referrals to help identify demand?</p> <p>How do we retain agile eligibility criteria to enable the system to respond to changing risks?</p> <p>How do we ensure that commissioned services are able to respond to changing needs quickly?</p> <p>How do we ensure families and individuals have a Lead Professional best placed to support the team around the child/family?</p>	<p>How do we monitor the performance of commissioned services across all Tiers to be assured that the whole system is effectively reducing risk and delivering against agreed outcomes?</p> <p>How do we know that services in the Early Intervention Tier are effectively reducing risk based on a shared partnership understanding?</p> <p>How do we check that we are reducing escalations to Tier 3 and being informed by intelligence from Tier 1?</p> <p>How do we establish overarching governance to impartially evaluate the impact of our continuum?</p> <p>How do we identify and address duplication against contextual factors?</p>

Challenges Facing Targeted Services

	Assessment of need (Analyse)	Planning the design of services (Plan)	Delivery of services (Do)	(Review)
Specialist intervention (Tier 3)	<p>How do we use specialist expertise to help understand the changes that could be made to reduce risk at Tiers 1 and 2?</p> <p>How do we support partners to hold appropriate risk without escalating to specialist services?</p> <p>How do emerging risks inform on-going service delivery and re-design?</p> <p>How do partners deliver family support aligned to the principles set out in The Promise?</p> <p>How do partners embed the UNCRC to give effect to empowerment and agency to children and families?</p> <p>How do we strengthen our analysis by inviting challenge from partners?</p>	<p>How do we reduce caseloads to help move specialist resource into more preventative work in keeping with The Promise & Christie recommendations?</p> <p>How do we track the escalation of cases between the three tiers to identify gaps in provision or under performance?</p> <p>How do we improve collaboration across children and adults services in terms of the delivery of Whole Family Support?</p> <p>How do we improve collaboration across children and adults services to ensure effective transitions?</p>	<p>How do we ensure that internal and external commissioned services are agile and able to respond quickly?</p> <p>How do we ensure families and individuals have an appropriate single point of contact/Lead Professional?</p> <p>How do we ensure that we make efficient use of specialist expertise by maximising the use of community-based resources where safe to do so?</p> <p>How do we ensure that the funding of commissioned services reduces demand in the longer term?</p>	<p>How do we ensure internal and externally commissioned services manage risk effectively and reduce the number of OOA placements?</p> <p>How do we identify the value that specific commissioned services have brought to the outcomes achieved?</p> <p>How do we evidence that our provision of Family Support is reducing escalation to Tier 3?</p> <p>How do we ensure commissioned services across all Tiers deliver the totality of the desired outcomes and a strong Family Support offer?</p> <p>How do we reduce resource at Tier 3 as Tiers 1 and 2 are strengthened?</p> <p>How do we establish overarching governance to evaluate the impact of Tier 3 services?</p>

Data Problem Statements

	Assessment of need	Planning the design of services	Delivery of services	Review
Primary Prevention (Tier 1)	<p>How do we make live data available to inform evaluation from the universal services?</p> <p>How do we ensure Named Persons have access to reliable and timely information to inform decision making around individual children and families?</p>	<p>How do we escalate emerging risks to inform Tier 2 provision and universal service planning?</p> <p>How do primary prevention commissioners access timely reporting and analysis which clearly identifies emerging risks from tier 1 and 2?</p>	<p>How do leaders across the universal services assess the impact of changes made in real time?</p> <p>How do we ensure that decision makers are informed by best local practice based on local data?</p>	<p>How do we ensure that data collected is adequate to review the effectiveness of interventions on outcomes?</p> <p>How do primary prevention commissioners understand the impact of primary prevention at geographical and community levels?</p>

Data Problem Statements

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Early intervention (Tier 2)	How do we understand the needs of the individual, family, community?	How do we understand existing provision and design reprovision? How do commissioners understand emerging risks at Tiers 1 & 3?	How do Service Leads adapt provision to meet changing need? How do Lead Professionals access information to inform judgement and action?	How do we use data to review the effectiveness of interventions? How do we understand the impact of intervention at individual, family and community levels?

Data Problem Statements

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Specialist Intervention (Tier 3)	<p>How do we develop a clear understanding of the information and data needs of Named Person and Lead Professional?</p> <p>How do we make data and information available in a timely way whilst ensuring this use is lawful and ethical?</p>	<p>How do we use data to escalate emerging risks at Tier 1 and Tier 2 to inform specialist provision?</p> <p>How do we use data to shift resource to build capacity at Tier 2 while continuing to meet the needs of families who require specialist services?</p>	<p>How do we develop multi-agency workforce understanding of holistic risks and use of data to inform risk assessment and decision making?</p>	<p>How do we support critical assessment post specialist multi-agency intervention, to review and redesign?</p> <p>How do we ensure identified system failures, learning from QA and Case Review activity, is embedded?</p>

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