

WHAT WE'RE DOING DIFFERENTLY & HOW WE'RE DOING IT

	Troubled Families →	Family Support Service →	Outcomes
Resources	<ul style="list-style-type: none"> ● Partnership secondees- Police, MFRS, Health, CNXS, JC+ ● Working differently with VCF sector- Catch 22, Home-Start, FIP and Family Role Models ● Joint initiatives- Family Group Conferencing with Probation and DAAT, community events and home safety checks with MRFS for vulnerable families ● Using existing resources more effectively- RPA 14-19 Project, ESF Working Families, ReachOut, Adult Learning ● Sustainability built into the model 	<ul style="list-style-type: none"> ● Reconfiguring the service- FSWs, FSTLs and locality working ● Investing in core competencies of staff ● Realigning services to make a core offer which includes: Family Intervention; Support Groups; Parenting; and Family Group Conferencing 	<ul style="list-style-type: none"> ● Streamlined CYPD working ● Mutual priorities and pooled budgets ● Capacity within localities extended through partnership work ● Demonstrable savings through cost benefit analysis ● Skilled and motivated workforce ● A sustainable model with capacity for growth ● Children and families receive consistent and co-ordinated interventions which are quality assured
Processes	<ul style="list-style-type: none"> ● FIP model- 1 Key Worker, 1 assessment, 1 plan, phased approach ● Improved use of collective intelligence ● Partner nominations ● Multi-agency Strategy for Sanctions ● Bespoke database ● All case management, for both LA and partners on same system 	<ul style="list-style-type: none"> ● Standardising the delivery model ● Implementing systems for review and management oversight ● Improved performance monitoring systems ● Improved involvement of children and families- through groups and Family Role Models ● Families moving between Targeted and Specialist Services experience a smooth transition 	<ul style="list-style-type: none"> ● Balance scorecard which measures impact in terms of experience and outcomes as well as processes ● Procedures and IT systems shared across the partnership ● Children and families receive the help they need at the earliest stage- suppressing demand for Specialist Services ● Simplified processes and removing duplication reduces costs
Values	<ul style="list-style-type: none"> ● Shared responsibility and shared vision- IFIP Board and Stakeholder Group ● Payment by Results- outcome focused ● Challenge ● Creating resilience ● 'Think Family' approach 	<ul style="list-style-type: none"> ● Promoting accountability in all aspects of the service ● Providing a dynamic and flexible service which promotes resilience and independence ● Professional value and development ● Timely and effective response to needs ● Evidence based and outcome focused 	<ul style="list-style-type: none"> ● Change in culture from dependence to resilience ● Better outcomes for children and families which can be evidenced ● All staff accountable to ensure value for money ● A professional and dynamic service with regional/national recognition