

APPENDIX 2

Families Matter Implementation Plan

Families Matter is part of the Achieving Excellence approach to developing and delivering services for children and young people. This approach involves defining the key features of good services, undertaking a self-assessment against the good criteria and developing plans for improvement. The Families Matter improvement actions are noted below. These will be included in a delivery plan which will include specific actions, lead officers, timescales and success criteria. Actions will be RAG (red, amber, green) rated on meeting timescales and impact. Discussions are taking place on a multi-agency approach for the future development and delivery of the Families Matter strategy and implementation plan.

The 14 Families Matter actions are as follows:

1. Ensuring prompt and smooth access to Families Matter services

Processes for access to Families Matter services to be refined. This work will include checking to ensure all processes are timely, smooth with minimum handovers and pathways to services are clear.

2. Making sure families are getting the right service at the right time

Undertake another analysis of contacts and referrals to Families Matter services and use this to further inform understanding of thresholds and whether agencies know about the range of services available.

3. Analysis of “step down” cases

Undertake further analysis of cases which have been stepped down to lower tier services after they have been open to Social Care. Also to check whether there are any examples of cases being stepped down and then stepped up again to Social Care.

4. Early Help Assessments

An SSCB event in September to consider possible changes on what *Working Together 2015* refers to as “early help assessment”. This will include investigating use of Family Star as an assessment tool.

5. Independent audit of Early Help and SFFT cases

Independent audit of a random sample of cases from the Early Help Service and Specialist Family Focus Team (SFFT). Sample to comprise cases where domestic abuse, adult mental health and parental substance misuse is an issue. Audit to focus on quality of assessments, whether plans are SMART and outcome focused and whether services are making a difference.

6. Early Help Service and SFFT snap-shot survey

Undertake a snapshot survey asking all Early Help Services and SFFT case workers to provide information on number of cases where domestic abuse, parental mental health problems or substance misuse is an issue. Also to provide information on the number of 12 to 17 year olds being worked with.

7. Briefing other agencies on Families Matter

Review number of agencies involved in Families Matter events to date and number of agencies who need to be briefed/involved in Families Matter.

8. Troubled Families Outcomes plan

The Troubled Families Outcomes plan to be formally agreed by a multi-agency group of senior managers.

9. Troubled Families monitoring

Monitoring and reporting as required on Troubled Families phase 2

10 Analysis of all Families Matter services

To complete the work agreed by the Achieving Excellence Programme Group on analysing all Families Matter services according to the levels of need outlined in the multi-agency thresholds. Analysis to include budgets and performance information on activity, quality and outcomes.

11. Service Specifications

All services to have service specifications including Early Help, SFFT, Children's Centres and Family Support purchased from external agencies. This will assist with greater transparency and accountability and reduce any duplication. Specifications to include details of activity, quality and outcomes/impact which will be monitored.

12. Families Matter audits

Programme of "themed" multi-agency Families Matter audits to take place. System to be established for providing individual feedback, feedback to services and aggregating learning and impact.

13 Ensuring the positives noted in the Families Matter self assessment are evidenced.

The latest self assessment identified a number of positives. Work is taking place to ensure that detailed evidence is available to support these.

14 Report on impact and effectiveness of Families Matter to November 2015 SSCB

The Safeguarding Board has a statutory responsibility for ensuring the effectiveness of early help and social care services. (In Southwark early help is referred to as Families Matter)