



<b>(Agenda Item)</b>	<b>(2.11.2022)</b>	<b>(Population, Health &amp; Partnerships Committee)</b>	<b>Resilient Families Service (RFS): Evaluation 2</b>
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<b>Report Details:</b>	
FOI Status:	Please select: <b>Open</b>
If closed please indicate reason:	
Prepared By:	Jane O'Kane
Presented By:	Jane O'Kane
Approving Executive Sponsor:	Linda Prosser
Report Purpose	Please Select: <b>For Noting</b>
Engagement undertaken to date:	Evaluation workshops were held by ISOS Partnership in July 2022 with stakeholders from across health, Local Authority and 3 <sup>rd</sup> sector

<b>Impact Assessment:</b>	
Indicate the Quality / Safety / Patient Experience Implications:	Improved patient experience and outcome
Related Health and Care Standard	Accountability
Has an EQIA been undertaken?	No - Not Applicable
Are there any Legal Implications /Impact.	No
Are there any resource (capital/Revenue/Workforce Implications / Impact?	No
Link to Strategic Goals	Sustaining Our Future Inspiring People Improving Care Creating Health





# Starting Well Strategy Group update: Resilient Families Service (RFS) Evaluation Stage 2

## Background

- Integrated approach to early years service model– ambitious collaboration between RCT Local Authority and the Health Board (Initial development:2018 PSB with WG via Co-construction Programme)
- Underpinned by model of *Universal progressivism* & UHB added 2 HCWP contacts
- Approach moved away from geographical allocation of services (Flying Start:UHB-Mat/HV & SALT) to one where services are allocated according to need with clear focus on resilience
- Progressed with oversight thro Early Years Transformational Board
- Piloted during Covid wave RFS was launched in Oct 2020

# Starting Well: *RFS* alignment with our priorities

## Starting Well Agreed Ambitions

- Infants and children reach their full health and wellbeing potential.
- Families are resilient and are able to access the advice and support they need in the right place at the right time.
- Children are ready for entry into Nursery at age 3 and have confidence in their own abilities.
- A regional multi-agency vision for Early Years provision is in place that is focused on positive outcomes for children.



# The Evaluation

- Governance & leadership
- Service configuration
- Staff understanding & skills
- Interface across organisations
- Information systems & Data
- Culture

## The Evaluation: Overarching issues & recommendations

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Key areas	Governance & Leadership	Cross organisational working	Staff skills & understanding	Information & Data	Culture
<b>Overview of findings</b>	<p>Strong &amp; continued commitment from PSB &amp; Snr leaders</p> <p>Clear focus upon improving resilience</p>	<p>Positive but impeded by COVID &amp; associated workforce changes</p> <p>Positive feedback to joint Management / agency training</p>	<p>Reported positively but reinforcement of processes required (due to COVID &amp; workforce)</p>	<p>Duplication (LA) as lack of national outcome / indicators</p> <p>Poor data quality from Health Visitors (paper based)</p>	<p>Ongoing challenges to pursue but overall positive change management</p>
<b>Recommendation</b>	<p>Renewed focus needed for Management Operational group</p>	<p>Continue to develop <i>Vulnerability profiling</i> to refocus resilience vs Need</p> <p>Ongoing training</p>	<p>Resetting of overall objectives</p> <p>Referral &amp; assessment process to be re-visited (LA &amp; UHB)</p>	<p>All Wales Early Years Framework required (WG)</p> <p>Data improvement &amp; development (UHB)</p>	<p>Develop suite of supporting staff information</p> <p>Joint workshops</p>

# Impact and Key Findings

- *Over 60% of respondents said they strongly agreed or agreed that RFS is currently helping more RCT families get the right support at the right time.*
- *The figure rose to over 80% when respondents were asked to rate their confidence that RFS would deliver the right support at the right time in future*

- Puts the child at the centre of support.
- Focuses on improving resilience
- Parents/families can self-refer.
- A keyworker (Intervention Worker) identified for all families accessing support
- Flexible model with extension of interventions.



# Moving Forwards

## Resetting

- Workshops to review evaluation outputs with the teams.
- Agree approach to continue to build operational team alignment

## Parent / Family Engagement

- Development of Starting Well Engagement approach to align with RFS activity building on CTM 2030 engagement work programme.
- Development of RFS parent champions.

## Performance and Data management

- In light of WCCIS challenges – develop CYPRIS within the UHB to improve data quality / reporting / analysis and determination of the **so what?**
- Align the resilience assessment tool (FRAIT) within Vulnerability Profile.



*"Our own recent research in England has highlighted that making big change happen in this space is typically a three-to-five year endeavour, as integration involves relationships between multiple systems with many moving parts. Given the scale of ambition of the RFS service, we think the progress made already in early intervention integration puts RCT ahead of many local areas."*

*Beyond Boundaries (2022) <https://bit.ly/BeyondBoundariesLondon>*



## Recommendation:

## The Board or Committee are asked to:

- *Note the evaluation findings presented*
- *Note the implications from the RCT LA based pilot with regards to ensuring equitable health service offer across CTMUHB (pending WG review of Evaluation)*

