Early Help Troubled Families support

We are national leading experts in Early Help and the Troubled Families agenda and so supporting you in this area is our core business.

We are unique in having experience of both working in central government in both the DfE (Department for Education) and DCLG (Dept of Communities and Local Government) and with working across other government departments such as DH (Department of Health) MOJ (Ministry of Justice) and the HO (Home Office).

We have also supported many local authorities with the strategic design and implementation of projects, services, evaluation and improvement. We therefore have strong relationships nationally and locally and as a result have an up-to-date picture of effective, emerging and innovative practice throughout the country.

Below is an outline of our consultancy offer. A wide range of additional and bespoke support can be developed as required, drawing on the knowledge and skills base of our team. We are always happy to talk to you about your precise requirements.

**Early Help /Troubled Families Support**

We can support you to ensure that the strategic work, governance, partnerships and delivery are in a good state to provide services for vulnerable children and families.

We typically provide support around the following key areas:

- service transformation to ensure that the operational delivery meets the needs of families and of partners whilst reducing local spend
- helping to understand how Early Help is delivered, scope and evaluate services that contribute to the delivery both internally and externally (with partners)
- mapping pathways to access Early Help support for professionals considering thresholds, processes and pathways
- progress review and planning
- understanding the current organisational structure as it relates to delivering services to families with complex needs at all levels
- identifying the main outcomes that services aim to achieve and how this could be approached
- identifying and understanding the critical organisational barriers or concerns that impact upon system change and potential approaches to overcoming these
Managing & Leading

Developing effective teams
We offer tailor made team/service opportunities to ensure that you are able to work in a partnership and collaborative way which is vital to ensuring that the best outcomes are achieved for children and families.

Leadership development
We recognise that nurturing and developing leadership talent at all levels is a vital component of success. Flexible opportunities for continuous professional development allow the unique features of your organisation, locality, school or children’s centre to be built in.

We can offer expertise which is tailor made to the requirements of those in a leadership role, including:

• one to one coaching from executive level to senior practitioner
• support for those new to a leadership role
• support for leaders experiencing significant changes in their role
• coaching for groups of leaders with similar challenges
• developing a system leader approach within your staff structure
• mentoring, exploring personal development needs linked to targets
• learning set groups - focused on exploring critical incidents/solution focused changes

Coaching
Our coaching offer will develop managers to achieve their full potential and provide the best possible leadership to their staff team. We can support you to close the gap between potential and performance.

Our coaching offer and action learning sets are focused on equipping managers with the leadership skills they need to develop workers in their teams, ensuring they are focused on practice and have the skills and motivation they need to undertake genuinely transformational work with children and families.

Interim management and supervision
We offer interim management and supervision support for a range of services. We have a strengths based and flexible approach and a team with experience and expertise across a wide range of areas.

Selection and recruitment support
We know that getting the right staff is crucial to service success. We use innovative tools and approaches to support the recruitment process which assess workers to ensure their skills, knowledge and attitudes fit the role.

See our separate leaflet for information on our wide range of workforce training.

For more information please see www.interfaceenterprises.co.uk

Contact us at info@interfaceenterprises.co.uk

Or Call 01603 251730
• quality checking and auditing existing provision of services to families with complex and multiple problems
• working with service managers to ensure consistency of approach and reduce duplication
• developing standardised paperwork and procedures that work for all teams and that do not impact heavily on delivery hours
• developing the capacity and confidence of service managers
• evidencing the work that services do with families, with a view to being able to develop a business case that includes financial costs benefits and maximisation of payment by results
• lobbying partners and stakeholders to strengthen engagement and to obtain agreement of financial buy in and pooling of other resources
• regularly report to governance boards on progress
• monitoring the capacity of services and maximising numbers of families who can benefit from the support
• provide a balance and check on operational delivery

Service redesign
We uniquely tailor our processes using a range of service design techniques to assist you to re-work interventions to make sure that they are effective for individuals, children and families. We capture the knowledge and insights of those working with and in your services as well as service users.

Service review
We work through a structured process to review and redesign services in a way that is supportive, inclusive, sustainable and mutually beneficial for services and families.

Our reviews include workshops and focus groups bringing together public sector professionals, across tiers and organisations. These reflect and review the existing working and service provider system and consider how it meets the long-standing needs of vulnerable families. They consider coordination, integration and improvement planning.

Setting up services and projects
Our national experience and focus on best practice means that we can critically evaluate and support you with business cases and developing new services for working with vulnerable children and complex individuals and families.

We can support you in the setting up and development of new services across many specialist areas including housing, children’s social care, health, criminal justice, CAMHs and the voluntary sector.

Review & Design
Bespoke diagnostic work
We provide bespoke diagnostic reviews using our experienced and qualified team to undertake a review of anything from governance procedures to referral pathways and anything in-between.
Customer journey mapping

We use customer journey mapping to demonstrate impact or improve a service by finding out how people interact with it. This helps to track and describe a customer’s experience, challenge presumptions surrounding service delivery, deliver efficiency savings and improve customer experiences.

Information sharing workshops

Information sharing is key to delivering better, more efficient coordinated services. Our information sharing workshops help you and your partners explore the legal context for data sharing and enable collaborative working by addressing issues such as a lack of trust, misunderstanding of the Data Protection Act and organisational culture.

Tools

Parent/Family Outcome Tools

We know that it is essential that you can demonstrate distance travelled and improvement in outcomes for individuals and families. We can develop bespoke tools for you to do just that.

We have an in-depth understanding of working with individuals and families (so we know how to use tools in practice) as well as an enormous amount of experience working with those delivering services (so we know what you need). We also have the technical expertise in our team to be able to create tools which measure and track outcomes and provide user friendly reports.

Please contact us us for a further discussion about how we can help you.

Cost calculator

Our FREE cost calculator tool helps you to estimate the costs and predicted savings of delivering interventions to families. The aim is to give a broad estimate based upon a list of specified unit costs.

We can create a bespoke calculator to meet your specific needs and we have a range of training and support options covering how to make the most out of the calculator and demonstrate value for money.

Research & Evaluation

Evaluation and monitoring

We develop and implement flexible, mixed-method approaches that blend qualitative and quantitative methods to determine not just whether a program works, but how it works, why it works, and where it can work best.

Economic Evaluation of Services

Our services range from offering advice and guidance on how to set up a robust economic model, to delivering a full service economic evaluation including designing performance frameworks and supporting clients to set up systems to collate data.