**Flexible Family Support Delivery Plan (WORK in Progress) RAG Definitions: RED**: Significant Barriers; **AMBER** Some Delay / Potential Challenges **Last Updated:** 23/03/2021 **GREEN**: On Track or Complete

**The Alliance will initially focus on 6 key priority themes:**  (1) Child & Family Engagement, Codesign and Broader Rights Entitlements: To embed / further embed, child & family engagement, service codesign (informed and supported by Care Experienced Children) and wider rights based approaches, within the full range of family support services (existing & future)

(2) Shared Ownership of the FORT Platform: To support the roll-out, maintenance and TRIAGE of the FORT Platform in Dundee (3) Early Intervention / The Rights Support at the Right Door at the Right Time: To maximise support to children & families at community level (working to ensure the right support to the right door at the right time)

(4) Additional & Targeted Supports: To better populate the middle of the care pathway (governance and approach), in doing so reducing escalation up the pathway incl. to out of authority placement (where that is not in the child's best interests (5) Use of Volunteers: To maximise the benefit of Alliance supported volunteer contributions across the care / support pathway(s) (6) Support Pathways: To work to align and best integrate the various family support pathways with a particular focus on those pathways that relate to the impact of child poverty (children’s care pathway, housing, employability, welfare rights/financial supports, food banks, etc.).

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| **Ref** | **Priority**  | **Actions** | **Lead / Owner** | **Timescale** | **Outcomes / Key Indicators** | **RAG** | **Progress/Notes** |
| **Reporting Requirements**  |
|  | To Report to the C&F Services Executive Board | Quarterly Reporting -Formal Report  | PN/GL | Quarterly | Report points noted / recommendations agreed  |  | Quarterly reports provided |
|  | To Update the City Plan  | On-Line Reporting  | PN/GL | Quarterly |  |  | Regularly updated on-line |
|  | To report to CORRA / Scot Gov Promise Team re the promise team financial award (funding to facilitate/drive the delivery phase)  | Report as required to CORRA & the Promise Team | GL/PN | Monthly (Finance Quarterly) | Funding award supports the facilitation and development of the Alliance and the ‘acceleration’ of priority activities incl. within the delivery plan |  | Awarded £200K from the Promise Team / CORRA to support the leadership and facilitation of the Alliance approach and delivery plan priorities - with proviso that we work closely with the National Promise Team and Scottish Gov Service Design Team. Financial statement prepared in support of 9-month review and expenditure agreed with CORRA. Process/ Procedures developed to support allocation of remaining monies and additional monies that may in future be awarded. CORRA have agreed carry-over local means of facilitating carry-over agreed.  |
|  | To report to the Overarching Promise Group in Dundee | Quarterly Reporting on Progress | PN/AL | Quarterly | All the promise activity across the City is coordinated and part of a single planning approach  |  | Alliance Chairs regularly liaise with the group that focus’s on care experienced YP |
| **Alliance – Maintenance, Governance, Impact and Alignment**  |
|  | To develop & maintain a cross-sector 'Alliance' (Strategic Partnership) and associated delivery plan  | To create a core 'Alliance' delivery group to support and maintain momentum around the development and delivery of a Strategic Partnership approach and associated priority themes (i.e. this delivery plan)  | PN/GL | Jan 2021 | Alliance Group Meet regularly and enjoy a shared ownership of the delivery plan and associated activities Members can evidence collaborative working and improved outcomes for children and families Members can evidence delivery of the ‘promise’ aspirations and principles The Alliance principles and approach are sustained  |  | Alliance established – completeness of membership regularly reviewed Examples of collaborative working evidenced within recent inspection process and identified as an example of good practice  |
| As the work expands to ensure that necessary support & governance/reporting arrangements are in place  | PN/DA | Quarterly Review  | Robust support and governance mechanisms are in place |  | **Currently amber as the scale of activity is in danger of outrunning the coordination/governance - necessary arrangements yet to be finalised – additional resources likely to be brought to the table – DA’s paper being updated**  |
| To regularly review and update the Alliance Delivery Plan  | PN/GL – Whole Grp | Quarterly Review  | The plan is regularly reviewed and updated |  | The Nov meeting was dedicated to plan review and update – further updated in March for CORRA review  |
| To develop a financial framework to underpin plan delivery to include means of monitoring the financial impact of alliance activity  | PN/GL/DA/LM/AMcD | End May 2022 | The Alliance delivery plan is underpinned by a robust financial frameworkThe financial impact of Alliance activities is evidenced |  | Finance Sub-Group Chaired by Glyn now established – linking in with Scot Gov consultant – building momentum  |
| To develop means of monitoring the outcomes / impact of alliance activity in respect of children and families  | Activity leads  | Ongoing /End March Review  | Outcomes and impact for children and families of Alliance activities is evidenced  |  | To develop as part of extended/revised governance / reporting arrangements – proposals around IFSH will support this objective  |
|  | To ensure that key promise related activities progressed across Dundee by the Alliance are aligned with other related activities so that they form part of a single coordinated transformation programme  | To establish / maintain cross-group membership/working or alt comms links365/Transformation CPC VAWADPGIR Grp | Alliance Grp Members | 6 monthly Review | All actions represent a single joined-up approach / transition plan Avoidance of Silo-Working Children & Families Experience a joined-up approach to support delivery  |  | The Alliance reports into an overarching Promise Group Chaired by Alison Leuchars - reporting mechanisms yet tba. The Alliance also reports into the City Plan and Directly to the Dundee C&F Services Exec Board. **Remains Amber as the landscape remains busy re the number of groups and necessary linkage. To be considered in reviewing the alliance under governance arrangements**  |
| **Family Support (Promise) Tasks** |
|  | 1. Child & Family Engagement, Codesign and Broader Rights Entitlements: To embed / further embed, child & family engagement, service codesign (informed and supported by Care Experienced Children) and wider rights based approaches, within the full range of family support services (existing & future)  | To share learning, training, experiences, and resources in support of the shared aspiration of co-design | All Members (need an Engagement Lead) | Ongoing  | Children and families are involved in the codesign of supports and associated strategies  |  | Amber but work around disability and vol strat will support learning  |
| To ensure all agreed alliance led activities are informed/involve engagement and codesign i.e. are promise principle proofed  | All activity Leads  | Ongoing  | Children and families are involved in the codesign of Alliance led supports and associated strategies |  | Green as current activity is focused on engagement working towards codesign  |
| To ensure that children and families have access to available advocacy services and that collective issues identified through the provision of advocacy inform the activity of the Alliance  | Advocacy Services / DA/PN | Ongoing | Children and families are supported to access advocacy Collective issues are known and where appropriate responded to by the Alliance  |  | The Advocacy Services have introduced a triage system to support access |
| To support the development of a children’s rights-based approach to include rights awareness training  | TBA (Advocacy Services?) | TBA | Children are aware of their rights and the associated balance principles Children’s rights are upheldStaff are aware of children’s rights (UNCRC) and the associated balance principles  |  | Red as yet to progress  |
|  | 2. Shared Ownership of the FORT Platform: To support the roll-out, maintenance and TRIAGE of the FORT Platform in Dundee  | To support the development and help maintain the FORT System in Dundee | IFSH proposal includes senior lead  | 3 monthly review  | The Fort System in Dundee is fit for purpose The Fort System Evolves to meet need The FORT System is maintained  |  | Proposals around an Integrated Family Support Hub (IFSH) being finalised – involves 7 agencies with others linked through FORT  |
| To support and help maintain FORT Triage in Dundee | As above  | 3 monthly review  | Referrals that don’t find a natural destination are appropriately responded to  |  | Impacted by covid driven gap between supply and demand for family support – likely to be overtaken by emerging IFSH proposal  |
|  | 3. Early Intervention / The Rights Support at the Right Door at the Right Time: To maximise support to children & families at community level  | To develop / support a capacity building approach to child wellbeing issues that ensures the right support at the right door at the right time | DA, Alliance Services DEREK  |  | Child wellbeing issues are responded to with the right support at the right door at the right time  |  | Relates to the key promise principle around supporting more children safely within their own families / own communities  |
| To the develop / support a task sharing approach to mental health/mental wellbeing that ensures the right support at the right door at the right time  | Mental Health Foundation, CAMHS, Alliance Services KEREN / Peter / Dawn |  | Child mental health/mental wellbeing issues are responded to with the right support at the right door at the right time |  | Relates to the key promise principle around supporting more children safely within their own families / own communitiesProject plan involving CAHMS & the SMHF finalised – Funding plan finalised – agreed in the meeting with CORRA – work now commencing  |
| To support the delivery of the safe and together approach & associated and identify / help to bridge any gaps in Domestic Abuse support to victims and their families (at community level)  | VAWG, Women’s Aid, Barnardo’s, A for C & others Mary - Women’s Aid | Ongoing  | Staff are confident in applying the safe and together approach Those impacted by domestic abuse are supported and responded to a cross the care pathway  |  | Dundee Funding secured through Equally safe fund Women’s Aid invested in work with schools – AMBER as some COVID driven delay but liaising closely with the VAW |
| To continue to work with children and families to reposition disability short break activities into communities  | Disability Lead LAO **Claire Wilson** | Ongoing  | Children and families feel supported within communities Children and families are able to access the support they need  |  | Progressing well – support / governance arrangements now introduced – membership progressing – Derek’s paper will help ensure consistency of expectation across sub-groups |
| To lift the supports funded by the Scottish Gov Mental Wellbeing Fund onto the FORT System – supporting interagency referral, & associated monitoring  | Senior FORT Person | In place  | Awarded supports are accessible and associated demand is monitored  |  | Will be reviewed within work progressed with the SMHF |
| To support the implementation of the Broader Dundee Trauma Strategy (i.e. implementation of the NHS (NES) trauma informed training framework within the Family Support community setting  | Trauma Lead SGSame as Task Sharing above  | Ongoing  | Staff are trained and confident in operating at the appropriate level of the NES Framework  |  | Lost some momentum due to Covid – liaising closely with DCC Trauma lead  |
| To explore the idea of Trauma resilient communities | Same as Task Sharing above  |  |  |  |  |
| To support the Lochee Value Based Leadership Group to develop and deliver an organic approach to the development of Community Schools in their area  | NL / Leadership GrpNicola Leddie (WMTY) | Ongoing  | Children and families feel supported as part of a school community  |  | Discussion with the LENS around support for this task – likely to start with small tests of change due to the mounting pressure on schools  |
|  | 4. Additional & Targeted Supports: To better populate the middle of the care pathway (governance and approach), in doing so reducing escalation up the pathway incl. to out of authority placement (where that is not in the child's best interests  | To maximise the accessibility and benefit of the FORT System for lead professionals & others fulfilling key child planning roles  | Same as FORT Senior Lead  | Ongoing  | Users are aware of and can access the range of services and supports that exist in Dundee  |  | Amber due to the covid driven pressures on services and the associated gap between demand and supply of family support – relates to IFSH proposal  |
| To develop and maintain a clean interface between the Triage Group, FORT System and the RMG  | Same as FORT Senior Lead | Ongoing  | Triage Services ensure that current resources are maximised Where possible and appropriate the need for out of authority support is negated  |  | Accounted for within IFSH proposals  |
| Together with the RMG/Lead Professionals identify and progress a number of ‘Triage’ test cases that will further inform and help shape related developments - evidence by way of case studies / C&F Feedback | Same as FORT Senior Lead | Ongoing  | The benefit of triage and the much wider collaborative approach is evidenced with case studies  |  | a number of case studies have been developed and are being accounted for in ongoing developments  |
| To support the activity focused on achieving a more consistent approach & better outcomes which involves: health, SW and education which is focused on children with complex disability & overlapping health needs who occupy the middle of the care pathway and/or appear at RMG | AL | Ongoing  | The rights of children who experience complex disability and overlapping health needs are central to decision-makingChildren and families experience a more joined-up and consistent response to need  |  | Meetings and associated activity in progress – covid pressures impacting on pace but that is inevitable  |
| To consider gaps identified in the middle of the care pathway related to complex disability that can exist between named persons and Stat SW & consider how best to contribute to filling those gaps  | Claire - Disability Lead | Ongoing  | Monitoring and review standards are consistent across the care pathwayChildren and families receive the support they need Packages of support evolve to match changing child’s needs Children’s rights and entitlements are upheld  |  | the extended remit of the RMG is significant as is the work described above. Amber as some families are still evidencing significant gaps in coordination and support – again relates to IFSH Proposals  |
| To identify how best to develop and maintain a step-down (rather than step-up) approach in the middle of the care pathway | TBA | Ongoing  | Where appropriate children and families are responded to at community level rather than being escalated up the care pathway  |  | Amber as review evidence yet to be converted into a plan to take forwards – needs a clear lead  |
|  | 5. Use of Volunteers: To maximise the benefit of Alliance supported volunteer contributions across the care / support pathway(s) Need a lead for Volunteer Strategy  | To map the current use of volunteers in the area of child and family support  | FORT Leads  | Ongoing  | The extent of use of volunteers in regard to family support is fully mapped and understood  |  | Partially complete  |
| To work with C&F, Vol Coordinators, volunteers and other stakeholders to develop a Child & Family Support Volunteer strategy informed by the Promise/National Care Review – to include extending the use / more creative use of volunteers alongside any current registration requirements  | TBA | Ongoing  | A robust strategy codesigned with children and families is in placeThe benefit of use of volunteers across the full extend of family support is maximised The range of volunteer supports is increased  |  | Requires time and an appointed lead – Ros Aberlour has offered to support this activity and the National Promise Team have also volunteered facilitation support Meetings will take place with DVVA re their role in volunteer support as soon as their new CE is in place.  |
| To consider the use of the FORT System with regard to access to volunteers  | FORT Lead  |  | Volunteer supports are accessible via FORT Referral  |  |  |
|  | 6. Support Pathways: To work to align and best integrate the various family support pathways with a particular focus on those pathways that relate to the impact of child poverty (children’s care pathway, housing, employability, welfare rights/financial supports, food banks, etc.).  | To account for the learning from the Tayside wide SCR Review in regard to the role of housing in communities – i.e. to build housing officers into the care pathway both from a support and a safeguarding perspective  | Housing – Need to identify Lead within Housing  | Ongoing  |  |  | Need to review progress as momentum and focus lost during covid  |
| To maximise the benefit of externally funded wellbeing supports and ensure they are effectively coordinated (Aberlour debt payment scheme, Scot Gov winter payments, broader wellbeing supports (administered via the LA) | FORT/Triage Group – tbcDAWN Ward and FORT LEAD |  | Children and families benefit from a coordinated approach to welfare support allocation and distribution  |  | Dawn / Aberlour have offered resources to ensure that poverty remains a key focus of alliance activity  |
| To continue to work towards an integrated response between Welfare Rights & Family Support Services  | Dawn Ward  | Ongoing  | Children and families benefit from an integrated approach  |  | Some progress – needs to be reviewed  |
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