Foundations
What Works Centre for Children & Families

Reducing Parental Conflict National Conference

Learning from enablers and challenges to support continued progress

SESSION D
What does local evidence leadership look like?

INTRODUCTIONS & WELCOME

- Overview & context for the session: Ben Lewing, Foundations

- Local progress in evaluating RPC support: Nicola Wilder, Hertfordshire County Council

- Local application of the supporting families outcomes framework: Julie Neill & Esther Jones

- Breakout rooms

- Summary

AIMS

- Consider local evidence leadership for RPC

- Reflect on a local example of RPC evaluation and the factors that support this

- Consider the local application of the supporting families outcome framework

- Through breakout rooms reflect on barriers and enablers to local RPC evidence leadership, consider how learning from others could be applied in your local context.

WHY FOCUS ON EVIDENCE LEADERSHIP

EVALUATE

7. OUTCOMES & EXPERIENCE

This element focuses on how progress in reducing the impact parental conflict on children is measured, and what the experience of support is like from the perspective of families. It includes using tools like an outcomes framework which is specific to reducing parental conflict, or integrating measures of conflict and its impact within wider child and family outcome frameworks.
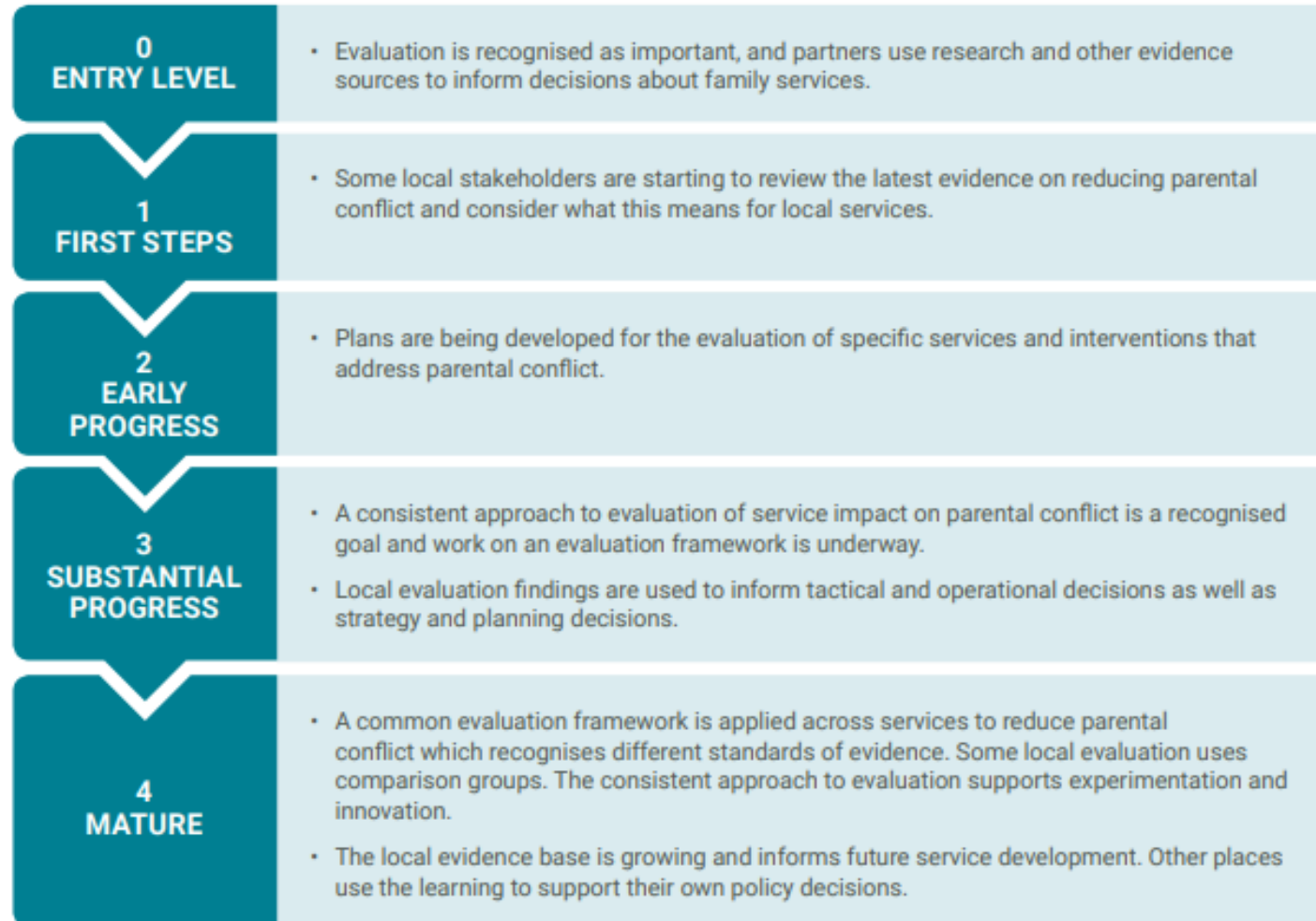
EVALUATE

8. EVALUATION

This element focuses on how local partners find and apply external evidence on reducing parental conflict from research and practice, as well as generating robust local evidence where there is a need to innovate.

OUTCOMES & EXPERIENCE

0 **ENTRY LEVEL**	• There are coordinated arrangements locally for identifying and monitoring key outcomes for children and families.
1 **FIRST STEPS**	• There is a recognition that performance measures and outcomes relating to the impact of parental conflict on children need to be used locally.
2 **EARLY PROGRESS**	• Specific outcomes on parental conflict and the impact on children are being defined and agreed. • Data shows that some families experience a smoother journey through services as a result of the focus on reducing parental conflict.
3 **SUBSTANTIAL PROGRESS**	• Process and outcome measures on parental conflict and the impact on children have been agreed and data is routinely collected and reported from local family services. Validated measurement tools are used where appropriate. • Performance against locally defined outcomes is starting to show signs of improvement against baselines. Families vulnerable to parental conflict generally have a smooth journey through support services as a result of the focus on reducing parental conflict. • Evidence on the customer journey experience is collected regularly and informs service and workforce development. • The partnership overseeing the strategy for reducing parental conflict uses family satisfaction feedback and stories as part of its outcomes framework.
4 **MATURE**	• Partnership-wide outcomes and indicators on parental conflict and the impact on children are embedded in use, and families have a smooth journey through any support that they receive to reduce parental conflict. Validated measurement tools are routinely used. • Partners have a clear view of which parts of the system are working well, and use this to inform strategy, hold service providers to account, and inform service development. • Arrangements for collecting user experience of services relating to parental conflict are routine and embedded, and families are quality-assuring services and leading change. • Outcomes are improving, and where performance is less good analysis is underway to understand why.

EVALUATION

0 ENTRY LEVEL	• Evaluation is recognised as important, and partners use research and other evidence sources to inform decisions about family services.
1 FIRST STEPS	• Some local stakeholders are starting to review the latest evidence on reducing parental conflict and consider what this means for local services.
2 EARLY PROGRESS	• Plans are being developed for the evaluation of specific services and interventions that address parental conflict.
3 SUBSTANTIAL PROGRESS	• A consistent approach to evaluation of service impact on parental conflict is a recognised goal and work on an evaluation framework is underway. • Local evaluation findings are used to inform tactical and operational decisions as well as strategy and planning decisions.
4 MATURE	• A common evaluation framework is applied across services to reduce parental conflict which recognises different standards of evidence. Some local evaluation uses comparison groups. The consistent approach to evaluation supports experimentation and innovation. • The local evidence base is growing and informs future service development. Other places use the learning to support their own policy decisions.

EVALUATE: OUTCOMES & EXPERIENCE & EVALUATION

Enablers

- Use of existing frameworks such as the Supporting Families Outcomes Framework
- Use of validated measures and/or administrative data
- Use of a quality assurance framework
- Systems for recording and sharing data
- Development of a theory of change
- Embedding RPC evaluation into wider service evaluation

Challenges

- Difficult to access progress and outcome data
- Data protection processes
- Consistency of approaches and reliability of data
- Capacity and competing priorities

Next Steps

- Agreeing the information to collect
- Identifying validated measures and aligning with existing processes
- Developing data systems and processes

Nicola Wilder

Reducing Parental Conflict in Hertfordshire

Reducing Parental Conflict in Hertfordshire

Nicola Wilder

Development and Commissioning Officer

Early Help Commissioning, Family and Health Services Commissioning

Hertfordshire's Early Help Families First Model
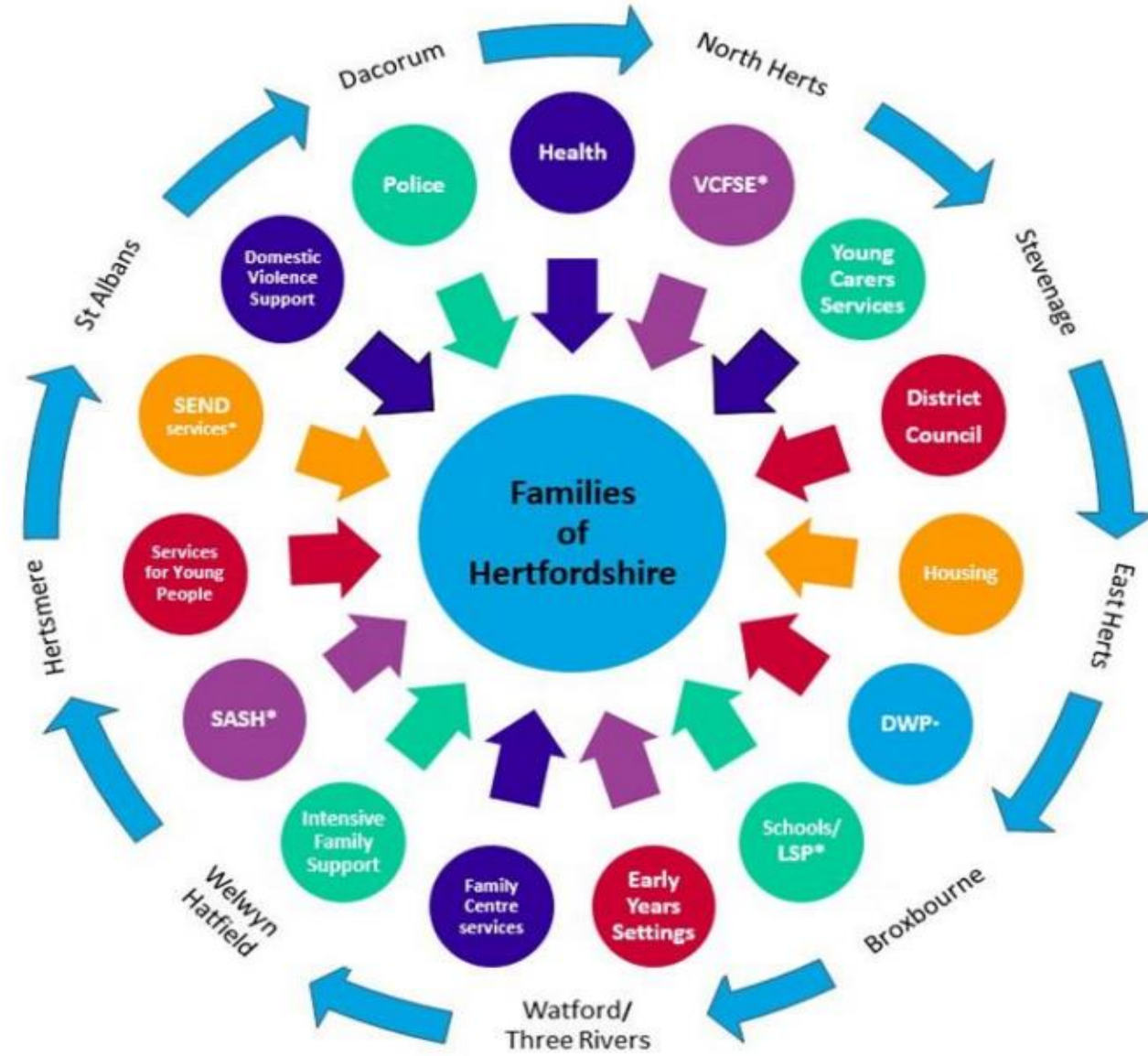
* LSP - Local School Partnership
* SEND – includes 0-25, ISL, DSPL
* DWP – Department for Work & Pensions
* VCFSE - Voluntary, Community, Faith and Social Enterprise
* SASH – Specialist Adolescent Service Hertfordshire

Relationship Support in Hertfordshire

| PLAN | 1. Strategy | Early Progress |
| | 2. Workforce | Substantial Progress |

| LEAD | 3. Partnership | Substantial Progress |
| | 4. Community | Entry Level |

| DELIVER | 5. Services & Interventions | Early Progress |
| | 6. Co-ordinated Working | Substantial Progress |

| EVALUATE | 7. Outcomes & Experience | Early Progress |
| | 8 Local Evaluation | Entry Level |

Evaluation Project
September 23- February 24

A range of services are currently provided to support parents in conflict in Hertfordshire:
• Parenting When Separated
• One Plus One's Digital Intervention
• Workforce training
• Self-help webpage

In addition, relationship support for parents and carers of children and young people with special educational needs and disabilities has been implemented with additional funding received and courses will run from January until March 2024. Whilst the offer has been well received we do not have enough data at this stage to include it as part of the evaluation.

The focus of the project was to develop an evaluation plan in alignment with our RPC outcomes framework to assess the impact of the Parenting When Separated

Evaluation Project
September 23- February 24

What we did:
1) Clarifying aims and establishing an evaluation plan
2) Refining and clarifying measures
3) Delivery training

Outcome:	Measure/indicator:	Timepoint
Long term = Reduce parental conflict; short term = increase parent's skills and confidence to resolve conflict	• Referral Stage Questionnaire RSQ for separated parents • Parents goals - Revised • Parent feedback form • Parent questionnaires	• Referral and review • Induction and review • Review • 3 months post course
Improve child/rens emotional health and wellbeing	• Feedback form • Parent questionnaires	• Review • 3 months post course
Improve child/rens relationship with others	• As above	
Improve separated parents communication and cooperation post separation	• Parents goals • Referral Stage Questionnaire RSQ for separated parents • Feedback form • Parent questionnaires	• Induction • Referral • Review • 3 months post course
Reduce referrals to specialist services	• Measured through the Early Help Module where parental conflict and outcome of support is reported and calculating frequency of 'unsuccessful' support that led to families being stepped up into safeguarding.	• Annual audit

Creating a cleaner, greener, healthier Hertfordshire

Evaluation Project Success and Challenges

- Having a structure and timeframe was helpful to keep the evaluation project on track. I found having governance for the project useful which has supported me to present findings at board improving precedence of the work being completed.

- Having an outside perspective is useful as being an RPC Co-ordinator can often feel like you are working in isolation. Having expertise from Anna Freud around outcome frameworks and evaluation tools was so helpful as there are so many this can often be overwhelming.

- Having a clear framework means we will be able to ensure that anything we put in place we have a clear understanding of the data we need to evidence outcomes.

- Understanding barriers to accessing support and improve access and engagement with marginalised groups, such as Fathers, minority ethnic groups and those affected by digital poverty through collaboration.

- Capacity and commitment to deliver can be an issue, as well as inconsistency in evaluation tools being completed.

Learning for other areas

- To have a clear outcome framework that can apply across all interventions

- To ensure that you have the right evaluation tools to measure impact

- To ensure that those delivering the interventions have a clear understanding of the outcome framework, the evaluation tools and the reason for collecting data to improve the quality and consistency of data being collected.

- To have opportunities to engage parents and carers in the development of your relationship support offer, ensuring that the offer is inclusive and accessible.

- To have high level buy in and a clear governance structure in place that ensure that the RPC remains a focus

- To have strong partnerships and there is accountability for delivery of support to families.
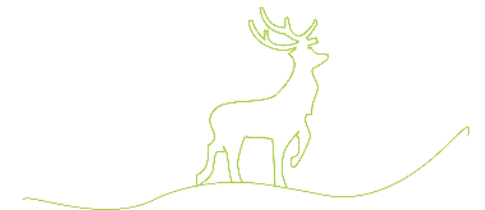
Julie Neill & Esther Jones, DWP

Local Application of the Supporting Families Outcome Framework

What does local evidence leadership look like?

Local Application of the Supporting Families Outcome Framework

Julie Neill and Esther Jones

A bit about us

Julie

- Regional Lead for South East and East
- Seconded from East Sussex
- 8 years involvement with Supporting Families
- Lead for RPC
- Other responsibilities included: parenting, workforce development, partnership working, young carers, worklessness, cost of living

Esther

- Regional Lead for East Midlands and North West
- Seconded from Leicester City
- 10 years involvement with Supporting Families
- Lead for RPC
- Other responsibilities: workforce development, Families affected by Imprisonment, worklessness, data transformation

Supporting Families is a service transformation programme

Building the resilience of vulnerable families	Supporting strong multi-agency partnerships	Developing mature data systems
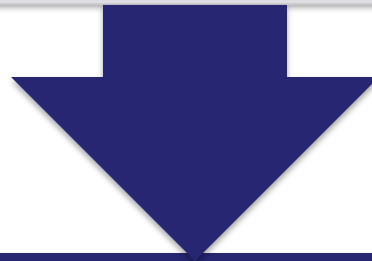
4 key principles

Early intervention	Whole family working	Multi-agency working	Measuring outcomes and data

Family outcomes framework

- Getting a good education
- Improved mental and physical health
- Promoting recovery and reducing harm from substance use
- Good early years development
- Financial stability
- Secure Housing
- Improved family relationships
- Children safe from abuse and exploitation
- Safe from Domestic Abuse
- Crime prevention and tackling crime
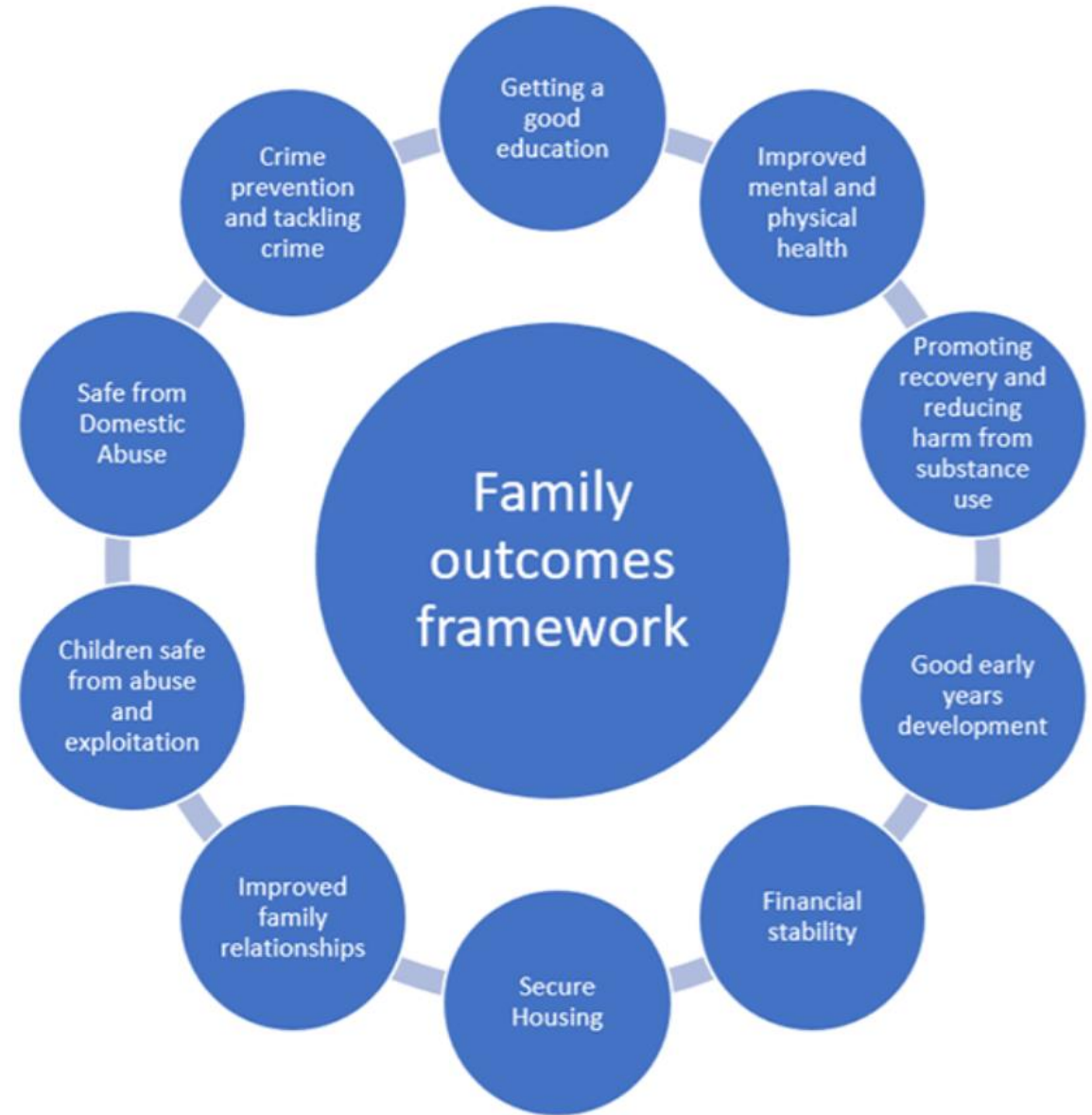
Improved Family Relationships

1. Parent requires parenting support
2. **Harmful levels of conflict**

3. Child violent in the home
4. Caring circumstance changed requiring support

Family Need	Data Source	Outcome	Evidence
Harmful levels of parental conflict ie: when frequent, intense or poorly resolved	Police report Information from practitioner assessments, contacts and referrals, including self-referrals	No harmful parental conflict and improved family relationship Parents/carers understand impact of conflict on children	Validated outcome measure eg: family relationship quality tool Completed relationships support (evidence-based where possible) Evidence of parents/carers implementing strategies and improved outcomes Practitioner/self-assessed Improved outcomes

Idea One

Use the Supporting Families data to identify how many families have parental conflict as an identified need and how many achieved a positive outcome

You can:

- Use this for MI returns
- Use it to establish a baseline level of need
- Track it over time to monitor changes
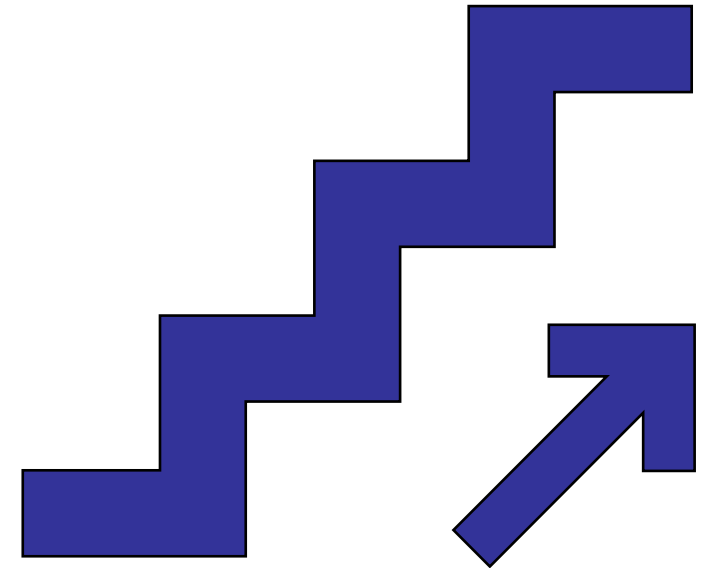- Use it as a light touch indicator of training impact
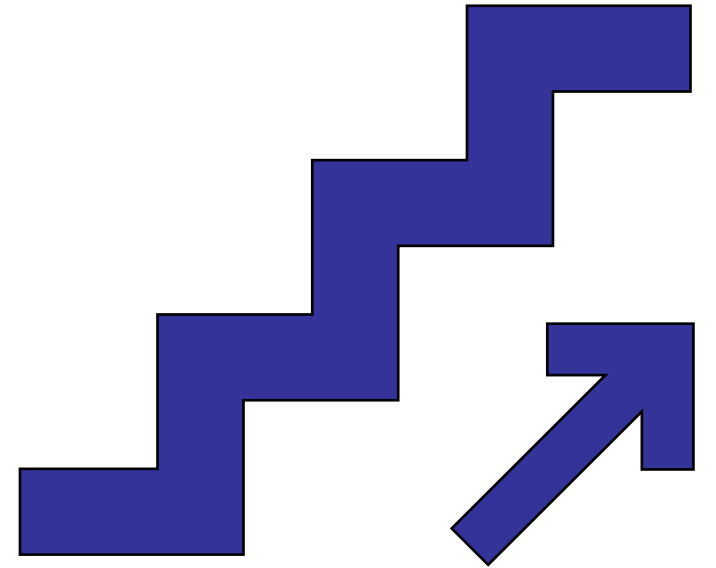
Idea Two

Interrogate the data to look at differences between workforce groups (services / localities / partners)

You can:

- Use this to target training activity
- Use this to target supervision support
- Use this as a basis for discussion with service leads to garner engagement

Idea Three

Interrogate the data further to develop understanding of RPC need and impact in families

You can:

- Look at co-occurring family needs and identify trends
- Look at family demographics including locality, age, relationship status, ethnicity and identify trends
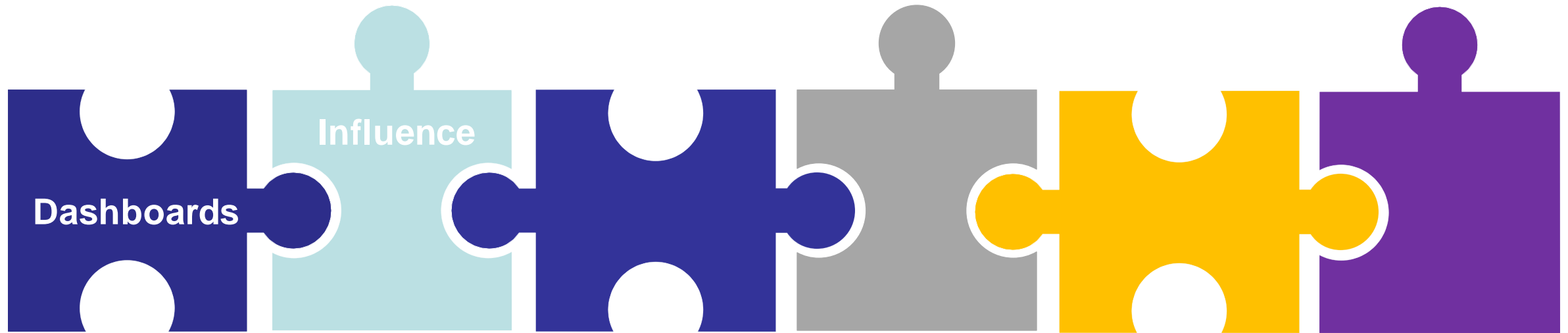- Analyse trends to identify what's working well and where you can improve

Dashboards
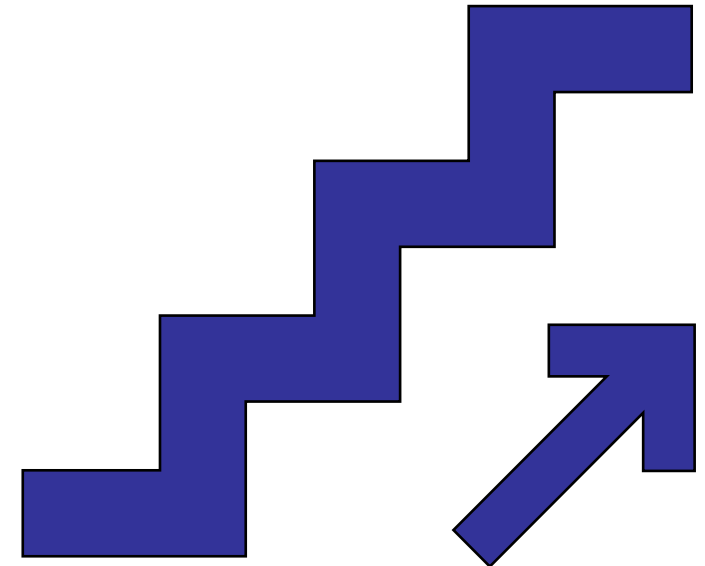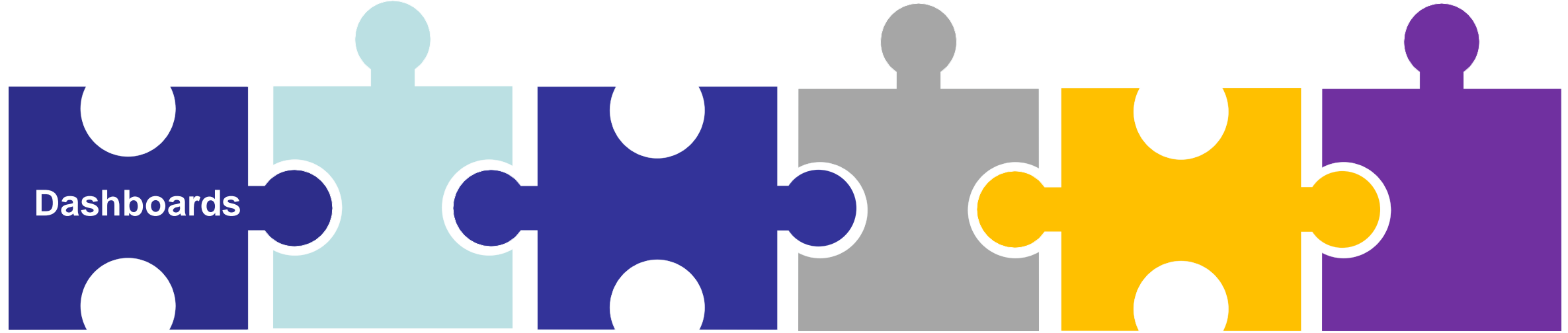
What's available?

Can you access it?

Is RPC included?

Could it be added if not?

Dashboards

Influence

Build your circle of influence

Capitalise on relationships

Who do you know who can help?

Who knows the person who can help?

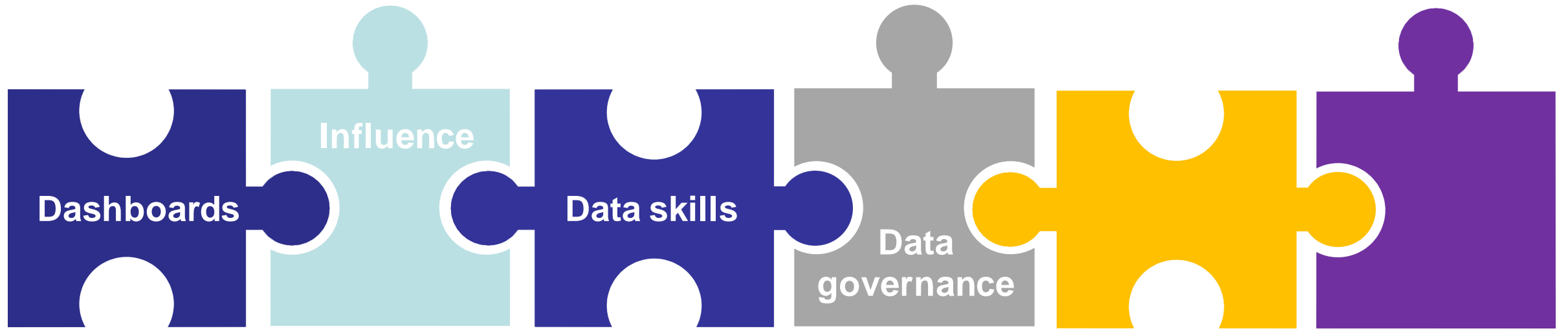**Dashboards**

Influence

Data skills

Don't be shy about a lack of skills and confidence

You wouldn't ask data staff to deliver family support!

Is there local training?

Can you arrange a teach-in with data colleagues?

Dashboards

Influence

Data skills

Data governance

Is there a Data Governance Board?

Could you use this to build relationships?

Could it help unblock barriers to data leadership?

Dashboards

Influence

Data skills

Data governance

Bodies and Boards
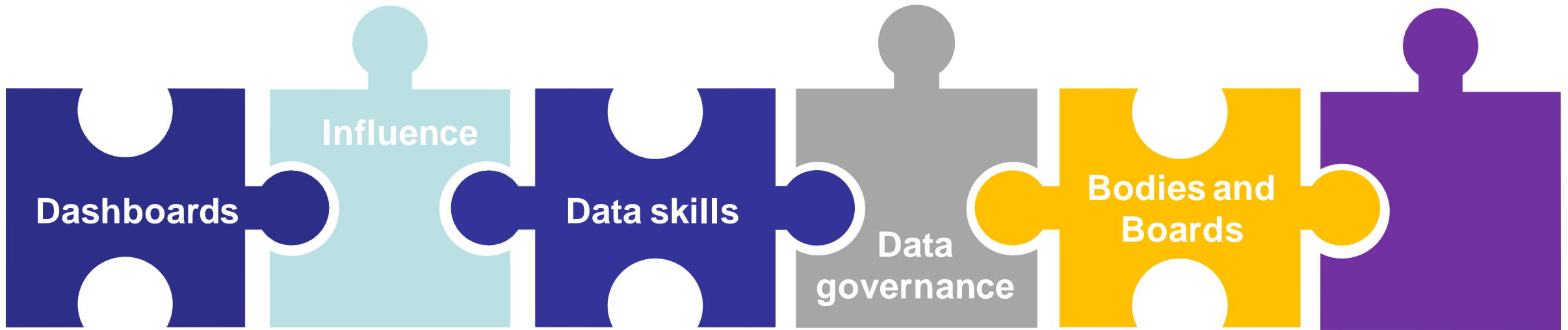
What Boards exist and who attends?

What are their purposes and functions?

Are they receiving RPC data? Could they be?

Could they endorse recommendations to embed and sustain RPC?

Dashboards

Influence

Data skills

Data Governance

Bodies and Boards

Support

- Discuss with your manager
- You can't do it all on your own
- Your manager may be linked to things you're not aware of
- Discuss and agree next steps with them