

FAMILY SUPPORT SERVICE

What Determines Payments

What do providers have to do to get the engagement fee;

As stated in the specification a provider will need to:

- Upon receipt of a family being referred directly to the provider the service will ensure a copy of the completed referral is sent to the BRFC administrator to assess their eligibility for BRFC
- Once a completed profile is returned to the Provider, they will make contact with the family
- The Provider will ensure there is regular contact with the person who referred the family for support to ensure that they are kept up to date
- The referrals may not be pursued without the family's consent
- The initial needs assessment will be conducted with the family within 6 weeks of commencing work
- Use the Referral, Outcome Star and Early Help Assessment with referred families to agree their short, medium and long term goals that are identified in the Family Plan.
- These should be monitored regularly and reviewed every 6 weeks following the initial visit

Therefore to gain a successful engagement payment the provider will need to evidence:

- Completed referral form with consent
- Complete the Early Help Assessment reflecting the needs identified in the referral and the Outcome Star
- Complete a Family Plan identifying the short, medium and long term actions required to achieve the desired progress
- Weekly visits recorded on the Plan for a period of 12 weeks that demonstrate that actions have been taken to improve the families situation

We will audit 100% of families submitted for this payment.

What constitutes a payment for successful outcomes:

All of the above criteria to be fulfilled with the additional requirements:

For BRFC

- All families should have achieved all of the outcomes identified as requiring support (aligned to the outcomes plan e.g. return to work, attendance at school etc.)
- All the appropriate evidence of the outcomes being achieved
- All families identify themselves in all areas of the outcome star as a 7 or 8 or above.
- Families feedback reporting whether they have the resilience and skills to deal with future concerns within their support networks and their community
- A completed sustainability plan
- Compliance with FPD and NIS requirements
- Completed closure feedback form

For Early Help Families

- To achieve outcomes, all families identify themselves on all areas of Outcome Star to be 8 or above along with the required evidence to make a claim
- Families feedback reporting whether they have the resilience and skills to deal with future concerns within their support networks and their community and Families confidence to support their child's learning at home
- A completed sustainability plan

FAMILY SUPPORT SERVICE

- Completed closure feedback form

For DSG Families

- Same as the Early Help requirements
- A completed sustainability plan with agreement from schools to close the case as they report the outcomes have improved

For Pro-Active Home Visits

What is required to make a visit a successful engagement:

- Where the worker has been invited into the family home to share information, advice and guidance
- The worker will complete with the family a children's centre membership form and if eligible, a free pass card application form to enable families to access local activities via their local children's centre(s)
- Where a family is referred on for family support, the family is NOT counted towards the PAHV engagement target and is only paid for family support once engaged. The PAHV fee is not paid

For Think 2 Visits

- Child is taking up the place
- Application completed
- Interested but not now
- Not interested and reasons why?
- No eligible 2 year old at the address
- Other

Engagement is NOT:

- Posting information
- Family not allowing the worker into the home
- Telephone contact

For BookStart:

What is required to make the intervention successful:

- The family completes the full 4 week programme
- If BookStart is delivered as part of the family support intervention, then a separate BookStart payment is NOT paid
- If BookStart is delivered as a separate stand-alone intervention, it is paid

Exemptions or areas that may need to be considered on a case by case basis:

- Moved out of area
- Withdrawal of consent
- Critical illness/death of child/parent/carer
- Step up to Children's Social Care (if outcomes met)
- Malicious referral by ex partner resulting in no action