

# Support for local Disability outcome improvement



# Introduction

Personal introduction

Outcomes of session:

- an understanding of the support available to you from C4EO
- knowledge about how to access it
- an appreciation of one outcome improvement approach (OBA).

Questions at end.



# Sector-led improvement

- C4EO is committed to supporting sector-led improvement.
- DCSs want help to ‘build their own capacity’.
- A recognition that there is a vast wealth of expertise, skills and knowledge in children’s services.
- C4EO’s brief is to harness this, spread it and use it to help others in the sector.
- Every Children’s Trust has a strength in one thing.

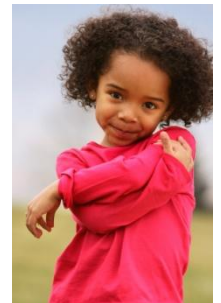


at least

# Capacity building

‘Building capacity’ is concerned with:

- **increasing understanding** about ‘what works’ (eg. disseminating knowledge, showcasing examples)
- helping us to **learn from practice** (this is often ahead of research)
- **developing skills** (by working alongside people)
- **promoting new ways of thinking** (eg. outcome-focused or system-wide)
- **challenging** current strategies or ways of working.



# Sector Specialists



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# Sector Specialists: the what

- Peer advisors (IDeA accredited).
- C4EO-trained.
- Invited in (voluntary engagement, no targeting).
- Acting as ‘human transporters of knowledge’.
- Catalysts for change.
- Working alongside others.
- Increasing understanding of what works and embedding this in local practice.
- Helping to plan for improvement.



# Sector Specialists: the who

- ‘From the sector’ – people currently working in children’s services within the region (in any agency).
- With operational credibility and a track record of achieving outcome improvement.
- Typically senior managers.
- DCS endorsed.
- On secondment to C4EO for an agreed number of days (with backfill funding) over 18 months.
- Target is 18 (2 per region).







# Tailored support



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# Tailored support

- Sector Specialists now available for assignments ('for the sector').
- May be deployed in an individual agency, or with several agencies in a Trust, or across Trusts within the region.
- Typical assignment might be 5 – 10 days.
- IDeA and C4EO support.
- No cost to the requesting agency.
- Some possible examples .....



## Tailored support: possible menu (1)

1. Help to spread knowledge of 'what works'.
2. Support to use some of the audit tools to assess performance and practice locally.
3. Provide an external perspective to challenge local policy, processes and practice in light of the knowledge base.
4. Help to 'translate' C4EO outputs into an appropriate local improvement plan.



## Tailored support: possible menu (2)

5. Facilitate the use of Outcomes Based Accountability (OBA) ..... more later
6. Arrange to showcase examples of effective practice from the area.
7. Working with key individuals who are leading local change to support them.

etc etc



# Assignments



- Tailored Support Menu
- DCS request
- Agreement
  - ✓ Duration
  - ✓ Content
  - ✓ Outcomes
- Matching SS to assignment
- Monitor & evaluate

# Outcomes Based Accountability



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# Further Information on OBA

- Mark Friedman: [www.raguide.org](http://www.raguide.org)
- Outcomes UK: [www.oba.uk.net/index.html](http://www.oba.uk.net/index.html)
- IDeA's Supporting Better Outcomes online Community of Practice:  
[www.communities.idea.gov.uk](http://www.communities.idea.gov.uk)

# Possible support?

- Help to think through service performance measures.
- Facilitate a Turning the Curve exercise (using evidence from the Knowledge Reviews).
- Train others in the use of Outcomes Based Accountability.





# Accessing tailored support



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# Accessing tailored support

Assignments should:

- Align with local priorities (in the LAA).
- Complement any existing improvement support.
- Achieve strategic, systems-level change.
- Accelerate the expected rate of improvement of outcomes.
- Leave a sustainable legacy.
- Generate learning that other agencies can benefit from.



# Tailored support

## Process:

- Complete a request – individual agency or collective (see form in packs).
- Discuss needs.
- Matching request (to Sector Specialist and to the schedule).
- Agree terms of reference.
- Assignment undertaken.
- End of assignment report.
- Progression Event will highlight achiever



# Questions?



# Discussion question

What sort of support do you think you might want from a Sector Specialist in order to build local capacity?