

# Appendix 1: Action Plan 2011-12

## Early Intervention and Prevention Service Strategy Action Plan 2011-12

Goal: The end result you want to achieve								
Ref No.	Service objectives	Performance indicators	This year's actions/activities	Timescale	Lead officers	Partners	Strategic links	Completed?
	SMART objectives that make clear steps towards meeting the overall goal	What is measured to show progress against objective	Key activities that are to be delivered to make progress against the objective	Timeframe for delivery of activities	Named officers who will take the lead on activities	Others involved in delivery of activities	Links to strategic plans	Action completed/update

Goal 1: Early intervention – children and families are able to access the earliest and best support on offer before problems are able to escalate.								
Ref No	Service objectives	Performance indicators	This year's actions/activities	Timescale	Lead officers	Partners	Strategic links	Completed?
1.1	To restructure the service so there is a shift in resources and a full complement of staff able to deliver early intervention and prevention (EIP) services by Summer 2011.	Restructure agreed by Lead Member and implemented.  % vacant posts filled.	Present and consult on draft restructure. Submit for formal approval.  Advertise redeployment and new posts and appoint staff.  Staff development. (Refer to 2.6)	May 2011  Sept 2011	S Myers  S Myers T Littlemore S Canning	Human Resources	IM4 (CS Business Plan 2011-14)	✓Completed on time
1.2	Provide accurate information to staff and partner organisations about the type and level of risk factors for children and families who would benefit from early intervention in accordance with Salford's 'thresholds of need' policy.  <i>Link to 1.3 – referral procedures</i>	No. referrals to EIP No. CAFs No. TAC meetings No. attending CAF training No. attending EIP workshops No. meetings with partner agencies (roadshow) Website pages updated	Ensure 'CAF and integrated working' training programme reflects latest threshold policy and referral routes to EIP services.  Development and delivery of communication strategy.	Oct 2011  Dec 2011	S Canning T Littlemore  EIP Senior Management Team	Corporate Change Team SSCB	QP2: Phase 2 & QP8: Phase 2 (Safeguarding Action Plan)  SSP Priority 2011-14: Action 4.2	

1.3	<p>Review referral procedures and provide accurate information to staff, partner organisations and families about how EIP services are accessed.</p> <p><i>Link to 1.2 – thresholds of need</i></p>	<p>No. referrals to EIP No. attending CAF training No. SLAs Website pages updated % service users/partners who find the service easy to access</p>	<p>Review all referral procedures with partners.</p> <p>Devise procedures manual/guidance for different audiences.</p> <p>Publication of guidance on internet.</p> <p>Incorporate as part of induction and training programme. <i>(Link to 1.2, 2.6)</i></p>	<p>Sept 2011</p> <p>Oct 2011</p> <p>Oct 2011</p> <p>Sept/Oct 2011</p>	<p>S Canning T Littlemore</p> <p>Above &amp; EIP Devel Officers</p> <p>EIP Devel Officers</p> <p>S Canning T Littlemore</p>	<p>Corporate Change Team SSCB</p>	<p>QP2: Phase 2 &amp; QP8: Phase 2 (Safeguarding Action Plan)</p>	
1.4	<p>Embed CAF as universal tool to assessing levels of need.</p> <p><i>Link 1.2 and 1.3</i></p>	<p>No. CAFs No. co-authored CAFs Referral sources No. attending CAF training No. SLAs Guidance docs updated</p>	<p>Ensure CAF reflects requirements of partner agencies as part of holistic assessment by locality teams. <i>(Link to 2.6)</i></p> <p>Develop Service Level Agreements with key partners re: referral procedures and co-authoring of CAFs. <i>(Link to 1.3)</i></p> <p>Explore piloting a CAF 'distance travelled' tool to measure the progress and outcomes of early intervention work with families. <i>(Link to 6.3)</i></p> <p>Refer to 1.7- schools</p>	<p>Sept 2011</p> <p>Oct 2011</p> <p>Aug 2011</p>	<p>EIP Project Delivery Team CAF Coordinator</p> <p>S Myers S Canning T Littlemore</p> <p>CAF Coordinator EIP Project Delivery Team</p>	<p>Skills &amp; Work City West HT Salix Homes NHS Salford</p>	<p>QP8: Phase 2 (Safeguarding Action Plan)</p> <p>SSP Priority 2011-14: Action 4.2</p>	<p>✓ Tool developed on time and being piloted in West locality team.</p>

1.5	<p>Within the year reduce demand for specialist services by maintaining referrals at TAC (2b) or lower level of need.</p> <p><i>Cross-refs to all other actions which include EIP services and project delivery.</i></p>	<p>No. CAFs open/closed No. CAFs referred to CIN/CP No. re-referrals to CIN/CP No. TAC meetings No. TACs reviewed at 4<sup>th</sup> meeting</p>	<p>Design and implement monthly EIP report card.</p> <p>Update in-house audit procedures and documentation for 4<sup>th</sup> TAC review meetings.</p> <p>Explore capacity to audit <u>all</u> TACs across city when reach 4<sup>th</sup> review meeting.</p>	<p>Aug 2011</p> <p>Sept 2011</p> <p>Oct 2011</p>	<p>S Canning EIP Devel Officers N Lunn</p> <p>N Lunn</p> <p>N Lunn</p>	<p>Corporate IT</p>	<p>QP8: Phase 2 (Safeguarding Action Plan)</p> <p>SSP Priority 2011-14: Action 4.2</p>	<p>Still under development.</p>
1.6	<p>Ensure resources are targeted and are responsive to areas of local need so that the most vulnerable families are identified early and offered support. Includes those at greater risk of poverty and poor life chances, e.g. young parents, BME families, disabled children, workless or lone parent families.</p>	<p>No. CAFs by area and target group Research conducted and updated. Evidence base established.</p>	<p>Use up-to-date local, reg and nat data, intelligence, needs assessments &amp; policy to inform service delivery.</p> <p>Consult service users in service delivery and improvement. <i>(Link 6.4)</i></p>	<p>Dec 2011</p>	<p>EIP Devel Officers</p>		<p>Salford Family Poverty Strategy 2011</p> <p>Action 2: Cabinet Work Plan 11-12</p> <p>NI 116</p>	
1.7	<p>Within the year establish clear links with universal services in the delivery of preventative and early intervention work with families.</p>	<p>EIP representation at strategic meetings and minutes of actions, e.g. school forums, GPs, SLW</p> <p>No. referrals/CAFs from universal settings.</p> <p>No. co-authored CAFs.</p>	<p>Attendance at strategic meetings with universal services.</p> <p>Work with universal settings to up-skill staff in identifying problems early and referral to EIP services.</p> <p>Explore use of multi-agency panels to promote use and co-authoring of CAFs. Work with schools to use existing models.</p>	<p>Mar 2012</p> <p>Oct 2011</p>	<p>S Myers R Buckler S Callaghan</p> <p>CAF Coordinators</p>	<p>Starting Life Well Health Salford schools School Provider Arm</p>	<p>S3 (CS Business Plan 2011-14)</p>	

**Goal 2: Integrate service delivery – provide holistic support to families through integrated, locality-based teams.**

Ref No	Service objectives	Performance indicators	This year's actions/activities	Timescale	Lead officers	Partners	Strategic links	Completed?
2.1	Expansion of the locality teams to include key partner agencies as part of a fully integrated service by January 2012.	Staff relocated, inducted and trained in each locality. No. referrals via EIP for S&W or housing support. No. co-authored CAFs. No. cases with LP from S&W or housing.	Establish project steering group.  Establish EIP Project Delivery Group.  Roll out of new team to West locality.  Roll out to rest of city.	April 2011  May 2011  Aug 2011  Jan 2012	S Myers C Marsh  S Lynch  EIP Project Delivery Team	Skills & Work City West HT Salix Homes NHS Salford  <i>Nb. Further actions included as part of PID for EIP Project Delivery Group.</i>	IM3 (CS Business Plan 2011-14) NI116 Salford Family Poverty Strategy 2011 Actions 2, 13, 20, 27: Cabinet Work Plan 11-12	✓Completed on time.  ✓Completed on time.  ✓Completed on time.
2.2	Development of a shared outcomes framework by August 2011 between partner agencies in the delivery of early intervention and prevention services.	Outcomes agreed and shared. Performance indicators and targets agreed.	Lead strategic meetings to develop shared outcomes.  Agree key performance indicators and targets.	June 2011  Sept 2011	S Myers  EIP Project Delivery Team EIP Forum	Skills & Work City West HT Salix Homes NHS Salford	Salford Family Poverty Strategy 2011 Actions 13, 20, 34: Cabinet Work Plan 11-12	✓Completed on time.
2.3	Restructure the Children's Centre service into a cluster model in order to support and expand the work of locality teams to include children 0-19 years by the end of the year.	Restructure agreed and implemented.  % posts successfully filled  % posts successfully filled	Create cluster model based on key hub and link centres within each locality.  Advertise internal posts and appoint managers/deputies to hub and link centres.  Advertise and appoint to new Children's Centre (CCW) and Family Support Worker (FSW) posts.	April 2011  July 2011  Aug 2011	S Myers R Buckler T Littlemore S Canning  R Buckler S Canning  R Buckler S Canning T Littlemore	Practice Managers – Locality Teams	IM4 (CS Business Plan 2011-14)	✓Completed on time.  ✓Internal recruitment completed.  Sept 11 - FSW interviews, plus job advert for CCW & 2xCC Dep Manager posts.

	2.3 continued...	No. business plans agreed and implemented.	Development of CC Cluster business plans to reflect new service delivery and funding. <i>(Link to 6.3)</i>	Oct 2011	R Buckler CC Cluster Coordinators			
		Consultation and CIA completed. Charging policy agreed by Cabinet and implemented.	Scope, consult and implement charging policy for Children's Centres.	Dec 2011	R Buckler			
2.4	To integrate the work of Children's Centres with the work of wider Children's Services and partner agencies by December 2011.	No. MOU/agreements	Create/review working agreements/memo of understanding between partners.  <i>Refer to 5.5, 5.6.</i>	Dec 2011	R Buckler	Universal Services JCP NHS Salford Welfare Rights	S3 (CS Business Plan 2011-14) SSP Priority 2011-14: Action 6.4	
		Reviews completed and actions implemented.	Undertake best value review of LA nurseries, including quality of childcare on offer.	Dec 2011	R Buckler	Starting Life Well	E3 (CS Business Plan 2011-2014)	
2.5	Review all commissioned service contracts by the Autumn Term to ensure quality and value for money.	No. contracts issued / renewed. No. Service Level Agreements. No. services decommissioned.	Review of all commissioned service contracts, e.g. Action for Children, Spurgeons, Manchester Federation	Oct 2011	S Myers S Canning T Littlemore R Buckler	Finance Team Contracts Team	IM4 (CS Business Plan 2011-14)	
2.6	Enhance the skills of the current and newly integrated workforce so they are able to effectively support children and families and are able to put the principles of early intervention and prevention in to practice.	% attendance EIP workshops. No. completed induction. No. CAF and LP trained. No. undertaking SSCB training. No. EMS4 trained. No. supervision and appraisals	Roll out of EIP workshops for all staff (service launch and shared understanding of key EIP principles).  Recruitment and induction of new staff, including development of new induction pack.	Sept 2011	S Myers S Canning T Littlemore R Buckler		IM4 (CS Business Plan 2011-14)	
				Oct 2011	S Canning	Practice Managers and CC Clusters Coords		

	2.6 continued...	sessions. Delivery of joint training plan. % data error or missing data.	Devise and deliver a joint training plan to enable staff to work effectively in multi-agency locality teams. (Link to 1.2-1.4, 2.1, 2.2)  Introduce core training requirements in relation to quality data capture and recording, the use of assessment tools and reporting outcomes. (Link to 6.2, 6.3)	Dec 2011: West locality March 2012: Rest of city  Dec 2011	EIP Project Delivery Team  EIP Devel Officers	Corporate Change Team  Corporate IT		
2.7	Explore opportunities to expand locality teams further by working in partnership with the Integrated Youth Support Service.	Staff relocated, inducted and trained in South locality. No. CAFs/ co-authored CAFs. No. cases with LP from Youth.	Roll out pilot in Eccles with youth service staff as part of an integrated team in South locality.	Dec 2011	S Myers E Buchan	Integrated Youth Support Service	IM3 (CS Business Plan 2011-14) NI116 Salford Family Poverty Strategy 2011 Actions 2, 13: Cabinet Work Plan 11-12	

<b>Goal 3: Reduce the number of children living in poverty.</b>								
<b>Ref No</b>	<b>Service objectives</b>	<b>Performance indicators</b>	<b>This year's actions/activities</b>	<b>Timescale</b>	<b>Lead officers</b>	<b>Partners</b>	<b>Strategic links</b>	<b>Completed?</b>
3.1	Work in partnership to improve families' skills and encourage progression from engagement to training and work.	No. CAFs with S&W need. No. taking-up and completing training sessions. No. gaining qualification (e.g. L2). No. obtaining employment. Take-up and completion of sessions in CCs.	Skills and Work staff to be integrated into locality teams. <i>(Link to 2.1)</i>  Development of CAF to include S&W. <i>(Link to 1.4)</i>  Provide access to adult learning and employment support sessions in CC Clusters.	July 2011: West locality March 2012: Rest of city  Aug 2011  March 2012	EIP Project Delivery Team  EIP Project Delivery Team  R Buckler	Skills and Work Jobcentre Plus Adult, Family and Community Learning	NI 116 SSP Priority 2011-14: Actions 1.1-1.3 and 4.3 Salford Family Poverty Strategy 2011 Actions 2, 27: Cabinet Work Plan 11-12	✓West completed.  ✓Completed on time.
3.2	Work in partnership to ensure children live in safe, clean, decent households and families are supported to sustain their tenancies.	No. CAFs with housing need. No. sustained tenancies (beyond 12mths)	Housing officers to be integrated into locality teams. <i>(Link to 2.1)</i>  Development of CAF to include housing. <i>(Link to 1.4)</i>	July 2011: West locality March 2012: Rest of city  Aug 2011	EIP Project Delivery Team  EIP Project Delivery Team	City West Housing Trust Salix Homes	NI 116 SSP Cross-Cutting Priority 2011-14: Creating Quality Places – Housing SSP Priority 2011-14: Actions 10.2, 9.2	✓West completed.  ✓Completed on time.
3.3	Work in partnership to intervene early in order to promote the correct take-up of benefits and prevent families getting into debt or financial difficulties.	No. signposted for support. No. sessions in centres. % uptake benefits.	Provide access to benefits advice in CC Clusters.  Review CAF and level of info captured.	March 2012  Dec 2011	R Buckler  N Lunn	JCP Salford Welfare Rights & Debt Advice Service	NI 116 Salford Family Poverty Strategy 2011	
3.4	Review the remit and function of the Funded Daycare Panel by December 2011, ensuring early support is provided as part of a multi-agency response.	Service spec revised. No. panels meetings. % attendance of representatives. No. childcare placements.	Review remit/function, systems, process and representation on FDC Panel.  Introduce performance management systems to report on outcomes.	Aug- Dec 2011  Dec 2011	R Buckler Funded Daycare Coordinator  R Buckler F. Daycare Coord EIP Devel Officers	Starting Life Well PVI childcare reps	E3 (CS Business Plan 2011-14)	Review to start Sept 11

Goal 4: Improve school attendance and attainment.								
Ref No	Service objectives	Performance indicators	This year's actions/activities	Timescale	Lead officers	Partners	Strategic links	Completed?
4.1	Provide a streamlined and targeted Education Welfare Service to schools requiring support to improve attendance and inclusion in education.	% attendance No. exclusions No. fixed penalties No. parenting orders Service review complete Response to consultation	Undertake a review of the EWO Service and consultation exercise.  Target support at schools using baseline performance data.  Work in partnership with the Youth Service in the delivery of 'Team around the school'.	Oct 2011  Oct 2011  Oct 2011	S Canning Practice Managers EWOs E Buchan	Salford schools School Provider Arm Integrated Youth Support Service	NI 87 SSP Priority 2011-14: Action 4.1, 4.2	
4.2	Expand the 'School and Family Support Partnership' to include 10 schools by March 2012 in order to improve attendance and attainment.	No. schools involved in prog No. CAFs % attendance – identified families % attainment - identified families	Identify additional target schools and discuss steps for implementation.  Review project delivery	Oct 2011  March 2012	A Valley  A Valley EIP Devel Officers	Salford primary schools School Provider Arm	SSP Priority 2011-14: Actions 4.1, 4.2, 6.4, 9.2	
4.3	Support development of the Lewis Street Primary Pilot in the creation of an alternative provision for primary age children.	No. referrals for FSW support. IY group established. % complete IY course.	Establish role of FSW as link between home and school/PRU.  Scope/set up Incredible Years parenting group for families of children involved in pilot.	Sept 2011  Dec 2011	S Canning  S Canning Parenting Expert	Universal Services (Paul Makin) Educational Psychology (Claire Russell)	SSP Priority 2011-14: Actions 4.1 and 4.2	
4.4	Support and improve parenting as a means to improve school attendance and attainment.		<i>Link to 5.7: evidence-based parenting programmes.</i>				SSP Priority 2011-14: Actions 4.1, 4.2, 9.2	



**Goal 5: Improve the health and wellbeing of children and families.**

Ref No	Service objectives	Performance indicators	This year's actions/activities	Timescale	Lead officers	Partners	Strategic links	Completed?
5.1	Reduce drug and alcohol dependence in parents and the impact of substance misuse on children through the delivery of the 'In focus' project by 2012.	Service spec completed. Successful tender and contract. No. referrals/CAFs. Pre/post/follow up measurement scores. Case studies. No. re-referrals for support. Drop-out rate.	Project pilot launch.  Write service specification and put out to tender.  Project delivery.  Performance management systems reviewed and changes implemented.	Jan 2011  July 2011  Review March 2012  Oct 2011	T Littlemore  T Littlemore  T Littlemore EIP Devel Officers	Assfam Salford DAAT (Me2 Project) Corporate IT	SSP Priority 2011-14: Actions 9.1, 9.2  Action 26: Cabinet Work Plan 11-12	✓Completed.  ✓Completed on time. Tendering process commenced.
5.2	Work with young parents to care and nurture their children and prevent children becoming looked after through the delivery of the 'Strengthening families' project by 2012.	No. referrals/CAFs. Pre/post/follow up measurement scores. Case studies. No. re-referrals for support. No. escalated to CIN/CP. Drop-out rate. No. young parents groups	Project launch.  Project delivery.  Perf management systems reviewed and changes implemented.  Partnership work to provide targeted support to young parents.	Jan 2011  Review March 2012  Oct 2011  Mar 2012	T Littlemore  T Littlemore  T Littlemore EIP Devel Officers	Integrated Youth Support Service Children's Centres Corporate IT	SSP Priority 2011-14: Actions 4.2, 6.4 Actions 11, 23: Cabinet Work Plan 11-12	✓Completed.
5.3	Work with families to reduce the impact of domestic abuse through the delivery of the 'Safe and healthy family relationships' project by 2012.	No. referrals/CAFs. Pre/post/follow up measurement scores. Case studies. No. re-referrals for support. No. escalated to CIN/CP.	Partnership launch.  Submit paper for project endorsement by lead member and SSCB.  Project delivery. Perf management	Jan 2011  Sept 2011  Review Mar12 Oct 2011	T Littlemore  T Littlemore  T Littlemore EIP Devel Officers	SIDAS Probation Service Children's Services (social care) Corporate IT	SSP Priority 2011-14: Action 8.3, 10.1	✓Completed.

	5.3 continued...	Drop-out rate.	systems reviewed and changes implemented.					
5.4	Fully involve families in the planning, decision-making and arrangements for the care, protection and supervision of their children through the delivery of 'Family Group Conferences' by 2012.	No. referrals/CAFs. Pre/post/follow up measurement scores. Case studies. No. re-referrals for support. No. escalated to CIN/CP. Drop-out rate.	Project launch in partnership with Action for Children.  Project delivery.  Performance management systems reviewed and changes implemented.	Jan 2011  Review Mar12  Oct 2011	S Canning  S Canning  S Canning EIP Devel Officers	Action for Children		✓Completed.
5.5	Work with health partners to ensure children get the best start in life through the roll out of health initiatives and access to support in Children's Centre Clusters.	Minutes of strategic meetings. No. health initiatives rolled out across clusters No. families referred for support via CCs (E-start). No. CCWs/FSWs trained in health initiatives. No. clusters offering HV/midwife appts.	Coordinate the engagement of all health services in CC Clusters.  Support the roll out of public health initiatives, e.g. safer sleeping, baby friendly, infant feeding, family weight etc.  Ensure each CC Cluster has access to health visitor and midwifery teams.	Aug 2011  March 2012  Dec 2011	R Buckler  R Buckler CC Cluster Coords  R Buckler CC Cluster Coords	NHS Salford Public Health	SSP Priority 2011-14: Actions 5.1, 6.1-6.4 NI 53	✓Meetings undertaken with Health. Work ongoing
5.6	Work in partnership to deliver the early years 'Speech, language and communication development' project by 2012 in order to provide individual support to families and help develop the early years workforce.	Service spec and SLA agreed. Improvement in SLD profile scores. Pre/post assessment scores. No. referrals. No. ECAT settings. No. LCAN trained.	Project launch in partnership with SALT.  Project delivery.  Perf management systems reviewed and changes implemented.	Jan 2011  Review March 2012  Oct 2011	R Buckler  R Buckler  R Buckler EIP Devel Officers A Othick	SALT (R Shirt, M Morris) Starting Life Well (S Callaghan, A Othick) Corporate IT	SSP Priority 2011-14: Actions 6.4, 4.1, 4.2	✓Completed.

5.7	Support and improve parenting through the timely delivery of evidence-based parenting programmes across the city (Webster-Stratton Incredible Years and Triple P).	No. referrals/CAFs. No. groups / 1:1s Pre/post/follow up measurement scores. Case studies. % parental satisfaction. No. re-referrals for support. Drop-out rate. No. CP/CIN to TAC	Roll out of Webster-Stratton.	Jan 2011	Parenting Expert	Children's Centres Integrated Youth Support Service NHS Salford CAMHS Corporate IT	SSP Priority 2011-14: Actions 9.2, 4.1, 4.2	✓Completed.
			Interim review and full project evaluation.	IR - July 2011 March 2012	Parenting Expert EIP Devel Officers			
			Performance management systems reviewed and changes implemented.	Sept 2011	Parenting Expert EIP Devel Officers			
			Strengthen delivery of programmes through partnership work with CCWs and FSWs.	Sept 2011	Parenting Expert			
			Pilot Incredible Years Baby programme with young parents.	Aug 2011	Parenting Expert			✓Pilot started.
5.8	Develop stronger working links between EIP and services for disabled children and children with additional needs.	Representation at meetings. Audit complete and actions implemented.	Attend strategic meetings. Audit of children's centres re inclusion and support.	Mar 2012 Mar 2012	S Myers R Buckler	J Moss Early Support Team Salford Families	H3 (CS Business Plan 2011-14) SSP Priority 2011-14: Action 4.2	
5.9	By October 2011 establish a strong working partnership with Salford Carers Centre to ensure the provision of effective support to young carers through the completion of holistic need assessments.	No. accessing CAF training. No. CAFs/co-authored CAFs. Entries on EMS. No. linked FSWs. No. FGCS.	Young carers support workers are trained in using CAF.	Oct 2011	S Canning	Salford Carers Centre (P Moran) Corporate IT	P2 (CS Business Plan 2011-14) SSP Priority 2011-14: Action 4.2	
			Young carers database is integrated with EMS.	Oct 2011	S Canning			
			Establish strong working links between Family Support and young carers.	Oct 2011	S Canning			
			Promote Family Group Conferences for young carers.	Dec 2011	S Canning			

**Goal 6: Develop a strong culture within the Early Intervention and Prevention Service of demonstrating outcomes and results.**

Ref No	Service objectives	Performance indicators	This year's actions/activities	Timescale	Lead officers	Partners	Strategic links	Completed?
6.1	Formalise governance arrangements through the introduction of an EIP Forum, with key representatives from partner agencies, meeting on a quarterly basis.	ToR agreed No. meetings held % attendance Minutes and actions from meetings	Establish remit and draft terms of reference for group.  Send requests to partner agencies for representation on group.  Host three EIP Forum meetings (Qrts 2-4).	July 2011  July 2011  March 2012	S Myers  S Myers  S Myers	Reps from PVI sector, NHS Salford, Integrated Youth Support Service, SLW, Safeguarding, Schools, Parents, Children's Centres		✓Completed.  ✓Completed.  ✓1 <sup>st</sup> forum held 22.07.11
6.2	Fully utilise EMS4 to devise standardised data and performance management procedures for the recording and reporting of outcomes for EIP services by December 2011.  <i>Link to 2.6 – staff training</i>	No. report cards produced per month % improvement in scores Management info systems in place. % data quality error.	Devise and implement a monthly report card for EIP Service. ( <i>Link to 1.5</i> )  Devise and implement monthly report cards for each EIP project.  Review each EIP service - standardise recording procedures and establish quality assurance standards.  Liaise with IT to develop and maintain management info systems infrastructure.	Aug 2011  Oct 2011  Dec 2011  Dec 2011	S Canning EIP Devel Officers N Lunn Corporate IT  S Canning EIP Devel Officers Corporate IT  EIP Devel Officers  Corporate IT EIP Devel Officers	Corporate IT	IM1 (CS Business Plan 2011-2014)	Still under development.

	6.2 continued...		Train staff in EMS4, incl different elements required for projects. (Link to 2.6) Review use of IT systems and interface between E-Start, EMS and CareFirst.	Dec 2011  Dec 2011	Corporate IT EIP Devel Officers  R Buckler Corporate IT EIP Devel Officers			
6.3	Introduce regular monitoring and evaluation of EIP projects and services to promote high quality, evidence-based performance and positive outcomes for families.	No. report cards. % improvement in scores. No. case studies. No. SEFs. No. monitoring visits. No. annual conversations. CAF tool devised and piloted.	Link to 6.2, 2.2, 1.8  Quarterly monitoring of EIP projects.  Establish qualitative data methods – e.g. case studies.  Scope and introduce follow-up measures.  Performance management cycle of Children’s Centres introduced (in line with Ofsted SEF requirements) (Link to 2.3)  Pilot a CAF ‘distance travelled’ tool (Link to 1.4)	Mar 2012  Oct 2011  Oct 2011  Sept 2011  Aug 2011	Project Leads EIP Devel Officers  As above  As above  R Buckler CC Cluster Coords  CAF Coordinator EIP Project Delivery Team		IM1 (CS Business Plan 2011-2014)	✓ Tool developed and being piloted in West locality
6.4	Encourage the active participation of children, young people, families and partners in the development and improvement of service provision.	Project feedback forms. No. focus groups. No. and attendance at parent groups. Evidenced changes to service delivery.	Use customer feedback to inform service delivery.  Carry out focus groups with families who have received support through EIP.	Continual (Mar 2012)  Mar 2012	EIP Devel Officers  EIP Devel Officers		SSP Cross-Cutting Priority 2011-14: Action 1.1	

	6.4 continued...		Support and facilitate parent participation groups. (Link 1.6)	Sept 2011	EIP Devel Officers CC Cluster Coords			
6.5	Take opportunities to celebrate success and progress made within EIP and share good practice with others.	Published articles and webpages. Attendance at P/ship Boards. Consultation and feedback.	Submission and publication of example of good practice to C4EO.  Explore potential for a learning network across LAs – early years/Children’s Centres.  Share information and good practice with Neighbourhood Partnership Boards/Community Committees. Seek feedback around EIP access and delivery and key areas of local need.	Aug 2011  Sept 2011  Mar 2012	S Myers  R Buckler  S Canning T Littlemore	GM Local Authorities Neighbourhood Management Teams Community Committees	IM2 (CS Business Plan 2011-2014) Salford Family Poverty Strategy 2011 Action 19: Cabinet Work Plan 2011-12	✓Completed. C4EO approval received 01.09.11.