Whole Family Wellbeing Funding (WFWF) Year 1 Process Evaluation Final Report – Annexes

January 2024

Scottish Government
Riaghaltas na h-Alba

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Annex 1: Evaluation Framework

Key evaluation aim: 1. Provide an overview of types of activity the Element 1 and 2 funding is being used for

Key research questions: What activities, audiences and topics are CSPPs targeting (or not targeting) their funding towards?

Measures	Source & timings	Timings	Element 1 and/or 2
Intended activities/topics CSPPs are targeting their funding towards	Initial funding plan / EOI review	Wave 1	1 and 2
	Strategic interviews	Wave 1	1 and 2
	WFWF Lead interviews	Wave 1	1 and 2
Problem / challenge CSPPs are aiming to address and evidence for this (including needs assessment and system analysis)	Initial funding plan / EOI review	Wave 1	1 and 2
	Strategic interviews	Wave 1	1 and 2
	WFWF Lead interviews	Wave 1	1 and 2
	Ongoing insight provided by SG policy team		
How intended individual CSPP activity/topics reflects that outlined in the WFWF logic model	Logic model review	Wave 1	1 and 2
Intended target beneficiaries, reasons for this, and plans to monitor that their targeting of their intended beneficiaries is working	Initial funding plan / EOI review	Wave 1	1 and 2
	Strategic interviews	Wave 1	1 and 2
	WFWF Lead interviews	Wave 1	1 and 2
Differences / similarities in intended activities/topics depending on CSPP characteristics (including value of funding received)	Initial funding plan / EOI review	Wave 1	1 and 2
Intended programme team involved in delivering activity (including whether established, new, combination, whether there are vacancies to fill)	Initial funding plan / EOI review	Wave 1	1 and 2
	Strategic interviews	Wave 1	1 and 2
	WFWF Lead interviews	Wave 1	1 and 2
Intended organisations involved in the programme (including their contributions, level of commitment)	Initial funding plan / EOI review	Wave 1	1 and 2
	Strategic interviews	Wave 1	1 and 2
	WFWF Lead interviews	Wave 1	1 and 2
Any activity/topic not included in plan that was felt to be a priority and reasons for it not being included	Strategic interviews	Wave 1	1 and 2

Additional / alternative sources of funding the CSPPs intend to access to support activity	Initial funding plan / EOI review	Wave 1	1 and 2
	Strategic interviews	Wave 1	1 and 2
	WFWF Lead interviews	Wave 1	1 and 2
How Element 1 and 2 activity is intended to work together / support each other (Element 2 CSPPs only)	Strategic interviews	Wave 1	2 only
	WFWF Lead interviews	Wave 1	2 only
Anticipated obstacles/barriers to programme delivery	Strategic interviews	Wave 1	1 and 2
	WFWF Lead interviews	Wave 1	1 and 2
	Ongoing insight provided by SG policy team		
Whether the CSPP developed any tools to improve children's services or map their context	Strategic interviews	Wave 2	2 and 2
	WFWF Lead interviews	Wave 2	3 and 2

Key research question: How does funding used compare with existing provision?

Measures	**Source & timings**	**Timings**	**Element 1 and/or 2**
Extent to which WFWF activity is building on previous activity and where in the development journey CSPPs are	Initial funding plan / EOI review	Wave 1	1 and 2
	Strategic interviews	Wave 1	1 and 2
	WFWF Lead interviews	Wave 1	1 and 2
Differences / similarities in the above depending on CSPP characteristics (including value of funding received)	Initial funding plan / EOI review	Wave 1	1 and 2
Initial impressions and expectations of the WFWF for CSPPs	Strategic interviews	Wave 1	1 and 2
	WFWF Lead interviews	Wave 1	1 and 2

Key evaluation aim: 2. Understand local delivery partners' views on how Element 1 and 2 funding has been used

Key research question: Funding allocation and SG support: To what extent and how did the approach taken by the SG in terms of allocation of funding, mechanisms of distribution and support, contribute to CSPPs' ability to scale up family support services and drive system change?

Measures	**Source & timings**	**Timings**	**Element 1 and/or 2**
How WFWF funding was allocated and distributed	Strategic interviews	Wave 1	1 and 2
	WFWF Lead interviews	Wave 1	1 and 2

Experience of receiving funding (including ease/difficulty, challenges/barriers and best practice learning)	Strategic interviews	Wave 1	1 and 2
	WFWF Lead interviews	Wave 1	1 and 2
Experience of support from the Scottish Government (including challenges/barriers and best practice learning)	Strategic interviews	Wave 1	1 and 2
	WFWF Lead interviews	Wave 1	1 and 2
Views on how the funding allocation and SG support contributed to CSPPs ability to scale up family support services and drive system changes (and reasons why / why not)	Strategic interviews	Wave 1	1 and 2
	WFWF Lead interviews	Wave 1	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
Suggestions for improving funding allocation and SG support	Strategic interviews	Wave 1	1 and 2
	WFWF Lead interviews	Wave 1	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
Reasons why the intended activities were / were not delivered	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
Differences / similarities in views on funding allocation and SG support between Element 1 and 2 (Element 2 CSPPs only)	Strategic interviews	Wave 1	2 only

Key research question: Implementation and monitoring: How were funding decisions within CSPPs taken?

Measures	**Source & timings**	**Timings**	**Element 1 and/or 2**
How funding decisions within CSPPs were taken	Strategic interviews	Wave 1	1 and 2
Perceptions of the effectiveness of how funding decisions were made within CSPPs (including barriers/challenges, best practice learnings and suggestions for improvement)	Strategic interviews	Wave 1	1 and 2

Key research question: Implementation and monitoring: What audiences were consulted and in what ways, including delivery staff, wider partners, families, young people?

Measures	Source & timings	Timings	Element 1 and/or 2
Range of audiences consulted and in what ways, including delivery staff, wider partners, families, young people	Initial funding plan / EOI review	Wave 1	1 and 2
	Strategic interviews	Wave 1	1 and 2
	WFWF Lead interviews	Wave 1	1 and 2
	Family, CYP interviews (where appropriate)	Wave 2	1 and 2
How the activity was designed / planned (including who was involved and time commitment)	Initial funding plan / EOI review	Wave 1	1 and 2
	Strategic interviews	Wave 1	1 and 2
	WFWF Lead interviews	Wave 1	1 and 2
	Family, CYP interviews (as appropriate)	Wave 2	1 and 2
[Activity] CSPPs engage with wide range of children & families on design of services (e.g. those with experience of these services) Extent to which (and how) CSPPs engaged with children and families in the design of the programme (including those with experiences of services)	Initial funding plan / EOI review	Wave 1	1 and 2
	Strategic interviews	Wave 1	1 and 2
	WFWF Lead interviews	Wave 1	1 and 2
	Family, CYP interviews (as appropriate)	Wave 2	1 and 2
[Activity] CSPPs engage with wide range of children & families on design of services (e.g. those with experience of these services) Challenges/barriers to engaging children and families in the design of services	Strategic interviews	Wave 1	1 and 2
	WFWF Lead interviews	Wave 1	1 and 2
	Family, CYP interviews	Wave 2	1 and 2
[Activity] CSPPs engage with wide range of children & families on design of services (e.g. those with experience of these services)	Strategic interviews	Wave 1	1 and 2
	WFWF Lead interviews	Wave 1	1 and 2
	Family, CYP interviews (as appropriate)	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2

Best practice learnings for engaging children and families in the design of services			
[Activity] CSPPs engage with wide range of children & families on design of services (e.g. those with experience of these services) Suggestions for improving engagement of children and families in the design of services	Strategic interviews	Wave 1	1 and 2
	WFWF Lead interviews	Wave 1	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
	Family, CYP interviews	Wave 1	1 and 2
[Activity] CSPPs engage with wide range of children & families on design of services (e.g. those with experience of these services) Involvement of children and families in service delivery (i.e. beyond the set-up stage)	Frontline staff focus groups	Wave 2	1 and 2
	Family, CYP interviews	Wave 2	1 and 2
	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2

Key research question: Implementation and monitoring: Explore experiences of: design, set-up, structure, practice, workforce, partnership, managing change?

Measures	**Source & timings**	**Timings**	**Element 1 and/or 2**
How activity differs from that intended (and reasons for this)	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
How intended beneficiaries differs from that intended (and reasons for this)	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
Project delivery barriers/challenges and lessons learnt	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
Project delivery successes/best practice learnings	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2

Suggestions for improvement to project delivery	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
Experience of recruiting staff (where needed) to scale up and/or deliver plans	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
Views on availability and effectiveness of support from SG to deliver WFWF activity	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
Identified risks to project delivery and how these are being approached/mitigated	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
	Initial funding plan / EOI review	Wave 1	1 and 2
Differences/ similarities between Element 1 and 2	Follow-up WFWF Lead interviews	Wave 2	2 only
	CSP annual report analysis	Wave 2	2 only

Key research question: Implementation and monitoring: How is performance monitored, by whom, when, targets, mitigations to demonstrate impact?

Measures	**Source & timings**	**Timings**	**Element 1 and/or 2**
Monitoring / evaluation activity planned by CSPP (outside this IFF evaluation) and reasons for this	Initial funding plan / EOI review	Wave 1	1 and 2
	Strategic interviews	Wave 1	1 and 2
Monitoring / evaluation activity undertaken by CSPP (outside this IFF evaluation) and views on the effectiveness of this	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2

Key evaluation aim: 3. Understand families/young people experiences of family support services that have received Element 1 and 2 funding, and the extent to which this has achieved short-term outcomes (as far as possible)

Key research question: To what extent and how has the funded activity achieved intended short-term outcomes related to service delivery?

Measures	Source & timings	Timings	Element 1 and/or 2
[Outcome] CSPPs begin embedding the key principles for holistic whole family support within their own systems and structures Perception that CSPPs have embedded the key principles of holistic whole family support within their own systems and structures (and how this has been achieved)	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
	Family, CYP interviews	Wave 2	1 and 2
[Outcome] CSPPs start to redesign/design delivery of new whole family support services, including removing barriers for children and families to accessing support Perception that barriers to children and families accessing support have been reduced/removed	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
	Family, CYP interviews	Wave 2	1 and 2
[Outcome] Early evidence that feedback on Children's Services informing Adult and Related Services planning/delivery Volume and source of feedback gathered on children's services to inform adult and related services planning/delivery	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
[Outcome] Early evidence that feedback on Children's Services informing Adult and Related Services planning/delivery Perceptions that feedback on children's services has informed adult and related services planning/delivery	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2

[Outcome] Early evidence of non-siloed, aligned and proportionate FS funding that matches scale of need Views on the amount of WFWF funding received and extent to which this does (doesn't) meet the scale of demand	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
[Outcome] Early evidence of non-siloed, aligned and proportionate FS funding that matches scale of need Views on the integration of WFWF funding with other sources (meaning it is non-siloed)	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
[Outcome] Local investment in planning system change (recognise budgets already set for 2022-23) Breakdown of WFWF funding by CSPP activity	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
[Outcome] Local investment in planning system change (recognise budgets already set for 2022-23) Views on the ease/difficulty of local investment in planning system change	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
[Outcome] Early evidence of more collaborative work across CSPP partners and with adult services (share resources, data, feedback, and information) How CSPPs have collaborated with CSPP partners and adult services	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
[Outcome] Early evidence of more collaborative work across CSPP partners and with adult services (share resources,	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2

data, feedback, and information) Perception that WFWF activity/funding has increased/improved collaboration with partners/adult services	Frontline staff focus groups	Wave 2	1 and 2
[Outcome] Delivery partners (including 3rd sector) are integral to service design & delivery of WFS How delivery partners have been involved in WFWF activity (including service design and delivery)	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
[Outcome] Delivery partners (including 3rd sector) are integral to service design & delivery of WFS Perception that delivery partners have been (more) integral to service design and delivery of WFS	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
[Outcome] Empowerment for innovation Perception that WFWF funding has allowed CSPPs to carry out innovative activity	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
[Outcome] Development of holistic workforce approach Evidence of changes to the CSPP workforce's way of working	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
[Outcome] Development of holistic workforce approach Perception that WFWF activity/funding has led to the development of a more holistic workforce	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
[Outcome] Build transformational capacity	Follow-up WFWF Lead interviews	Wave 2	1 and 2

within CSPP for whole system change Views on whether there has been sufficient capacity within CSPPs to achieve outcomes and build whole system change	CSP annual report analysis	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
[Outcome] Build transformational capacity within CSPP for whole system change If/how transformational capacity for whole system changes has been built	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
[Outcome] Build transformational capacity within CSPP for whole system change Perception that (and how) WFWF activity/funding has led to transformational capacity for whole system change	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
If early evidence for all outcomes, mechanisms for achieving these, importance of outcome for service delivery, and reasons for working well within the local context	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
If no early evidence for all outcomes, suggestions for improving/strengthening achievement and potential timescales to evidence these	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
Differences in outcomes between Element 1 and 2 on outcomes for service delivery and reasons for this (Element 2 only)	Follow-up WFWF Lead interviews	Wave 2	2 only
	CSP annual report analysis	Wave 2	2 only
	Frontline staff focus groups	Wave 2	2 only
	Triangulation of all evaluation evidence	Wave 2	2 only
Views on early evidence for any unintended outcomes	Follow-up WFWF Lead interviews	Wave 2	1 and 2

(either positive or negative) relating to WFWF activity	CSP annual report analysis	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
For engagement/participation, see earlier section of framework.	n/a	Wave 2	1 and 2
[Outcome] Early evidence of meaningful and ongoing participation by CYPF in service design which ensures choice and control Perception that children and families have more choice about service access	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	Family, CYP interviews	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
[Outcome] Early evidence of meaningful and ongoing participation by CYPF in service design which ensures choice and control Perception that children and families have more control about the services they access	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	Family, CYP interviews	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
[Outcome] Early evidence of meaningful and ongoing participation by CYPF in service design which ensures choice and control Experience of children and families of their ability to have control and choice about services accessed	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	Family, CYP interviews	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
[Outcome] Early evidence of improved points of access to services in communities Perception that children and families have improved/increased points of access within communities to access support	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	Family, CYP interviews	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
[Outcome] Early evidence of improved points of access to services in communities	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	Family, CYP interviews	Wave 2	1 and 2

Experience of children and families of new points of access to services in their communities	Frontline staff focus groups	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
[Outcome] Increased whole family support service capacity – scaled and new services are integrated Perception that whole family support services have required capacity	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	Family, CYP interviews	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
[Outcome] Increased whole family support service capacity – scaled and new services are integrated Experience of children and families in accessing services when they need to	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	Family, CYP interviews	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
[Outcome] Increased whole family support service capacity – scaled and new services are integrated Perception that services are integrated	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	Family, CYP interviews	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
If early evidence for all outcomes, mechanisms for achieving these, and reasons for working well within the local context	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	Family, CYP interviews	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
If no early evidence for all outcomes, suggestions for improving/strengthening achievement and potential timescales to evidence these	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	Family, CYP interviews	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
Differences in outcomes between Element 1 and 2 for outcomes for children and families and reasons for this	Follow-up WFWF Lead interviews	Wave 2	2 only
	Frontline staff focus groups	Wave 2	2 only

	CSP annual report analysis	Wave 2	2 only
	Triangulation of all evaluation evidence	Wave 2	2 only
Views on early evidence for any unintended outcomes (either positive or negative) for children, young people and their families	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	Family, CYP interviews	Wave 2	1 and 2
	Frontline staff focus groups	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2

Key evaluation aim: 4. Provide evidence for policy and practice to inform future improvement

Key research question: What conditions are necessary for consolidating improvements in the funded CSPPs?

Measures	**Source & timings**	**Timings**	**Element 1 and/or 2**
What worked well and why (including consideration of local context)	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	CSP annual report analysis	Wave 2	1 and 2
	Triangulation of all evaluation evidence	Wave 2	1 and 2
What might have worked better and why (including consideration of local context)	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	Triangulation of all evaluation evidence	Wave 2	1 and 2

Key research question: What are recommendations for 2023-2026 funding and practice?

Measures	**Source & timings**	**Timings**	**Element 1 and/or 2**
Lessons learnt for future delivery	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	Triangulation of all evaluation evidence	Wave 2	1 and 2
Best practice learning	Follow-up WFWF Lead interviews	Wave 2	1 and 2
	Triangulation of all evaluation evidence	Wave 2	1 and 2

Annex 2: National principles of holistic whole family support

Non-stigmatising: Support should be promoted and provided free from stigma and judgement. Services should be as normalised as accessing universal services.

Whole Family: Support should be rooted in GIRFEC and wrapped around about the whole family. This requires relevant join up with adult services & whole system, place based, preventative addressing inequalities.

Needs based: Support should be tailored to fit around each individual family, not be driven by rigid services or structures. It should cover the spectrum of support from universal services, more tailored support for wellbeing and intensive support (to prevent or in response to statutory interventions). Creative approaches to support should be encouraged.

Assets and community based: Support should be empowering, building on existing strengths within the family and wider community. Families should be able to 'reach in' not be 'referred to'. Support must be explicitly connected to locations that work for local families and the community, such as schools, health centres, village halls and sports centres.

Timely and Sustainable: Flexible, responsive and proportionate support should be available to families as soon as they need it, and for as long as it is required, adapting to changing needs.

Promoted: Families should have easy, well understood routes of access to support. They should feel empowered to do so and have choice about the support they access to ensure it meets their needs.

Take account of families' voice: At a strategic and individual level, children and families should be meaningfully involved in the design, delivery, evaluation and continuous improvement of services. Support should be based on trusted relationships between families and professionals working together with mutual respect to ensure targeted and developmental support.

Collaborative and Seamless: Support should be multi-agency and joined-up across services, so families don't experience multiple 'referrals' or inconsistent support.

Skilled and supported workforce: Support should be informed by an understanding of attachment, trauma, inequality and poverty. Staff should be supported to take on additional responsibilities and trusted to be innovative in responding to the needs of families.

Underpinned by Children's Rights: Children's rights should be the funnel through which every decision and support service is viewed.

Annex 3: Glossary of terms

Children and Families National Leadership Group (CFNLG): The National Leadership Group (CFNLG)'s purpose is to provide collective leadership and strategic oversight to identify opportunities for greater connectivity across key areas of transformational change to improve outcomes for children, young people and families.

Children's Services Planning: Scottish legislation[1] requires each local authority and health board, working with other service providers[2], children, young people and families, and public and third sector stakeholders, to jointly develop and publish a Children's Services Plan every three years. Duties include keeping this plan under review and reporting annually on progress being made to safeguard, support and promote wellbeing in line with duties and key tasks in statutory guidance on Children's Services Planning[3]. The last Children's Services Planning cycle ran from 1 April 2020 to 31 March 2023 and the current cycle runs from 1 April 2023 to 31 March 2026.

Children's Service Plan (CSP): The Children's Services Plan sets out how partners work collaboratively in the local area to plan and deliver services and support to result in improved outcomes for children, young people and families. This includes provision of children's, community-based, and adult services, and should consider support for young people as they move between children's and adult services. The CSP describes the shared local vision and sets out a comprehensive strategy for supporting families, through a broad range of preventative & early intervention approaches (from universal services to targeted intensive support) describing the rationale for service provision.

Children's Services Planning Partnership (CSPP): CSPPs are the collective of local community members, organisations, services, and stakeholders working together in each area of Scotland (community planning for children and families). Each CSPP has a multi-agency strategic governance group, made up of senior leaders with budgetary and decision-making responsibility, with collective leadership responsibility for local Children's Services Planning arrangements. The Scottish Government reviews each CSPP's Children's Services Plans on behalf of Scottish Ministers and provides individual feedback as well as a national report[4].

Children's Services Planning Strategic Leads Network (CSP SLN): This group leads collaboration between and across Children's Services Planning Partnerships (CSPPs), Scottish Government policy teams, and key public and third sector stakeholders. Its aim is to strengthen the development, delivery and accountability of Children's Services Planning (CSP) arrangements at national and local level.

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[1] Part 3 - Children's Services Planning -Children and Young People (Scotland) Act 2014 (legislation.gov.uk)

[2] For a definition, see: Children and Young People (Scotland) Act 2014 (legislation.gov.uk)

[3] Children's services planning: guidance - gov.scot (www.gov.scot)

[4] National Report: Review of CSP'S (2020-2023) and strategic engagement - gov.scot (www.gov.scot)

Coronavirus (COVID-19): The global outbreak of a respiratory illness caused by the new coronavirus SARS-CoV-2.

COSLA: A councillor-led, cross-party organisation which champions the work of local councils across Scotland.

Crisis intervention: A key aim of the Whole Family Wellbeing Funding is to move from intervening when a crisis happens within families towards prevention, building resilience and providing the right level of support before problems materialise.

Early intervention and prevention: this is support that addresses the needs of children and adults in a family both before they need it (so to prevent any issues from developing) and at the time of need rather than at crisis point (this is known as early intervention) in line with Getting it right for every child principles and values.

Element 1: The first element of the Scottish Government's Whole Family Wellbeing Funding provides direct support to all CSPPs to support the scale up and delivery of holistic whole family support in local areas. This funding can also be used to build local capacity for achieving transformational change needed in how families are supported, for example, by recruiting a small team to support the CSPP plan for this funding or buying in additional transformational expertise to support leadership discussions.

Element 2: The second element of the Scottish Government's Whole Family Wellbeing Funding is focussed on a package of national support. This includes collaborative partnerships between a Scottish Government- led transformation team and three CSPPs (East Ayrshire, Glasgow City and East Lothian) to build local transformation capability and capacity and drive whole system change in family support at the local and national level. Element 2 is being evaluated separately by Rocket Science and Blake Stevenson. This IFF evaluation covers Element 2 to the extent that it relates to Element 1.

Element 3: The third element of the Scottish Government's Whole Family Wellbeing Funding aims to enable a cross-portfolio approach to system change, supporting national level policy delivery. It drives and supports the outcomes sought from the WFWF.

Family Support Advisory Group (FSAG): The Family Support Advisory Group (FSAG), formerly the Family Support Delivery Group (FSDG), is made up of a range of partners from national and local government, the third sector and statutory services. The FSDG was established as a sub-group of the Coronavirus (COVID-19): Children and Families Collective Leadership Group to deliver the Holistic Family Support Vision and Blueprint for Change. The Scottish Government developed outcomes and the approach of the Whole Family Wellbeing Funding in collaboration with stakeholders including the FSAG.

Genogram: A genogram is a visual tool that shows a family tree and is used to give a pictorial representation of a family system.

Holistic family support: In Scotland, holistic family support is broadly understood to be a range of services to help families meet their individual needs. The aim is to improve families' wellbeing by providing advice and support to enable them to avoid crisis. The support is provided by a range of organisations (agencies, professionals, the third sector, trusted partners).

Initial plans: Initial plans were the first documentation CSPPs provided setting out how they intended to spend their WFWF allocation for 2022-23. The initial plan template created by the Scottish Government asked for information on CSPPs' existing approach to holistic whole family support, planned activity for WFWF, anticipated outcomes for the first year, and intended monitoring activities. The initial plan template also contained detail on the allocation methodology for the WFWF, the aims of the funding (see policy background section in the main report), and the criteria for spending the funding.

Joint Strategic Needs Assessment (JSNA): Joint Strategic Needs Assessment is a process within the 3-year Children's Services Planning cycle which draws on the local multi-agency evidence-base to identify current and future wellbeing needs of the local population of children, young people and families. This is used as a basis for development of the local Children's Services Plan, including agreement of strategic priorities, decision-making on commissioning and provision of services, and identification of improvement activity.

Key Performance Indicator (KPI): A key performance indicator (KPI) is a measurable value that indicates whether and to what extent a CSPP is achieving the objectives set out in the Children's Services Plan. KPIs are used to evaluate and monitor the performance of a CSPP against specific goals and targets.

Learning into Action Network: The WFWF Learning into Action Network is co-designed and co-delivered with stakeholders to enable collaboration, facilitate peer support, share learning and approaches from across the country, and support 53 solution-focused discussions around the barriers to whole system change. CSPPs have utilised this network to develop their initial plans and delivery of WFWF activities.

Maturity model: An illustrative model that was developed by IFF Research early in the WFWF Year 1 process evaluation to help illustrate findings from the analysis of the initial plans. This model was designed to illustrate broadly how far into their journey CSPPs were (categorised by 'early', 'moderate' and 'advanced') and what sorts of activities they planned to use WFWF for.

Process evaluation: An evaluation that explores how an initiative (in this case the WFWF) was designed and delivered. It typically explores questions such as: was the initiative delivered as intended; what worked well/less well, for whom and why; what could be improved; what we can learn for future initiatives.

Scottish Government Whole Family Wellbeing Funding (WFWF) leads: The Scottish Government put in place WFWF leads to provide CSPPs with a connection into the programme throughout the funding period. Each CSPP is allocated a lead who is their direct point of contact for queries and key information about the programme.

Scottish Index of Multiple Deprivation (SIMD): SIMD measures current income, employment, health, education, skills and training, housing, geographic access and crime. This is a statistical tool used by local authorities, the Scottish Government, the NHS and other government bodies to support policy and decision making particularly by targeting government action in the measures and areas that are in need.

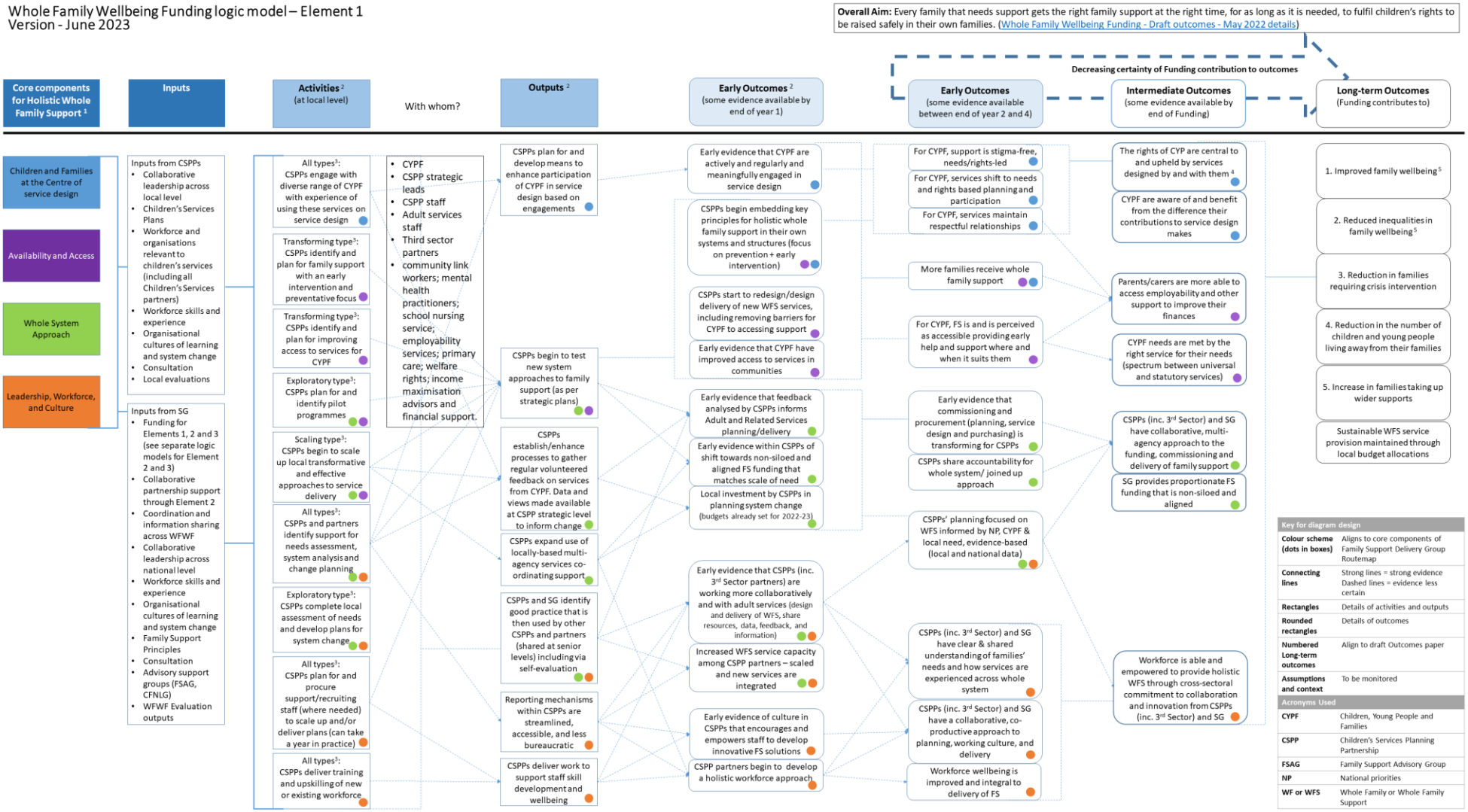
Tackling Child Poverty Delivery Plan: This plan sets out policies and proposals to progress towards targets related to the reduction of child poverty in the longer term. It outlines the six priority groups that the Whole Family Wellbeing Funding intends to support which are judged by the CSPP to be most in need. These are: lone-parent families, housing where someone is disabled, families with three or more children, minority ethnic families, families with a child under one year old, families where the mother is under 25 years old.

The Promise: The Promise outlines key outcomes that aim to ensure that Scotland's children and young people grow up loved, safe and respected so that they can realise their full potential. This was developed following the Independent Care Review where, over three years, the Care Review listened to care experienced children, young people, and families to put together evidence around how Scotland could improve.

Whole Family Wellbeing Funding (WFWF): The Scottish Government's Programme for Government 2021-22 committed to investing £500 million in Whole Family Wellbeing Funding (WFWF) over the course of the Parliament (2022-2026). The aim is to transform the way family support is delivered so families, can get access to the help they need, where and when they need it.

Annex 4: WFWF Logic Model (developed by Scottish Government)

Figure 17 WFWF Logic Model for Element 1 at June 2023. Please note this is a high-resolution graphic, details can be viewed more clearly by zooming in.



Text only description of WFWF Logic Model, version from June 2023

Overall Aim

Every family that needs support gets the right family support at the right time, for as long as it is needed, to fulfil children's rights to be raised safely in their own families.

Core components for Holistic Whole Family Support, these components underpin the logic model and help organise it according to what is set out in the Routemap: Children and Families at the Centre of service design; Availability and Access; Whole System Approach; Leadership, Workforce, and Culture.

Inputs (area within scope of 2022-2023 evaluation)

Inputs include collaborative leadership across national and local levels, workforce skills and experience, organisational cultures of learning and system change, consultation, and evaluations of activities at local level as well as the WFWF evaluation outputs.

CSPP-specific inputs also included Children's Services Plans and the workforce and organisations relevant to children's services. Children's Services Plans set out the local authority and health board's vision for how public services used by children, young people and families, will be improved, and how the partnership will work together collaboratively to achieve this.

Inputs from Scottish Government included: funding for all elements, collaborative partnership support through Element 2, coordination and information sharing across WFWF, Family Support Principles (see Annex 2), and Advisory support groups (Family Support Advisory Group (FSAG; made up of a range of partners from national and local government, the third sector and statutory services) and Children and Families National Leadership Group (CFNLG; who provide collective leadership and strategic oversight of key areas of transformational change to improve outcomes for children, young people and families).

Activities (at local level) (area within scope of 2022-2023 evaluation)

'Types' here refer to the nature of activities identified by CSPPs in their initial funding plans, which IFF Research have categorised broadly into Exploratory, Transforming, and Scaling activities in the Initial Findings Note (January 2023). In practice, there may be some overlap between these categories as some CSPPs may have several activities which meet more than one definitions.

- All types: CSPPs engage with diverse range of CYPF with experience of using these services on service design.
- Transforming type: CSPPs identify and plan for family support with an early intervention and preventative focus.
- Transforming type: CSPPs identify and plan for improving access to services for CYPF.

- Exploratory type: CSPPs plan for and identify pilot programmes.
- Scaling type: CSPPs begin to scale up local transformative and effective approaches to service delivery.
- All types: CSPPs and partners identify support for needs assessment, system analysis and change planning.
- Exploratory type: CSPPs complete local assessment of needs and develop plans for system change.
- All types: CSPPs plan for and procure support/recruiting staff (where needed) to scale up and/or deliver plans (can take a year in practice).
- All types: CSPPs deliver training and upskilling of new or existing workforce.

Outputs (area within scope of 2022-2023 evaluation)

- CSPPs plan for and develop means to enhance participation of CYPF in service design based on engagements.
- CSPPs begin to test new system approaches to family support (as per strategic plans).
- CSPPs establish/enhance processes to gather regular volunteered feedback on services from CYPF. Data and views made available at CSPP strategic level to inform change.
- CSPPs expand use of locally-based multi-agency services co-ordinating support.
- CSPPs and SG identify good practice that is then used by other CSPPs and partners (shared at senior levels) including via self-evaluation.
- Reporting mechanisms within CSPPs are streamlined, accessible, and less bureaucratic.
- CSPPs deliver work to support staff skill development and wellbeing.

Early Outcomes (area within scope of 2022-2023 evaluation) (some evidence available by end of year 1)

- CSPPs deliver work to support staff skill development and wellbeing.
- CSPPs begin embedding key principles for holistic whole family support in their own systems and structures (focus on prevention and early intervention).
- CSPPs start to redesign/design delivery of new whole family support services, including removing barriers for CYPF to accessing support.
- Early evidence that CYPF have improved access to services in communities.
- Early evidence that feedback analysed by CSPPs informs Adult and Related Services planning/delivery.
- Early evidence within CSPPs of shift towards non-siloed and aligned family support funding that matches scale of need.

- Local investment by CSPPs in planning system change (budgets already set for 2022-23).
- Early evidence that CSPPs (including Third Sector partners) are working more collaboratively and with adult services (design and delivery of whole family support, share resources, data, feedback, and information).
- Increased WFS service capacity among CSPP partners – scaled and new services are integrated.
- Early evidence of culture in CSPPs that encourages and empowers staff to develop innovative family support solutions.
- CSPP partners begin to develop a holistic workforce approach.

Early Outcomes (some evidence available between end of year 2 and 4), lower certainty of Funding contribution to outcomes

- For CYPF, support is stigma-free, needs/rights-led.
- For CYPF, services shift to needs and rights based planning and participation.
- For CYPF, services maintain respectful relationships.
- More families receive whole family support.
- For CYPF, family support is and is perceived as accessible providing early help and support where and when it suits them.
- Early evidence that commissioning and procurement (planning, service design and purchasing) is transforming for CSPPs.
- CSPPs share accountability for whole system/ joined up approach.
- CSPPs' planning focused on WFS informed by national practice, CYPF & local need, evidence-based (local and national data).
- CSPPs (including Third Sector) and SG have clear & shared understanding of families' needs and how services are experienced across whole system.
- CSPPs (including Third Sector) and SG have a collaborative, co-productive approach to planning, working culture, and delivery.
- Workforce wellbeing is improved and integral to delivery of family support.

Intermediate Outcomes (some evidence available by end of Funding), lower certainty of Funding contribution to outcomes

- The rights of CYP are central to and upheld by services designed by and with them.
- CYPF are aware of and benefit from the difference their contributions to service design makes.
- Parents/carers are more able to access employability and other support to improve their finances.

- CYPF needs are met by the right service for their needs (spectrum between universal and statutory services).
- CSPPs (including Third Sector) and SG have collaborative, multi-agency approach to the funding, commissioning and delivery of family support.
- SG provides proportionate family support funding that is non-siloed and aligned.
- Workforce is able and empowered to provide holistic whole family support through cross-sectoral commitment to collaboration and innovation from CSPPs (including Third Sector) and SG.

Long-term Outcomes (that the Funding will contribute to), lower certainty of Funding contribution to outcomes:

- Improved family wellbeing
- Reduced inequalities in family wellbeing
- Reduction in families requiring crisis intervention
- Reduction in the number of children and young people living away from their families
- Increase in families taking up wider supports
- Sustainable Whole Family Support service provision maintained through budget allocations

Notes: Activities, Outputs, and Early Outcomes and progress towards these by the end of Year 1 will differ between CSPPs. This logic model acknowledges that each CSPP will have different priorities for the funding and will be at different stages in their planning and delivery journey.

Additionally, details in the Activities and Outputs, and ‘With whom?’ columns will be developed based on further consultation and CSPP plans for funding.

Annex 5: Research approach

The Scottish Government commissioned IFF Research in September 2022 to undertake an evaluation of the implementation of Year 1 of Elements 1 and 2 of WFWF (a 'process evaluation'[5]) to ensure that lessons are learned to inform future policy and practice in the CSPPs.

Analysis of initial plans

Initial plans are the first documentation of how CSPPs intended to spend their WFWF allocation for 2022-23. Plans include detail on their current approach to whole family support, planned activity for WFWF, anticipated outcomes for the first year, and intended monitoring activities.

CSPPs' initial plans vary greatly both in the level of detail included and in their maturity. This is expected and understandable, given the early stages of the WFWF. The Scottish Government recognised in the design of the WFWF that CSPPs are all in different places on their journey to delivering holistic whole family support.

Our analysis included 30 CSPP WFWF initial plans for Element 1 funding. Two initial plans had not been submitted to the Scottish Government in time for the plan analysis to be conducted.

After reading and synthesising the information into the initial plan framework (a tool designed to capture key information relating to the research questions), the following descriptive analysis was carried out:

- What are the characteristics of CSPPs receiving funding?
- Who are the targeted beneficiaries?
- What is the main purpose of funding?
- What are the secondary purposes of funding?
- What are the activity types funding will be used for?
- Transformation implementation status – first steps, early progress, substantial progress?
- Average, highest and lowest value requested?

For all of the above, whether/how this varies by CSPPs characteristics.

[5] A process evaluation explores how an initiative (in this case the WFWF) was designed and delivered. It typically explores questions such as: was the initiative delivered as intended; what worked well/less well, for whom and why; what could be improved; what we can learn for future initiatives.

Analysis of CSP annual reports

As part of the local authority obligations under the Children and Young People (Scotland) Act 2014, Children's Services Planning Partnership were required to prepare a Children's Services Plan for 2020-2023. The CSP annual reports are a summary of progress for that given year. CSP annual reports for 2022-23 were submitted to the Scottish Government, who shared these with IFF in July/August 2023. Alongside the statutory CSP annual report, IFF and the Scottish Government worked together to develop a template specifically focussed on the WFWF. It was not mandatory to complete this and 21 CSPPs chose to do so.

On receipt of CSP annual reports, an internal review and quality check on the data was undertaken to ensure it is complete, consistent and ready for analysis. Once checked and approved, the data was entered into a bespoke framework for qualitative analysis.

Secondary analysis was limited by the availability and quality of data provided by CSPPs. 21 CSP annual reports were provided to IFF for analysis. The information provided in the CSP annual reports was limited in some places which reduced the scope of analysis that could be undertaken. Common challenges included:

- Gaps or missing data such as not providing figures for funding spent on activities.
- Lack of detail or explanation, such as not providing sufficient description of activities e.g. description of programmes or groups convened.
- Lack of or unclear evidence of progress towards outcomes. For example, failing to explain through what mechanisms an outcome had been achieved or the extent to which it had been achieved.
- Lack of reflection on lessons learned and future actions.

Case Study selection

Six CSPPs were selected to be case study areas in the Year 1 Process Evaluation. These were Glasgow City, East Ayrshire, North Ayrshire, Aberdeen City, Fife and South Lanarkshire. Of these, Glasgow City and East Ayrshire were also selected to participate in Element 2 collaborative support.

CSPP case studies were chosen to provide coverage across: funding amount, whether they participate in Element 2 collaborative support (East Ayrshire and Glasgow City both received Element 2 support), area type (predominantly urban or rural), population, deprivation rank, needs of the family population (defined by the rate of children on the child protection register), type of activities outlined in their initial plans, and holistic whole family support journey stage (whether CSPPs were at an early, moderate or advanced stage in transforming their support).

Characteristics of Case Studies

Table 1 below shows the profile of each case study CSPP.

Table 1 Profile of case study CSPPs

CSPP	Funding amount (in millions GBP)	Urban/Rural	Population	Level of deprivation (using the Scottish index of multiple deprivation average ranking of areas within LA)	Is the CSPP also receiving Element 2 support?
Aberdeen City	£1.025	Urban	222,793	4,230	No
East Ayrshire	£0.832	Rural	122,767	2,759	Yes
Fife	£2.289	Urban	365,198	3,494	No
Glasgow City	£4.666	Urban	593,245	2,357	Yes
North Ayrshire	£0.959	Rural	138,146	2,610	No
South Lanarkshire	£1.827	Urban	313,830	3,278	No

Interviewed population by case study

The table below shows the numbers of interviews conducted with each audience within each case-study CSPP.

Table 2 Interviews completed with case study CSPPs

CSPP	Strategic leads (Wave 1)	Strategic leads (Wave 2)	WFWF leads	Frontline practitioners	Children, young people and families
Aberdeen City	1	2	3	3	6
East Ayrshire	3	2	2	6	3
Fife	2	2	2	7	9
Glasgow City	3	3	2	4	4
North Ayrshire	1	0	2	4 (third party practitioners)	-
South Lanarkshire	2	1	2	7	8
Total	12	10	13	31	30

Children, young people and families participant profile

The table below shows the profile of children, young people and families who took part in qualitative interviews across the six CSPPs.

Table 3 Characteristics of children, young people and families interview participants

Characteristic	Number of individual participants
Role (CYPF)	
Child/Young Person	12
Birth Parent	13
Foster carer	3
Kinship carer	2
Gender	
Male	8
Female	22
Age	
Under 18	11
18-24	1
25-30	0
31-40	4
41-50	5
51+	2
Not given	7

Ethnicity	
White (British/Scottish/other)	24
Not given	6
WFWF experience type:	
Using funded activity only	29
Using funded activity and consulted on WFWF design	1
Support/Activity accessed	
Preventative	11
Early Help	6
Targeted support	14
	Total: 30

Qualitative data management and analysis

All discussions were recorded with consent, stored on IFF's secure drive in a folder to which only designated team members had access, and written up thematically by the researcher using a bespoke analysis framework.

IFF's qualitative analytical approach is informed by grounded theory and structured by the research questions but builds upwards from the views of participants. It is continuous (during and after fieldwork periods, and between phases) and iterative, moving between the data, research objectives and emerging themes.

The analysis framework was structured by key research questions and data entered into relevant cells including direct quotes and examples. It included columns for the researchers' own interpretation and key conclusions. Data was then coded, looking for patterns by theme within and across interviews.

The analysis process consisted of two key elements. Firstly, a process-driven element using matrix mapping framework technique. Recordings of discussions coded and systematically summarised into an analytical framework organised by issue and theme. Secondly, an interpretative element focussed on identifying

patterns within the data and undertaking sub-group analysis. Researcher analysis sessions, led by the director, during which the team came together to discuss and test emerging themes and insights, were conducted after each phase and used to support interpretation of the data.

All evidence sources were analysed in their own right; the analysis process then went on to compare and contrast the findings across evidence sources. During this, the quality of evidence was weighed up. Any inconsistencies between different data sources were explored and explained. Where there were competing findings by evidence source, stronger evidence was considered over evidence with gaps.

Annex 6: WFWF initial plan template

Whole Family Wellbeing Funding (WFWF) – Initial Plans Template

As part of the WFWF for 2022-23, the Scottish Government is asking Children's Services Planning Partnerships (CSPPs) to share their high-level plans for this funding, as well as any initial activity that has been carried out by the point the template is submitted, if relevant. It is anticipated that these plans will refer to work that is taking place up to July 2023, a full year after funding has been allocated. However, any additional information on how the work in 2022-23 will inform future planning is welcomed.

A template has been provided below to allow the sharing of relevant information. As part of the independently commissioned evaluation of WFWF for 2022-2023, further research will be carried out in 6 case study areas. Case studies will be selected to cover areas with a range of characteristics, including tranche 2 areas, and will be agreed in discussion with the CSPP. If your CSPP is selected as a case study area, the evaluator(s) will contact you to arrange interviews with key staff and may seek further clarification on the information below.

Please send returns via your CSP Strategic Lead to wholefamilywellbeing@gov.scot by **Monday 3 October 2022.** Should you wish to access support or have any questions in completing this template, please also contact wholefamilywellbeing@gov.scot

For completion

1. Children's Services Planning Partnership Area:

Who is the lead contact for this return? i.e. the CSPP Strategic Lead contact.

Please provide the contact information

2. Current approach to Whole Family Support.

Different areas of Scotland are at different stages in developing their response to the Promise priority of delivering holistic whole family support (Promise Plan 2021-24). Please summarise how you have responded to this priority so far, including who has been involved, how the need for change has been assessed and what changes are in progress to delivery this priority.

3. Planning - please provide a high level outline of what you are seeking to achieve with this funding.

Please provide an outline of:

- what activities are planned*
- the approximate amount to be spent on each activity, including whether CSPPs wish to award a portion of the WFWF to other parties such as Third Sector Interfaces.
- an indicative timeline with key milestones for each activity, where possible

Examples of activities may include:

- local assessments of need and engagement with children and families
- identification of good practice and scale-up of transformative and effective whole family support services
- engagement with service delivery partners
- building capacity within the CSPP, for example staffing, training, leadership support
- analysis of local systems and planning for system change

Each CSPP will have different priorities for this funding and will be at different stages in their planning and delivery process. Planned activities are likely to reflect the current position around whole family support and there is no expectation that a CSPP will carry out all of the activities listed above. CSPPs may choose to prioritise a small number of activities accounting for resources made available. The 'Supporting Families: A National Self-Assessment Toolkit for Change' should assist CSPPs in undertaking these activities and will be circulated separately.

*Please identify any activities which are directly related to the Promise Plan 21-24 or the Bright Futures: tackling child poverty delivery plan 2022 to 2026.

4. Please set out what early outcomes you anticipate from these activities within the first year of the WFWF (by June 2023) and what the baseline position is in relation to these outcomes.

What are the early outcomes for each activity planned using the WFWF support? Please refer to any relevant early outcomes for the WFWF identified in the draft logic model (circulated separately), where possible. What is the current baseline for each early outcome? Where available, please include any baseline data you have.

5. Please outline how you will monitor progress at the local level.

We'd like to understand how you intend to monitor progress at the local level and what specific sources of evidence will you need to assess progress against these activities and early outcomes (e.g. existing routine data collections, management information, new research)?

Please note we do not require separate reporting of these measures, other than through the usual CSP annual report.

Annex 7: WFWF maturity model

The maturity model in Figure 18 below was developed using the data provided in the initial WFWF plans provided by CSPPs. This model was designed to illustrate broadly how far into their journey CSPPs were and what sorts of activities they planned to use WFWF for.

The X axis outlines that stage of journey that CSPPs were at before completing their initial WFWF plans. These were split into three categories:

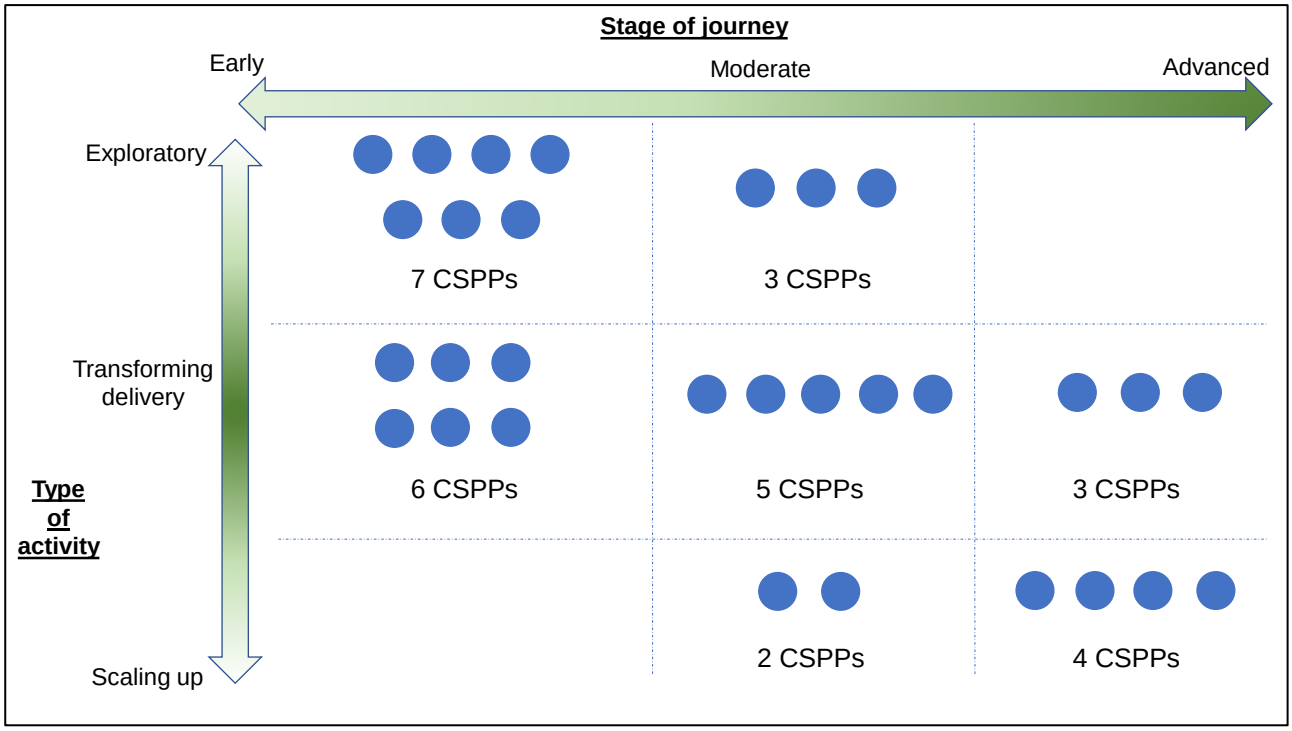
- **Early,** have either not begun their transformational journey, with no delivery or scoping work conducted to date, or have engaged only in preliminary scoping or research.
- **Moderate,** have a good understanding of existing need or delivery from scoping work already completed, or have begun some early delivery, in a few instances in the form of small pilot programme.
- **Advanced,** are well into their journey, already delivering a substantial amount of holistic whole family support. This may be because they have good local evidence on which their WFWF plans are based on.

The Y axis refers to the type of activities they planned for WFWF. It is worth noting that many CSPPs outline some combination of the three different kinds of activity, and this categorisation looks at their primary focus for the WFWF, i.e. the largest or most significant element activities outlined.

It is worth noting that this model relies entirely on information provided in CSPPs' initial WFWF plans. As such, this model may rely on partial information, with some activities not included in initial plans that could affect where CSPPs fall within this model.

This model will be included and updated for the final WFWF Year 1 Evaluation report. At the time of drafting this report, two CSPPs had not submitted their initial plans, these CSPPs will be included in the updated maturity model in the final report.

Figure 18 CSPP whole family maturity model



Annex 8: Outcomes with limited evidence of progress

As previously discussed, the evidence of progress towards outcomes varied across CSPPs. This section reports on the early outcomes outlined in the logic model where there was only limited evidence of progress based on CSPP CSP annual reports and, where applicable, case study findings.

Limited evidence was defined as instances where less than a quarter of CSPPs (who returned CSP annual reports) demonstrated progress against an outcome. Evidence was included in analysis only if it clearly and explicitly described the action taken to achieve an outcome; claims of achieving outcomes were excluded from the analysis if no evidence was provided to support the claim, or the evidence described intended plans or actions rather than what had been achieved.

4. CSPPs begin embedding key principles for holistic whole family support in their own systems and structures

Eleven CSPPs stated an ambition to achieve this outcome in their initial plan, and five reported some progress towards this in their CSP annual reports. The supporting evidence was limited. Based on the evidence provided in the CSP annual report, holistic whole family support principles were being embedded through:

- Establishing **new teams or changing the remit of existing roles**. For example, a dedicated WFWF delivery team to promote the key principles of holistic support through communication and engagement activities.
- **Hosting events and workshops with partners** to support awareness and understanding of partner roles and facilitate multi-agency relationship building. For example, South Lanarkshire's one-off networking event involving staff from education, health, third sector, community learning, employability and social work.

CSPPs who had progressed this outcome were all in urban areas with higher than average funding, and where family needs tended to be higher than average.

Some CSPPs were still in the planning stages of how to embed the principles and were undertaking **activities broadly aligned with laying the groundwork** for embedding holistic support such as using the National Self-Assessment toolkit to identify gaps in their systems.

5. Early evidence that children, young people and families have improved access to services in communities

Ten CSPPs stated an ambition to achieve this outcome in their initial plan, and five provided evidence of progress towards this in their CSP annual report.

Strategic leads and children, young people and families reported that children, young people and families were more comfortable accessing WFWF support because **support was presented as separate from previous family support experiences**. However, interviewees were cautious to say whether they thought that there would be reduced scepticism about social workers had shifted significantly, especially among those who had not already engaged with family support.

CSPPs using a **place-based, hub approach** for accessing support reported improved children, young people and families access rates. One CSPP using a hub approach reported a reduction in referrals to local council child and family teams because children, young people and families were using the hubs more.

Changes to referral processes were reported by CSPPs as having reduced the time taken to find a correct point of contact for families, and feedback demonstrated that earlier, clearer, and easier access to support was increasing engagement and confidence in services. Changes included minimising the need for formal referrals or piloting different referral pathways. Interviews with children, young people and families also indicated that connections to support were happening more efficiently through link workers, hubs, or referrals into a more joined-up system.

Increased **collaboration between services** was believed to be facilitating improved access for children, young people and families. Staff interviewed reported feeling more aware of the wider services available and were able to make more appropriate referrals. Compared to pre-WFWF, one case study CSPP identified that more reliable and frequent family support was provided by frontline practitioners meaning families were more encouraged to access support.

6. Increased whole family support service capacity among CSPP partners

Four CSPPs indicated they were aiming to achieve this outcome in their initial plans and five indicated that they had progressed towards this in their CSP annual report, however the evidence was limited. Evidence of increased capacity was primarily through additional staff or development of existing staff, or new mechanisms for children, young people and families to access support. For example, one CSPP reported recruitment of Advanced Practitioners and Managers to expand the capacity and support of partners, meanwhile another CSPP was delivering refresher training to existing staff within the CSPP to increase delivery capacity. Alternatively, two CSPPs reported making changes to provision in terms of establishing holistic support hubs, and commissioning partners to undertake scaling of existing services currently offered by statutory partners (such as the Local Authority or Health Board).

Providing holistic and individualised support had positively impacted the pace of whole family support implementation. Children, young people and families who received one-to-one support reported that the flexibility, and tailored nature, of the support was holistic because frontline practitioners were able to support them in all aspects of their lives that were difficult (for instance by attending meetings with schools and doctors or providing emotional, or mental health, support), which reinforced the Scottish Government's principles of holistic support.

7. CSPP partners begin to develop a holistic workforce approach

Three CSPPs who stated an ambition to achieve this outcome in their initial plan, and these three, plus an additional CSPP showed progress to this in their CSP annual report. Evidence of progress included CSPPs working more collaboratively, recruiting new roles to provide holistic support to parents through collaboration across partners (e.g. social work, health, education). It may be that increased collaboration is how CSPPs are defining 'holistic workforce' and so they are seeing achievement of the two as the same.

8. Early evidence that children, young people and families are actively, regularly and meaningfully engaged in service design

Eight CSPPs stated an ambition to achieve this outcome in their initial plan, and four demonstrated progress towards it in their CSP annual report. The case study findings from across all the case studies showed that, despite some strategic leads and frontline practitioners reporting that children, young people and families had participated in WFWF service design, from the point of view of children, young people and families, their participation had been minimal (see Section 4: Consulting children, young people and families for further discussion of this). This suggests that CSPPs may need more guidance on how to effectively engage children, young people and families in design going forward. However, this finding may be attributed to the relatively limited service design work and small scale of fieldwork with children, young people, and families.

Methods for engaging with children, young people and families which were identified included:

Hosting small, informal sessions involving children, young people and families and sometimes frontline practitioners was seen as effective for gathering feedback. For example, in Fife, co-production sessions included families and NHS employees. However, some CSPPs faced challenges in organising group activities due to the complexity of families' current needs, though they aimed to do so in the future.

> "We hold lots of informal meetings where the families come along and it is just a conversation. It's not a formal meeting. Everyone's just pulling together in the community to get the best outcomes"
>
> Frontline Staff

Utilising partnerships and existing relationships to collect children, young people and families feedback was a common approach. For instance, East Ayrshire partnered with a school to host a parent event, where ideas were discussed. Parents who attended the school session suggested using a champions model to support emotional wellbeing among young people, but the frontline practitioners interviewed reported that they were unsure whether this had been implemented. They noted that relying on partnerships takes time but was facilitated by having experienced participation and training officers who had maintained good relationships with past participants.

Establishing working groups were established such as lived experience groups or children, young people and families focus groups who would meet regularly to input into design. Evidence from the CSP annual reports highlighted use of focus groups with families where actions were recorded and taken forward. Other CSPPs indicated in their CSP annual reports that they had formed panels of children, young people and families who would review proposals or contribute to relevant aspects of design and assessment of progress.

Using surveys or feedback forms for gathering children, young people and families input was common. For example, East Ayrshire conducted surveys to establish baseline data and plan for future services. In Glasgow City, children, young people and families feedback prompted design changes (see Figure 19). CSP annual reports showed feedback forms used to consider parent input on pilot locations and gathering feedback at the end of support sessions. However, some CSPPs relied on informal ‘conversations’ and feedback forms after support sessions, focusing on individual needs rather than children, young people and families’ role in service design.

Figure 19 CSPP Spotlight: Glasgow City

More meaningful name for support chosen following engagement with children, young people and families

Glasgow City engaged children, young people, and families through in-person sessions to develop Support Hubs. These locality hubs intended to provide a wide range of holistic whole-family support through a consortium of providers, including support with parenting skills, home skills (e.g. energy advice and managing bills), attending appointments and understanding children's development and neurodiversity needs.

The engagement revealed that their pre-conceived ideas did not align with what families wanted; they desired more relational support. This led to renaming the service 'Support Networks' and placing greater emphasis on relational support. Although this consultation was conducted outside WFWF, the feedback informed WFWF priorities.

9. Early evidence of culture in CSPPs that encourages and empowers staff to develop innovative whole family support solutions

Evidence for this outcome was limited, with just one CSPP intending to achieve this in their initial plan, and three reporting progress towards it in their CSP annual report. Empowering staff to be innovative tended to materialise as general openness to sharing of ideas among staff and willingness to consider proposals for more innovative family support solutions. One CSPP that was undertaking various pilots recognised that the opportunity to pilot services enabled them to trial new methods.

> "We now have a work environment where they [employees] can have those conversations with colleagues and be open and curious and ask, 'why are we doing it like this, is there a better or a different way to do it that suits that family'. Social workers feel empowered to ask questions and ask for support…Saying, let's think outside the box and pull on the skills from the other folk who around us."
>
> Frontline staff

10. Early evidence that feedback analysed by CSPPs informs adult and related services planning/delivery

Five CSPPs stated an ambition to achieve this outcome in their initial plan, and at the end of Year 1 two showed progress towards this in the CSP annual reports. Some CSPPs identified various ways they intended to use data and feedback to inform services based on the changing needs of the community (see Section 6: WFWF delivery for further discussion), however there was little evidence of this happening yet.

Feedback from children, young people and families was typically gathered by frontline practitioners at the end of sessions such as asking whether the children,

young people and families needed any other support not received. The information tended to be reviewed by a multi-disciplinary group such as strategic groups, data and performance groups, or child services board, who presented and commented on the feedback and then made decisions about how to respond to the support needs identified. In South Lanarkshire, analysis of feedback informed commissioning of new support to fill gaps in service needs (see Figure 20).

Figure 20 CSPP Spotlight: South Lanarkshire

Funding of support reflects evidence of need and level of output

In South Lanarkshire data analysis highlighted the opportunity to be more strategic in how the information they collected could be used to better inform delivery. An existing Data and Performance group looked at what the different sources of data were showing and how they should be interpreted to make decisions.

Data on the evidence of need was used to underpin decisions about the best use of funding and any subsequent commissioning and service re-design. Using this approach, the partnership has been able to make joint decisions about investment and disinvestment. This has meant shifting funding from programmes that were not producing anticipated outcomes, to developing new opportunities, informed by evidence of good practice and an understanding of areas for improvement.

11. Local investment by CSPPs in planning system change (budgets already set for 2022-23)

Two CSPPs reported they had progressed towards this outcome in their CSP annual report, of three who said they were aiming to achieve this. However, evidence provided related to general investment in local teams and pilot programmes. Within the CSP annual reports, spend to date on WFWF activities was often recorded at 0% or very close to zero. CSPPs who reported spending more of the funding to date tended to be in rural areas. Data from the case study interviews suggested that this lack of progress may be because CSPPs were still in the planning stages to which they have not ascribed a cost, or that at the time of interview they had not yet been able to recruit to new roles.

Unintended and emerging long-term outcomes

CSPPs reported making progress against some early outcomes which were not expected to be evidenced until between end of Year 2-4: (according to the logic model proposed):

- **Improved young person confidence and improved mental health:** One CSPP described this as a result of young people to having one-to-one support from frontline practitioners and increased socialising opportunities.
- **Services shift to needs and rights-based planning and participation:** three CSPPs indicated that due to increased focus on local needs including review of existing services and gaps in support, there had been greater emphasis on the needs and rights of children, young people and families in

planning. One CSPP mentioned using a lived experience focus group discussion to ensure proposals met local needs.

One negative unintended occurrence observed in some case study CSPPs was the emergence of fragmented relationships between CSPPs and the third sector (see discussion in Section 5: Implementation and delivery of WFWF to date: Factors limiting implementation). In one CSPP this was due to poor communication from CSPPs about WFWF to the third sector and perception among frontline practitioners of poor management, however, the third sector interviewee reported that the situation was improving.

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