

## C4EO core products and services

### **Overview**

This publication outlines the core products and services that C4EO has developed with the children's sector to help Local Authorities and their Children's Trust partners improve outcomes for children, young people and their parents and carers.

### **Scoping Reviews**

Scoping reviews systematically compile the available 'what works' evidence from databases, websites, experts and other sources for each priority in each theme. They provide an overview of the type and nature of knowledge in relation to specific review questions. Scoping reviews are the start of the process that C4EO has developed to provide professionals with the best available evidence on improving outcomes for children and young people.

### **Knowledge Reviews**

The aim of the Knowledge Reviews is to provide an appraisal of the evidence identified in the Scoping Review. C4EO produces a Knowledge Review for each of the three priorities within each theme (except Child Poverty, which has one). Knowledge Reviews seek to bring together a unique, quality assured blend of the best:

- research evidence from the UK (and, where relevant, from abroad) on what works in improving services and outcomes
- national and regional quantitative data with which to establish baselines and assess progress in improving outcomes
- validated local experience and practice, which has proved to be powerful in helping services improve outcomes.

Each Knowledge Review will be formally updated at least once throughout the life of the theme to reflect new knowledge. The first edition will be published to coincide with the launch of a theme via a series of regional knowledge workshops. The second edition will build on the additional knowledge gathered through the local capacity building work. A further updated Knowledge Review will be published at the very end of the first three themes only (Early Years, Disability, and Vulnerable Children). All the reviews will be available in full and as summaries on the C4EO website.

### **Progress maps**

These interactive web-based tools aim to help professionals access and apply the 'what works' evidence that C4EO has collected in the Knowledge Reviews. They act as a 'one-stop shop' for

professionals to access the very latest information, resources and data. They have been designed to:

- enable professionals to compare data on children's services in a range of flexible ways
- benchmark a given Local Authority's performance with other authorities, regions or national averages
- identify where change is needed
- act as a guide and evaluate improvements to systems and services.

They also aim to promote the better use of data and evidence to challenge and plan change to practice and service delivery, as well as being tailored to people's own use, and contributing and disseminating knowledge.

Local Authorities and Children's Trusts can download the data from the online progress maps and use this data locally.

Three editions of progress map summaries will be published throughout the life of each theme. These summaries will provide a national overview of progress by priority.

### **Audience-specific outputs**

To support the communication of each theme, a range of specialised multimedia outputs will meet the needs of different key audiences of the Centre. They will focus on the key change agents (i.e. stakeholders most likely to influence progress on a particular theme). This will vary from theme to theme but could include directors, senior managers, first line managers, front-line staff, commissioners, inspectors, children and young people, and parents and carers. Examples of formats may include short printed summaries, CDs (text/audio/visual), online learning products, short videos or media campaigns.

### **Regional knowledge workshops**

A regional knowledge workshop will be held in each of the nine Government Office regions for each theme, except Child Poverty, where three knowledge workshops will be held. They are aimed at Children's Trust and Local Authority senior leads on the specific themes. These events fulfil dissemination as well as capacity building functions. They are an important means to:

- introduce the progress maps and knowledge that C4EO has collected
- share understanding about the priority issues and the nature of the problems locally
- generate and spread knowledge about what seems to work to improve results
- introduce tools and approaches that can support outcome improvement work
- provide an opportunity to start identifying the strategic and system-level changes needed to achieve better outcomes for children and young people locally.

### **Tailored support**

For each theme, a significant programme of tailored support will be available on request to help with building local capacity for improvement. To deliver this programme C4EO will use peer advisors known as Sector Specialists. Sector Specialists are professionals with an expertise in a C4EO theme. They are trained and accredited by the Centre to use the 'what works' evidence base it has collected. Sector Specialists will coach and support key individuals or teams who are

leading local change. The types of assistance Sector Specialists will offer will depend on local contexts and needs. Some examples of possible support may include:

- spreading knowledge of 'what works' for a theme (e.g. by running a local workshop for relevant Children's Trust staff)
- supporting the use of evidence-based audit tools to assess performance and practice locally (e.g. to develop a local progress map – one of the key products from the Centre)
- assistance with 'translating' C4EO outputs into an appropriate local improvement plan
- facilitating the use of performance improvement or change management approaches, such as the Outcomes Based Accountability (OBA) methodology – perhaps running local 'Turning the Curve' workshops engaging a range of agencies within and outside the Children's Trust
- facilitating local 'learning sets' to explore and apply the evidence base on a priority issue
- providing an external perspective to challenge local policy, processes and practice in light of the knowledge base.

The Association of Directors of Children's Services (ADCS) regional groups of Directors of Children's Services and the Government Offices will have ownership of this model of sector-led improvement, and be critical partners in identifying and recruiting these Sector Specialists. This approach leaves a sustainable legacy beyond the life of the Centre – a pool of trained peer experts and an established mechanism for sharing this expertise.

Requests made for support can only be provided in response to requests from Directors of Children's Services. Requests should relate to one or more key priorities within a theme. The Centre will broker these requests for support to help with local improvement activity but may have to prioritise those that can demonstrate how the support will:

- align with local priorities (as set out in the local area agreement)
- complement any existing improvement support
- achieve strategic, system-level change
- accelerate the expected rate of improvement of outcomes.
- leave a sustainable legacy in terms of capacity for change and improvement within the locality.
- generate learning from which other agencies can benefit.

A form [<http://www.c4eo.org.uk/evidence/tailoredsupport.aspx>] is available on the C4EO website to request tailored support.

### **Regional progression events**

Several months after the knowledge workshops and tailored support for Local Authorities and Children's Trusts have begun, regional progression events will be held. These events will enable Local Authorities, Children's Trusts and their partners to be updated on emerging new knowledge about how to improve priority outcomes and to share their own progress and learning from local improvement activity. They will be important regional knowledge exchanges (dovetailing with existing regional networks) and will be instrumental in spreading innovation and sustaining improvement activity.

### **Online communities of practice**

These web-based 'virtual networks' will also be used to support the exchange of knowledge, learning, ideas and resources to help catalyse and sustain outcome improvement work.

## **Website**

The Centre's website [www.C4EO.org.uk](http://www.C4EO.org.uk) will be the 'one-stop shop' where all these products can be freely accessed. Including the facility to register for regular email updates and RSS feeds, the website is a major means of sharing knowledge and learning.

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