



Targeted Peer Support /Training & Distance Learning

- Are your outcomes for children, young people and families improving fast enough?
- Would you like support from a peer who truly understands the context of the problem and who has an evidence-based approach?
- How confident are you that you are delivering the best value for money?
- Would you benefit from impartial support to build capacity in your organisation?

C4EO Peer-to-Peer Support can help with all of these areas and more.

"The strength lies in the linking of best practice and research, by current practitioners"

Director of Children's Services, County/Rural LA



research in practice



social care
institute for excellence



“Peer support makes it much easier to be open about difficulties. Bringing in like minded professionals allows for sharing of ideas.”

C4EO External Evaluation respondent

C4EO Peer-to-Peer Support

What is C4EO Peer-to-Peer Support?

C4EO has always recognised the knowledge, experience and ability of the sector to improve itself. Sometimes the best support available is from colleagues who have successfully faced and responded to similar challenges. C4EO's Peer-to-Peer support service offers practical 'hands-on' support and challenge, to build capacity and improve outcomes - both strategically and at the front-line of local service provision.

Sector Specialists

Peer-to-Peer support is delivered by Sector Specialists, recruited from all areas of Children's Services, with real experience in the challenges the sector faces. Sector Specialists work with C4EO on a flexible part-time basis, with most also continuing to work in their locality, ensuring they remain credible and completely up-to-date. They are accredited and trained by C4EO and use evidence and a range of tools including Outcomes Based Accountability (OBA),

The Service

C4EO's Sector Specialists support improvement across all areas of Children's Services using the best available evidence, research and effective practice of 'what works'. This timely and trusted service is guided by the following principles:

- All support must be **evidence based** and **add value** (not duplicating effort).
- **We work 'with' clients** (not 'doing to' or 'doing for').
- **All support is sector-led** and leaves a **legacy of sustainable improvement** (transferring skills/knowledge, building capacity).

All assignments are carefully scoped and quality controlled. Each assignment is individually tailored and Sector Specialists matched according to client need. C4EO is a not-for-profit organisation and operates on a cost-recovery basis. This allows us to keep our prices at an affordable level, whilst providing the highest quality service.

C4EO also draws on the knowledge and experience of our core partners – National Children's Bureau (NCB); National Foundation for Educational Research (NFER); Research in Practice (RiP) and The Social Care Institute for Excellence (SCIE), and works in close consultation with the Association of Directors of Children's Services (ADCS).



"The Sector Specialist was enthusiastic as well as realistic. It felt very useful to have such input at the beginning and having an external specialist with such knowledge."

C4EO External Evaluation respondent

Experience, understanding and support

Why choose C4EO Peer-to-Peer Support?

- Up-to-date accredited and trained experts from across the sector
- Track record of success, improving outcomes and building capacity in local areas
- Rapid access to knowledge (evidence) – research, data and validated examples of effective practice
- Help to implement the latest evidence of 'what works'
- Bespoke team of experts matched to your particular needs
- Non-judgemental, confidential, genuine peer-to-peer support
- Prompt, responsive, reliable, quality assured service
- Excellent value for money

Peer-to-Peer tailored support can help with large and small scale, co-created assignments.

Types of support available include:

- **Providing Challenge and Support** – acting as an independent 'Critical Friend', providing advice and challenging current practice in light of the evidence base about 'what works'; diagnostics and 'health-checks'; working with managers and teams to drive improvement, facilitating discussion across partnerships.
- **Service Improvement** – using improvement tools and techniques to drive up performance e.g. Outcomes Based Accountability (OBA), Cost Effectiveness and Social Return on Investment, Service Re-design.
- **Dissemination and Training** – helping embed improvement, implement local priorities and Government policy.
- **Workforce Development** – facilitating learning events or networks; mentoring; providing leadership development opportunities; cost-effective learning solutions (distance learning packages, webinars); brokerage (facilitating regional or cross-regional peer support).
- **Support to establish an evidence based practice culture in your organisation.**
- **Data Analysis** – support to understand 'needs assessment' and self assessment.
- **Rapid Research Reviews** – of the best available evidence on key areas of local or regional concern.



How some local areas are benefiting from C4EO Peer-to-Peer Support:

- **East Sussex** – External support with data analysis to identify families facing multiple needs/challenge in one area, and to help the LA really understand how well they are being supported.
- **South Gloucestershire** - An independent review of the corporate parenting group that provided a springboard for discussion, action and change.
- **Cambridgeshire** - Support to help the Local Authority initiate their child poverty needs assessment, and establish governance arrangements for Child Poverty in Cambridgeshire.
- **Sefton, Merseyside** - Providing support and challenge to help the Authority make a difference to the way they consider the needs of vulnerable children, using evidence to develop more appropriate ways of working.

Supporting Reading LA to look at the cost effectiveness of their multi-agency teams

C4EO worked with Reading Borough Council (RBC) to explore whether their multi-disciplinary locality teams were a cost-effective way of improving outcomes for families and avoiding more costly, undesirable interventions. Previous efforts to address this had not fully succeeded. RBC had tried to answer this question for some time, and had commissioned audit work which failed to do so. C4EO Sector Specialists worked closely with practitioners, managers and finance staff to co-design a methodology to explore the costs and impact of the teams. The approach involved sampling a range of cases to record actual costs and impacts (in the words of families). An innovative and rigorous 'futurising' methodology was used to agree the outcomes prevented, and to translate these into avoided costs. Staff were trained in the approach and were supported with weekly contact during the project. Final results clearly demonstrated both the cost-effectiveness of the teams and their preventative role. An event for partner agencies and elected members to showcase and discuss the results was jointly delivered by C4EO and the teams themselves.

"The support provided us with the right tools, support and challenge to complete the research that we needed within a tight timescale. It has given the LA evidence that early intervention work does avoid costs later on in the child's/family life. This will help us when further funding constraints appear and difficult decisions have to be made re priorities and use of funds.

Reading Borough Council

"I really enjoyed working on this project and found it interesting and learnt a lot. I believe that our work will increase confidence from social care in stepping down and that social care caseloads may decrease as a result."

Sector Specialist Rachel Clark

For more information or to discuss a specific requirement:



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