



Service transformation in challenging times: the power of whole system change focused on outcomes & impact

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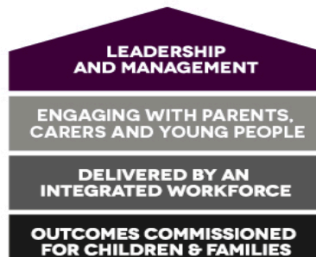
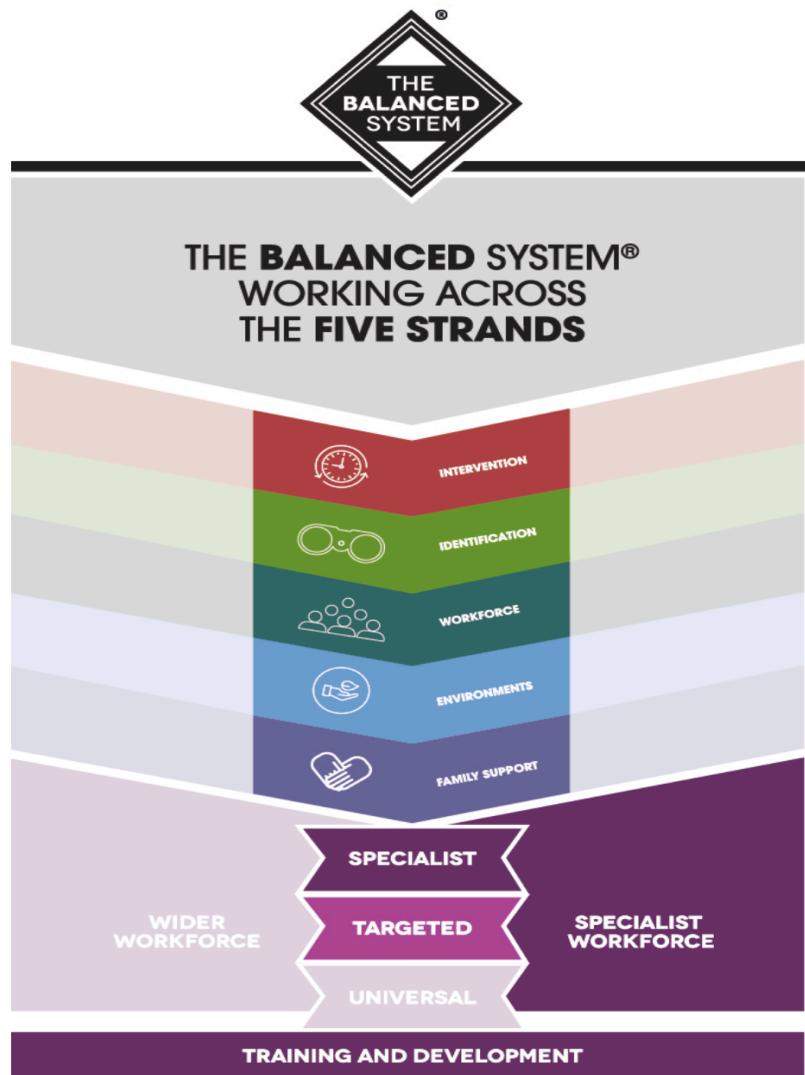
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Worcestershire 2010

- Pressure on specialist service
- Inconsistency of approach, resource, need, and service delivery but no means of understand in a coherent way
- Duplication of effort
- No strategic framework
- No clear service specification
- Virtually no outcomes only input measures (face to face contacts)
- Gaps in service delivery and waiting list pressures
- Inconsistent services to schools

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BALANCED SYSTEM® LOCAL AREA & SERVICE LEVEL

- Whole system outcome based framework
- Curated data for needs analysis
- Qualitative mapping across five strands and three levels
- Impact and evidence capture
- School allocation tool based on need
- Resource allocation tool

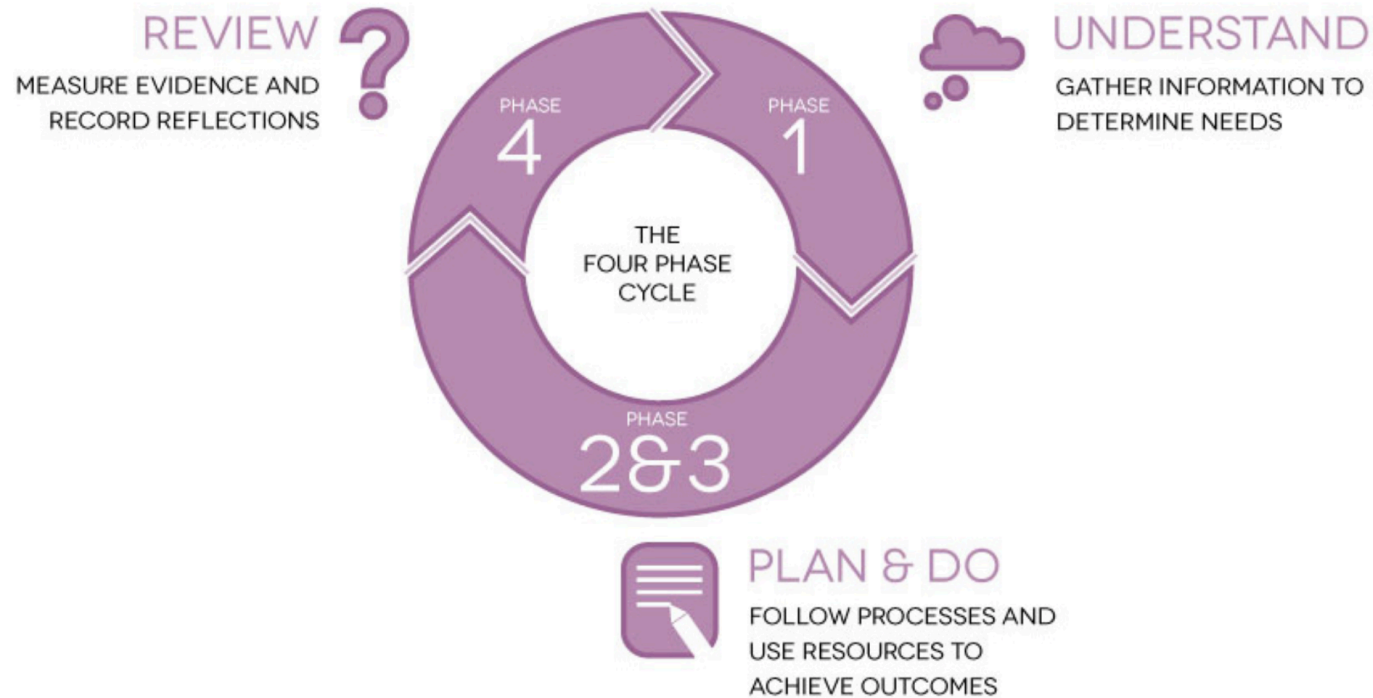
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BALANCED SYSTEM® CYCLE



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EQUALITY VS EQUITY



DIFFERENT INPUTS REQUIRED TO ACHIEVE
SIMILAR OUTCOMES

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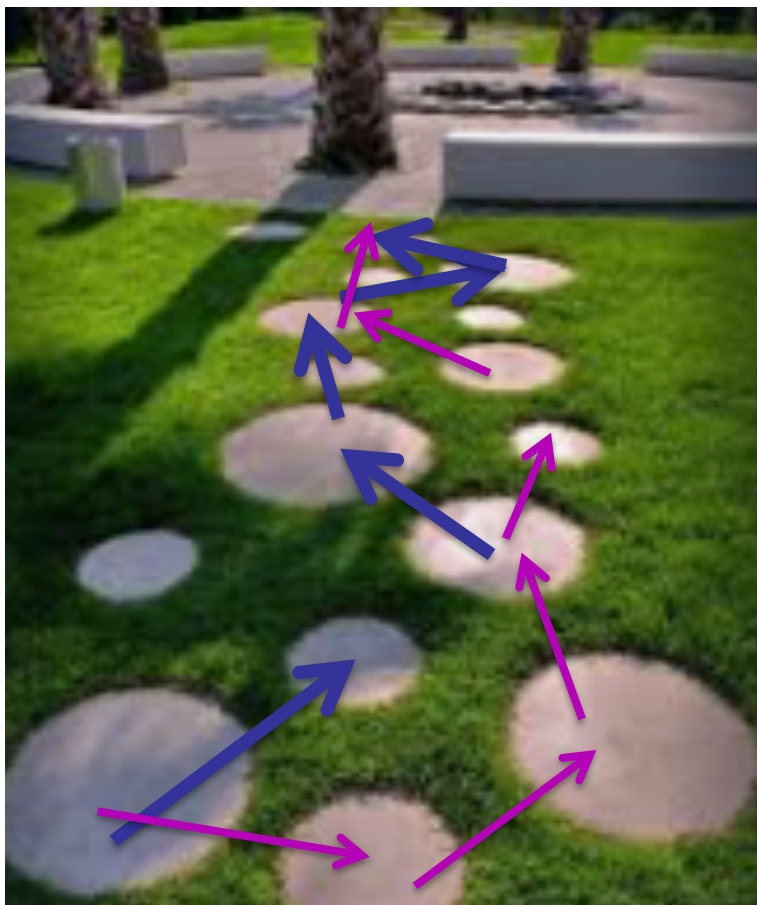
PATHWAYS, TRAIN TRACKS AND STEPPING STONES



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PATHWAYS, TRAIN TRACKS AND STEPPING STONES



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Outcome

B



A





BALANCED SYSTEM® MAKING A DIFFERENCE

NHS
**Worcestershire
Health and Care**
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“So what?”

“Prove it!”

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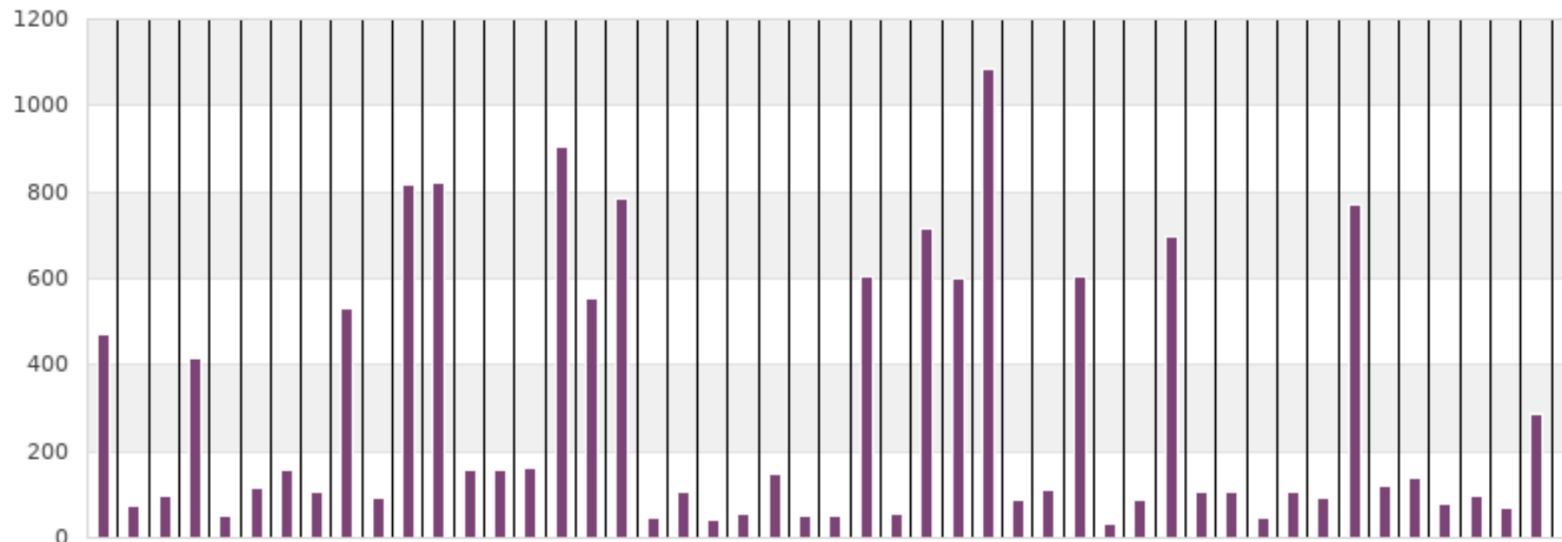




Phase 1 – So what?

- Understand need

Predicted SLCN Need (0-18 years)



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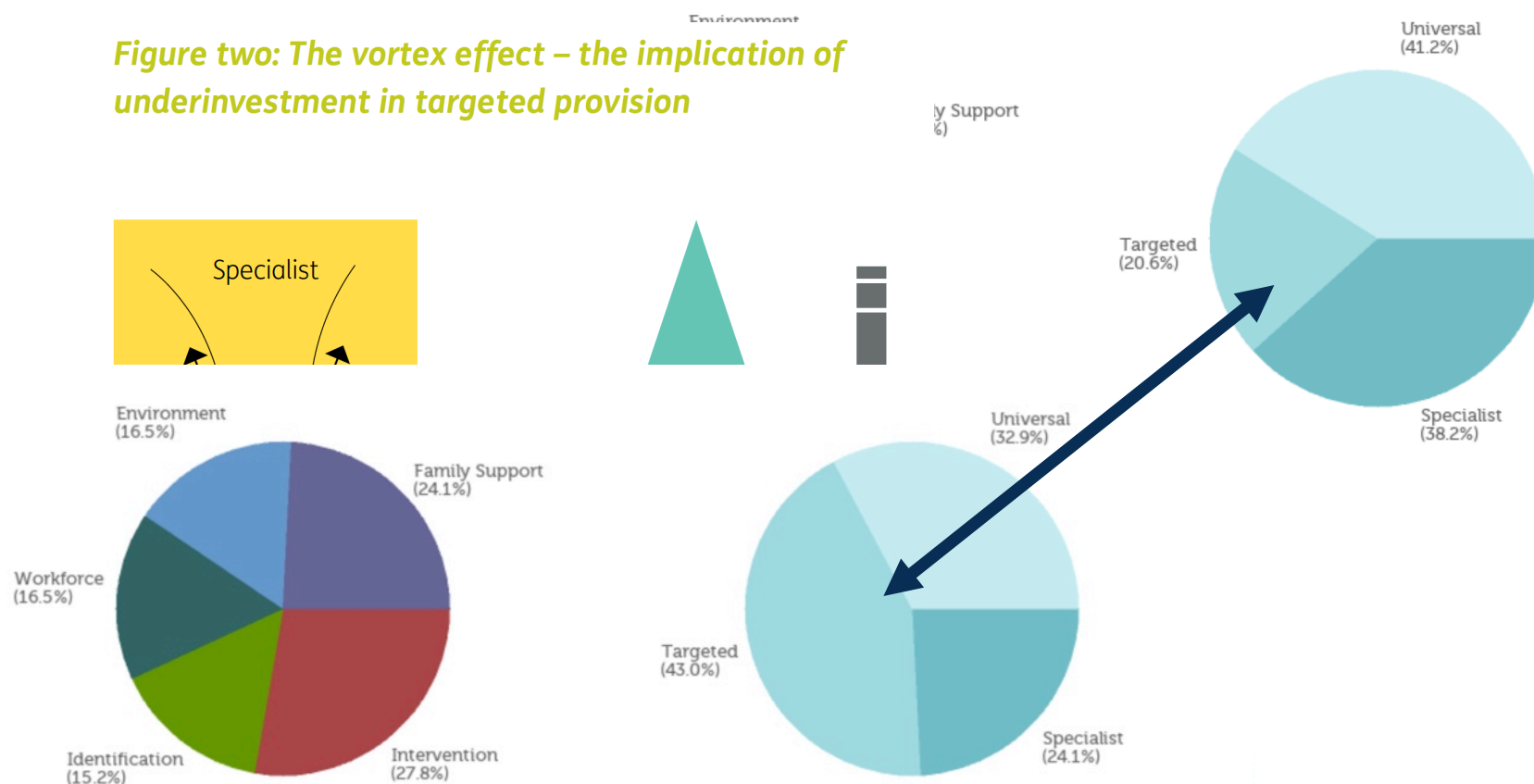


Phase 1 – So what?

- Understand map of provision and balance of provision

Provision split by Strand and Level

Figure two: The vortex effect – the implication of underinvestment in targeted provision





Phase 1 – So what?

- Understand where resource was being focused

WORKFORCE (WTE) PER 10,000 CHILDREN (AGED 0-18)



WORKFORCE (WTE) PER PREDICTED 1,000 SLCN NEED (AGED 0-18)



WORKFORCE (WTE) PER 10,000 CHILDREN (AGED 0-18)



WORKFORCE (WTE) PER PREDICTED 1,000 SLCN NEED (AGED 0-18)



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Phase 1 – So what?

- Changed service model
- Redistributed provision
 - School allocation tool
- Fought off cuts in services using evidence
- Developed traded service for enhanced service

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Phase 1 – So what?

- Strategic approach to
 - Communications
 - Political
 - Parental



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THE BALANCED SYSTEM®

OUTCOME MEASUREMENT FRAMEWORK

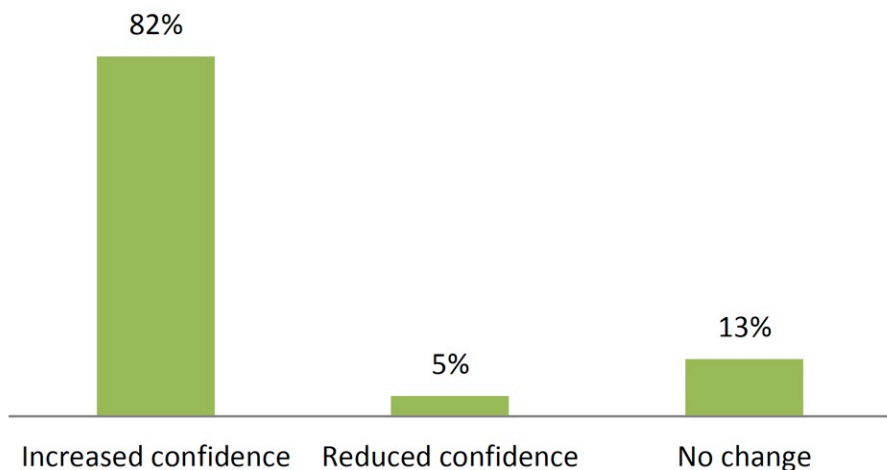




Phase 2 – Prove it!

Impact across the Balanced System Five Strands

% of parents - level of confidence



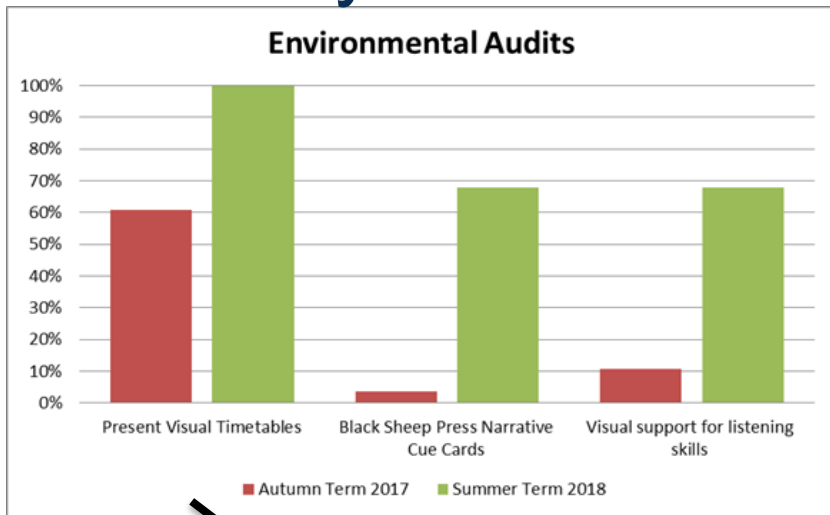
WORKING ACROSS THE FIVE STRANDS OF
THE BALANCED SYSTEM®





Phase 2 – Prove it!

Impact across the Balanced System Five Strands



WORKING ACROSS THE FIVE STRANDS OF
THE BALANCED SYSTEM®



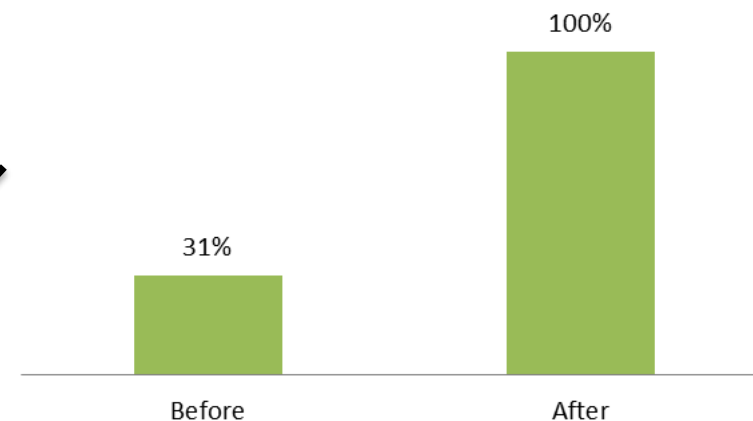
Phase 2 – Prove it!

Impact across the Balanced System Five Strands

NHS

Worcestershire

The % of ECaT supported practitioners who understood how to use strategies to support children's speech and language development (ECaT 12)

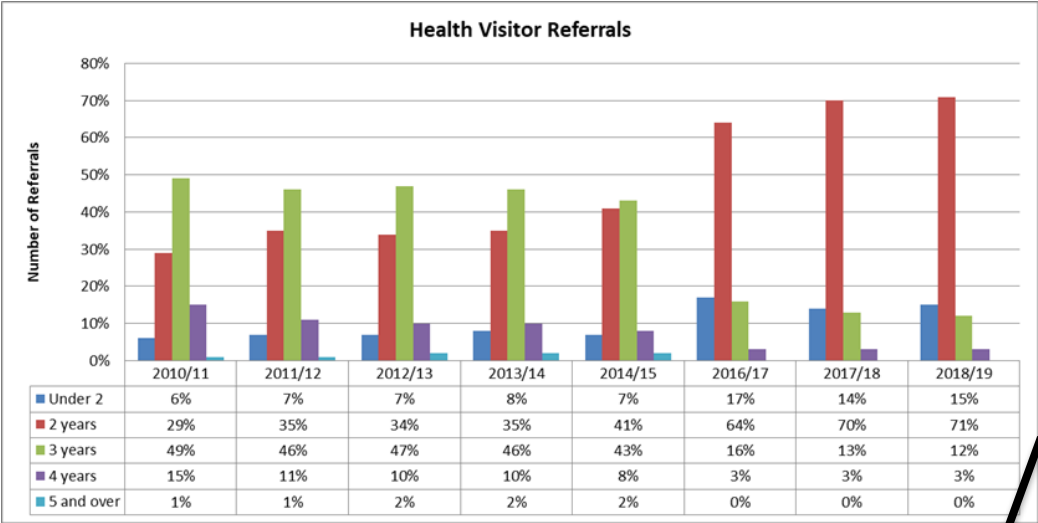


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Phase 2 – Prove it!

Impact across the Balanced System Five Strands

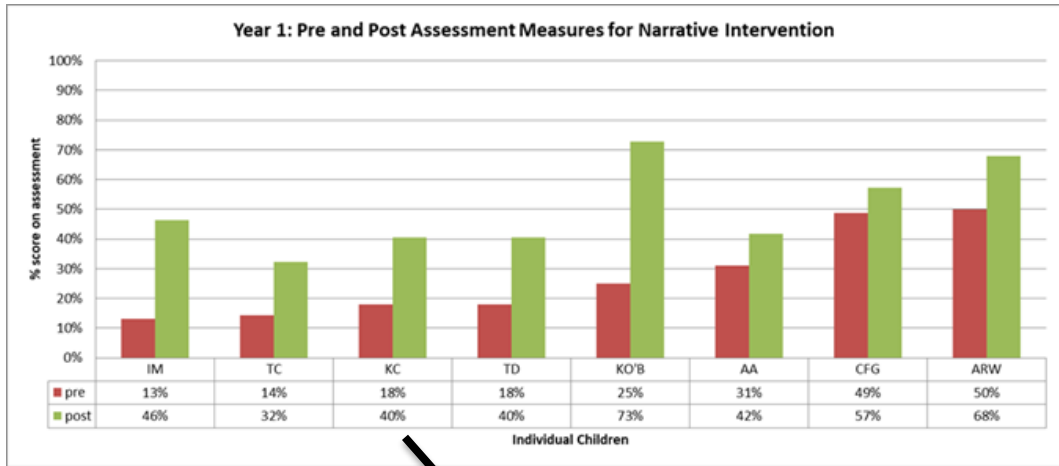


WORKING ACROSS THE FIVE STRANDS OF
THE BALANCED SYSTEM®



Phase 2 – Prove it!

Impact across the Balanced System Five Strands



WORKING ACROSS THE FIVE STRANDS OF
THE BALANCED SYSTEM®



Where are we now?

- Work in progress
- Income from traded service >£500k
- Balanced System Scheme for Schools and Settings
- Balanced System Five Strands and Three Levels integral to thinking in the service and increasingly amongst schools and settings
- Evidence of impact is now the focus
- Strategic partnership with Better Communication CIC and Marie Gascoigne to develop and co-produce supportive resources

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Reflections on process – what made the difference?

- Momentum for change
 - National and local
- **Vision and framework**
 - Fidelity to the model and holding your nerve
- Attitude to risk
- Power of the public and social media
- Continual investment in CPD
- Core service description
- Enhanced service additional NOT different

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- Better Communication CIC is a not for profit organization established in 2011 to support outcomes focused change for children and young people

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