

Market engagement event on research on family hubs and other models of integrated service delivery

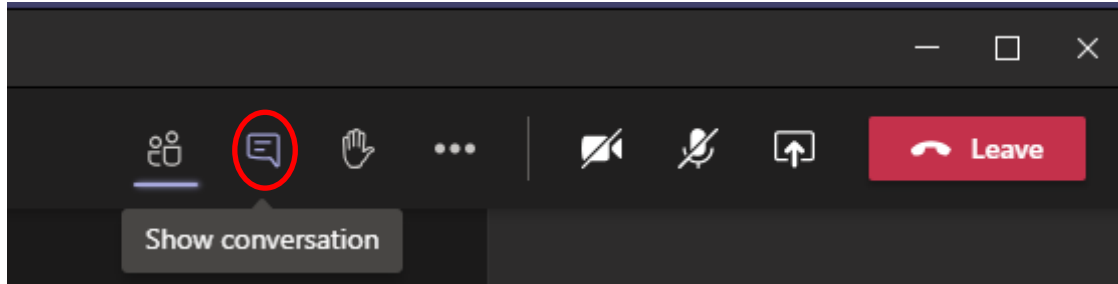
Thursday 19 November 2020

The Session will start at 11:30am. Please ensure your camera is switched off and your microphone is muted.

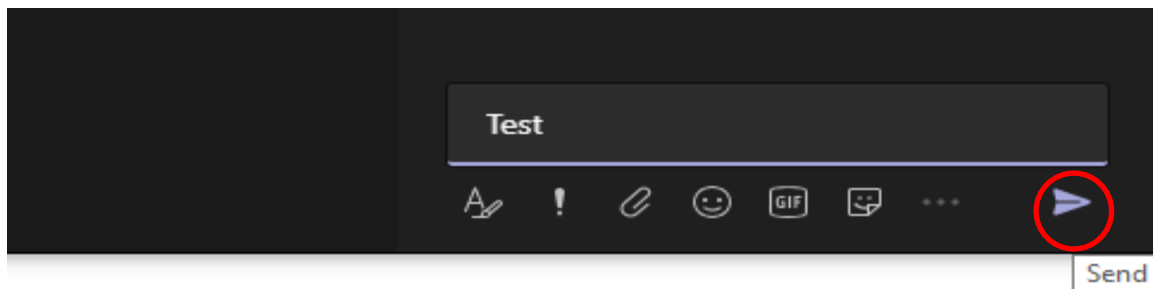


Microsoft Teams

- You can access the sidebar by clicking on the following icon at the top of the screen:



- Once in the side bar please type your question in the box at the bottom of the page on the right-hand side. Please either click on the 'send' icon or press enter. Please type and send the message 'Test' to ensure the facility is working for you:



Vicky Ford MP
Minister for Children and Families
Department for Education



Market engagement event - ground rules and session purpose

Sam Kelly, DfE



Ground rules

- Information in these slides is for the purpose of informing potential suppliers of the upcoming tendering exercises.
- The specifications and timelines may be subject to change prior to the launch of the tendering exercise.
- Not for wider use or dissemination without the express permission of the Department for Education.
- Please enter your questions in the side bar and we will answer as many as we can in the Q&A session. Any questions we are unable to answer will be followed up via a Q&A document.



Session outline

11:30 – Introduction by Minister Ford

11:45 – Introduction of DfE officials/agenda for rest of event

11:50 – Presentation by Samantha Callan, Family Hub Network

12:20 – Presentation of proposals for National Centre

12:40 – Presentation of proposals for Evaluation Innovation Fund

13:00 – Commercial process and timeline

13:10 – Q&A

13:30 – Close



Session purpose

The session will:

- Provide context around family hubs
- Provide an initial overview of the aims and requirements of the services we are seeking to procure.
- Explain the bidding process.
- Give you the opportunity to comment on proposals and ask questions about the procurement.



Presentation by Dr Samantha Callan and Catherine Barker, Family Hubs Network



Background on Family Hub Research proposals

Sam Kelly, DfE



Background on Family Hub Research

The Government made a [manifesto commitment](#) in 2019 to “improve the Troubled Families programme and **champion Family Hubs to serve vulnerable families with the intensive, integrated support they need to care for children** – from the early years and throughout their lives”.

In Budget 2020, the Chancellor of the Exchequer announced £2.5 million for research and the development of best practice around the integration of services for families, including family hubs, and how best to support vulnerable children. This funding is being administered by the Department for Education.



Family Hub Research proposals

A: National Centre for Family Hubs and Integrated Family Services

To champion family hubs and spread best practice/evidence on integrated family service models.

B: Evaluation Innovation Fund

To improve the rigour of the evidence base on family hub models and on their effectiveness, outcomes and value for money.

The Department has decided to commission two workstreams. Contracts for the national centre (workstream A) and the evaluation innovation fund (workstream B) will be procured and contract managed separately.

Contract clauses will specify how the individually contracted organisations will work with each other at specific times during the project (e.g. on publication and dissemination of the evaluation outputs).



Proposed Contract Values

Workstream A - National Centre:

- 2-year contract duration – March 2021 – March 2023.
- Contract value of up to £700,000 excl. VAT

2021-22	2022-23
£350,000	£350,000

Workstream B – Evaluation Innovation Fund:

- 2-year contracts – March 2021 – March 2023
- Expect to fund 3-4 separately contracted evaluations
- Upper cap of **£400,000 per contract**, with bids scored on suitability of evaluation methodology for scale of hubs evaluated and on value for money of bid

2021-22	2021-22
To be negotiated on each contract	To be negotiated on each contract



Proposals for National Centre for Family Hubs and Integrated Family Services

Margaret Leopold, DfE



National Centre - Aims and objectives

- a) Champion the adoption of family hubs and provide information and advice to stakeholders and local areas/organisations.**
- b) Increase the number of local authorities (LAs) who have adopted a family hub model and have opened one or more family hubs.**
- c) Grow the 'pipeline' of local authorities who are working towards introducing a family hub model, including:**
 - i. Increasing the number of LAs who are actively exploring the feasibility of/are consulting on introducing a family hubs model.**
 - ii. Increasing the number of LAs who have finalised a decision and are in the implementation process of opening family hubs, e.g. feasibility study/consultation completed and council have made decision**
- d) Develop and disseminate evidence and good practice on family hubs and other models of integrated services for disadvantaged and vulnerable families, to support the effective transformation of local family services.**



National Centre – Activities

Activity 1: Act as a central contact point and source of information, advice and expertise on family hubs and integrated family services.

- We expect the National Centre to:
 - be open to LAs, MPs, local councillors, academies/schools, the third sector
 - provide the most up to date materials, evidence and “how to” guidance to anyone looking to develop family services in their area.
- We expect the National Centre to start by using and adapting existing materials, e.g. material developed by:
 - the EIF on integrated early childhood service delivery models
 - the Reducing Parental Conflict or Troubled Families programmes; and
 - family hub advocates.
- The National Centre would then work to further develop and integrate these with the products developed by workstream B – the Evaluation Innovation Fund.



National Centre – Activities

Activity 2: Hold national and targeted events designed to promote family hubs and disseminate evidence, working with and co-ordinating other interested parties.

We welcome ideas from suppliers on how they would deliver events. We expect events to be underpinned by an action and peer learning programme of support, e.g. communities of practice for reform and transformation that give LAs, local commissioners, academies and schools opportunities to come together, share experience/explore ideas for introducing family hub or other models of integrated service delivery.

We welcome ideas from suppliers about how they would deliver support – this could take the form of:

- peer learning and action research
- generation of guidance and case studies,
- support that will enable LAs to assess the feasibility of introducing a family hub model through a structured process or practical tools,
- engagement with LAs through other programmes, such as Partners in Practice, to champion the emerging research outputs from workstream B.



National Centre – Activities

Activity 3: Promote the use of evidence in the consideration, adoption and implementation of family hubs and integrated family services models

- We expect any peer learning programme and generation of case studies and guidance to focus on promoting effective use of evidence/evidence-based practice.
- For example we expect the programme to:
 - focus on the areas for improvement identified by the EIF review of practice and research on children’s centres and family hubs; and
 - make use of evidence as it emerges from workstream B (evaluation innovation fund) or any other sources.



National Centre – Activities

Activity 4: Providing chargeable support to local areas/organisations on family hubs and integrated family services

- We also welcome ideas from applicants about how they would deliver support/expertise on a chargeable basis outside of the contract with the department.
- The purpose of this would be to provide a route for local areas to access further in-depth support than would otherwise fall in scope of the contract and which would support the transformation of local family services.
- This would not be part of the contract and any additional paid-for support that the supplier provided outside the contract would be at their discretion.



Proposals for Evaluation Innovation Fund

Jonathon Blackburn, DfE



Evaluation Innovation Fund: Context and rationale (quotes from EIF report published today)

‘hubs across England in 2020 are context-specific and diverse, and lack a consistent way of specifying and evaluating different approaches’

‘no consistent metrics or evaluation designs with which to judge effectiveness’

‘However, there is a logical case for more holistic and joined-up approaches to delivering area-based family services, which responds to concerns about a lack of service integration and artificial service boundaries, and builds on central family-focused policy initiatives’

‘variable use of valid and reliable measurement tools to understand effectiveness, and a lack of funding and confidence in evaluation generally. There is a need to go further in making evidence-based interventions the foundation of local approaches, alongside a consistent and robust approach to generating local evidence of intervention effectiveness’

‘Articulating the local approach through a theory of change would allow local stakeholders to make explicit and considered choices about key service design issues’.



Evaluation Innovation Fund: Aims and objectives

- a) To support Family Hubs with evaluation capacity and resource via Government funding
- b) To improve the quality and rigour of the evidence-base on the efficacy of existing Family Hub delivery models
- c) To generate knowledge and learning for local authorities and other commissioners on the factors driving the effectiveness, outcomes and value for money of Family Hubs
- d) To create a step-change in the standards of evaluation of Family Hubs, by generating learning and toolkits for future evaluations and service planning
- e) To aid national policy-making on Family Hubs by building an evidence-base for any future Government policy



Evaluation Innovation Fund: Qualifying criteria for bids

- a) **Must be a partnership between a research supplier/consortium** (can be a research agency or consultancy, HE institute, think tank, or other research bodies) **and a Family Hub** (or consortium/group of these, and could be an LA, group of LAs, VCS organisations, health commissioners, school-based hub, or other models)
- b) For contractual purposes, **lead bidder and contractor should be research supplier(s)** but they must work with named Family Hubs
- c) Evaluations to focus on assessing the **(1) service effectiveness; (2) impact and outcomes, and; (3) value for money** of existing Family Hubs
- d) Bid criteria will set a **minimum floor in terms of evaluation methodologies** to be used, but scope for methodological innovation to achieve stated aims and objectives of the fund. Bids will be scored on appropriateness of evaluation methods for scale of hubs being evaluated.
- e) As a minimum, evaluations will need to involve **mixed-methods theory-of-change evaluation** of a logic model/theory-of-change for a Family Hub model or group of hubs.
- f) Contracted suppliers and partner hubs expected **to work with National Centre on dissemination** activities and to generate guidance and toolkits on evaluation for wider benefit.
- g) Upper cap of **£400,000 per contract**. Bids scored on value for money (i.e. taking into account quality and suitability of evaluation methods for the hub(s) being evaluated).



Evaluation of (1) service effectiveness

Evaluations to assess:

- Breadth and depth of service offer and extent of service integration within a hub model
- Reach, take-up and service pathways among target cohorts of families
- Approaches to assessing family and children's needs and prioritising and providing commensurate services.
- Use of evidence-based interventions
- Coherence and ease of access of service offer to families, and whether Hubs are effective at engaging with vulnerable and disadvantaged families
- Families experience and satisfaction with services
- Leadership, governance, outcome frameworks and evaluation, data maturity. staffing and workforce development, family and community engagement and co-production, and partnership working with other agencies.

Potential methods:

- Logic model development with participating hubs and development of evaluation protocol.
- Service effectiveness/quality benchmarking exercises, benchmarking against best practice frameworks such as the HMT Public Value Framework or EIF Maturity Matrix
- Indicator development and tracking of reach and take-up
- Assessment of approaches to needs assessments and service pathways.
- Synthesis of existing service satisfaction data or collection of new data.
- Qualitative and/or quantitative data collected from hub staff, service users and partner organisations.



Evaluation of (2) impacts and outcomes

Evaluations to assess:

- As different Family Hubs may be aiming to focus on different user cohorts and outcomes, outcome measures will need to be tailored to each individual evaluation via logic model development
- Outputs: number of service contacts, referrals or interventions delivered to families
- Outcomes: for families and children such as improved health and development, social and emotional well-being, parent-child interaction, parenting, family functioning, employment and income, debt, etc.
- Outcomes: for public services, such as reduced demand on more acute downstream services or improved cost effectiveness of services.

Potential methods:

- Individual family journey data (e.g. survey data collected pre, during and post receipt of services or interventions, case studies, longitudinal qualitative research)
- Use of matched administrative data (e.g. EYFSP scores, CiN indicators) for Family Hub user cohorts
- Contribution analysis to build an evidence-based 'performance story'
- Qualitative evaluation (e.g. engaging with families, hub staff and partner organisations)
- As per the Troubled Families programme evaluation, it may be feasible to conduct propensity score matching analysis on outcome measures using a matched 'control' sample from administrative data that compares outcomes for the treatment group (user cohorts of Family Hubs) with a matched control sample
- Synthetic counterfactual comparisons of child and family outcomes (from survey data and/or administrative data) that takes advantage of differential service provision/service availability between or within LA areas that are statistical neighbour comparators.



Evaluation of (3) value for money

Evaluations could include assessment of:

- **Delivery efficiency** – e.g. developing a suit of value for money indicators on unit delivery costs, service volumes and staffing productivity, which could be benchmarked between equivalent Family Hub services in different local authorities
- **Cost comparisons** of hub delivery models compared to previous service delivery models prior to service transformation
- **Economic estimates of any outcomes attributable to family hubs**, combining change attributable on primary outcome measures and relationships to later attainment, earnings or employment, quality-adjusted life years (QALY) or savings for the public purse (e.g. reduced pressure on downstream/more acute services).
- **Cost-benefit or cost-effectiveness analysis** of Family Hubs combining data on costs and outcomes



Evaluation outputs and dissemination

- Full evaluation protocols developed and published at outset of evaluations
- As a minimum, interim and final evaluation reports for each contracted evaluation
- Toolkits and guidance: theory-of-change development, evaluation methods, value for money assessment, social return on investment, service performance and VfM indicators
- Wider dissemination via linking with the National Centre and using range of channels and methods for dissemination
- Dissemination via academic, policy and practice-based networks.



Commercial process and timeline

Margaret Leopold, DfE



DfE e-tendering portal

- We will be issuing further information via the DfE e-tendering portal.
- You will need to register with Jaggaer so that you can:
 - view the tender for the National Centre
 - submit a tender response
- You can access this system at:
<https://education.app.jaggaer.com>
- The evaluation innovation fund will be advertised via Contracts Finder (not using the Jaggaer system)



Timeframe

A: National Centre

Date*	Activity
19 November 2020	Market engagement event
December 2020	Publication of tender for National Centre
March 2021	Notification of Result
March 2021	Contract agreed and commencement of work

B: Evaluation Innovation Fund

Date*	Activity
19 November 2020	Market engagement event
December 2020	Publication of tender for Evaluation Innovation Fund bids
March 2021	Notification of contract awards
March 2021	Contracts agreed and commencement of evaluations



Q&A



End of Presentation

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