

Appendix One: Scrutiny recommendations and proposed actions

	Recommendation	Response	Proposed action
1.	<p>That the high-quality engagement activity that has been carried out to inform the development of the recommissioned Healthy Families Programme be commended</p> <p>and,</p> <p>that targeted, high quality consultation and engagement activity should be carried out at regular intervals throughout the period of the contract to support continual service development through effective coproduction.</p>	Accepted	<p>The terms and conditions of all future contracting arrangements will aim to ensure that service user engagement and co-production are embedded in continual improvement and transformation.</p> <p>Both NHFT and NCC recognise that service user engagement is important to support the design, monitoring and evaluation of service provision. This will also be reflected in the quality and performance monitoring arrangements in all future contracting arrangements.</p>
2.	<p>That the proposed enhancements and changes to the delivery of the Healthy Families Programme that have been developed through the thorough engagement work with service users and service providers be supported.</p>	Accepted	<p>This will be fully implemented as proposed.</p> <p>Engagement with service users will continue throughout the life of the current contract and in all future contracting arrangements.</p>
3.	<p>That the addition of a Healthy Families Service visit for first time parents when their child is 3 – 4 months, and the benefits that this will deliver for families and children, be particularly welcomed.</p>	Accepted	<p>This will be fully implemented as a face-to-face contact and will be reported through the performance monitoring arrangements in all future contracting arrangements.</p>
4.	<p>That a comprehensive set of key performance indicators to monitor the delivery and impact of the mandated health visitor reviews be developed and included in the performance management processes for the Healthy Families Programme.</p> <p>and</p>	Accepted	<p>A comprehensive set of performance indicators will monitor delivery and impact and will build on and enhance the current performance indicators. These indicators will be reported quarterly and scrutinised at quarterly service review meetings, quarterly quality and contract review meetings and will support continual improvement and transformation.</p>

	that reporting on these key performance indicators be included in the “Adult Social Care and Public Health Performance, Risks and Financial Position” report that is received at each meeting of the Adult Social Care and Public Health Select Committee.		Reporting of a set of key performance indicators will be submitted to all meetings of the Adult Social Care and Public Health Select Committee.
5.	That on the new elements of Healthy Families Programme service provision that are being introduced under the new contract, enhanced levels of performance monitoring and engagement activity with families and service providers should be carried out to assess their impact and to support further service development and refinement.	Accepted.	<p>New elements of service provision implemented within the current and/or all future contracting arrangements will be subject to additional scrutiny and monitoring through performance monitoring arrangements, quality visits and engagement with service users.</p> <p>These arrangements will be reflected in the quality and performance schedules that form part of the contract.</p>
6.	That in addition to the performance management activity delivered through the monitoring of quantitative key performance indicators, there should also be a focus on establishing a comprehensive range of qualitative performance indicators that will enable the real-life impact that the Healthy Families Programme is making on children and families to be monitored and understood.	Accepted	The performance monitoring arrangements for all future contracting arrangements will include qualitative indicators, including evidence of service user experience and case studies and there will be a greater focus on qualitative performance indicators within the future service offer for the Nottinghamshire HFP.
7.	That the membership of the Healthy Families Programme Multiagency Board should incorporate as broad a membership as possible made up from wider service delivery partners, and, consideration should be given to holding meetings of the Healthy Families Programme Multiagency Board	Accepted	<p>A multi-agency Healthy Families Programme Board will be established alongside any new contract and is likely to include senior leads representing:</p> <ul style="list-style-type: none"> • NHFT • Public health • Children’s social care • Family Service • Family Hubs • Early Childhood Services

	every six months to maximise the opportunities to improve outcomes for children and families by reducing duplication and in identifying potential efficiencies.		<ul style="list-style-type: none"> • ICB
8.	That the established pathways that will be in place between the Healthy Families Programme, children's social care and the Multi-Agency Safeguarding Hub and that will support the delivery of effective safeguarding activity be supported.	Accepted	A multi-agency steering group has led the development of the safeguarding offer and this will be incorporated into any future contracting arrangement. The safeguarding activity agreed by this group will be fully implemented as proposed.
9.	That the activity that is required to fully integrate the provision of the Healthy Families Programme with the delivery of Children's Centres and the Early Help offer (and when fully operational, Family Hubs), to provide a joined up and responsive service for children and families across Nottinghamshire be a priority area of focus in the delivery of the Healthy Families Programme.	Accepted	<p>Delivering a fully integrated offer will be a priority area of focus within all future contracting arrangements,</p> <p>Efforts to align the provision of the Nottinghamshire HFP with the delivery of Children's Centres and the Early Help offer (and when fully operational, Family Hubs) will continue to progress.</p>
10.	That a report on the delivery and performance of the Healthy Families Programme be considered at a meeting of the Adult Social Care and Public Health Select Committee when the recommissioned service has been in operation for one year.	Accepted	Public health commissioners are happy to support this recommendation which we understand will be reflected on the Adult Social Care and Public Health Select Committee forward plan.