



Family Friendly Framework

Frequently asked questions

Why is a family friendly framework needed?

The Family Friendly Framework was developed because members of BACCH and BACAPH members had concerns about the fragmentation of commissioning, compounded by an increasingly competitive market-place of multiple providers. It complements both the paper on "[the meaning of integration for children and families in the UK](#)" that BACCH published earlier in 2012 and the [BACCH prospectus of CCHS](#). (Both are available on the BACCH website.)

The intention is to inform both planners/commissioners and paediatricians about a family friendly approach to commissioning ('commissioning' for this paper is defined as the "allocation of resources to achieve maximum health gain within a defined population").

It is not a prescription but rather a framework for local adoption and adaption.

What does this paper cover?

The paper starts by setting the epidemiological, political and service context of services to children and families. It describes the family friendly framework and then its application within the planning/commissioning process. Its particular focus is on the "developing partnerships" and "pathways" sections of the commissioning cycle. Finally it looks at the benefits and implications for commissioners, providers and regulators.

What are the central tenets behind the family friendly framework?

To achieve better outcomes, experience and safety services should be designed around families, ensuring all the parts are in place and working well together. Commissioners/planners should not only consider the best management of the condition but also the impact on the child and the consequences for the family. This all sits in a wider context of communities, lifestyles and health determinants which should be aligned to enable service provision to achieve better outcomes.

To achieve this ideal all commissioners should be clear about their roles and responsibilities and work together to achieve alignment and synergy between all of the planners.

How can integration be achieved?

Integration is a culture which determines how services are delivered and is shared across all agencies and professional groups. Four elements (based on UNCRC) are essential:
– a shared **purpose** of services which is clear - namely to improve health, reduce inequalities and being sustainable within the resources available;

- **Values** inform how the service should be delivering an emphasis on participation, prevention and high-quality provision which have been derived from the UN Convention on the Rights of the Child;
- Each component part needs to be based on best **evidence** whether quantitative, qualitative or econometric.
- For the system to be truly sustainable it has to **continuously learn**, and this in turn requires measurement, feedback, reflection to generate new knowledge.

What is meant by a pathway?

A pathway is a description of the best management of a concern/condition. For a short term condition it links four component parts which are prevention, recognition, assessment and interventions. For a long-term condition there is the initial pathway (up to diagnosis and treatment) then a review pathway (living with the condition) and finally a transition pathway (back to normal, onto adult services or into end of life services).

What is meant by a network?

A network comprises of all the teams that deliver component parts of the pathway and involved with the management of a group of conditions. Ideally they are commissioned as a network, collectively strive for continuous improvement, and are regulated as a network.

What are the implications for commissioning?

By explicitly describing each of the components of a pathway, each component can then be allocated to the most appropriate commissioner, thus insuring no unnecessary duplications or omissions in the whole process.

What are the implications for service providers?

Service providers may be responsible for either a whole pathway, parts of the pathway or some components. They have a responsibility to work collaboratively with other providers who contribute to the whole network in order to generate continuous improvement. Each component part needs to be based on best evidence, delivered by a competent team, in the right place and at the right time.

What is the long-term intention?

The intention is to develop a practical approach to aid paediatricians in the planning, delivery and improvement of services to children and families in the UK. The BACCH website will continue to collect examples of good practice and support the affiliated groups through learning and leadership.