Co-creation
A case-study about the factors influencing quality improvement in child welfare services

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Child welfare is the interventions offered to children and their families when general welfare is not sufficient.

Swedish child welfare has its main emphasis on prevention, social support and service.

The duties of local social authorities are to:
- support children's personal, physical and social development.
- make sure that children at risk get the protection and support they need.

**Context**

- Report of worry
- Application
  
- Investigation (collect information)

**Decision**
Aim of the improvement

"increased safety for children and improved support for children and families"
Improvement method

- **Signs of Safety**
  - Staff turnover
  - Difficult to recruit skilled staff
  - High pressure with incoming cases
  - Staff experiencing lack of time

- **QI project ”Söderkontoret”**

- **Disturbance;**
  - Evaluation model, project manager

- **Learning and Development processes**

- **Support;**
  - Method support/Project manager, induction training

- **Governance;**
  - Management team, goal
Goal fewer breakdowns in out-of-home placements and more effective interventions in the child's home environment.

- Number of breakdowns
- Number of placements
The aim of the study was to increase the knowledge of influencing factors linked to improvements in the context of child welfare. To fulfill the purpose the following two questions were answered:

**Question 1:**
How has the implementation of the improvement work influenced the premise of successful implementation of the Signs of Safety?

**Question 2:**
What factors does the participants experience have influenced improvement project?

**Case study**
- Individual interviews with leaders
  - Focus group with staff
  - Document analysis

**Content analysis**
Factors influencing the improvement project according to the participants

Aim & goal

Time

Transparency and Participation

Understanding Willingness Allocation of resources

Feedback

Attitude to change

Support Staffing & Workload

Outcome

- The parents experience more co-operative alliance with the social services
- Social workers experience a higher degree of support linked to using the method
- Increased use of certain tools
Discussion and conclusions

• The significance of the will
  ➢ Feedback loops are important

• Some things take time
  ➢ Signs of Safety involves changes of both the first and second order, which means that learning at different levels are important aspects of improvement

• The practical procedure
  ➢ The practical procedure may appear as a various important influencing factor for employees and managers

• Allocation of resources
  ➢ Allocation of resources related to quality improvement projects are important but resources of good quality can to some extent make up for those missing.
Implications

• Goals and measures should be given greater attention in future improvement projects
Factors in the (implementation) of the improvement project

- Method support
- Large scale PDSA
- The choice of method, Signs of Safety
- Implementation plan came six months after the start
- The choice of office

Feedback system is created
Employees are not included in the project committee
The aim changes
Continuous "method-meetings"

Factors influencing the improvement project according to the participants

- Aim & goal
- Transparency and Participation
- Understanding

- Attitude to change
- Attitude to SoS
- Feedback
- Willingness

- New vs. old Development
- Practical procedure
- Learning

- Staffing & Workload
- Time
- Support
- Allocation of resources

Outcome
- The parents experience more co-operative alliance with the social services
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Resultat

- Fler barn får insatser som leder till förbättrade levnadsvillkor
- Fler barn får möjlighet att bo kvar i sin ursprungsfamilj under trygga förhållanden
- Fler placerade barn slipper sammanbrott

- Färre återaktualiseringar
- Minskat antal placeringsar
- Minskat antal sammanbrott
Implications

• Goals and measures should be given greater attention in future improvement projects

• Similar study with a deductive approach based on the four elements of profound knowledge (appreciation of a system, understanding variation, theory of knowledge and psychology)
Thank you for your time!