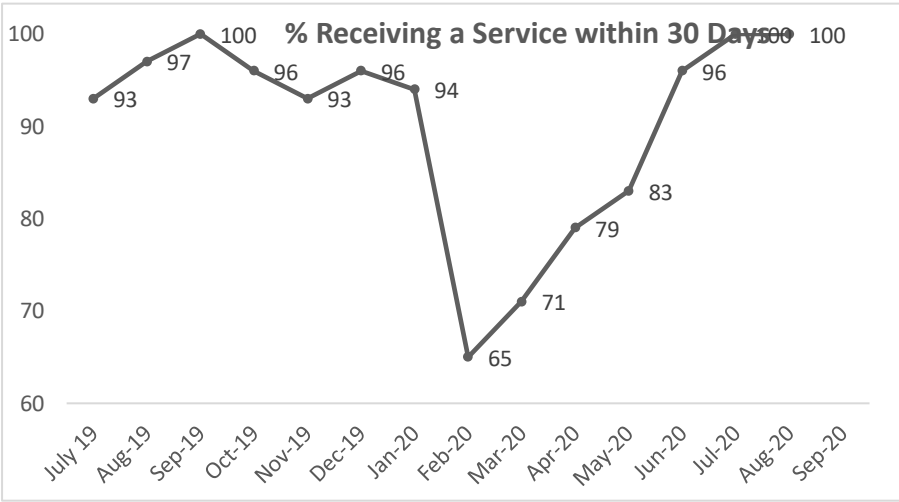


3.1 Family Support

Project Aim	Start Date	Testing End Date	Progress Scale																																
Increase the number of families who request additional support and receive an offer of an appropriate service within 30 days of receipt of the Child's Plan, to 80%, by 2021 Project Manager: Eleanor McEwan (Homestart) Project Charter Approved July 2019	Jul 2019	Jan 2021	8																																
Changes Being Tested (Specify location/ test group)	Are our changes resulting in improvement?																																		
The intention is be to start identifying other areas of improvement we can include in a revised aim. We currently propose to revise the aim to decrease the time it takes from referral to the point the family receives a service	We are already demonstrating improvement in relation to this part of the system with 94% of families receiving a Service within 30 days. The improvement team have been monitoring the project for sustainability and are working on project end report and will submit this to the next meeting																																		
Improvement Data																																			
 <p>% Receiving a Service within 30 Days</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>July 19</td><td>93</td></tr> <tr><td>Aug-19</td><td>97</td></tr> <tr><td>Sep-19</td><td>100</td></tr> <tr><td>Oct-19</td><td>96</td></tr> <tr><td>Nov-19</td><td>93</td></tr> <tr><td>Dec-19</td><td>96</td></tr> <tr><td>Jan-20</td><td>94</td></tr> <tr><td>Feb-20</td><td>65</td></tr> <tr><td>Mar-20</td><td>71</td></tr> <tr><td>Apr-20</td><td>79</td></tr> <tr><td>May-20</td><td>83</td></tr> <tr><td>Jun-20</td><td>96</td></tr> <tr><td>Jul-20</td><td>100</td></tr> <tr><td>Aug-20</td><td>100</td></tr> <tr><td>Sep-20</td><td>100</td></tr> </tbody> </table>	Month	Percentage	July 19	93	Aug-19	97	Sep-19	100	Oct-19	96	Nov-19	93	Dec-19	96	Jan-20	94	Feb-20	65	Mar-20	71	Apr-20	79	May-20	83	Jun-20	96	Jul-20	100	Aug-20	100	Sep-20	100			
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