

## Appendix 1 - Glossary of terms

Term	Definition
Accessibility standards	These are the reasonable adjustments that UK service providers have as a legal obligation under the Equality Act 2010.
Adverse Childhood Experiences	Adverse Childhood Experiences are potentially traumatic events that can have negative, lasting effects on health and well-being. These experiences range from physical, emotional, or sexual abuse to parental divorce or the incarceration of a parent or guardian. See Multiple childhood adversities for the 8 broad headings.
Adversity in childhood	This refers to a host of experiences that can cause serious or chronic stress during childhood.
Ages and Stages Questionnaire	This is a series of 21 parent-completed questionnaires designed to screen the developmental performance of children in the areas of communication, gross motor skills, problem solving, and personal-social skills. The age appropriate questionnaire is completed by the parent or caregiver.
Business Continuity Plan	A Business Continuity Plan is a plan that ensures a business or business process can continue during an event or threat that negatively impacts on the business. In this context, it is a plan that will mitigate the potential impact of issues surrounding reduction in staffing levels.
Centre reach area	A reach area is the total expanse of the locations of the families that use a specific venue/ centre.
Child protection	Safeguarding refers to all children, whilst child protection refers directly to children at risk of harm from violence, exploitation, abuse and neglect.
Child Protection Plans	A Child Protection Plan should assess the likelihood of the child suffering harm and look at ways that the child can be protected; decide upon short and long term aims to reduce the likelihood of harm to the child and to protect the child's welfare.
Childcare settings	This is a catch all term for different types of childcare such as registered childminder or day care.

Childcare Sufficiency	This can be defined as ensuring that, as far as reasonably practicable, adequate childcare is available that is flexible, sustainable and responsive to the needs of families, thus enabling parents to find childcare that meets their needs and allows them to make real choices about family life and work.
Children in Need episodes	A Child in need episode relates to Section 17 of the Children Act 1989 whereby it is the general duty of every local authority to safeguard and promote the welfare of children within their area who are in need; and so far as it is consistent with that duty, to promote the upbringing of such children by their families. An episode would relate to a period of time when the child is classified by the local authority as s17 child in need, this is determined by the undertaking of a Social Work assessment.
Children Looked After	This is any child who is looked after by a local authority if a court has granted a care order to place a child in care, or a council's children's services department has cared for the child for more than 24 hours.
Children's Services Early Help Family Focus	The Early Help Family Focus service within Norfolk County Council, supports families with children or young adults aged 0 to 25 with multiple complex needs.
Children's Services Education Achievement and Early Years	The Education Achievement and Early Years Service within Norfolk County Council supports providers of childcare and early years education.
Children's Services Social Care	The Children's Social Work teams within Norfolk County Council, support families where children are at risk of harm.
Clawback of funds	This is a process, where money that has already been disbursed is taken back, possibly with an added penalty. In this context, it relates to some of the money given by central government that was spent on children's centres.
Clinical Commissioning Group	Clinical Commissioning Groups were created following the Health and Social Care Act in 2012, and replaced Primary Care Trusts on 1 April 2013. They are clinically-led statutory NHS bodies responsible for the planning and commissioning of health care services for their local area.

Cognitive and behavioural development	Children develop cognitive skills rapidly in the first few years of life and build on the progressively through school. They are different to physical milestones such as sitting up, crawling and walking. Examples of these skills include being able to recognize familiar faces in infancy, being able to tell the difference between animate and inanimate objects, understand and respond to words.
Cognitive outcomes	Children develop cognitive skills rapidly in the first few years of life and build on the progressively through school. They are different to physical milestones such as sitting up, crawling and walking. Examples of these skills include being able to recognize familiar faces in infancy, being able to tell the difference between animate and inanimate objects, understand and respond to words.
Co-located	In simple terms this means different services that share the same location. These services may not be provided by the same organisation.
Commissioning	Commissioning is the process of planning, influencing and sometimes buying and monitoring of services that meet the needs of citizens.
Commissioning arrangements	Commissioning is the process of planning, influencing and sometimes buying and monitoring of services that meet the needs of citizens. Arrangements refers to the buying element of commissioning and refers to the development of the tendering process and buying of the service.
Communication plan	This is a policy driven approach to providing stakeholders (see definition) with information. The plan formally defines who should be given specific information, when that information should be delivered and what communication channels will be used to deliver the information.
Community and capacity building	This is about promoting a communities capacity (see definition) and the support they can access to help them address issues themselves.

Community capacity	Community capacity is the ability of a community to develop, implement and sustain their own solutions to problems in a way that helps them shape and exercise control over their physical, social, economic and cultural environments.
Community connectors	Workers within District councils whose role is to work within local communities to find activities, services and support for individuals who need it. (Only available in South Norfolk District Council and Great Yarmouth Borough Council areas).
Community development activity	Where community workers come together to take collective action and generate solutions to common problems. Community wellbeing (economic, social, environmental and cultural) often evolves from this type of collective action being taken at a grassroots level.
Community health provision	Community health includes support from GP practices, health visiting and other health practitioners.
Competitive dialogue process	This is a procurement approach whereby an institution is able to conduct dialogue with bidders directly with the aim of developing one or more suitable alternative solutions to meet its requirements.
Co-production of services	Co-production is a practice in the delivery of public services in which citizens are involved in the creation of public policies and services. It is a way of working whereby citizens and decision makers, or people who use services, family carers and service providers work together to create a decision or service which works for them all.
De-designate	In this context, to no longer use something for its original and designated purpose.

Dedicated schools grant and high needs block	The Dedicated Schools Grant is a ring-fenced grant from central government that local authorities use to fund the schools they manage. The High Needs Block is part of the Dedicated Schools Grant money from central government. It is not ring-fenced so the local authority can decide how much of the grant is spent to support pupils with high need i.e. those with a Special Educational Need.
Delivery Plans	Delivery plans come in various shapes and sizes but in all forms they cover the how about how a project is delivered.
Delivery sites	In this context, this means any venue where a group or support session or other activity is held.
Delivery venue	In this context, this means any venue where a group or support session or other activity is held.
Deprivation quintile	The Index of Multiple Deprivation is the official measure of relative deprivation for small areas in England. It is common to describe how relatively deprived a small area is by saying whether it falls among the most deprived 10 percent, 20 percent or 30 percent of small areas in England. A quintile is a split of the full ranking broken down into groups of 20%.
Developmental milestones	These are behaviours or skills that you would expect to see in infants and children as they grow and develop. Rolling over, crawling, walking, and talking are all considered milestones. The milestones are different for each age group and there is a normal range in which a child may reach each milestone.
Differing triage and partnership processes	This is a way to examine, prioritise and agree what the appropriate response will be between a group of partner agencies.
Drivers for change	These indicate the key issues, trends and pressures that drive change in our organisations or the wider society. The issues, trends and pressures can be global, national, local or internal to an organisation. An example in Norfolk is our ageing population.
DWP	Department for Work and Pensions.

Early Childhood and Family Service	The service will identify, engage and support families from pre-birth to the child turning age 5.
Early Help Assessments	The Early Help Assessment is a tool designed to help people work with a family to identify their children's needs and enable a group of people to come together and form a team around the family.
Early Help Hubs	In this context, the term refers to a range of services to support families with lower level needs within Norfolk localities. Currently there are seven within Norfolk based on the District Council boundaries. The hubs can be both a physical space where providers come together or a virtual collection of organisation effort to support families.
Early trauma	This usually refers to traumatic experiences that occur to children aged 0 to 6 years old.
Early years development gap	This relates to expected developmental milestones and the significant impact that falling behind can have on a child's educational progress and life choices.
Early years development workers	Workers within the Education Achievement and Early Years Service within Norfolk County Council.
Early years education	Early years education relates to the learning of 3 to 5 years old and broadly describes any type of educational program that serves children in their preschool years.
Early Years Foundation Stage Profile	The Early Years Foundation Stage is a set of standards for the learning, development and care of children from birth to 5 years old. The Profile is completed for every child in the final term of their reception year and is an assessment of the child's achievements at that point.
Early years provision	This relates to the provision of a combination of early learning, care and development for a young child. Types of provision include, registered childminders, nannies, day nurseries and pre-schools.
Early years setting	Setting is a catch all term that means any early years provision (see definition).

Educational attainment	This is a term commonly used to refer to the highest level of education achieved by an individual.
Effective triage arrangement	This is a way to examine, prioritise and agree what the appropriate response will be between a group of partner agencies.
ELF programme in California	Early Learning with Families, information can be found at: <a href="http://elf2.library.ca.gov/">http://elf2.library.ca.gov/</a>
EPPSE	Effective Pre-school and Primary Education Project Information can be found at: <a href="https://www.ucl.ac.uk/ioe/research-projects/2018/oct/effective-pre-school-primary-and-secondary-education-project-eppse">https://www.ucl.ac.uk/ioe/research-projects/2018/oct/effective-pre-school-primary-and-secondary-education-project-eppse</a>
Equality and Rural Impact Assessment	An Equality Impact assessment is a way to ensure that any policy, project or scheme does not discriminate against any disadvantaged or vulnerable people. A Rural Impact Assessment is a similar process that focusses on the needs of rural communities.
Evidence-based parenting programmes	Programmes delivered to parents that teach ways to provide a nurturing parenting approach. The approach will have been independently assessed and found to work effectively in a number of studies.
Eyes On visits	This is any face to face contact with a parent and child, usually in the home, where the child is seen by the worker.
Family Focus	This is an approach which instead of focusing on a individual it addresses social problems by concentrating on the family unit.
Family functioning	In this context, how a family operates, manages and deals with daily life.
Financially disadvantaged families	This is not wholly related to the income of a family and it also includes families suffering with financial stress where they have difficulties meeting their financial obligations and may seek financial assistance from others.
Flexing delivery	Modifying how the delivery of services operate.
Front line delivery	This describes a service which deals directly with a member of the public.

Geographically well-spaced	Easy to access i.e. by car, public transport etc
Good accessibility to the rest of the district	Easy to access i.e. by car, public transport etc
Good early attachment	A developing child will form an attachment relationship with any caregiver who provides regular physical and or emotional care regardless of the quality of that care. The quality of this attachment is a powerful indicator of a child's later social and emotional outcomes and therefore a good early attachment is imperative.
Good geographical distance	Physically well apportioned across the county.
Good geographical spread	Physically well apportioned across the county.
High intensity, high cost services	In this context, this refers to services that are delivered to families very frequently to give the greatest possible impact but also those that cost the most to the organisation.
High need	<p>We have created a 'need index' for each area based on the following indicators :</p> <ul style="list-style-type: none"> <li>• % 0-2 year olds</li> <li>• % Teenage mothers</li> <li>• % Eligible 2 year olds</li> <li>• % Early Years Foundation Stage Profile (EYFSP) not at a good level of development</li> <li>• % Families with no qualifications</li> <li>• % Lone parent households</li> <li>• % Children in Need, Child Protection or Looked After Children (under 18)</li> <li>• Income Deprivation Affecting Children Index (IDACI)</li> </ul> <p>The index shows the 'need' of the 0-5 population in each area relative to the other areas. Areas identified as 'high need' have an index which is over 10% higher than the average and is likely to reflect that multiple indicators are higher than the average.</p>
Holistic, integrated service	This is similar to a holistic approach but refers to a component of the wider system and that tends to put the needs and experiences of people at the centre of how services are organised and delivered.

Holistic approach	Holistic approach comes from the Greek work holos, meaning "entire" or "all" and a holistic approach is simply one where the whole system is considered rather than an individual component.
Home learning	Home learning is not the same as home education. Home learning is everything that children experience with their family and is linked to Home Learning Environment.
Home Learning Environment	A stimulating environment in the home will support children's' early learning. Activities in a stimulating environment might include: being read to, being spoken to/with, being taught the alphabet, playing games with parents and creative activities.
Household chaos	This is usually defined as a home which has a lot of frenetic activity, lack of structure and unpredictability or instability in everyday activities.
Identified determinants for the outcomes	What needs to happen or is in place to improve outcomes for children.
Indicative financial modelling	Suggesting how the money might be spent, usually based on information about what money has been spent on historically and how much things cost now.
Initial PQQ stage	This is the initial stage in the procurement process and comes before an Invitation to Tender (see definition). PQQ stands for Pre-Qualification Questionnaire and it acts as a pre-selection process to narrow the field of candidates for the whole tendering process.
Integrated approach	This is an approach whereby you look at a complex system as a whole and see if the individual components are working effectively to fulfil the main objective of the system.
Integrated referral pathways	Routes to access services that are joined together with those of other organisations.
Integrated targeted groups	Groups for specific children or families that are joined up with existing groups or services.

Invitation to tender	This is the initial step in the procurement process (see definition) and it invites suppliers and contractors to provide offers to fulfil the service required.
Lead Professional Role	The nominated professional who takes the lead to support a family in addressing identified needs.
Competitive dialogue process	Competitive dialogue is a public-sector tendering option that allows for bidders to flexibly develop proposals in response to a client's outline requirements.
Local delivery venues	In this context, refers to places where services could run for families to access such as libraries, community centres.
Logic model	A Logic Model is a way of describing the chain of cause and effects of an event, problem or issue. This approach can make it easier to define and measure an event, problem or issue.
Methodology	In this context, it simply means the way that we went about completing the task.
Mobilisation plan	In this context, it is a plan that ensures that the project has appropriate organisational and technical infrastructures and mechanisms for putting resources in place.
Multi-Function Hub	In this context, it is a building which has a variety of services operating out of it.
Multiple childhood adversities	Adverse events in childhood fall under 8 broad headings of: poverty and debt, child abuse and neglect, family violence, parental illness and disability, parental substance misuse, parental mental health issues, family separation or bereavement and offending and anti-social behaviour. Multiple childhood adversities is when a child experiences more than one of these headings.
National Policy Direction	This is a broad course of action or statements of guidance adopted by the government at the national level in pursuit of national objectives.

Negative parenting	This is usually defined as when parents expressed negative emotions towards their children or handle them roughly. Children exposed to negative parenting can have a harder time forming relationships with other people, particularly children their own age.
Networks of support	Is the network of people who provide an individual with practical or emotional support.
OJEU notice	OJEU stands for the Official Journal of the European Union. This is the publication in which all tenders from the public sector which are valued above a certain financial threshold, according to EU legislation, must be published.
Online support systems	A support system is the network of people who provide an individual with practical or emotional support. An online support system is the digital version of this network.
Open access in areas of high need	In this context, it means that any families with children aged 0 to 5 can access relevant activities and groups in the area identified with a high need.
Opportunity Areas	These are part of the government's national plan for dealing with social mobility through education and have been identified as 'opportunity black spots' using the social mobility index published by the Social Mobility Commission.
Outcome focussed performance monitoring framework	A framework is used to guide monitoring and evaluation and it should explain how a programme is supposed to work. The type of framework being used here is one which is built around what should be achieved, which can also be called outcomes.
Outreach delivery / model	Outreach delivery is a way of providing services to any population who might not otherwise have access to those services. It also has an educational role to raise awareness of existing services.
Outreach delivery location / venues	In this context, refers to places where services will run for specifically identified families or communities.
Parent and Baby Star	An outcome model to assess the progress of a family and child following a service being put in place. It is a tool used by practitioner to evaluate the impact of their work.

Parent Champions	In this context Parent Champions are parent volunteers who talk to other parents about the local services available to families
Parent-child dysfunctional interactions	Unhealthy parent to child relationships which impacts on bonding/ attachment. Examples would include negative language at the child, shouting at the child or creating fear in the child.
Per capita	In this context, it simply means for each person.
Procurement process	In this context, it is the process for finding, agreeing terms and acquiring services from an external organisation via a competitive dialogue bid (see definition) process.
Protected characteristics	This is any characteristic that is protected by existing equality legislation and includes: age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity.
Provision	In this context, it simply means providing or supplying something of use.
Public Health	In this context public health refers to the public health function of Norfolk County Council, which is focussed on preventing disease, prolonging life and promoting health. Public Health are responsible for the Healthy Child Programme which is a universal preventative service providing families with a programme of screening, immunisation, health and development reviews, supplemented by advice around health, well-being and parenting.
Quintile 3	<p>The Index of Multiple Deprivation is the official measure of relative deprivation for small areas in England. It is common to describe how relatively deprived a small area is by saying whether it falls among the most deprived 10 percent, 20 percent or 30 percent of small areas in England. A quintile is a split of the full ranking broken down into groups of 20%.</p> <p>Quintile 3 is those small areas which fall into the 41% to 60% range.</p>
Reach areas	A reach area is the total expanse of the locations of the families that use a specific venue/ centre.

Recommissioning	Commissioning is the process of planning, influencing and sometimes buying and monitoring of services that meet the needs of citizens. Re-commissioning is when the current arrangements end and new commissions are put in place.
Re-purpose children's centre buildings	In this context, it means to adapt the building to a different or similar use. For example, if a current building is in a school, they may take over the running of the building to support the needs of the school.
Safeguarding	Safeguarding in this context is protecting vulnerable children from abuse or neglect.
School readiness	School readiness is a term often used to describe how ready children are socially, physically and intellectually to start formal schooling.
Scoped developments	In this context, it means that any changes will have been properly assessed and a clear understanding will have been formed of the outcomes and benefits as well as the more specific goals, deliverables, features, functions, tasks, deadlines and costs.
Section 47 enquiries	A Section 47 enquiry means that Children's Social Care must carry out an investigation when they have reasonable cause to suspect that a child who lives, or is found, in their area is suffering, or is likely to suffer, significant harm.
SEED	The Study of Early Education and Development Information can be found at: <a href="https://www.gov.uk/government/collections/study-of-early-education-and-development-seed">https://www.gov.uk/government/collections/study-of-early-education-and-development-seed</a>
Service design	Service design is the activity of planning and organising people, infrastructure, communication and material components of a service in order to improve its quality and the interaction between the service provider and its customers.
Service model	How a service operates and what is prioritised for delivery.

Service specification	A service specification is a document that is part of the procurement process (see definition) which clearly defines the nature and scope of the service required.
Signposting	In this context; identifying a route or service for a family to meet an identified need.
Social determinants of health inequalities	These are the conditions in which people are born, grow, live, work and age. These circumstances are shaped by the distribution of money, power and resources at global, national and local levels.
Social groups	This is usually defined as two or more people who interact with one another and share similar characteristics, and collectively have a sense of unity. For example, you could be a member of a sports team, club, church group, college class or workplace.
Social isolation	Social isolation is a state of complete or near complete lack of contact between an individual and society. It differs from loneliness, which reflects a temporary lack of contact with other humans. Social isolation can be an issue for individuals of any age, though symptoms may differ by age group.
Social Mobility	This refers to the ability of individuals, families or groups to move up or down the social ladder in a society, such as moving from low-income to middle class. Social mobility is often used to describe changes in wealth, but it can also be used to describe general social standing to education.
Social networks	In this context a social network is the set of social interactions and personal relationships that an individual has.
Socio economic status	This is the social standing or class of an individual or group. It is usually measured as a combination of education, income and occupation.
Specialist pathways	The route by which families access services that are provided by specialist staff with specialist skills i.e. occupational therapy, physiotherapy.
Stakeholder	This is usually defined as a person or organisation which has an interest or concern in something.

Statistical neighbour authorities	These are other local authorities that display similar characteristics to Norfolk. In this context it is based on the Department for education's Local Authority Interactive Tool and allows us to check our performance against similar authorities.
Statutory agencies	These are agencies that are authorised via a written law of parliament with the authority to enact legislation on behalf of the state.
Statutory intervention	This refers to a period of time whereby a child, adult or family require input from a statutory service i.e. Social Care.
Statutory services	These are services that are paid for and provided by the Government. For example, the NHS or Social Services or Waste collection and disposal.
Tailored support	In this context, it refers to a service delivered to a particular group of people who are uniquely identifiable by their level of need.
Targeted interventions	In this context, an intervention is the way you work with a child and family in a focused and specific way.
Targeted Outreach	In this context, targeted outreach about identifying, engaging and delivering support to families in their communities.
Targeted support	In this context, it refers to a service delivered to a particular group of people who are uniquely identifiable by their level of need.
Triage of health and family support requests	Triage refers to the process by which a decision is made as to what support a family will be eligible to receive. Health and Family Support Requests are the forms families use to ask for help.
TUPE	TUPE refers to the "Transfer of Undertakings (Protection of Employment) Regulations 2006" as amended by the "Collective Redundancies and Transfer of Undertakings (Protection of Employment) (Amendment) Regulations 2014". The TUPE rules apply to organisations of all sizes and protect employees' rights when the organisation or service they work for transfers to a new employer (Ref. ACAS).
Universal access	Activities that are open to all. In this context, activities that any family with a child aged 0-5years can attend.

Universal activities	Activities that are open to all. In this context, activities that any family with a child aged 0-5years can attend.
Universal early childhood activities	In this context, these are activities designed to engage all children and to keep them interested, motivated and challenged.
Universal group	Activities that are open to all. In this context, activities that any family with a child aged 0-5years can attend.
Universal provision	Activities that are open to all. In this context, activities that any family with a child aged 0-5years can attend.
Universal service	In this context, this is a service that is available to all residents of Norfolk.
Validated advice	In this context, it means all advice offered via a digital platform will have been checked for accuracy.
Whole system approach	A whole system approach is another way of saying holistic approach.
Workforce capacity	In this context, an organisation's ability to ensure sufficient staffing levels to accomplish its work including training, development and knowledge.
Working collaboratively	This means working together to achieve a defined and common goal.
12 Lead partners	Lead Partners are the organisations paid to deliver the service on behalf of the Council. The term is sometimes interchangeable with 'provider'.