

## **Implementing high quality children's services in London**

**Sustaining good practice and managing change: How an implementation science and practice framework can help**

**A seminar for children's services leaders on practical support for service improvement**

with

**Dr Karen Blase, National Implementation Research Network, USA** Speaker

**Catherine Doran, Director of Children's Services, London Borough of Harrow** Discussant

**6<sup>th</sup> March 2012 London's Living Room, City Hall, The Queen's Walk, London SE1**

Many factors influence the outcomes achieved by services: their policy and systems context; their design and content; and the ways in which they are delivered to front-line users. The developing evidence base about 'what works' brings these factors into sharper and more strategic focus. The emerging field of implementation studies is clearly demonstrating clearly that the quality of implementation – **how** services are delivered – is as important in affecting results as **what** is delivered.

An implementation focus provides a framework for integrating these different moving parts in practical ways that support service improvement, and a set of tools for helping lead and sustain quality, especially in times of rapid change.

This in-depth seminar will look at the role of implementation in producing quality outcomes, with a particular emphasis on the importance of a 'whole system' perspective in developing and sustaining innovation and managing change. **Karen Blase** will lead an interactive session reviewing the international learning and the emerging tools and processes that can smooth the sometimes bumpy road to high quality implementation. **Catherine Doran** will act as discussant and help to frame the specific implementation issues that are most pressing for those currently involved in leading services in London.