

## Service Provider Checklist

For more information visit: <http://www.alcoholhiddenharmtoolkit.org.uk>

Category	Element	Description	Evidence
Needs assessment	Community needs	How well do you know the needs of the community- what evidence gathering have you done?	
	Clients' needs	How well do you know the needs of the potential clients- what evidence gathering have you done?	
	Capacity to meet needs	How well can your service meet the identified needs? What are the gaps?	
Leadership	Vision	Host organisation has a clear vision of its purpose.	
	Service is research led and evidence based	Leaders draw on up to date research evidence and their own experience /evaluation evidence when bidding and during the delivery of the service.	

Category	Element	Description	Evidence
	Focussed on outcomes	Host organisation is clear about the outcomes to be achieved by the service and monitors progress.	
	Anticipation	Leaders anticipate threats to the delivery of outcomes and plan accordingly.	
	Evaluative culture	The host organisation evaluates progress towards outcomes.	
Management	Safe practice	Policies are in place to protect the wellbeing and safety of staff, volunteers and clients.	
	Recruitment	Policies in place. Job descriptions clear and appropriate to the role.	
	Training	Staff and volunteers with relevant training sought or training offered.	

Category	Element	Description	Evidence
	Retention	HR policies which aim to retain well qualified staff and volunteers.	
	Capacity/efficiency	Staff and volunteers are supported to deliver service and not overloaded. Staff and volunteers are able to give of their best.	
	Supportive clinical supervision	Clinical supervision is external and offers staff and volunteers an opportunity to reflect on their practice.	
	Accountability	Clear procedures are in place to enable managers to audit and monitor the service against agreed milestones.	
	Managing volunteers	Policies and strategies are clear for recruitment and retention of volunteers.	
Partnership	Strength	Appropriate partnerships are developed which are strong enough to deliver outcomes for service.	

Category	Element	Description	Evidence
	Reciprocity	Partnerships are two way/mutual. Both partners achieve better outcomes for clients as a result.	
	Mutual external professional support	Shared resources/training and professional development/ peer support and supervision for staff and volunteers.	
Service qualities	Planned and coherent	There is a clear project plan which relates to the service outcomes (and which relate to the clients' needs).	
	Focussed on clients' needs	Clients' needs under review throughout the development and delivery phase of the service.	
	Quality assured	Has clear procedures for monitoring delivery of the service against internal/external standards and acts to ensure high quality.	
	Clear boundaries	For safeguarding and staff responsibilities.	

Category	Element	Description	Evidence
	Appropriate onward referral	Where clients' needs cannot be fully met by service/ additional support is identified.	
	Safe practice	Policies are implemented for clients, staff and volunteers.	
	Evolved	Service has continued to develop in response to changing circumstances/evidence/clients' needs.	
Practitioner qualities	Qualified	A range of qualified practitioners work together to support families where parental alcohol misuse causes problems for children.	
	Engagement	Practitioners work to engage with and retain a wide range of potential clients.	
	Trusted and non-judgemental	Clients feel able to seek help in a supportive environment.	

Category	Element	Description	Evidence
	Reflective practice	Practitioners consider how their practice is meeting the needs of the clients, and how what they are learning can feedback to other aspects of their work/the work of the host organisation.	
	Appropriate thresholds	Practitioners demonstrate appropriate thresholds for referral, especially safeguarding children.	
	Flexible	Practitioners can offer or access a range of interventions to meet clients' needs.	
Intervention style	Universal	Community awareness raising; provides information and advice for other agencies and clients.	
	Individual	Support focussed mainly on the needs of the drinking parent or carer, or partner to manage their alcohol misuse.	
	Parenting	Support focussed mainly on parenting support and advice for parent/carers.	

Category	Element	Description	Evidence
	Child focussed	Support focussed mainly on the needs of the children.	
	Whole family, therapeutic approach	Support addresses the needs of all family members.	
	Open ended	Time scale is open ended, according to varying needs over time (revolving door).	
Outcomes for children	Support networks for children	Children can identify those who support them.	
	Resilient children	Children are able to identify and cope with adversity, through a range of strategies.	
	Reduced current and future hidden harm	Harm to children because parental alcohol misuse is reduced in the community served.	

Category	Element	Description	Evidence
Family outcomes	Better communication	Parents and children give examples of how communication has improved in the family.	
	Functioning families	Parents meet the needs of their children as they grow and develop.	
Community outcomes	Greater awareness and knowledge in universal and other agencies	Of Alcohol Hidden Harm	
	Greater awareness and knowledge among lay stakeholders and volunteers	Of Alcohol Hidden Harm.	
	Community knows how to respond	When there is evidence of/concern about Alcohol Hidden Harm.	
	Stronger reciprocal partnerships	Agencies work together to recognise, assess and meet needs.	



Category	Element	Description	Evidence
	Shared response pathways	Agencies work together to support the same clients to meet all their needs.	
	Less stigma	Adults and children feel more able to come forward and ask for help	
Agency outcomes	Increased competence	Service learns and develops as a result of its experience.	
	Improved reputation	With partners, other local agencies, clients – and funders.	
	Sustainable	Service achieves ongoing funding for service(s).	