



Quality Assurance Protocol in Family Support



Funded by
the European Union



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This document is based upon work from COST Innovators Grant IG18123 A quality assurance protocol for family support services in Europe. An evidence-based and culturally informed model for professional practice, supported by COST (European Cooperation in Science and Technology).

COST (European Cooperation in Science and Technology) is a funding agency for research and innovation networks. COST Actions help connect research initiatives across Europe and enable scientists to grow their ideas by sharing them with their peers. This boosts their research, career and innovation.

www.cost.eu

ISBN number 978-84-09-65734-6

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Any citation of this document should use the following reference: Jiménez, L., Rodrigo, M. J., Baena, S., Byrne, S., Canário, A. C., Cruz, O., Devaney, C., Grasmeijer, A. J., Hidalgo, V., Mešl, N., Nunes, C., & Özdemir, M. (2024). *Quality Assurance Protocol in Family Support*. EurofamNet.

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System	Principle	Component	Quality standard	Indicator (item)	Response format coding	Response options	Distinction
Family support practice system (Rights-oriented principles complying with ethical standards)	Rights orientation	Family-professional relationships	Frame the services objectives from the standpoint of rights and developmental needs of children, youth and families	(#1.1) The services take into account the best interest of the child and respect the rights and developmental needs of children and youth (and their families) when taking action	Likert scale (1–4) Score 1 and 2 (area for improvement) Score 3 and 4 (strong areas) 3 – good (strong with room for improvement) 4 – excellent (no improvement required)	1 = not at all (the indicator is not present in the services) 2 = a little (isolated efforts - some elements of the staff implement the indicator in most of the services) 3 = the indicator is established in the institution's policies/guidelines but its implementation is not monitored in most of the services 4 = totally (the indicator is established in the institution's policies/guidelines and its implementation is frequently monitored in most of the services)	
Family support practice system (Rights-oriented principles complying with ethical standards)	Ethical practice	Family-professional relationships	Service provides family support practice complying with international ethical principles	(#1.2) The services respect families' confidentiality, making sure they are informed of the reasons that preclude confidentiality	Likert scale (1–4) Score 1 and 2 (area for improvement) Score 3 and 4 (strong areas) 3 – good (strong with room for improvement) 4 – excellent (no improvement required)	1 = not at all (the indicator is not present in the services) 2 = a little (isolated efforts - some elements of the staff implement the indicator in most of the services) 3 = the indicator is established in the institution's policies/guidelines but its implementation is not monitored in most of the services 4 = totally (the indicator is established in the institution's policies/guidelines and its implementation is frequently monitored in most of the services)	
Family support practice system (Rights-oriented principles complying with ethical standards)	Partnership and trust	Family-professional relationships	The planning and delivery of services is based on the objectives of partnership between families, and service providers	(#1.3) Establishment of a strong alliance is an important goal of service delivery to promote a collaborative relationship with the families, involving them as active participants in all phases of the service	Likert scale (1–4) Score 1 and 2 (area for improvement) Score 3 and 4 (strong areas) 3 – good (strong with room for improvement)	1 = none 2 = isolated efforts in most of the services 3 = efforts of a certain group of colleagues in most of the services 4 = institutionalized efforts in most of the services	Sectors

					4 – excellent (no improvement required)		
Family support practice system (Practice-oriented principles addressing intervention delivery and implementation)	Empowerment and autonomy orientation	Family-professional relationships	Frame the services objectives from the standpoint of a strengths-based approach, and oriented to achieve family autonomy	(#1.4) The services are designed to recognise and strengthen the family's capacities/competences	Likert scale (1–4) Score 1 and 2 (area for improvement) Score 3 and 4 (strong areas) 3 – good (strong with room for improvement) 4 – excellent (no improvement required)	1 = this is not the case 2 = it is occasionally a case for most of the services 3 = is a common guideline for most of the services 4 = it is written in a mandatory manner for most of the services	Sectors
Family support practice system (Practice-oriented principles addressing intervention delivery and implementation)	Needs led and responsive practice	Family-professional relationships	Services address family's needs in a responsive and timely manner	(#1.5.1) The services conduct proper evaluation of the family's needs and characteristics to determine which is the best response to their needs	Likert scale (1–4) Score 1 and 2 (area for improvement) Score 3 and 4 (strong areas) 3 – good (strong with room for improvement) 4 – excellent (no improvement required)	1 = most of the services do not have an evaluation protocol established 2 = most of the services evaluate the family's social and economic needs but not needs in terms of family support 3 = most of the services have an evaluation protocol of the family's needs but does not apply consistently with all families 4 = most of the services have a comprehensive evaluation protocol established and consistently implements it with all the families referred to the service	Sectors
Family support practice system (Practice-oriented principles addressing intervention delivery and implementation)	Needs led and responsive practice	Family-professional relationships	Services address family's needs in a responsive and timely manner	(#1.5.2) The services deliver/implement the intervention plan as soon as possible after the assessment of need (i.e. in a timely manner considering the families' needs, wellbeing and rights)	Likert scale (1–4) Score 1 and 2 (area for improvement) Score 3 and 4 (strong areas)	1 = the services never deliver/implement the intervention in a timely manner (i.e., in the time period defined by the national laws or service regulations) 2 = the services deliver/implement the intervention in a timely manner (i.e., in the time period defined by the national laws or service regulations) with less than 50% of the families evaluated	Sectors

					<p>3 – good (strong with room for improvement)</p> <p>4 – excellent (no improvement required)</p>	<p>3 = the services deliver/implement the intervention in a timely manner (i.e., in the time period defined by the national laws or service regulations) with more than 50% and less than 80% of the families evaluated</p> <p>4 = the services deliver/implement the intervention in a timely manner (i.e., in the time period defined by the national laws or service regulations) with 80% of the families evaluated or more</p>	
Family support practice system (Practice-oriented principles addressing intervention delivery and implementation)	Use of evidence-based family support programs	Programmes /Intervention	Use of evidence based programs / interventions	(#1.6) The services implement programmes that comply with the criteria of evidence-based approaches, i.e., that have structured contents and/or a manual, evaluation protocols, materials for families, and/or materials to evaluate the quality of the implementation	<p>Multi-choice</p> <p>0 options selected code as 1 (area for improvement)</p> <p>1 or 2 options selected code as 2 (area for improvement)</p> <p>3 options selected code as 3 (good) strong with room for improvement</p> <p>4 or 5 options selected code as 4 (excellent) no improvement required</p>	<p>1 = most of the services implement programmes that have structured contents and follow specific techniques or activities which are detailed in a manual</p> <p>2 = most of the services implement programmes that have a specific evaluation protocol to evaluate the outcomes of the programme</p> <p>3 = most of the services implement programmes that have specific materials prepared for parents' use (e.g., leaflets, booklets, and parents' manuals)</p> <p>4 = most of the services implement programmes that have procedures to monitor the quality of the implementation (e.g., fidelity checklists)</p> <p>5 = most of the services implement programmes that have had their results evaluated through rigorous research methods, or that have been developed under a specific theoretical framework and use evidence-informed strategies</p>	Sectors
Family support practice system (Practice-oriented principles addressing intervention)	Feasibility and acceptability	Programmes / intervention	Feasibility and continuity of the intervention	(#1.7) The intervention delivery is supported by an appropriate and feasible intervention plan according to the resources available in the services	<p>Likert scale (1–4)</p> <p>Score 1 and 2 (area for improvement)</p> <p>Score 3 and 4 (strong areas)</p>	<p>1 = not at all (the indicator is not present in the services)</p> <p>2 = a little (isolated efforts - some elements of the staff implement the indicator in most of the services)</p> <p>3 = the indicator is established in the institution's policies/guidelines but its</p>	Sectors

delivery and implementation)					3 – good (strong with room for improvement) 4 – excellent (no improvement required)	implementation is not monitored in most of the services 4 = totally (the indicator is established in the institution's policies/guidelines and its implementation is frequently monitored in most of the services)	
Family support practice system (Services' organisations-oriented principles)	Good governance and management	Service organisation	Positive culture and leadership, promoting professional development and in service training	(#1.8) The leadership and management of the services promote a positive work environment characterized by effective supervision, support and in-service training, and promote staff collaborative practice to support families, while promoting professionals' health and wellbeing	Likert scale (1–4) Score 1 and 2 (area for improvement) Score 3 and 4 (strong areas) 3 – good (strong with room for improvement) 4 – excellent (no improvement required)	1 = not at all (no efforts are made to promote a positive work environment in most of the services) 2 = a little (isolated efforts are made in most of the services) 3 = the positive environment exists based on informal relationships among the staff members in most of the services 4 = the service has clear guidelines that promote and sustain a positive work environment in most of the services	Sectors
Family support practice system (Services' organisations-oriented principles)	Transparency and accountability	Service organisation	Transparent and accountable organisation	(#1.9) Regular reporting takes place that track and monitor families progress to inform the service's work, the families and other entities involved in the provision of family support (e.g., CPS or family court)	Likert scale (1–4) Score 1 and 2 (area for improvement) Score 3 and 4 (strong areas) 3 – good (strong with room for improvement) 4 – excellent (no improvement required)	1 = not at all (the indicator is not present) 2 = a little (isolated efforts – some elements of the staff implement the indicator in most of the services) 3 = the indicator is established in the institution's policies/guidelines but its implementation is not monitored in most of the services 4 = totally (the indicator is established in the institution's policies/guidelines and its implementation is frequently monitored in most of the services)	Sectors

System	Principle	Component	Quality standard	Indicator (item)	Response format coding	Response options	Distinction
Family support provision system	Public policy and legislation committed to supporting families: Recalling that public authorities have a vital role of co-responsibility in supporting families, which is expressed through a proper legislation and core elements of family policy: cash transfers and taxation, measures to balance work and family life, childcare provision, as well as formal support services	Supportive policies and services	Formal family support is available to all family members	(#2.1) A commitment to a broad range of accessible formal supports, highlighting the requirement to respond to diverse needs and wide range of family forms	Likert scale (1–4) Score 1 and 2 (area for improvement) Score 3 and 4 (strong areas) 3 – good (strong with room for improvement) 4 – excellent (no improvement required)	1 = not at all (the indicator is not present at policy nor legislation) 2 = the indicator is present in legislation only 3 = the indicator is established at the policy level but its implementation is not monitored 4 = the indicator is established at the policy level, and its implementation at the provision level is frequently monitored	
Family support provision system	Public policy and legislation committed to supporting families	Financial support and work-life reconciliation measures	Economic support associated with the cost of living is provided	(#2.2) Automatic measures are detailed which provide cash transfers and taxation measures for families most in need linked with family size, and context and cost of living	Multi-choice 0 options selected code as 1 (area for improvement) 1 or 2 options selected code as	1 = measures are detailed which provide cash transfers and taxation measures for families most in need linked with family size, and context and cost of living. 2 = information on welfare support and availing of these measures is available	

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					2 (area for improvement) 3 options selected code as 3 (good) strong with room for improvement 4 options selected code as 4 (excellent) no improvement required	3 = accessible procedures for accessing cash support are straightforward and processed in a timely manner 4 = cash support is index linked and can be easily reviewed at regular periods	
Family support provision system	Public policy and legislation committed to supporting families	Financial support and work-life conciliation measures	Families can avail of supportive work-life arrangements	(#2.3) Legal and policy-based recognition of the requirement for varied, optional family-friendly working conditions with adequate compensation	Likert scale (1–4) Score 1 and 2 (area for improvement) Score 3 and 4 (strong areas) 3 – good (strong with room for improvement) 4 – excellent (no improvement required)	1 = the indicator is not present 2 = legal and policy-based recognition of the requirement for varied optional family friendly working conditions 3 = automatic entitlement to appropriate and desired family friendly working arrangements 4 = recognition of, and compensatory arrangements are in place for family members who avail of leave from the workplace to care for dependents	
Family support provision system	Availability, accessibility and community orientation; Ensure availability of and access to a broad, flexible array of affordable	Accessible, responsive and needs-led, broad and inclusive provision	Families are supported through all levels and types of need, with a focus on early intervention and informal community-based	(#2.4) Continuum of services provided from support, protection and alternative care, which emphasize preventative approaches and informal supports	Likert scale (1–4) Score 1 and 2 (area for improvement) Score 3 and 4 (strong areas)	1 = only alternative care is available when protection is needed 2 = family support provision addresses mainly high-risk families with targeted-needs at an overall level in addition to alternative care measures 3 = family support provision addresses mainly families with targeted-needs at different levels of risk in addition to alternative care measures	

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	services, emphasizing preventative approaches and informal supports		resources and supports		3 – good (strong with room for improvement) 4 – excellent (no improvement required)	4 = universal prevention services are available for families at an overall level, besides alternative care and targeted-needs provision	
Family support provision system	Person-centered and family focused-approach: Individualized services in accordance with the unique potential and needs of each child and family and preserving their respect and dignity, recognizing the role of the family system in the development of children and youth	Accessible, responsive and needs-led, broad and inclusive provision	An individualized, needs led service is provided	(#2.5) Recognizing the significance of the family unit, services respond to specific needs of support and provide a person-centered response	Likert scale (1–4) Score 1 and 2 (area for improvement) Score 3 and 4 (strong areas) 3 – good (strong with room for improvement) 4 – excellent (no improvement required)	1 = not at all (the person-centered and family focused-approach is not present at the policy level) 2 = the person-centered and family focused-approach is present in national policies, but its implementation is somewhat established 3 = the person-centered approach is present at policy level and its implementation is generally established 4 = the person-centered and family-focus approach is present at policy level and its implementation is generally established	
Family support provision system	Equity, inclusiveness and cultural sensitiveness: Provide services and supports without regard	Accessible, responsive and needs-led, broad and inclusive provision	All families are supported with an inclusive approach taken	(#2.6) Family support provision is respectful and aware of diverse cultures and ethnic backgrounds	Likert scale (1–4) Score 1 and 2 (area for improvement)	1 = not at all (respect for and awareness of diversity is not present at policy level) 2 = a little (respect for and awareness of diversity is partially present in national policies or strategies)	

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	to race, religion, national origin, gender, gender expression, sexual orientation, physical disability, socioeconomic status, language, migration status, or other characteristics; services should be sensitive and responsive to these differences				Score 3 and 4 (strong areas) 3 – good (strong with room for improvement) 4 – excellent (no improvement required)	3 = respect for and awareness of diversity is established in national policies but its implementation is not monitored 4 = respect for and awareness of diversity is established in national policies or strategies and its implementation is frequently monitored	
Family support provision system	Integrated and coordinated continuum of support: Mechanisms to ensure that multiple services are delivered in a coordinated manner, and that smooth transfer through the system of services in accordance	Continuum of support	Services operate in a coordinated and integrated manner	(#2.7) There is a named recognition of the need for, and mechanisms to support coordination	Multi-choice 0 options selected code as 1 (area for improvement) 1 option selected codes as 2 (area for improvement) 2 options selected code as 3 (good) strong with room for improvement 3 options selected code as	1 = there are mechanisms to ensure that services are delivered in a coordinated manner across administrative levels (national, regional, local) 2 = there are mechanisms to ensure that services are delivered in a coordinated manner across sectors 3 = there are mechanisms to ensure that services are delivered in a coordinated manner across agencies (public, non-profit, etcetera)	

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	with changing needs, on a continuous uninterrupted way, particularly when in response to long-term needs				4 (excellent) no improvement required		
Family support provision system	Sustainable, well-resourced and well-funded provision: Ensure to deliver good quality, sustainable care and services that offer continuous support to people in need, with services and providers of care and support receiving sufficient funding and support to effectively fulfil their roles	Sustainability and Adequacy in family support provision	Services are available when needed	(#2.8) Adequate funding for service is guaranteed and mainstreamed	Multi-choice 0 options selected code as 1 (area for improvement) 1 option selected codes as 2 (area for improvement) 2 options selected code as 3 – good (strong with room for improvement) 3 options selected code as 4 – excellent (no improvement required)	1= adequate funding ensuring sustainable provision is available at national level 2 = adequate funding ensuring sustainable provision is available at regional level 3 = adequate funding ensuring sustainable provision is available at local level	

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Family support provision system	High quality family support workforce: skilled, value-oriented, competent, open to innovation, and appropriate workforce that have access to attractive, innovative and inclusive learning programs for a life plenty of opportunities to be empowered and rewarded to up- and reskill	Quality workforce in family support provision	Adequate human resources that provide a high-quality service	(#2.9) High-quality professional training to ensure a competent, skilled and knowledgeable workforce	Multi-choice 0 options selected code as 1 (area for improvement) 1 option selected codes as 2 (area for improvement) 2 options selected code as 3 – good (strong with room for improvement) 3 options selected code as 4 – excellent (no improvement required)	1 = high-quality education programmes to ensure a competent, skilled and knowledgeable workforce 2 = existence of professional agencies (networks, colleges, associations) that offer high-quality training to improve workforce competences for each discipline 3 = existence of professional agencies (networks, colleges, associations) that offer high-quality training to improve inter-professional competences	

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Family support evidence system	Quality assurance promotion: Develop quality assurance processes to ensure high-quality services through collaborative efforts among key agents in family support provision	Structures	Existence of stable collaboration between policy makers, researchers, practitioners	(#3.1) Existence of collaboration between policy makers, researchers, and practitioners to promote and ensure the quality of family support	Likert scale (1–4) Score 1 and 2 (area for improvement) Score 3 and 4 (strong areas) 3 – good (strong with room for improvement) 4 – excellent (no improvement required)	1 = unknown (Non-existent collaboration) 2 = weak (Occasional [not established regularly] bilateral collaboration) 3 = medium (Occasional not established regularly trilateral or established regularly bilateral collaboration) 4 = strong (Established regularly trilateral collaboration)	
Family support evidence system	Quality assurance promotion: Develop quality assurance processes to ensure high-quality services through collaborative efforts among key agents in family support provision	Structures	Existence of an entity (agencies or high coordination) that articulates policies and practices aimed to promote the quality assurance	(#3.2) Existence of high-level or coordinating bodies to ensure quality assessment and communication of results to services and society in general	Single choice Option 1 codes as 1 (area for improvement) Option 2 codes as 2 (area for improvement) Option 3 codes as 3 – good (strong with room for improvement) Option 4 codes as 4 – excellent (no improvement required)	1 = none (Non-existent expert's reports / agencies / coordination for quality assurance) 2 = single experts (Existence of expert reports that sometimes evaluate the quality of the service on their own or someone else's initiative) 3 = agencies (Existence of agency/ies that promote the quality assurance in the form of training of quality standards, feedback on level of quality of services, give recommendation for improvements) 4 = high coordinators (Existence of general coordinator/s even across sectors that promote the quality assurance involved some of the aspects previously shown)	
Family support evidence system	Advocacy for quality family support and participation.	Structures	Engagement of support providers, stakeholders,	(#3.3) There is awareness among social agents of the need to advocate for	Multiple choice	Engagement of 1 = front-line practitioners 2 = service coordinators	

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	Engage support providers and stakeholders to advocate for quality family support and ensure the participation of children and families in the quality assurance process		children-adolescent and families to advocate for quality family support as a right of children and families	the children's and parents' right to participate in the evaluation of the quality of the support received	0, 1 or 2 options selected code as 1 (area for improvement) 3 options selected code as 2 (area for improvement) 4 options selected code as 3 – good (strong with room for improvement) 5 or 6 options selected code as 4 –excellent (no improvement required)	3 = high-coordinators of evaluation agency 4 = pro-profit associations / non-profit associations 5 = children and adolescents and families in the general population 6 = children and adolescents and families in cultural and other type of minorities Clicked response indicates YES response that there is at least some kind of engagement (not the degree of it). YES response in Children/adolescents and Families mainly imply the involvement of associations that articulate the participation, even better a direct participation of the families including the general population and also minorities (gipsy families for example)	

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Family support evidence system	Relational translational efforts that are rights-based, community-led and provide rigorous evidence understanding: Consider evidence that is scientifically rigorous, includes the consensual expertise of the practitioners and is oriented through the fulfilment of children and families' rights	Relational translational efforts	Adoption of consensual evidence-based best practices guidelines in child and family support	(#3.4) Incorporation of best practices guidelines based on plural scientific evidence and consensual professional expertise in children and family support	Likert scale (1–4) Score 1 and 2 (area for improvement) Score 3 and 4 (strong areas) 3 – good (strong with room for improvement) 4 – excellent (no improvement required)	1 = unknown (Unaware of guidelines or agreements) 2 = acknowledged (Individual use - someone knows that exists) 3 = partially adopted (Shared use among professionals -some services applied them but some others not) 4 = fully adopted (All services applied them)	Sectors

System	Principle	Component	Quality standard	Indicator (item)	Response format coding	Response options	Distinction
Family support evidence system	Relational translational efforts that are rights-based, community-led and provide rigorous evidence understanding: Consider evidence that is scientifically rigorous, includes the consensual expertise of the practitioners and is oriented through the fulfilment of children and families' rights	Relational translational efforts	Adoption of consensual and shared evidence-based interprofessional competences guidelines	(#3.5) Incorporation of consensual and shared guidelines of interprofessional competency necessary for best practices in children and family support	Likert scale (1–4) Score 1 and 2 (area for improvement) Score 3 and 4 (strong areas) 3 – good (strong with room for improvement) 4 – excellent (no improvement required)	1 = unknown (Unaware of guidelines or agreements) 2 = acknowledged (Individual use) 3 = partially adopted (Services use to monitor professional expertise) 4 = fully adopted (Services use for selection of personnel and programming professional training)	Sectors

System	Principle	Component	Quality standard	Indicator (item)	Response format coding	Response options	Distinction
Family support evidence system	Effectiveness and efficacy: Incorporate continuous mechanisms to track, monitor, and manage the quality of the evaluation and outcomes at the system level, practice level, and child and family level	Implementation	Quality assessment and shared continuous improvement plans to the service to promote the quality assurance	(#3.6) Evaluation carried out in the services to determine the quality of the support provided to children and families	Single choice Option 1 codes as 1 (area for improvement) Option 2 codes as 1 (area for improvement) Option 3 codes as 2 (area for improvement) Option 4 codes as 3 – good (strong with room for improvement) Option 5 codes as 4 – excellent (no improvement required)	1 = none (Non-existence of quality assessment) 2 = internal self-assessment without consensus and any type of monitoring (Existence of assessment without consensual indicators and neither checks nor plans of improvement) 3 = external assessment without consensual indicators and use of isolated checks (Existence of assessment without professional consensual indicators and based on isolated checks) 4 = external assessment with consensual indicators and use of regular checks (Existence of assessment with professional consensual indicators and based on regular checks) 5 = internal self-assessment with consensus and monitoring with shared improvement plans (Exists with professional consensual indicators and shared improvement plans)	Sectors
Family support evidence system	Effectiveness and efficiency: Incorporate continuous mechanisms to track, monitor, and manage the quality of the evaluation and outcomes at the system level, practice level, and child and family level	Implementation	Use of the feedback provided by the recipients (children, families) of the support received to continuously improve the services	(#3.7) Ensure protocols with the feedback provided by children and/or families to improve the quality of support received and inform them of outcomes	Likert scale (1–4) Score 1 and 2 (area for improvement) Score 3 and 4 (strong areas) 3 – good (strong with room for improvement) 4 – excellent (no improvement required)	1 = none (Non-existence) 2 = low (Informal occasional efforts to include children/families feedback) 3 = moderate (Occasional plans that include children/families experiences from the professionals' point of view) 4 = strong (Formal protocol to include children/families feedback in quality planning and developing)	

System	Principle	Component	Quality standard	Indicator (item)	Response format coding	Response options	Distinction
Family support evidence system	Effectiveness and efficiency: Incorporate continuous mechanisms to track, monitor, and manage the quality of the evaluation and outcomes at the system level, practice level, and child and family level	Implementation	Recognition of teams and services endorsing best practices guidelines	(#3.8) Attempt to publicly acknowledge the efforts made by professional teams or services to adopt best practices guidelines to improve the quality of family support	Likert scale (1–4) Score 1 and 2 (area for improvement) Score 3 and 4 (strong areas) 3 – good (strong with room for improvement) 4 – excellent (no improvement required)	1 = none (No occasions) 2 = low (Informal social recognition among team colleagues) 3 = moderate (Public social recognition at the service level) 4 = high (Official recognition -diploma, certificate)	
Family support evidence system	Foster evidence implementation mechanisms: Incorporate continuous mechanism of cross-sectoral training and monitoring to maintain and improve the implementation of the quality assurance model for the benefits of the family support provision and the practice systems	Implementation	Professional training efforts in evidence-based practices guidelines	(#3.9) Existence of graduate, postgraduate or in-service professional training in evidence-based guidelines of best practices and associated competences	Likert scale (1–4) Score 1 and 2 (area for improvement) Score 3 and 4 (strong areas) 3 – good (strong with room for improvement) 4 – excellent (no improvement required)	1 = none (Non-existing training) 2 = low (Low efforts (seldom occasions)) 3 = moderate (Medium efforts -occasional events) 4 = strong (Strong efforts -programmed regular training)	

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Family support evidence system	Return to other services and society: Return information to society so the system benefits from learning, including both professional and child, young people and family friendly language	Implementation	Exchange and dissemination among different audiences of relevant information on best practices for quality family support	(#3.10) Organisation of meetings with various audiences to exchange and disseminate best practices on quality family support through presential or social media communication	Likert scale (1–4) Score 1 and 2 (area for improvement) Score 3 and 4 (strong areas) 3 – good (strong with room for improvement) 4 – excellent (no improvement required)	1 = unknown (No occasions) 2 = few occasions (Specific and unique occasions) 3 = quite often (Specific occasions linked to events) 4 = many times (Regularly scheduled)	