

Darlington Life stages service Looking at how it is working and what we can learn

What the Council wants to do

The Council wants some independent people to evaluate the Life Stages service and see what is working well and what could be better.

They want to ask professionals from all the different jobs involved and children, young people & adults and their families what they think about the service and what everyone can learn for the future

Some of the critical questions to answer through the evaluation

- Has it improved outcomes for disabled children, young people, adults and their family carers?
- Do individuals feel they have sufficient choice and control in respect of their lives, are they supported to make decisions?
- The Mental Capacity Act is clear in relation to supported decision making and building capacity, what influence has this had on practice?
- Has it improved outcomes for the Council and its partners?
- What is working not working with the current model?
- Has it improved the transition process for young people?
- Is the transition from the 0-25 service managed effectively, e.g. links with mental health teams?
- Is it cost effective?
- Has it impacted on the relationship with health colleagues?
- Does the service have robust arrangements in place to meet its obligations in relation to SEND, are the working relationships effective and are individuals receiving the support they require?
- Do staff feel confident in their roles; are they clear on the vision of the service and how they can contribute to that?

- How has the service and the aims of the service influenced our commissioning intentions?

How we will do this work

Find out how the service works for young people, adults & their families:

By asking people, their families and their advocates

- ★ if the service is easy to navigate especially through life change points like becoming an adult
- ★ if the service works with them to have choice & control, develop lasting relationships & connections in their community (ordinary life principles)
- ★ if person centred working has been at the heart of their interaction with the service
- ★ what they think would make it better if they have not experienced positive processes & outcomes from working with the Life stages service

Inclusion North will seek to work with the Young Leaders, People's Parliament & Parent Forum on this part of the work to seek their input to the evaluation & help in connecting to other people in Darlington

Find out what broader professional stakeholders involved think is working well or could be better around the key questions:

By holding 2 focus group meetings –

1 for health & social care management and corporate colleagues

1 for practitioners, providers & wider stakeholders who work with the service

We will also offer 1 to 1 telephone interviews with the people directly involved in or affected by the service to further understand any issues raised through the process.

Find out the experience and feedback of the team members working in the Life stages service

By meeting directly with team members in group session(s) – anticipate 2 meetings

Asking all team members to complete a brief anonymous on line survey

Meeting approx. a third of the team individually to explore the questions further

Focusing on the lessons to learn and the future:

By keeping the evaluation focused on the lives of the people supported by the service & how their experiences or the processes that affected them can be improved for the future.

We will discuss what we find with a small group that includes people who use services representatives & managers of services to agree the recommendations that will go in the final report.

We will write a report that the people involved in the management and the wider community can use to help them change services in the future.