

Appendix 1: 0-25 Disabilities Service. Ten new ways of working:

	New way of working	Intended impact
1	<p>Structural integration of social care from 0-25, joining services currently delivered in children's social care and adult's social care into one management structure delivered from within Family Services.</p>	<ul style="list-style-type: none"> - Creating a joined up journey from child into adulthood that focusses as early as possible on creating a life-long vision with CYP & families and that creates plan-ability of available adult service provision well in advance of the CYP 18th Birthday; removing the current 'cliff-edge' of provision at age 18 - Contribution to improved trust between professionals and families - Better expectation management, resulting in parent's improved willingness to support local, community based provision and driving independence for their children. - Authorities working towards a joined up social care journey have seen cost forecasts for transitions drop by a third
2	<p>Co-location. The newly created 0-25 social care integrated service to be co-located with colleagues in education.</p>	<ul style="list-style-type: none"> - Enabling additional awareness of services and ways of working between the service areas - Improved information sharing and better aligned service provision
3	<p>Roadmap to pooled funding. Key building blocks to improved shared funding arrangements, including strategic funding split arrangements & revised panel processes & procedures. Immediate activity towards this solution will include a review and realignment off all current panel activity relating to service provision for the target cohort.</p>	<ul style="list-style-type: none"> - Expected high impact on cost and outcomes, in particular through shared spend controls between agencies and a reduction of instances of high cost decision making by one agency adversely affecting the budget of another - High confidence on longer term impact through improved early visibility of services available by each agency and opportunity for creative and innovative use / sharing of existing resources
4.	<p>Consistency of relationship and 0-25 practitioner. The service will work on the principle to keep changes to allocated workers to an absolute minimum. A new role of a 0-25 practitioner will be introduced; replacing the current short breaks co-ordinator and support roles. This role will</p>	<ul style="list-style-type: none"> - Key enabler to building effective and trusting relationships with parents and carers - Contributing to improved expectation management and reduction of 'diagnosis-driven' behaviour by parents, resulting in improved uptake of non-residential services

	New way of working	Intended impact
	<p>have an extended focus a key support & challenge position, building trusted relationships with families, acting as a system navigator, supporting children, young people & their families in understanding the various assessments, service and community provisions on offer to them and their children.</p>	
5.	<p>Differentiated response by type of need: Implementing a programme of needs based interventions & dedicated support mechanisms. Groups identified as benefiting from a differentiated approach include children and young people with:</p> <ul style="list-style-type: none"> ○ Autism / high functioning autism, ○ Physical disabilities and sensory impairment, and ○ CYP with life-limiting conditions and their families. 	<ul style="list-style-type: none"> - A range of short, medium and longer term impacts through supporting young people into employment, helping maintain young people in local education settings and reducing increased demand on residential provision
6.	<p>Voice of the child & family. Working with children & families throughout to help shape the service & review its' effectiveness will be at the heart of the new ways of working. This will include regularly collecting families' feedback as well as involving service users in the detailed design of the new service. One of the early activities during start-up of implementation will be to create a service user reference group which will be directly involved in service design and implementation of the new service and will remain involved to create insights, act as critical friend and on-going challenge throughout implementation of the new 0-25 service.</p>	<ul style="list-style-type: none"> - Impact on service user outcomes and cost through creating services, practices and processes that are better aligned to services users' needs - Involving service users in the design of services, assessment forms, etc. will lead to services that better respond to service users' needs and supports building trusting and mutually valued relationships. - Improved buy-in to services on offer - Improved clarity on the pathway to adulthood
7	<p>Expansion of the Early Years Multi-agency Model and early support programme across the child's journey into adulthood.</p>	<ul style="list-style-type: none"> - Potential for impact on reduction of demand on residential provision through improved planning of local provision from the early years

	New way of working	Intended impact
	Practice in place in early years has shown very positive responses from families and practitioners in previous evaluation and should be built upon.	through to further education. - Key enabler to improved parental choice in future accommodation requirements for their children and young people
8	<p>Implement Peer Support and the buddy system. In particular to support children & young people remaining in / returning to the community after periods of residential care and to avoid residential care in the first place.</p> <p>Buddy system: Partnering young people with learning disabilities with non-disabled peers to provide support and companionship in normal service settings.</p> <p>Peer support: Families can provide support to other families, sharing their experience of using certain services and what they have learnt from the process, offering reassurance and insights.</p>	<ul style="list-style-type: none"> - There is evidence from other local authorities that improved peer support has a significant impact on the ability of young people with disabilities to remain within their local community and / or to successfully transition back following a period of residential care away from home. - The role is designed to help foster confidence and inclusion into wider friendship circles and promote confidence to lead a more independent life in future.
9	<p>Outcome based practice, assessment and commissioning. An approach to working with families with a view towards the outcomes they want to achieve for their children. Practitioners delivering outcome focussed assessments that focus on the “what will be different and how will we know it has been achieved?” along the whole child journey. Services which are commissioned on a ‘risk and reward’ basis for achieving those outcomes and are paid by results. It is proposed that a ‘providers of services’ reference group be established during implementation to develop ideas and approaches to effective outcome based commissioning in</p>	<ul style="list-style-type: none"> - This new way of working is a key enabler to a changed culture of practice in social care and beyond, introducing a relentless focus on outcomes and commissioning services on the basis of providers ability to meet those - This approach will also introduce a payments by results mechanism, rewarding providers for achieving / exceeding outcome targets set, thereby supporting a behaviour change shift in the nature and quality of person centred provision

	New way of working	Intended impact
	partnership with the market.	
10	<p>Systemic approach & expectation management focus. Systemic approaches are well embedded in day to day social work practice in countries such as Denmark, Sweden and Germany. The approach is based on understanding the whole family & network as a living system in which changes to one element have an impact on each other element and the development and needs of each part of the system need to always be looked at in the context of the state of the whole system. A systemically focussed approach is based on supporting each part of the system in achieving the ambitions for the child and young person and extends beyond the child's family into the community and professional support network.</p>	<ul style="list-style-type: none"> - To support a shift in culture of practice that is designed to focus on the resourcefulness of families and local communities - Embedding this approach into the new 0-25 service will be focussed on setting out an early pathway to independence throughout childhood, helping parents to 'grow' with their child (e.g.: supporting travel training, developing appropriate responses to changing and challenging behaviour of children as they enter adolescence, etc.) - The approach will support the drive to improved independence of children and young people, increasing the proportion of children and young people who live with their families well into adulthood and who are in local employment.