



THE NATIONAL AUTISTIC SOCIETY

Family Services Development Project

BUSINESS PLAN

January 2008 - 2009

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MISSION STATEMENT

- To work in partnership with all statutory agencies across Greater Manchester with the common aim of improving the lives of all people with ASDs and their families through the development of ASD competent, flexible and community-based services.
- To provide support and comprehensive, up to date and high quality information to parents, individuals with ASD and professionals throughout the region.

GUIDING PRINCIPLES

- A belief that all decisions affecting individuals with ASDs and their families including decisions about services should be made collaboratively and always in accordance with person-centred principles.
- A belief that individuals have a right to determine their own quality of life, and to live this with adequate support and the understanding and respect of their community.
- A belief that families and individuals with ASDs have a right to good quality information and support.
- A belief that individuals with ASDs and their families should be able to enjoy the same rights and access to opportunities as expected by the rest of the population.

OBJECTIVES

- Providing autism-specific expertise to assist our partners in the local authorities
- Informing and supporting the development of better local services
- Raising awareness of the very distinctive needs of people with ASDs and promoting and sharing good practice
- Informing, and thereby empowering families and individuals with ASDs to make positive choices that result in meaningful and equitable life opportunities
- Making a positive contribution to local and national policy with regard to people with ASDs and their families
- Bringing relevant legislation, policy and good practice guidance to the attention of all our partner agencies, and to families and individuals
- Promoting and contributing to ASD specific training opportunities and co-ordinating a consortium-wide training group

STRUCTURE OF THE CONSORTIUM

The Greater Manchester Autism Consortium in its current form has been in existence since 1998. The Consortium was formed with two primary aims: to provide information to parents and people with ASDs and professionals and to support the development of local services for people with ASDs and their families. The Consortium is made up of the 10 Greater Manchester local authorities, Bolton, Bury, Manchester, Oldham, Rochdale, Salford, Stockport, Tameside, Trafford and Wigan. Together they provide the funding and steer the Family Services Development Project. This project is run by the National Autistic Society and has a service level agreement with the Consortium.

In each area there is a multi-agency Autism Services Development Group attended and supported by a Project Officer. Each group is represented in the regional Consortium Steering Group. This steering group meets quarterly with the Project Officers from the FSDP and is chaired by a representative of the Greater Manchester Directors of Social Services on behalf of the Greater Manchester Association of Social Services. The current Chair is Veronica Jackson, Executive Director, Adult & Community Services in Oldham.

The collaboration is a unique model which has recently been highlighted as an example of good practice in a document commissioned by the Department of health (foot note).

FUNCTION OF THE FAMILY SERVICES DEVELOPMENT PROJECT

The process of developing better local services is very lengthy and complex and cannot be achieved without an understanding of the needs of both individuals' with ASDs and their families. The Project's direct work with families and individuals enables it to act as a catalyst for positive change by directly informing the development process of their needs. In the same way, our ability to support and advise people who contact the Project is strengthened by our local knowledge and relationships with professionals. A further dimension is the unique ability to take a regional perspective in both these areas, including opportunities to exchange information about good practice. The Project is part of the National Autistic Society's regional team for the North which strengthens its resources.

The FSDP CONSORTIUM-WIDE DEVELOPMENT TARGETS (2008-2009)

| TARGET | REVIEW |
|---|---------------|
| To encourage local ASDG's to set their own targets and review these at the Annual Convention | January 2009 |
| To support where possible any development activity that we are invited to within Greater Manchester | January 2009 |
| To encourage 50/50 funding of the project between Children's Services and Adult Services in all the consortium authorities. | January 2009 |
| To encourage engagement from all the following agencies within the ASDG's- Health, Social Care, Education, FE, Connexions, Parents, Leisure, Youth services Adult Mental Health | January 2009 |
| To continue to seek funding for a Strategic ASD related Training Post in Greater Manchester. | January 2009 |

TARGETS FOR FAMILY SUPPORT WORK IN 2007

| TARGET | DATE TO BE REVIEWED |
|--|---|
| To continue to answer or return all calls and emails within 3 days. | January 2009 Update Dec 2007- Monitoring system established and due to begin Jan 2008. |
| To follow up all calls with a letter of Information Pack, if appropriate, within a maximum of 2 weeks. | January 2009 Update Dec 2007- As above |
| To develop and introduce an evaluation system for quality of information sent out. | January 2009 Update Dec 2007- As above |
| To send out information about the Project to key professionals within the 10 Greater Manchester authorities | January 2009 Update Dec 2007- Mail shot planned for early 2008 |
| To update the Family Services Development Project leaflet | Completed October 2007 |
| To send an article to all 10 Greater Manchester Disability Database Co-ordinators to publicise the project. | Completed November 2007 |
| To continue to produce a newsletter 3 x yearly and to distribute to relevant parties within the consortium and on the website. | 3 editions completed during 2007- Will continue in 2008 |
| To offer a minimum of 20 parent places on NAS run Parent Workshops each year. | January 2009 Update Dec 2007-132 parents attended programmes in 2007 |

LONGER TERM TARGETS FOR FAMILY SUPPORT WORK (2008-2010)

| TARGET | REVIEW | RESOURCES REQUIRED |
|--|---|--|
| <p>To provide Drop-in Surgeries in each of the 10 authorities on a rotational basis to provide opportunities for face-to-face sessions or workshops.</p> | <p style="text-align: center;">January 2010 Update Dec 2008- Funding sought but not found yet due to restrictions on the project set by NAS</p> | <p>Dependant on additional funding. Project intends to try and identify fundraising opportunities.</p> |
| <p>To employ employ Bi-lingual Support Workers to provide at least 3 Drop-Ins a year alongside NAS Staff specifically for the BME communities within Greater Manchester.</p> | <p style="text-align: center;">January 2010 Update Dec 2008- As above</p> | <p>As above.</p> |

NAS Family Services Development Project

REPORT 2007

REPORT OF ACTIVITY FOR THE DIRECTORS OF ADULT SOCIAL SERVICES

Summary of Family Support and Service Development Activity

In the table below ASDG refers to the main Autism Services Development Groups.

| BOLTON | No of Meetings attended |
|---|--------------------------------|
| Development | |
| ASDG (Children) | 5 |
| ASDG (Adults) | 1 |
| Care Pathway meeting | 2 |
| Family Support: | <u>Number of calls</u> |
| Calls from Families about children | 8 |
| Calls from Families of adults or individuals with ASD | 6 |
| Calls from professionals | 4 |
| Number of Bolton families on Help! programmes | 18 |
| Comment: | |
| Calls numbers from Bolton are low and we would like to address this issue. We would welcome suggestions about how to increase use of the project. | |

APPENDIX 1

| BURY | No of Meetings attended |
|---|---|
| Development: ASDG Transition Event attended | 4 1 |
| Family Support: Calls from families of children Calls from families of adults or individuals with ASD Calls from professionals Number of Bury families on Help! programmes | <u>Number of calls</u> 39 7 3 10 |
| Comments: Some of the calls from parents of children are skewed by one family who uses the project a great deal. Calls from parents of adults are low and we would welcome suggestions of how we can inform families about the project. | |

| MANCHESTER | No of Meetings attended |
|---|--------------------------------|
| Development | |
| ASDG (Children) | 2 |
| ASDG (Adults) | 4 |
| Sub-groups | 5 |
| Meetings with professionals | 9 |
| Transition event- training | 1 |
| Family Support | <u>Number of calls</u> |
| Calls from families of children | 105 |
| Calls from families of adults and individuals with ASD | 23 |
| Calls from professionals | 36 |
| Meetings with parent support groups | 1 |
| Post Diagnostic groups attended | 1 |
| Number of Manchester families on NAS help programme | 11 |
| Comment There is a great deal of development and family support activity in Manchester. We feel that the high rate of calls is often indicative of a better awareness of the project and this in turn is often because of the high level of development activity. | |

| OLDHAM | No of Meetings attended |
|---|--------------------------------|
| Development | |
| ASDG | 5 |
| Meetings with professionals | 2 |
| Family Support | <u>Number of calls</u> |
| Calls from families of children | 17 |
| Calls from families of adults and individuals with ASD | 4 |
| Calls from professionals | 7 |
| Number of participants on help programmes | 3 |
| Comment | |
| Calls from Oldham are still lower than we would like to see. We would welcome any ideas about how to generate more referrals from Oldham. | |

| ROCHDALE | No of Meetings attended |
|---|---|
| Development | |
| ASDG (Children) | 6 |
| Social Group steering group | 8 |
| Family Support | <u>Number of calls</u> |
| Calls from families of children | 25 |
| Calls from families of adults and individuals with ASD | 15 |
| Calls from professionals | 9 |
| Parent Support Group attended | 1 |
| Post Diagnostic workshops attended | 1 |
| Number of Rochdale families on One day NAS Help! programme | 2 and 22 booked on for Dec 07 programme in Rochdale |
| Comment | |
| We expect that more calls will be generated because of the one day Help! and the fact that 2 other Help! programmes will be run in Rochdale within the next year. | |

| SALFORD | No of Meetings attended |
|---|--------------------------------|
| Development | |
| ASDG (Children) | 4 |
| ASDG (Adults) | 6 |
| Meeting with professionals- 2 | <u>Number of calls</u> |
| Family Support: | |
| Calls from families of children | 11 |
| Calls from families of adults and individuals with ASD | 15 |
| Calls from professionals | 14 |
| Participants from Salford at the workshop on ASD and PCP | 29 |
| Number of Salford families on Help! programmes | 2 |
| Comment: | |
| Calls are lower than we would like to see. Usually the calls from parents of children are much higher than parents of adults so this is unusual. We would welcome any suggestions about how to increase take up | |

| STOCKPORT | No of Meetings attended |
|---|--------------------------------|
| Development | |
| Meetings re ASD Partnership Project | 2 |
| Meetings re Pre-school charity | 2 |
| Fundraising Event for charity | 1 |
| Care pathway meeting | 6 |
| Meetings with professionals | 4 |
| Family Support | <u>Number of calls</u> |
| Calls from families of children | 50 |
| Calls from families of adults and individuals with ASD | 9 |
| Calls from professionals | 17 |
| Number of Stockport families on help programmes | 4 |
| Comment | |
| Calls from parents of children are very high but calls from parents of adults low. We would welcome suggestions about how to increase awareness of the project amongst adults. We have been involved in very little development activity fro adult services and we would like to address this in the coming year. | |

| TAMESIDE | No of Meetings attended |
|--|--------------------------------|
| Development | |
| Meeting with professionals | 2 |
| Family Support: | <u>Number of calls</u> |
| Calls from families of children | 28 |
| Calls from families of adults and individuals with ASD | 13 |
| Calls from professionals | 9 |
| Participants at the Tameside ASD and PCP day run by project | 45 |
| Numbers of Tameside families on the NAS programmes | 3 |
| Comment: | |
| We have not been involved in any development activity in Tameside in the past year and we have been trying to address this issue. We held the ASD and PCP event to address the fact that referrals from Tameside were low and this did increase volume of calls. We would like to build on this in the coming year | |

| TRAFFORD | No of Meetings attended |
|--|--|
| Development | |
| Meeting with professionals | 4 |
| Care Pathway group | 3 |
| Family Support: | <u>Number of calls</u> |
| Calls from families of children | 33 |
| Calls from families of adults and individuals with ASD | 10 |
| Calls from professionals | 11 |
| Carers information event | 1 |
| Number of Trafford families on Help! programme | 7 and 4 booked on for Dec 07 programme |
| Comment: | |
| The ASDG has not been meeting during 2007 and we have not been involved in much development activity. We would like to address this in the coming year | |

| WIGAN | No of Meetings attended |
|---|--|
| Development | |
| ASDG | 4 |
| <p>Meetings about Recruitment and selection of ASD development post</p> <p>Steering group for ASD post</p> <p>Meetings with ASD postholder</p> <p>Family Support:</p> <p>Calls from families of children</p> <p>Calls from families of adults and individuals with ASD</p> <p>Calls from professionals</p> <p>Number of Wigan families on Help! programmes</p> <p>Comment:</p> <p>Calls from Wigan are very low. We would welcome suggestions about how we can increase this.</p> | <p>2</p> <p>1</p> <p>2</p> <p><u>Number of calls</u></p> <p>9</p> <p>8</p> <p>2</p> <p>17</p> |

APPENDIX 1

The list below excludes any training or internal team meetings or activities around professional development of the team and relates only to development-related activities.

CONSORTIUM WIDE EVENTS

Events for people involved in the Autism Services Development groups, including some parents and individuals with ASDs

| EVENT | DATE |
|--|----------------------------|
| Annual Consortium Convention | April 2007 |
| Annual Convention for the NAS North Development Team | January 2007 |
| Time to Close the Gap- Event for commissioners in the North West | November 2007 |
| Network Meetings for Chairs of ASDGs (2) | June and December 2007 |
| CSIP Event on Diagnosis Debbie Waters, Speaker) | November 2007 |
| Regular CSIP meetings on the IDA project | 4 time throughout the year |

Events for parents within Greater Manchester provided by the National Autistic Society

| | |
|--|--|
| One Day Help! Programme- Bolton and Rochdale | Bolton(July), Rochdale (December) 2007 |
| Help!2 Workshops x6- Stockport and Salford 20hr Help! programmes in Manchester and Wigan 2 day Help! programme in Trafford | February, April and July 2007 June (Manchester), September (Wigan) 2007 December 2007 |
| One day workshop on Person Centred Planning and ASD in Tameside and Salford | March and October 2007 |

Consultation events attended by the NAS Family Services Development Project to raise awareness of autism

| | |
|------------------------|---------------|
| DLA consultation event | July 2007 |
| Photo Exhibit | November 2007 |
| | |

Other Meetings/events which the NAS Family Services Development Project co-ordinated or supported

| | |
|---|----------------------------|
| Consortium Training Strategy Group Meetings (Mari Saeki, Chair) | 3 meetings throughout 2007 |
| | |
| Parent Support Groups | 6 meetings |
| AutismGM Newsletters produced quarterly | 3 |
| Awareness-raising event In Manchester- (Mari Saeki Speaker) | October 2007 |

SUMMARY

- We have taken 549 calls within this year. This is an increase of 15% on last year.
- We have spent over 172 hours on those calls
- We have sent out over 300 packs of information
- We have attended 98 meetings on Development activity within Greater Manchester
- We have attended 9 other regional events on development issues

Mari Saeki & Debbie Waters
Project Officers- NAS Family Services Development Project (Dec 2007)

GREATER MANCHESTER AUTISM CONSORTIUM

Statistical Information 2007

