

# Evaluation and decision making

Support offer

# Background and objectives

- Many places are successfully developing a range of integrated services and piloting new ways of working. Establishing what is working, however, and making key decisions about the future have often proved harder
- Support requests have highlighted that local areas could benefit from support with:
  1. Developing a model for evaluating integrated services or approaches
  2. Making joint decisions about what to continue, expand or decommission
  3. Helping to better understand integrated services or approaches and how to ensure positive outcomes for local people
- This support offer aims to:
  - Create a space through a half-day workshop for local partners to be able to identify and reflect on what is working in their system and what can be improved
  - Help to ensure that the services and support that are in place can deliver the best outcomes for local people and be a sustainable and effective use of shared resources
  - Help local areas use their existing capacity and capability to better understand local performance, impact of services/interventions, and to support their shared vision and strategy

# Key stages of the support offer

1. An external facilitator jointly chosen by local partners is commissioned to support the work. Hold scoping calls to establish objectives for the support offer
2. Local colleagues compile relevant information and data, and the facilitator interviews key local stakeholders to design the half-day workshop (depending on the scope of the support this can consist of more than 1 workshop)
3. Facilitated workshop held with a range of local stakeholders, typically senior operational, commissioning, intelligence and finance colleagues. Findings from interviews, data and any other information is presented back. Attendees discuss, design and agree next steps – for example a framework for evaluation, how to take forward key decisions, what they will do with new insights and information
4. Next steps are embedded into business as usual governance and owned by a local lead
5. Before the support concludes there is a follow-up call from facilitator after 3 months to establish the impact of the support and where necessary flag further information or support which might be useful to local colleagues

# Further information

- To discuss this offer, and whether it is right for your system, you can:
  - Email [chip@local.gov.uk](mailto:chip@local.gov.uk)
  - Contact your local Care and Health Improvement Adviser; for a list of regional contacts, visit this page: <https://www.local.gov.uk/our-support/our-improvement-offer/care-and-health-improvement/care-and-health-improvement-programme>
  - This offer is also available through the Better Care Support Programme bespoke support offer; a list of regional Better Care Managers is available here: <https://www.local.gov.uk/regional-better-care-leads>