

## The Aim of the Policy

Through monitoring activities and evaluation, we continually inform the development and improvement of the service to meet the IASS National Minimum Standards.

## Our objectives – what we do to further our service aim

- Commissioning, governance and management arrangements – we have a clear identity which is separate from the Local Authority. We have a service development plan which is monitored, reviewed and evaluated. We comply with safeguarding legislation. We have clear supervision and appraisal procedures. We access independent legal training. We have a reference group with terms of reference.
- Strategic functions – we contribute to local, regional and national policy and practice.
- Provision, information and advice – we work to ensure that parents and carers, children and young people are aware of our service and that we provide impartial, accurate and up to date information and high-quality advice relevant to their needs and situation.
- Supporting individuals – we provide a confidential service tailored to individual parents and carers, children and young people, to build on their knowledge and skills to enable them to make independent informed decisions.
- Professional development and training – we ensure that all our staff and volunteers access accurate and up to date training.

## How we monitor our objectives

- We collect statistics from our confidential data base records to analyse trends across cases relating to the nature of need and call reason, etc.
- We gather feedback information from questionnaires, surveys, interviews and observation as well as identifying case studies to write up.
- We use focus groups to evaluate elements of the service and occasionally artwork/video/film.
- We have an active Compliments, Comments and Complaints procedure which informs our practice overall as well as supporting the individuals involved.
- After each training event we ask participants and tutors to complete an evaluation which informs our future training preparation and development.
- We use the National Benchmarking Audit tool which is completed annually with the Local Authority. This allows the Service to monitor its performance against its statistical and geographical neighbours and against the [IASS Minimum Standards](#)

## Who evaluates the outcomes of the monitoring?

We have a DIAS Reference Group with clear and agreed terms of reference and representation from parents, young people, professionals and voluntary groups which meets three times a year. Our Annual Action Plan will lay out our plans for furthering our objectives each year.

## How evaluation changes our objectives and working practice

The agreed changes in our objectives and working practice will be monitored and outcomes evaluated by the Reference Group. Decisions/outcomes will be published in our Annual Report, in the DIAS Reference Group minutes and on our website.