

## Part 2: Service specific specification

### Lot 20: Provision of support to people with Autistic Spectrum Disorders Awarded to: ASD Family Help

#### Purpose

The purpose of the funding is to support people with ASD, their families and carers by:

- Raising awareness of ASD
- Helping adults with an ASD who live in the family home to maximise their life opportunities including further education, employment, social life, and independent living
- Providing support to their families and carers
- Helping young people (aged 14- 18 years) with an ASD through transition
- Signposting to both statutory and voluntary, local and national support groups
- Providing advice as appropriate

#### Key outcomes

- **Customers, families and carers receive up to date information and are signposted appropriately to other relevant bodies** This may include, but is not limited to:
  - Free advice and information through email, face-to-face consultation and a website
  - Linking regularly with ASC services, including the Autism Lead
- **Families and carers are able to balance their caring roles and maintain their desired quality of life** This may include, but is not limited to:
  - Support to parents/carers through regular drop-in sessions and coffee mornings
  - Provision of social activities for autistic children, young people and adults
  - Social activities that include siblings and young carers
- **The need for formal care and support for customers has been reduced or delayed** This may include, but is not limited to:
  - Training across the Borough
  - Life and relationships skills for teens
  - Employability training and support for autistic adults
  - Employment to autistic adults
  - Support to access / continue education
- **Customers, families and carers have a positive experience of care and support** This may include, but is not limited to:
  - Social activities for families

The expected outcomes may change over the life of the contract and the Provider must be willing to work in partnership with the Council and other relevant stakeholders to ensure that the way that the service is accessed/delivered meets the needs of those eligible to use it.

### Access to the service

In addition to the universal referral and access requirements in Part 1 the service is expected to be available to children and adults with an ASD, and their parents, siblings and carers. **Service specific KPIs**

KPI	Outcome	Success Criteria / Evidence
9	Customers, families and carers receive up to date information and are signposted appropriately to other relevant bodies	Evidence of appropriate advice and signposting, customer details, evidence of adopting a collaborative approach with other partner agencies to support customers and their families.
10	Families and carers are able to balance their caring roles and maintain their desired quality of life	Types of support offered, varied support for all ages, numbers achieving a positive outcome.
11	The need for formal care and support for customers has been reduced or delayed	Evidence of offering varied activities, support and initiatives that meet customer's needs.  Case studies of positive outcomes
12	Customers, families and carers have a positive experience of care and support	Positive feedback, case studies evidencing positive outcomes, evidence of offering social activities for customers and their families.