



Outcomes

Between January 2012 and September 2015, a total of 376 families were supported by DISC's family services. Of these...

- 73% of families with an identified need achieved a positive step down within the safeguarding framework by the end of their support with DISC.
- 98% of families with an identified need have successfully received a whole family intervention.
- 89% of families who were at risk of a family breakdown, had remained together by the end of support.
- 88% of families with identified need had improved their parenting skills by the end of their support
- 85% of families with an identified need improved school attendance.
- 97% of those families with low ambitions had raised aspirations in relation to work and training on leaving the service.
- 97% of people with a need were successfully supported to sustain safe accommodation.

All services outcomes

Between January 2012 and September, 2015 (that's as long as we have used Impact Outcomes) 2,336 people have been supported by Health Young People and Family services.

- 88% of people with an identified need had engaged in or completed accredited training when their support completed.
- 86% of people with an identified need reduced re-offending behaviours.

- 51% of people had a need for early intervention to reduce risk taking behaviours. 97% of those people achieved this outcome.
- 96% of people with a need successfully made improvements to their physical health.
- 95% of people with a need successfully made improvements to their sexual health.
- 95% with a need had saw improvements in their mental health by the time they left DISC services.
- 98% of people with a need supported to make healthy changes to their lifestyles.
- 90% of people with a need were supported to feel empowered and supported to live independently and building capacity to make choices and decisions for themselves.

All services outcomes

Since April 2015:

- 94% of people with a need have been successfully supported to access community-based services.
- 96% of people with a need have been successfully supported to access positive-peer networks.
- 97% of people with a need have been successfully supported to increase positive family networks.

FROM MATRIX ACCREDITATION REVIEW AUG 2015

“Staff continued to emphasise the importance of the support they provide for service users. Helping young people who are in the greatest need and adults who are farthest away from the labour market, to raise their aspirations, enabling them to progress be it into further learning, training, work or in their personal lives.”

“Service users feel that ‘staff’ are open and accessible, knowledgeable and committed, showing a willingness to provide encouragement and support appropriate to needs.”

“Partners....were extremely complimentary regarding the working relationship they have with the Services. They highlighted the strengths of the work carried out by the organisation; providing support which has helped to improve and change people’s lives....This has given partners additional confidence that “*they go the extra mile*” to ensure they are providing the best service possible.”

FROM OFSTED INSPECTION 2014

“Senior leaders and members of DISC’s board of trustees have established a clear mission, ‘to help people realise their potential’.”

“Over the last three years, leaders and managers have made excellent progress in improving all aspects of performance.....Strategic priorities are clearly focused and provide a good template against which progress can be evaluated. The board of trustees receives comprehensive reports from senior managers on key aspects of performance and interprets these reports to ask searching questions of leaders.”

“Quality assurance arrangements are very thorough and detailed, and involve all staff as well as learners, employers, parents and partner organisations. Managers gather and analyse data thoroughly to inform judgments on the quality of provision. The self-assessment process is particularly thorough and accurate in identifying where the quality of provision needs to be further strengthened.”

“DISC has established a positive reputation in the north-east of England for its work to improve the quality of life for those facing disadvantage and difficulties.”

FROM OFSTED GOOD PRACTICE CASE STUDY OF EDUCATION SERVICES 2015

“The passion and commitment of all stakeholders through well-developed partnership arrangements, including the highly effective use of the complementary expertise and knowledge of advisers and support workers, secure very high quality training and outcomes for all learners. A very large majority of learners make exceptional progress, achieve challenging learning goals and gain valuable qualifications; most go on to find employment, begin further training or enter higher-level education.

Retention and attendance rates are very high because learners enjoy learning and find their experiences at DISC particularly stimulating and very rewarding.”

“Everyone focuses on the development and achievement of individual learners.”

“Learners really appreciate the advice, support and challenge they get from tutors and support workers at DISC. In direct contrast to their descriptions of previous learning and training experiences, learners say that they feel accepted, looked after, challenged, positive and happy.”

FROM OFSTED GOOD PRACTICE CASE STUDY OF PLATFORM LEEDS 2012

“Effective support and guidance for young people are reliant on the quality and accuracy of assessments and the detailed knowledge of how well young people, known as service users, are tackling their drugs or alcohol concerns. The specialist workers at Platform encourage sharp and accurate assessments of service users’ needs and timely actions arising from them.”