

## DESCRIPTION OF THE PRACTICE

### 1. Title of the practice

Involving users, families and municipal staff: A Development Plan for people with learning disabilities in Aarhus, Denmark (2014-2017)

### 2. Organisation responsible for the practice

Department of Social Services, City of Aarhus, Denmark

### 3. Contact person(s)

Name / E-mail	Viggo Munk, <a href="mailto:vmu@aarhus.dk">vmu@aarhus.dk</a>
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### 4. Summary of the practice

The 'Development plan' for people with disabilities is a common framework for the development of services for adults with disabilities in Aarhus, the second-largest city in Denmark, developed over the 2014-2017 period by people with disabilities, their relatives and municipal staff.

Following the initiative of the Department of Adults with Disabilities in Aarhus to invite citizens and relatives to a series of meetings, a plan was drawn, consisting of a catalogue featuring 1,000 ideas and proposals for the rehabilitation, recovery and empowerment of people with disabilities, including through housing, day-care facilities and educational support.

The plan focuses on 5 areas, each divided into specific services and activities:

1. Job training and employment
2. Health and nutrition
3. Relatives, friends and communities
4. Transitions and life stages
5. Welfare technology

### 5. National/regional/local context of the practice

Aarhus's local policy foresees citizens' involvement in municipal decisions and the development of targeted efforts.

According to the Act on Social Services (the main framework of Danish social policy), the support provided to a person with disabilities is organised in cooperation with the individual.

Aarhus' disability policy is based on the active participation of citizens in society, of their involvement in the development of workable solutions and strategies to improve their own lives and bring their own resources into play.

### 6. Staff involved

Public sector employees work in Aarhus' Department of adult disability services

### 7. Target group

Adults with learning disabilities

### 8. Aims of the practice

Involve service users and their families to co-produce a catalogue/plan for the development of disability and support services.

9. Issues for social services					
Service Integration/ Cooperation across services		Service Planning		Contracting	
Technology		Skills development (of the workforce)		Quality of services	
Others: service user involvement; Organisational decision-making about services (design, commissioning, delivery, inspection...)	x				
ANALYSIS OF THE PRACTICE					
10. Status					
Pilot project (ongoing)		Project (ongoing)	x	Implemented practice (restricted areas)	
Pilot project (terminated )		Project (terminated)		Widely spread practice/rolled out	
11. Scope of the practice					
<p>Describe the setting of the practice, considering the following criteria:</p> <ul style="list-style-type: none"> <li>• <i>Micro level practice:</i> practice that involves individuals at local level</li> <li>• <i>Meso level practice:</i> practice that involves organisations or communities</li> <li>• <i>Macro level practice:</i> practice that involves large population groups</li> </ul>					
Meso level					
12. Leadership and management of the practice					
<p>Description of the leadership of the practice, considering the following criteria:</p> <ul style="list-style-type: none"> <li>• <i>Collaborative management:</i> shared between large partnerships, often of central, regional and local representation</li> <li>• <i>Organisational management:</i> by one organisation</li> <li>• <i>Professional management:</i> managed by a single person</li> <li>• <i>Shared management:</i> shared with no defined leadership</li> </ul>					
<p>The Department of Adults with Disabilities in Aarhus took the initiative to invite citizens and relatives to a series of meetings, which resulted in the creation of a catalogue featuring 1,000 ideas and proposals.</p> <p>Employees of the Department of Adults with Disabilities guided the process by holding meetings and drafting a development plan.</p> <p>The plan is now laid out and available in the municipality's facilities for people with disabilities. Citizens and employees jointly implement the relevant parts of the plan's intentions, ideas and suggestions.</p>					
13. Engaging stakeholders in the practice					
<p>Description of the engagement of stakeholders, considering the following criteria:</p> <ul style="list-style-type: none"> <li>• <i>Individual practice:</i> individuals have sought practice change</li> <li>• <i>Network approach:</i> one or more organisations develop a network</li> </ul>					

- *Collaborative approach*: large collaboration with relevant stakeholders

Organisations of relatives and users are invited to contribute to the implementation of the plan.

#### 14. Involvement of service users and their families

*Description of the involvement of service users, considering the following criteria:*

- *Team involvement*: service users and carers were part of the practice team
- *Consultative*: a consultative body of users was set up for an on-going dialogue and feedback
- *Involvement in care*: person-centred approaches to care/support

See section 12.

#### 15. Costs and resources needed for implementation

*Description of how the practice is financed, considering the following criteria:*

- *Within existing resources*: staff time and other resources are provided 'in-house'
- *Staffing costs*: costs for staff investment
- *Joint/Pooled budgets*: two or more agencies pool budgets to fund services
- *Funded project*: external investment

It was said that this initiative implied no extra cost, except labour costs related to public sector employees involved in the process. The participatory processes is seen as rewarding for the entire system.

#### 16. Evaluation approaches

*Description of the evaluation method of the practice, considering the following criteria:*

- *Multi-method*: use of both a qualitative and a quantitative approach
- *Single method*: qualitative or quantitative approach
- *Audit*: looks at data sources such as existing medical records, and/or other routinely collected service data.
- *Informal*: refers to in-house service evaluation using locally designed tools and/or collecting opportunistic feedback
- *No evaluation*
- *An evaluation is planned*

A first evaluation will be carried out in 2017.

#### 17. Measurable effects of the practice and what it has achieved for...

Service users	n. a.
Formal care givers	n. a.
Informal carers	n. a.
Organisations	n. a.
Other	n. a.

#### 18. Anticipated or 'aspirational' effects of the practice and what it has achieved for...

*This category can include outcomes which are not documented, quantified or properly evaluated. They can include such elements as improved knowledge, quality, workforce, etc.*

Service users	The entire process of creating the development plan has already resulted in far greater activity and participation.
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Formal care givers	n. a.
Informal carers	n. a.
Organisations	<ul style="list-style-type: none"> <li>• Developing new services and solutions, in line with users' reality and needs</li> <li>• A rewarding process for all parties.</li> </ul>
Other	
<b>19. How the practice has changed the way the service is provided (lessons learned)</b>	
n. a.	
<b>20. Sustainability of the practice</b> <i>Description of whether the practice is sustainable, considering the following criteria:</i> <ul style="list-style-type: none"> <li>• <i>Potential for sustainability:</i> practice was newly started or is on-going/not yet mainstreamed. How could the practice be sustained (in terms of resources)?</li> <li>• <i>Organic sustainability:</i> service users have been empowered to take the practice forward</li> <li>• <i>Established:</i> the project has been operational for several years</li> </ul>	
n. a.	
<b>21. Transferability of the practice</b> <i>Description of whether the practice has been transferred, considering the following criteria:</i> <ul style="list-style-type: none"> <li>• <i>Transferred:</i> transfer to other regions, countries, service user groups, etc.</li> <li>• <i>Potential for transferability:</i> there is interest from the outside; elements of the practice have been taken up and used elsewhere; material for transferability (for ex. training material) has been developed</li> </ul>	
A rough translation of the Plan from Danish is available for ESN members. If you'd like to read it, please contact our policy team ( <a href="mailto:policy@esn-eu.org">policy@esn-eu.org</a> ).	