# Feedback Loop Response

#### Extract from EGL Newsletter Issue 10 Summer 2015

The Second Feedback Loop was conducted by Standards and Monitoring Service (SAMS) to gather feedback from individuals and families about what aspects of Enabling Good Lives (EGL) practices have been of most value to them and how. This is to inform the best way forward for the next few months, as well as following the Demonstration.

We’d like to express our sincere thanks to all those who participated in this Feedback Loop.

As a Demonstration, it is necessary for EGL to gather evidence about what we are doing and the impact it has on individuals, families and communities. It makes sense to us that the best way to do this is ask if things are working better, and what changes we could be making. We know that we keep asking families for evidence, so we appreciate your patience with us and telling your story. We’d like to reassure you that we use the findings to change and adapt the way we work on the basis of what you tell us!

Most of the response in the Feedback Loop was around how things are working well for people, which was wonderful to hear. From the findings, what people most value is: having access to an independent facilitator (Navigator) as well as having flexibility around their funding (EGL personal budget).

We are also making the following changes on the basis of what people have told us.

* Financial planning and budgeting systems are too complex and confusing: One of the EGL principles is “simple and easy to use” – so we are constantly trying to simplify this! We are working on creating ‘easy read’ versions of the funding process and purchasing guidelines
* Employment / training and management of staff: We know that people love having choice and control over who supports them, but actually finding and employing people to do this can be logistically tricky and is a significant responsibility. We are working with some employment agencies to make it easier for families to recruit and employ staff; whilst maintaining choice and control, limiting the amount that parents have to do.
* Navigators and navigation: We have put into practice some of the suggestions made regarding navigation including using successful EGL families as Navigators, which in turn means that families have more choice about who their Navigator is. We also encourage families to attend the range of workshops that we run and advertise; which mean that navigation can occur in a group setting, as well as regular opportunities to connect with other like-minded families.
* Developing community and natural supports: Developing a community that is welcoming and valuing of all people continues to be a challenge. Through Te Pou we are able to offer workshops to families around inclusion in the community as well as effecting social change. If you’d like to be a part of these, please contact [Hannah@eglives.co.nz](mailto:Hannah@eglives.co.nz)
* Options about independent living: Many of the young people we meet, like others their own age, want to move out of home. They are keen to find out what the possibilities are and who else might be able to help. We ask families to meet together to talk about ‘a home of my own’; and meet others who are making similar plans. If you’re interested in being involved, please contact [Hannah@eglives.co.nz](mailto:Hannah@eglives.co.nz)

If you would like to receive a copy of the Feedback Loop 2 report, please contact [Monique@eglives.co.nz](mailto:Monique@eglives.co.nz). If you have other suggestions on things we could do differently or better, please do not hesitate to get in touch. This is a Demonstration, after all, so we plan on demonstrating different ways of doing things!