

# Supported Pathways Pilot 2019 - 2020



**Wirral  
Evolutions**

Enriching Lives of People with Disabilities & Maximising Potential  
#OneLifeLetsLiveIt

# Contents

|   |    |
|---|----|
| <u>Introduction</u>                             | 3  |
| <u>Who We Are</u>                               | 3  |
| <u>Our Strategy</u>                             | 4  |
| <u>Purpose</u>                                  | 5  |
| <br>  |    |
| <u>Key Milestones</u>                           | 6  |
| <u>Scoping and Aspirations</u>                  | 7  |
| <u>Upskilling</u>                               | 8  |
| <br>  |    |
| <u>Pathways Delivery and Impact</u>             | 9  |
| <u>Case Study: ‘AJ’</u>                         | 10 |
| <u>Case Study: ‘M’</u>                          | 11 |
| <u>Case Study: ‘GB’</u>                         | 12 |
| <u>Case Study: ‘CS’</u>                         | 13 |
| <br>  |    |
| <u>Successful Outcomes</u>                      | 14 |
| <br>  |    |
| <u>Social Value</u>                             | 16 |
| <br>  |    |
| <u>Return on Investment</u>                     | 21 |
| <br>  |    |
| <u>Conclusion and Learnings to Take Forward</u> | 24 |
| <br>  |    |
| <u>Acknowledgments</u>                          | 27 |

# Introduction

## Who We Are

**Wirral Evolutions Ltd** was incorporated in 2015 as a private company limited by shares and trading as a Local Authority Trading Company (LATCo) to provide personalised Day Services and experience for adults with a wide range of learning and physical disabilities.

By placing the people we support at the heart of everything we do, we work hard to ensure that our service delivery is of the highest quality, enabling greater outcomes and benefits for the people we support. Our work ensures that:

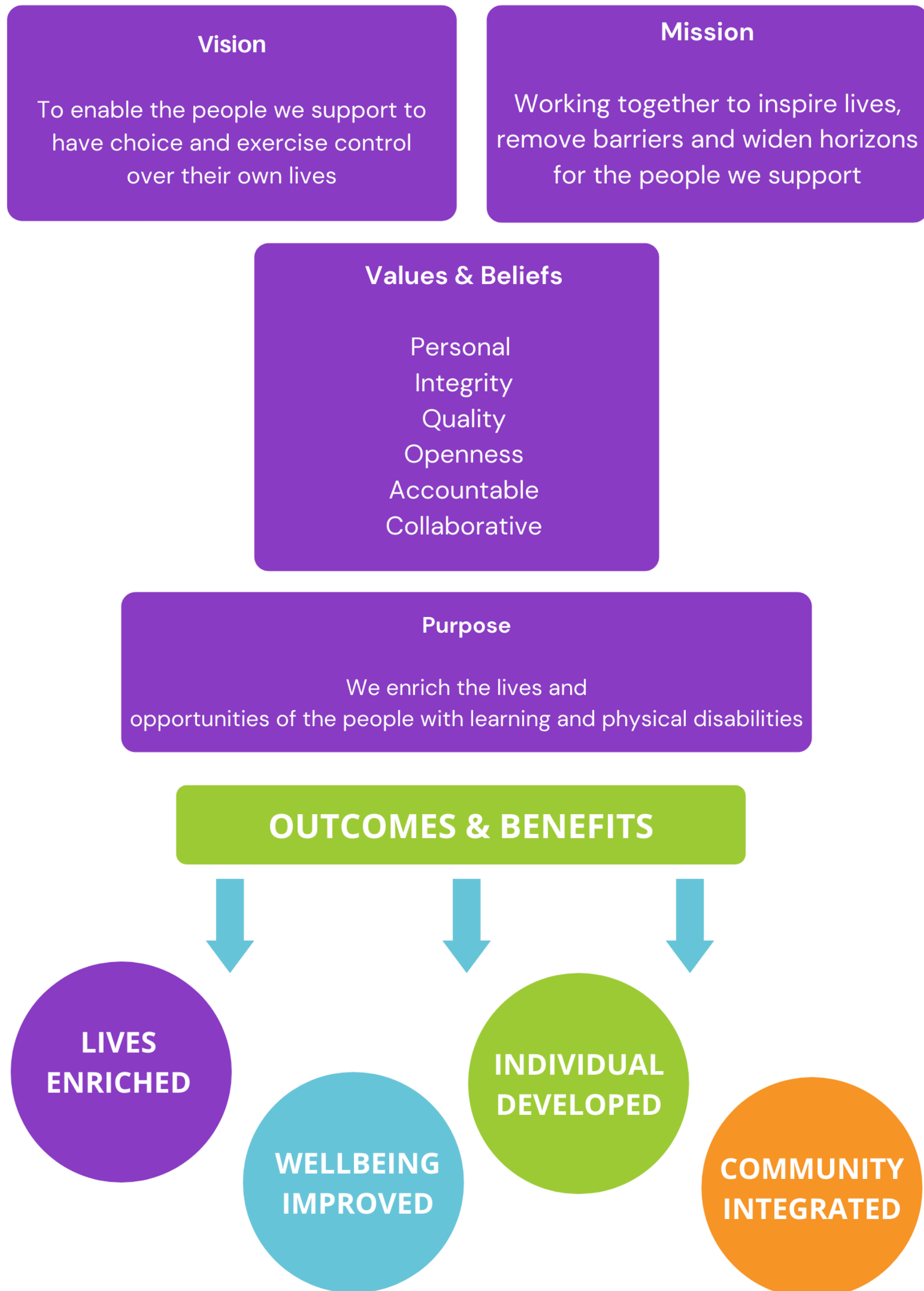
- ✓ There is a focus on Physical and Mental Health, to enrich the lives of the people we support
- ✓ Wellbeing is improved, increasing the levels of enjoyment, self-esteem and happiness whilst promoting friendship
- ✓ Life skills are developed, encouraging confidence, choice, exercising control, communications and self-awareness
- ✓ Community integration as a way of life through volunteering, employment, education, training and social connectivity

We achieve this through a wide range of people centred services and activities across our multiple locations in the Wirral. This includes:

- ✓ Creative expression, through arts, pottery, crafts and music
- ✓ Physical Wellbeing through sports and leisure
- ✓ Hospitality and catering
- ✓ Horticulture, conservation and woodwork skills
- ✓ Beauty, sensory and relaxation experiences
- ✓ Information Technology
- ✓ Vocational Qualifications
- ✓ Education and learning
- ✓ Community volunteering and employment life skills
- ✓ Advisory and Advocacy support including travel, health and housing

# Introduction

## Our Strategy





# Purpose

**Wirral Evolutions Ltd Supported Pathways Pilot** (known as 'The Pathways Pilot') was established in 2019. The purpose was to evaluate the impact of supporting a small cohort of people in our services with learning disabilities and enable their journey to become more independent through alternative activities, gaining qualifications and accessing local community volunteer/employment opportunities.

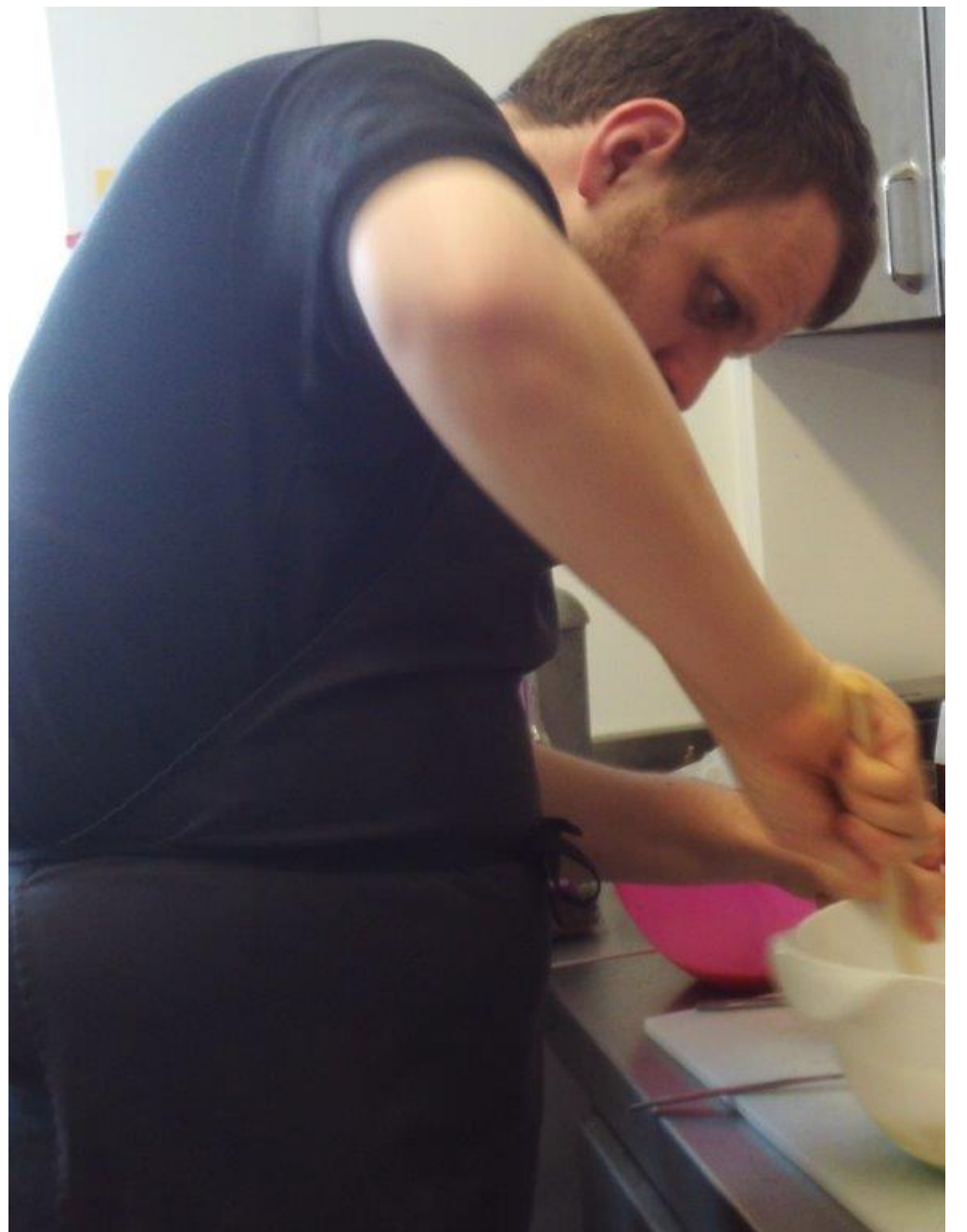
The Pathways Pilot was underpinned by the below strategies and plans:-

- ✓ [Wirral Evolutions Ltd Strategic Framework 2025](#)
- ✓ Wirral Evolutions Annual Plan 2019 - 2020
- ✓ Healthy Wirral Plan 2019 - 2020
- ✓ Wirral Council 2020 Pledges - Pledge 5: People with disabilities live independent lives
- ✓ The [Open Awards](#) scheme

[A framework was created for the Pathways Pilot](#), which focused on four distinct areas. They included: -

- ✓ **Scoping & Aspirations** – understanding the needs, motivations and desires of the people we support
- ✓ **Upskilling** – enabling skills development and confidence for both the people we support and the workforce
- ✓ **Pathway Delivery** – identifying opportunities and maximising partnership working to enable a successful pathway outcome
- ✓ **Impact** – demonstrating the value and difference made for the people we support

Within each distinct section; milestones, timescales, performance indicators and outcome measures were identified.



# Key Milestones



# Key Milestones

## Scoping and Aspirations

A cohort of people were offered the opportunity to take part in the pilot with support from staff. They were invited alongside parents and carers to attend an open evening to introduce The Pathways Pilot, its objectives and the potential benefits for the people we support.

Based on the needs and aspirations of the people we support, a **personalised pathways plan** with clear objectives and outcomes was co-designed. The four categories to be achieved included:-

1. Personal Development
2. Education & Training
3. Work Experience (Catering & Hospitality)
4. Work Preparation/Employability/Volunteering Opportunities





# Key Milestones

## Upskilling

- ✓ Several awareness and engagement workshops were delivered, enhancing confidence and belief for the people we support, parents, carers and staff
- ✓ Easy Read guidance documents were co-produced enabling the people we support to understand benefits, challenges, and choices available into community volunteering, employment and education
- ✓ Members of staff were trained as internal verifiers for the Open Awards scheme
- ✓ People who participated in the Pathways Pilot were offered a variety of professionally delivered training including:
  - Hands on training and experience
  - Face to face support from Wirral Evolutions' staff and Career Connect
  - Online learning modules with support from staff
  - Opportunity to undertake professional qualifications through Open Awards
  - Access to training apps and updated IT equipment
- ✓ In partnership with Career Connect, several sessions were delivered with the people we support, to co-produce individual CV's, learn and practice new skills in job interview techniques
- ✓ Extensive work experience placements were provided in catering and hospitality\* within a public setting for people we support enabling practical skills, knowledge and confidence
- ✓ During their work experience placements, people we support were given the opportunity to complete modules to help increase skills, gain confidence, and build self-esteem. Each person has a portfolio of their training and achievements which they complete with the support of staff

\*Wirral Evolutions' 'Best Bites' service







# Pathways Delivery & Impact



# Case Study: 'AJ'

## THE CHALLENGE ...

AJ is a 32 year old man referred to Best Bites through direct payments and lived at home with his mother. AJ was diagnosed with a moderate learning disability which caused him to have difficulties in processing and retaining information, and he struggled with social boundaries. His goals were to gain social and practical skills, and to become more independent in all aspects of his life. AJ wanted to move out of his family home into supported accommodation and to look for paid employment.

## STEPS TAKEN ...

- ✓ AJ showed interest in hospitality and was given the opportunity to work in a setting giving him the opportunity to work in a team, gain skills and knowledge, and to feel a valued member of society
- ✓ AJ built on his skills and knowledge to benefit him both in a working environment and also at home, allowing him to build his confidence and independence
- ✓ Whilst learning, AJ was given the time he needed to enable him to process information and learn new skills and knowledge
- ✓ AJ was supported by staff and Career Connect to produce a CV

## THE DIFFERENCE MADE ...

- ✓ AJ gained the skills and confidence to interact and communicate with customers staff and peers - eventually mentoring others
- ✓ AJ built confidence and independence which helped him make the move into supported living
- ✓ The skills he has learned at Best Bites have transferred to his everyday life
- ✓ AJ progressed to looking for employment outside of Best Bites and now has a voluntary role working with Bulky Bobs in Liverpool
- ✓ AJ learned the importance of social boundaries, which has helped him in his working and personal life
- ✓ AJ has expanded his social skills and has gained confidence to socialise independently with friends
- ✓ He has also been learning to play the guitar
- ✓ AJ recently completed an Open Awards Level 1 Qualification in Catering and Hospitality

# Case Study: 'M'

## THE CHALLENGE ...

M was 18 years old when he was referred to Best Bites in 2018. When he was younger he had been diagnosed with ADHD, ADS and a mild learning disability. He had been unable to remain focused, had a very short concentration span and would struggle with his organisational skills, making it difficult for him to prioritise. M had quite a full diary but struggled on the days he did not have activities and structure, and this had a detrimental effect on his mental wellbeing. M suffered greatly with depression. He hoped to develop his home and life skills as he lived with his mother and was looking forward to living a more independent life in future years to come. M also wanted to develop skills to assist him with future employment or an apprenticeship.

## STEPS TAKEN ...

- ✓ Best Bites staff provided M with the knowledge and supported him to achieve his aspirations and goals
- ✓ M was supported and given guidance which enabled him to gain confidence, skills and knowledge
- ✓ Staff built a relationship with his mother and worked with her to deal with his anxieties and behaviours
- ✓ Best Bites staff provided M with structure and training, ensuring he was aware of correct protocol, policies and procedures
- ✓ Staff assisted M to remain focused when following instructions and to present himself in a positive and professional manner
- ✓ M was given the opportunity and support to gain a qualification in customer service and hospitality
- ✓ M was supported by staff and Career Connect to produce a CV

## THE DIFFERENCE MADE ...

- ✓ M still requires guidance and support with his behaviours but is now able to present himself in a professional manner, resulting in gaining a **full time apprenticeship** at a Nursing home completing housekeeping duties
- ✓ M has gained confidence, and the ability to listen and follow instructions as well as coping techniques for when he feels he is struggling to concentrate
- ✓ M has gained a Nationally recognised Award for skills developing further learning and employment. This covered units in Health and Safety in a working environment, kitchen hygiene, developing customer service skills and many more

# Case Study: 'GB'

## THE CHALLENGE ...

GB is a young lady who live with her mum. She has a learning disability which affects her ability to communicate effectively and her comprehension of behaviours and emotions.

She was very quiet and found it hard to talk to people and make eye contact. She struggled with her confidence and self esteem.

When she transitioned from school to her placement at Best Bites she initially struggled with the change. She would experience high levels of anxiety, and would self sooth my humming loudly and simulate yawning. She would often check her watch and pace by the window asking staff what time her transport would arrive, and frequently call her mum while becoming increasingly distressed.

## STEPS TAKEN ...

- ✓ GB was supported by Best Bites staff to build her skills and knowledge while in her placement
- ✓ GB was given extra support with tasks that made her particularly anxious such as using sharp knives or the cooker
- ✓ Best Bites staff have built a good relationship with GB and encouraged her to discuss her needs and her future wishes
- ✓ GB has been encouraged to talk to people more, with reassurance from staff
- ✓ GB has been supported to take part in a preparation for work course at college, and has completed her Open Awards diploma

## THE DIFFERENCE MADE ...

- ✓ GB seeks less reassurance when talking to others as she feels more confident in herself, and she is more comfortable approaching people
- ✓ GB is more able to communicate her feelings and wishes to others, and she has a better understanding of her emotions
- ✓ GB has built a relationship with other people who attend the Best Bites service and is more comfortable socially
- ✓ GB's anxious behaviours have reduced – she calls her mum less and is no longer pacing and waiting to go home
- ✓ GB has progressed with her skills in the kitchen, and is now developing her knife skills and is more comfortable using the cooker
- ✓ GB is progressing with her employment aspirations and now has a 3 day placement at a café in Hoylelake



# Case Study: 'CS'

## THE CHALLENGE ...

CS is a 30 year old man that lives in supported living accommodation, which he thoroughly enjoys. He is diagnosed with a moderate learning disability and requires support to keep him safe in a kitchen environment, and when cooking at home. CS sometimes struggles to understand information and can misinterpret what is being asked of him and needs reiteration and support to understand. CS also requires support with numeracy and literacy. CS's goal is to gain paid employment.

## STEPS TAKEN ...

- ✓ CS was given the opportunity to train in a working environment through Best Bites, helping him to build skills and knowledge.
- ✓ CS's training at Best Bites has helped him to build practical and safe skills that will benefit him at home and in a working environment, increasing his confidence and independence.
- ✓ CS was given the opportunity to access training and qualifications that will support him in his search for paid employment.
- ✓ CS was supported by Best Bites and Career Connect to create a CV to help him apply for paid employment.

## THE DIFFERENCE MADE ...

- ✓ CS has gained skills and confidence to communicate with customers, staff and peers.
- ✓ CS now has transferable skills and knowledge, such as customer service skills and health and safety, that he can transfer to paid employment, as well as his every day life
- ✓ CS now has a CV that he is using to help him apply for paid employment
- ✓ CS has gained and NVQ Level 1 in Food & Beverages, and an Open Awards Level 1 qualification in Catering and Hospitality
- ✓ CS has gained a voluntary position with Kids Zone School Club at St Peters Church



# Successful Outcomes



# Successful Outcomes

25

**25** people we support initially expressed interest in taking part in the pilot

17

**17** (68%) people we support chose to take part in the Pathway Pilot

8

**8** (47%) people we support have successfully achieved their Open Award Qualification, with a further **4** (23%) since enrolled

15

**15** out of the 17 people in the pilot (88%) have a completed CV

3

**3** (18%) people have left the service, having successfully gained employment

4

**4** (24%) people have successfully gained volunteering roles within their local communities

4

**4** members of staff have qualified as internal verifiers for the Open Awards scheme







# Social Value





# Social Value

## Wellbeing and Independence

When looking at the wellbeing and independence of the people we support involved in the pilot, two scales were looked at before and after the pilot to determine the journey travelled:

Firstly, the **Short Warwick Edinburgh Mental Wellbeing Scale (SWEMWBS)**<sup>1</sup>

Each participant were asked to rate their level of wellbeing by answering several statement as listed below, both before and after the pilot. The scale range was 1 to 5, with 1 being less likely and 5 being most likely. The National average for this scale is 23.2.



The comparison results of before and after the pilot can be seen in the graphs on page 19

<sup>1</sup> [Short Warwick Edinburgh Mental Wellness Scale](#)

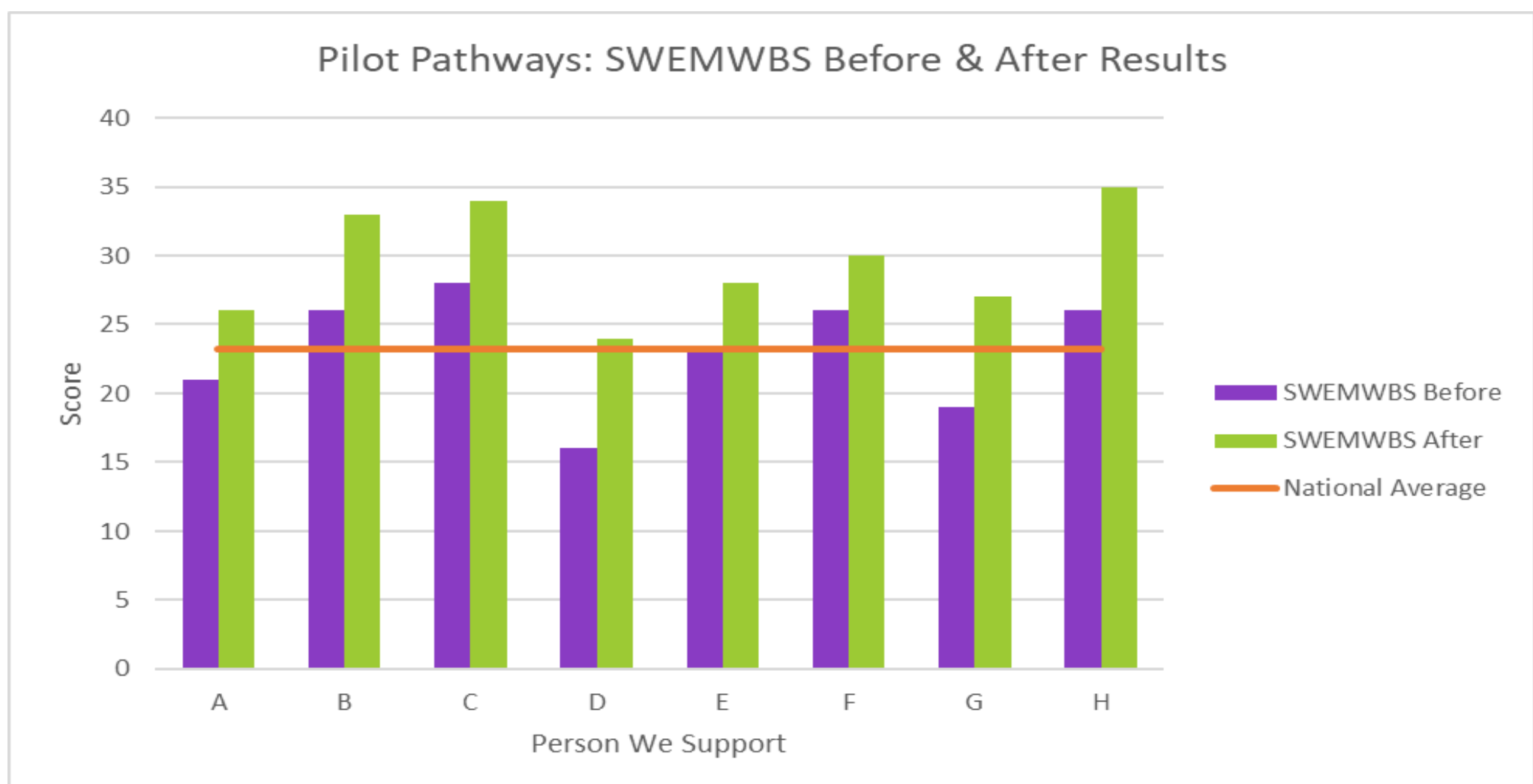
# Social Value

## Short Warwick Edinburgh Mental Wellbeing Scale results

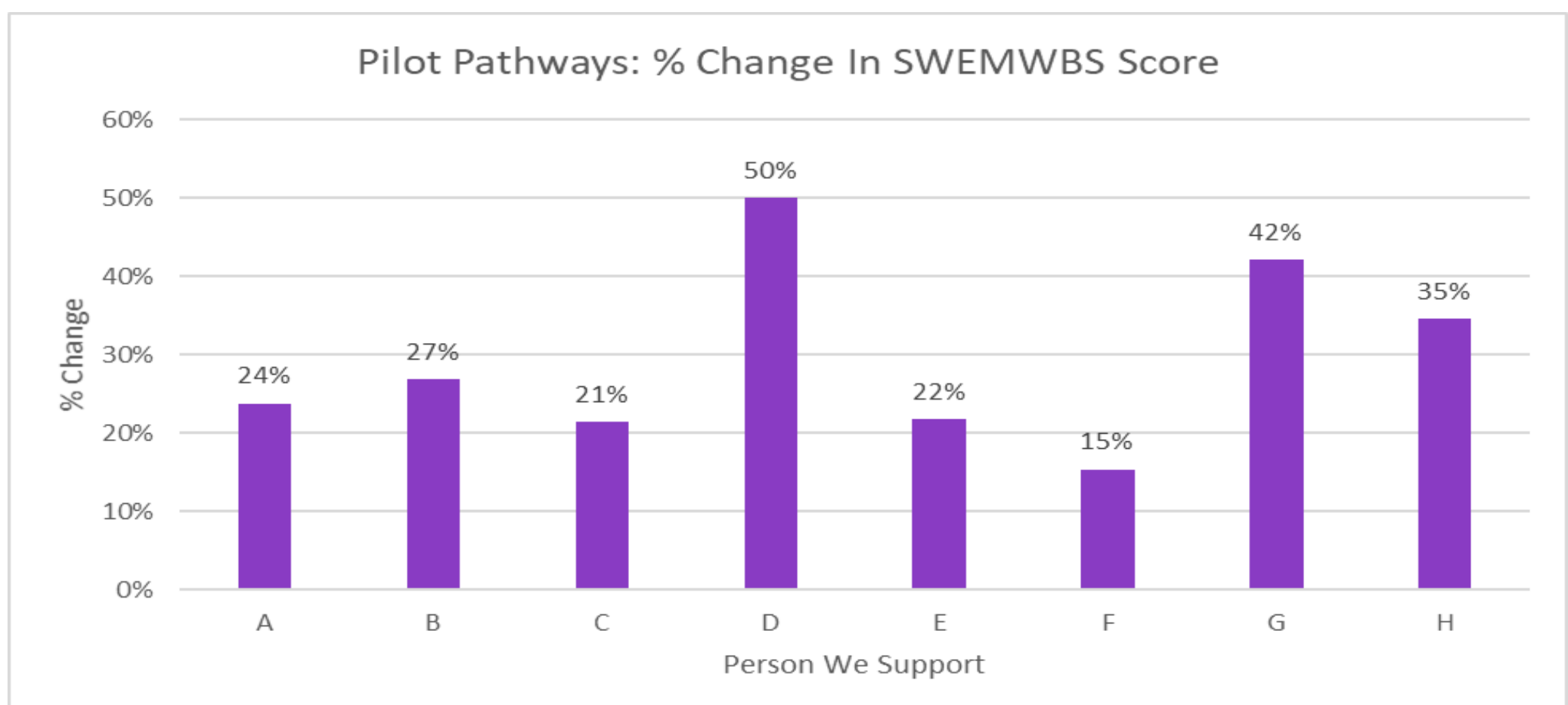
The results shows that all 8 individuals who have completed the Open Awards scheme have significantly improved their wellbeing levels as a direct result of the pilot. **Chart A** shows a combined average increase of 30% which is well above the national average, of 23.2 for this scale.

**Chart B** shows, all 8 individuals have developed life skills and have travelled along their journey, with a couple of people who have made extremely impressive improvements in their mental wellbeing and day to day skills - ranging between 15% and a huge 50% improvement. The pilot has enabled and equipped all the individuals, with support to tackle every day opportunities and challenges ahead.

**Chart A**



**Chart B**



# Social Value

## Wellbeing and Independence

Secondly, the **General Self Efficacy Scale**<sup>1</sup>. Each participant were asked to rate their levels of independence and feelings of capability statements as illustrated below, both before and after the pilot. The scale range was 1 to 5, with 1 being least likely and 5 being most likely. The National average for this scale is 2.9



The comparison results of before and after the pilot can be seen in the graphs on the next page.

<sup>1</sup> [The General Self Efficacy Scale](#)

# Social Value

## General Self Efficacy Scale<sup>1</sup> Results

The results shows that all 8 individuals who completed the Open Awards scheme have significantly improved their levels of independence and feelings of capability as a direct result of the pilot. **Chart C** shows a combined average 25% increase which places every individual well above the national average (2.9) for this metric.

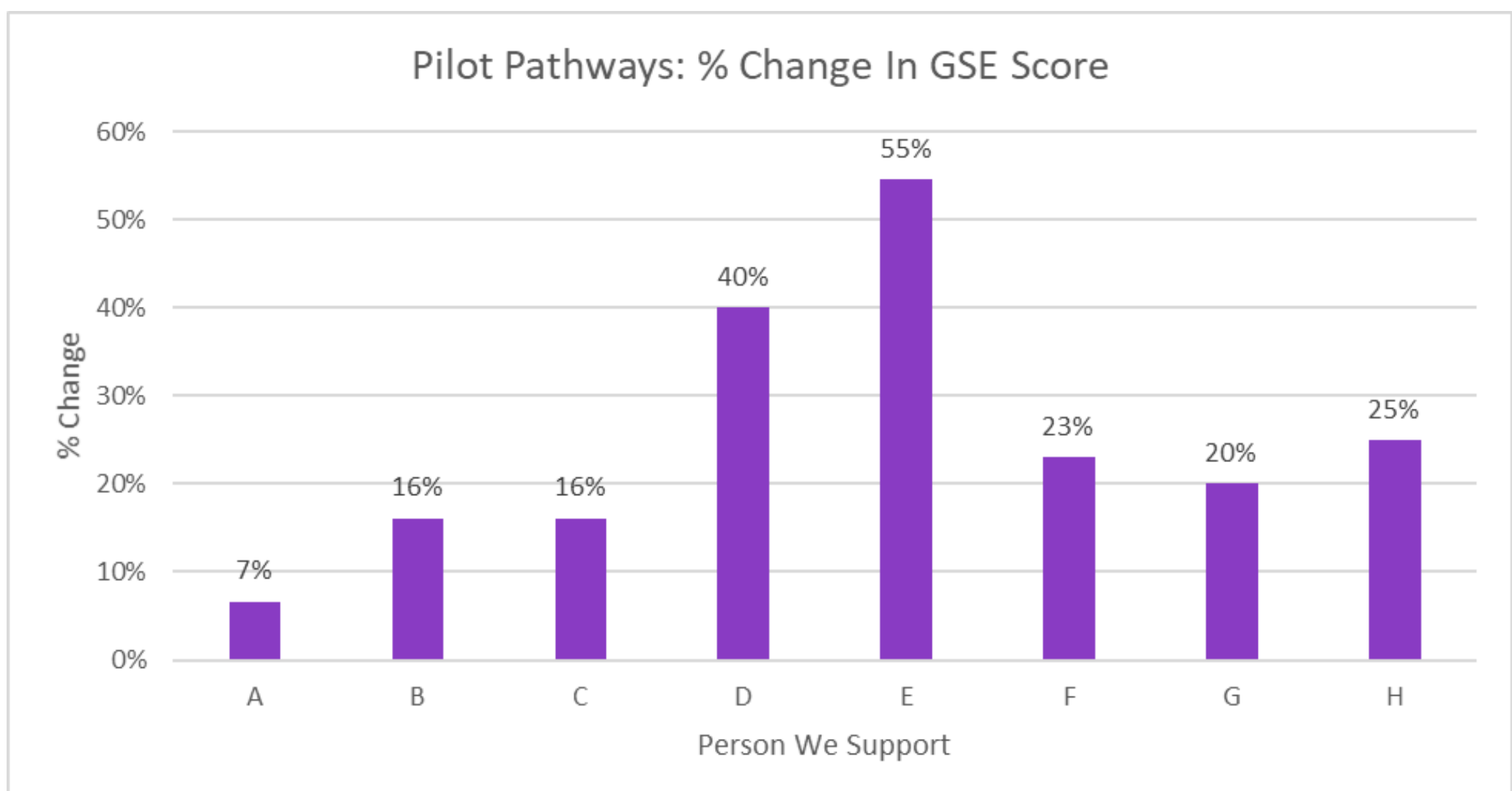
**Chart D** shows, the percentage change, before and after the pilot and all 8 individuals demonstrating they have enhanced their confidence, life skills and levels of independency, with two with impressive improvement in their own abilities with over 40% and 50% change.

Based on these social value results, the pilot has been a success and has enabled individuals, with support to tackle every day opportunities and challenges ahead.

Chart c



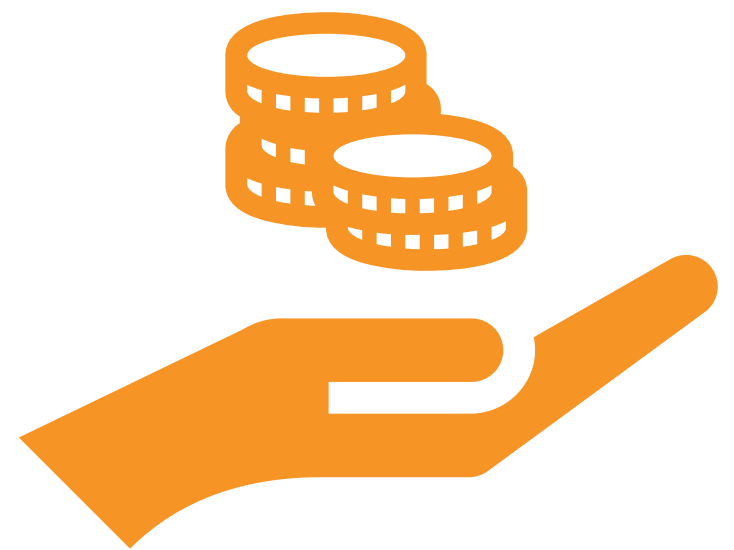
Chart D







# Return on Investment



# Return on Investment

## Headline Commentary:

- The total value of the pilot cannot be calculated as a simple financial equation as the benefits to the people we support and society far outweigh monetary consideration and can't be viewed in isolation from the social value benefits as illustrated on [pages 17-21](#)
- The total spend of on the program is £33,308 and once all the return costs have been calculated the overall **return economic value is £95,730.48<sup>1</sup>**. This can be broken down into:
  - a societal value of £89,663.88 - money circulated back into society via wages, income tax and volunteer worth
  - Wirral Evolutions return of £21,864.84 - staff wages/time saved<sup>2</sup>



**For every £1  
Spent**



**Return on  
investment  
of £3.34**

### 1. ASSUMPTIONS:

- All calculated *ANNUALLY*
- Living wage (£9.30 per hour) at 30 hours a week
- Income tax at 20% of living wage at 30 hours a week
- 3 people we support in employment
- Volunteer worth (£14.43 per hour) at 15 hours per week
- 4 people we support volunteering (but still attending day services)
- Staff wages calculated at 25% of their time used (4 staff coordinators and 1 team leader)
- Funding reduction based on 3 people we support, at 2 sessions per week based on Central Register attendance, moving out of service to fulltime employment

2. The staff savings are made by freeing resources that can be redirected to other parts of the business.

# Return on Investment<sup>1</sup>

Spend



£731

Open Award  
Cost

£360

Staff Training

£32,217

Staff Wages



Return<sup>2</sup>



£43,524

Wages earned by people  
we support

£1,118.28

Income Tax (on above  
wages)

£45,021.60

Volunteer Worth

£32,217

Staff Wage Saving

-£10,352.16

Funding Reduction

Total Spend

£33,308

Total Return

£111,528.72



## 1. ASSUMPTIONS:

- All calculated *ANNUALLY*
- Living wage (£9.30 per hour) at 30 hours a week
- Income tax at 20% of living wage at 30 hours a week
- 3 people we support in employment
- Volunteer worth (£14.43 per hour) at 15 hours per week
- 4 people we support volunteering (but still attending day services)
- Staff wages calculated at 25% of their time used (4 staff coordinators and 1 team leader)
- Funding reduction based on 3 people we support, at 2 sessions per week based on Central Register attendance, moving out of service to fulltime employment

2. Volunteer worth, staff wages and funding reduction have a social value impact that can be redirected into other parts of the business





# Conclusion & Learnings To Take Forward





# CONCLUSION

The Pathways Pilot set out to evaluate the impact of supporting a small cohort of people with a learning disability and enable their journey to become more independent through alternative activities such as upskilling, gaining a qualification, accessing local community volunteer and employment opportunities.

Whilst this impact report demonstrates a huge success The Pathways Pilot has witnessed tangible benefits enabling meaningful life skills as each of the individuals have travelled on their journey, which is illustrated on pages 9 to 14.

Through their journey, these amazing people have increased their confidence, felt more empowered and have more self belief which has seen a significant shift in their wellbeing and levels of independence as shown on pages 18 to 21. The Pathways Pilot was the vehicle to enable this to happen.

The Pathways Pilot, whilst successful, also provided many challenges, learnings and reflective opportunities to build upon and take forward as part of Wirral Evolutions future provision and ways of enabling people we support to become more independent as they travel through their life skills journey.

## **Our challenges included:**

- Time and capacity constraints of staff alongside their day to day duties
- Lack of data and availability of learning disability friendly volunteering, placement and employment opportunities for those who had completed the Pathways Pilot
- Limited resources and training materials available
- Apprehensive response from some families and concerns about impacting upon individual care plans and benefits
- Lack of commitment and clarity on processes and systems from external organisations
- Covid-19 Pandemic had an impact on the Pathways Pilot for many individuals

# Learnings To Take Forward

## **What we would do differently (subject to resources available):**

- ✓ Open all information about Open Awards, Work Training and Employment Opportunities to all people we support across Wirral Evolutions services
- ✓ Invest in more staff training and resources, as well as linking to other organisations for collaboration and support
- ✓ Introduce work preparation training and interview skills across all vocational services to enable people we support to develop their skills further, not limiting it to catering and hospitality skills
- ✓ Establish a team of trained staff to deliver all aspects of the supported pathways as the pilot was developed and delivered alongside staff normal duties, heavily reliance on staff commitment and willingness to go above and beyond
- ✓ Invest in capacity and production of strong easy read promotional materials, internal and external to attract and create a bank of real volunteering and employment opportunities
- ✓ Establish stronger links with special schools to offer Person Centred / tailored offer of service to individual based on their interests, aspirations, and dreams
- ✓ Develop stronger commitment from partner organisations such as Job Centre Plus and any other organisations that could support Work Experience or real Employment opportunities for people we support
- ✓ Secure additional investment to offer people with Learning Disabilities enhance life skills into volunteering and employment

# Acknowledgements

On behalf of Wirral Evolutions Ltd, we would like to say a **BIG THANK YOU** to all involved in The Pathways Pilot, without your passion this would not have been possible

In particular the

Commitment and inspiration from the people we support

Support from parents, carers and families

Dedicated workforce at Best Bites catering service

Sponsor Wirral Borough Council Adult Social Care

*‘Together we enable the people we support to have choice and exercise control over their own lives’*

**#OneLifeLetsLiveIt**

Produced by Wirral Evolutions Ltd  
April 2021



Enriching Lives of People with Disabilities & Maximising Potential  
#OneLifeLetsLiveIt