



Wirral Council

Appendix B
Stakeholder Engagement

4 June 2014



Appendix B

Stakeholder Engagement

Wirral Council values the experience and expertise of staff employed in Health and Social Care Services and the people who use these services, together with their parents and carers and wish to hear their collective voice and involvement to inform future direction. We believe that their involvement is essential to developing the personalised and responsive services we want to develop.

Here in the Wirral, there has been a considerable shift over the past few years to ensure that key stakeholders are involved in the planning, commissioning and delivery of health and social care.

For people to effectively contribute to the design and commissioning of services, they must feel that their input is valued. This can be achieved in a number of ways: being thanked, positive feedback and acknowledgement, practical assistance, training or personal development.

Whichever way we choose to reward and recognise their contribution, we will:

- Recognise the barriers to involvement and try to overcome them
- Try and include the broadest spectrum of staff, people who use services and their parents and carers
- Let their views and expertise be heard and influence what we do

Co-production is central to achieving our objectives of personalising services and increasing choice and control for people who use services and their carers. It will help Wirral Council to ensure that it meets their priorities and will be key to the quality and improvement of services.

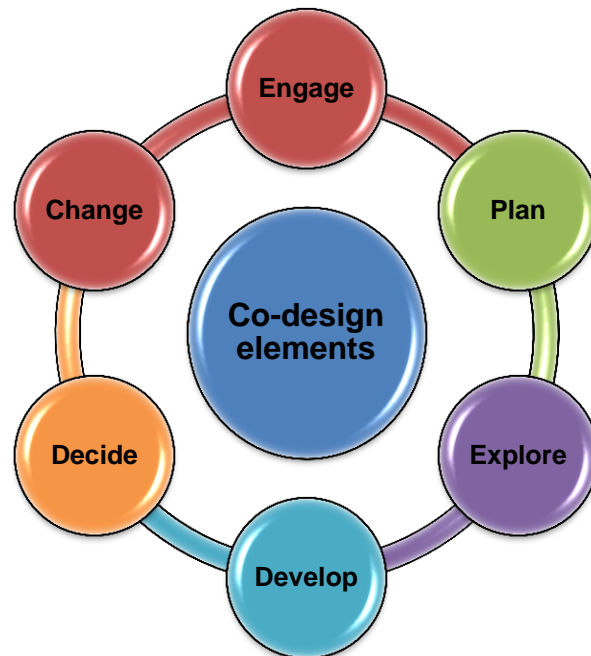
Co-design Project Reference Group

Wirral Council have sought a range of contributions from the community, people who use services, parents and carers and Council staff, including those who have been regularly involved in co-production and those who have never contributed before and individuals of both genders from a range of ethnicities, ages and socio-economic backgrounds to develop day services and day opportunities in the Wirral.



Co-design Elements

There are six elements of co-design that will form the structure of the group working and providing the guiding principles of the project. A diagrammatic representation is shown below.



- **Engagement** - Establishing and maintaining meaningful relationships with people to understand and improve health and social care services. This critical element underpins all improvement work and is continuous throughout.
- **Plan** - Working with people and staff to agree the goals and establish how we will go about achieving them.
- **Explore** - Learning about and understanding people's experiences of services and identifying improvement ideas.
- **Develop** - Working with people to turn ideas into improvements that will lead to better experiences for people who use services
- **Decide** - Choosing what improvements to make and how to make them. Its success depends on an understanding of the customer journey and the insights about service improvement this offers.
- **Change** - Turning our joint improvement ideas into action. We will ensure that we make as many improvements in partnership with other stakeholders as we can.

Co-design Roles

In order to shape and design an alternative delivery company for day services, the Council have sought out a diverse group of people who use services, parents and carers, Council staff and members of the community. We have sought individuals who possess a variety of the following qualities:

- 1. Results driven** – individuals with a ‘getting stuff done’ mind set, who want their actions to generate major positive impact. This means actively doing, not deliberating.
- 2. Passionate professionalism** – individuals with a mix of professionalism and passion. People bring their best to work, so they should bring their best to their co-production effort.
- 3. Collaborative co-operation** – individuals who understand the shared goals, identify with and are able to develop a highly added value partnership.
- 4. Dedicated contributors** – individuals who stick to their commitments. If they say they will contribute something specific, they do their absolute best to make it happen. They are problem solvers and find ways forward.
- 5. Constant champions** – Individuals who find ways to spread their collective ambition. The purpose and passion for the project integrates into their daily lives.
- 6. Energisers** – Individuals who provide energy for themselves and others. They collaborate, form friendships and have fun achieving their collective aims.
- 7. Group investors** – Individuals who think less about what they can get from the experience and more about what they can contribute and achieve as a group.

In shaping the new delivery company we also required some specific skills in:

- Service re-design
- Operating models
- Commerce
- Communications
- Marketing

The above were suggested skills but in addition we welcome any innovative practice to complement these.

Co-design Responsibilities

The Co-design Project Reference Group is jointly responsible for two primary tasks:

- Representation of the people who use services, parents and carers, and staff who work in the services to develop ideas and alternative options for provision and delivery of services in order to produce a co-designed model



- Working in small groups to discuss stages of development of the delivery model, reviewing progress and providing information and feedback into the Co-design Project Reference Group following each meeting

This work includes the following:

1. Determine the vision, priorities and outcomes for the service
2. Undertake any analysis of the current service, including opportunities for the service
3. Outline suggested future service offers (service specifications)
4. Analyse the proposed new operating model, including partnerships with other services and organisations in the local community
5. Review progress against the goals, objectives, milestones and priorities of each phase of activity

The Council expects Individuals to bring a wide range of contributions to the table. It could be seasoned skills or raw energy. They could be one-off contributions or on-going commitments. Regardless of the particular contribution or the duration of an individuals' presence, if they want to take on the challenge then we want to hear from you.

All participants of the Co-design Project Reference Groups must use health and social care services (people who use services), reside (parents and carers), or work (staff) in the Wirral Borough area.

Schedule of Co-design Meetings

Co-design Project Reference Groups	April	May	June	July
People who use services	25 th 28 th	7 th 14 th 28 th	3 rd	
Parents and carers		22 nd	3 rd 6 th 20 th	4 th 18 th
Staff	17 th 29 th 30 th	13 th	10 th 19 th	8 th
Local Community		8 th	9 th	

Each of the Day Service Managers received an initial briefing in the week commencing 7th April which outlined the scope of the work that would be undertaken as part of this process. Letters were distributed to all those people using services and their parents and carers inviting them to express an interest in participating in the Co-design Reference Group.



The sessions in the table above have been structured to ensure that each of the day centres has a meeting held specifically for their service. Care has been taken to ensure that as reflective representation as possible is achieved from people accessing each service centre. An additional evening session has been scheduled with parents and carers that are unable to access any of the sessions scheduled in the daytime.

Initial Work

A draft vision, principles, strategic objectives and 'core offer' have been produced that will continue to be refined during this process.

Draft Vision

'We believe that people should have opportunities to live the life as they chose and to receive the right support to enable them to be the best that they can and want to be.

We believe people with disabilities should have the lives they want to, and live how they want to live, have choice and access to homes of their own, equal access to education and employment opportunities, be supported to develop positive relationships, and to develop strong sustainable networks within the communities that they live.

Our services will support people to achieve the lifestyle that they chose and provide and receive the support where required. We will enable individuals to celebrate their individual strengths and achievements. We will enabling people to maximise their independence and stay safe, achieve economic well-being, make a positive contribution and become an integral part of their community, by being a valued citizen.'

Draft Principles

- Personal – offering choice and control for individuals; maximising their autonomy
- Flexible – innovative support options; responding to people's needs and aspirations
- Local – we will support people to get involved in and contribute to their communities
- Trusted – safe, reliable services delivered by skilled staff
- Value for money – cost-effective and sustainable, without compromising on quality
- Collaborative – working with partners and local communities; supporting them to support people

Draft Strategic Objectives

- Continue to deliver high quality services for people with disabilities that can change and respond to meet people's needs



- Offer services to a wider market, including people who do not meet current eligibility criteria, enabling services to grow and respond to the needs of their local community
- Successful transition of services to a commercial environment, promoting innovation and further developing a culture of continuous improvement
- Support the transformation of Adult Social Care, by promoting the Personalisation Agenda and complementing commissioning strategies that ensure people with disabilities have high expectations about what they can achieve and ensuring that we work to reduce inequalities.

Initial Feedback

Our first meeting with parents and carers took place on Thursday 22nd May 2014 at Old Market House, Birkenhead. The meeting was an information sharing exercise to provide parents and carers with a summary of the work that has already been completed, for example the Cabinet report dated 13th March 2014 and the planning that is being undertaken in the development of a Local Authority Trading Company. The key points of the meeting are noted as follows:

- Project timeline is approximately 12 months (Apr 2013 – Apr 2014)
- V4 were engaged in January to review a potential shared service partnership with Cheshire West and Cheshire Council. It was determined that a partnership of this type would not be in the best interests of Wirral Council and its citizens.
- V4 were then requested to complete a feasibility study for an alternative delivery model where appropriate influence could be retained. Input from the previous consultations and key groups such as Wirral Carers Association was included.
- The best option recommended was a Local authority Trading Company, wholly owned by Wirral Council.
- Wirral Cabinet accepted this recommendation in March but asked for a full business case to describe the how the LATC could deliver the service sustainably and also deliver the required efficiency savings.
- The business case is currently being written in time for the Cabinet meeting on 19 June.
- If approved by Cabinet, then the project would be formally mobilised and due diligence would start in July 2014. The transition will take nine months, completing in April 2015.
- Health Services will be consulted and collaboration, if applicable, will be during implementation.
- The Co-Design Project Reference Groups can expect the following assurances:
 - We should expect to see our contributions valued and acted upon.
 - We will see changes based on our input.
 - Constructive challenges are welcome.
 - There was a promise to listen and act.



It was agreed at the meeting that the parents and carers group would meet every two weeks to complete the following activities:

- Develop the vision, mission and strapline
- Agree the principles, priorities and outcomes
- Analyse the current service
- Develop the core offer
- Develop the supplementary offer
- Develop the peripheral offer and expected partnerships
- Develop the new operating model
- Propose partnerships and collaborations

A schedule of workshops is outlined below:

Date	Time	Venue	Focus
Friday 6 th June 2014	9.00am – 1.00pm	Dale Farm	Vision, Mission & Strapline
Friday 20 th June 2014	9.00am – 1.00pm	Moreton / Oakenholt	Principles, Priorities & Outcomes
Friday 4 th July 2014	9.00am – 1.00pm	Highcroft	Core Offer, including an analysis of the current service
Friday 18 th July 2014	9.00am – 1.00pm	Pensby Wood	Supplementary Offer, Peripheral Offer & Partnerships
Friday 1 st August 2014	9.00am – 1.00pm	Dale Farm	New Operating Model & Partnerships / Collaborations

At the initial workshops with the Co-Design Project Reference Groups for people who use services, and staff and volunteers a set of questions were asked to gauge the position of the current day service operation. These questions are set out below:

1. What do learning disability support services mean to you i.e. day service, short break service, respite, etc.?
2. What support services have you experienced?
3. What do you think of the support services that you have experienced i.e. good/bad, helpful/unhelpful?
4. What are the things you most like about support services?
5. What are the things you least like about support services?
6. What do you most want for the future from learning disability support services?
7. What qualities do you think it is important for service co-ordinators to have?



8. What skills do you think it is important for service co-ordinators to have?
9. What principles and values do you think support services need to be based on?
10. What do you feel, if anything, needs to change for support services to meet peoples' needs as fully as possible in the future?
11. What could support services do to help people participate more fully in society?
12. What would support services need to offer to help people to have a good quality of life in society?
13. How can we make sure that support services are really accountable to the people who use services and provide the kind of support they want and need?

From the workshops that have been held to date, the following information has been collated:



Co-Design Reference Group – People who use Services			
Question	Dale Farm	Cambridge Road	Eastham Centre
<p>What do learning disability support services mean to you i.e. day service, short break service, respite, etc.?</p>	<ul style="list-style-type: none"> • Dale Farm could be a wider service beyond / out of Wirral. • Why can't Dale Farm be involved in outside activities? • Dale Farm could link in with other rural projects – we need to identify what is going on outside – e.g. flower shows, festivals and become more involved. • Already we have strong networks and links with local community – but we could make them stronger. • Social and leisure training – we should have more say – we could talk about what we do to e.g. schools. 	<ul style="list-style-type: none"> • We are interested in doing more activities out and about in the community • We come here as it is somewhere to go • When I come in here it gives my mum a break • If I did not come in here I would just sit at home all day 	<ul style="list-style-type: none"> • Meeting friends • Important to have something to do • Going bowling with support staff • Stops you from being bored and gets you out of the house • Here five days a week, going to different places, woodwork, hated college • Eastham is a good centre • Enjoy drama on a Wednesday • Like people to help us to do things • Learning lots of new skills, getting to know new people, drumming on a Thursday, like helping people to communicate • Want to help people to do things • Mum would be fed up with me, gives them and me a break, hair and beauty, sometimes



			<p>somebody picks on me but staff can help me</p> <ul style="list-style-type: none"> ● Like coming to meet lots of people, some friends including a best friend and the staff, helps confidence ● Helping people to achieve what they want to do and different activity groups ● Bowling and all the people ● All the staff and teamwork in the office. Would like to be the next manager ● See all your friends, like the centre, lots of different things to do
<p>What support services have you experienced?</p>	<ul style="list-style-type: none"> ● Day time activity is important to us otherwise I would be at home. I would also like a job. 	<ul style="list-style-type: none"> ● Day service and short breaks on holidays, we would like more organised day trips out to interesting places. I also attend Girtrell court and I would love to have holidays away, to places like York ● At Girtrell Court I would like to go there when it suits me instead of being given allocated dates to stay 	<ul style="list-style-type: none"> ● We go to Girtrell Court to give the family a rest, would like a holiday somewhere else though, like to have more choices



		there, I have to fit in with the services and it should be the other way round.	
What do you think of the support services that you have experienced i.e. good/bad, helpful/unhelpful?	<ul style="list-style-type: none"> I've tried building based services and was bored. I like to be doing things. 	<ul style="list-style-type: none"> We like the staff team It is somewhere to go, and I like going out in the community 	<ul style="list-style-type: none"> Everybody thinks Eastham Centre is good
What are the things you most like about support services?	<ul style="list-style-type: none"> I enjoy rural settings and activities, horticulture. Being outdoors with the staff and volunteers. 	<ul style="list-style-type: none"> Sometimes it is very busy and noisy in here and I don't like that I love the hustle and bustle of everyone in the service This should be a local service for local people, it is not designed to develop friendships, my friends go to other services 	<ul style="list-style-type: none">
What are the things you least like about support services?	<ul style="list-style-type: none"> There's nothing I don't like about Dale Farm maybe if the weather's bad, although it is not a big issue. More work out and about in the community would be good. 	<ul style="list-style-type: none"> The outside needs to be developed and made larger than it is 	<ul style="list-style-type: none"> It could have better decoration, a place to go where it is quiet when you need to calm down It could open at different times, at weekends and at night time We would come back for a club in the evening Evening classes Open for community clubs at



			<p>night</p> <ul style="list-style-type: none"> Needs to be more colourful
<p>What do you most want for the future from learning disability support services?</p>	<ul style="list-style-type: none"> It is important that Dale Farm and Royden Park continue and develop 	<ul style="list-style-type: none"> Crafts within the services would be great 	<ul style="list-style-type: none"> Rug making Learning how to cook Football Working with the staff Photography Makaton Going to college Computer group Music fever
<p>What qualities do you think it is important for service co-ordinators to have?</p>	<ul style="list-style-type: none"> Staff should be patient and understanding as some people can be quite challenging. They should have a positive attitude and be pleasant and respectful. 	<ul style="list-style-type: none"> Staff here are committed to us and they all like their jobs here and are good at them We like lively, fun, (not quiet) staff who will listen to what we say we want and then see things through We should have a choice about what we do when we are at the service 	<ul style="list-style-type: none"> Computers and the internet Sign language Brokerage Listen (some do and some don't) Confidential
<p>What skills do you think it is important for service co-ordinators to have?</p>	<ul style="list-style-type: none"> Staff skills should include experience with supporting people, listening skills and be able to give information and advice. 	<ul style="list-style-type: none"> Question answered above 	<ul style="list-style-type: none"> Good sense of humour Training Driving the minibus Health and safety Tolerant



			<ul style="list-style-type: none"> • Can talk to them • Keep you safe
<p>What principles and values do you think support services need to be based on?</p>	<ul style="list-style-type: none"> • It is important to support people with personal care in a dignified way. • Staff should also have a good idea of what the service is doing; specialist knowledge – what and why they’re doing things in certain ways. 	<ul style="list-style-type: none"> • We should have choice about what activities we are offered • We think the service is providing the right support for us when we attend 	<ul style="list-style-type: none"> •
<p>What do you feel, if anything, needs to change for support services to meet peoples’ needs as fully as possible in the future?</p>	<ul style="list-style-type: none"> • Adaptation – we need wider doorways so all buildings are suitable for people in wheelchairs. 	<ul style="list-style-type: none"> • We need more resources around staff and activities on offer, for example, swimming • The building is OK, smaller groups would be much better as the larger groups in the hall are a bit noisy sometimes, so smaller places may be better • Sometimes people are walking in and out of the rooms when activities are going on and this disturbs us 	<ul style="list-style-type: none"> •
<p>What could support services do to help people participate more fully in society?</p>	<ul style="list-style-type: none"> • We already do participate in the community. We need more signs to let people know where we are. Dale Farm is 40 this year - this needs some publicity. 	<ul style="list-style-type: none"> • Consistency of staff is very important, we need to make sure there is a mixture of female and male staff here to meet our support needs properly 	<ul style="list-style-type: none"> • Better safe public transport • Open days • Library group • Open for the community to use



		<ul style="list-style-type: none"> Staff should continue to help us build community links and support us to develop relationships 	<ul style="list-style-type: none"> Going out for lunch Lyndale special school Volunteers Student nurses School children
<p>What would support services need to offer to help people to have a good quality of life in society?</p>	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Learn to cook and iron, confidence to do things for themselves Helping other people Running errands for friends Posting leaflets through doors
<p>How can we make sure that support services are really accountable to the people who use services and provide the kind of support they want and need?</p>	<ul style="list-style-type: none"> We'd be interested in meetings with reps from other day services involved in a monthly group. We can be part of deciding what we can improve on, issues etc. as an advisory board. 	<ul style="list-style-type: none"> If people are happy with things as they are, please listen to them (see and hear the person and not the disability) listen to us! 	<ul style="list-style-type: none"> Nobody knows what the future holds Important to be part of any changes Happy to be part of this group in the future Would like a say in the future for Eastham



Co-Design Project Reference Group – Staff and Volunteers	
What do learning disability support services mean to you i.e. day service, short break service, respite, etc.?	
Best Bites	<ul style="list-style-type: none"> To support people in a building based service, although there is some service using community settings this needs to be increased.
Cambridge Road	<ul style="list-style-type: none"> Respite for parents/carers & individuals, oversee individuals well-being, support network, social interactions in a safe environment, place of opportunity, support individuals with what they want to do and to achieve their goals, social settings, supported living enabling individuals to live in their own home and gain some independence back.
Dale Farm	<ul style="list-style-type: none">
Eastham & Highcroft	<ul style="list-style-type: none"> Support services should not be only for ‘learning’ disabilities but all disabilities, including those who have multi-disabilities. Disability support services should be to provide the means and environment for the ‘vision’ to be put into practice. Support services should not be separated from the rest of the community.
Heswall & Pensby Wood	<ul style="list-style-type: none">
Masque Theatre	<ul style="list-style-type: none"> A menu of high quality services that are appropriate to the needs of the client/clients at any given time enabling them to maximise their potential and live as full and active a life as is possible on their own terms
Royden Park	<ul style="list-style-type: none">
Star Design	<ul style="list-style-type: none"> Accessibility close and wider community
What support services have you experienced?	
Best Bites	<ul style="list-style-type: none"> Day Services, Respite and residential
Cambridge Road	<ul style="list-style-type: none"> Social workers, Ashton House (health) sports & leisure, Advocacy, other day services, respite, supported living, other agencies i.e. Mencap, Transport.



Dale Farm	<ul style="list-style-type: none"> •
Eastham & Highcroft	<ul style="list-style-type: none"> • All working alongside other agencies e.g. multi-disciplinary teams.
Heswall & Pensby Wood	<ul style="list-style-type: none"> •
Masque Theatre	<ul style="list-style-type: none"> • Day Services, Residential Services (both within Local Authorities and the Private Sector), NHS, Schools
Royden Park	<ul style="list-style-type: none"> •
Star Design	<ul style="list-style-type: none"> • NHS, Wirral Mind, Wirral Autistic Society, CVS, Advocates-regard partnership, Respite, Haven Day Services
What do you think of the support services that you have experienced i.e. good/bad, helpful/unhelpful?	
Best Bites	<ul style="list-style-type: none"> • There some excellent things going on but some are still not accessible to all who want different services and activities. We feel services can give more choice and empower people. We agreed some were good / unhelpful
Cambridge Road	<ul style="list-style-type: none"> • CADT to social work team - poor communication, different standards across day services, transport issues, services not used to full potential i.e. working life • Never ending resolution, limited to CADT and Social Worker Team • Poor transition into supported living • Different standards across day services • Day services offer group activities and not individualised • Transport services not utilised to full potential
Dale Farm	<ul style="list-style-type: none"> • Freedom to move between the services
Eastham & Highcroft	<ul style="list-style-type: none"> • Excellent – being helpful, good quality providing choices and opportunities.
Heswall & Pensby Wood	<ul style="list-style-type: none"> •
Masque Theatre	<ul style="list-style-type: none"> • There is a great deal of quality and commitment but this isn't consistent across the board
Royden Park	<ul style="list-style-type: none"> • Freedom to move between the services
Star Design	<ul style="list-style-type: none"> • Natural innovation – terrible to work with, not service user lead • Majority very supportive at point of contact, but then dwindles off



	<ul style="list-style-type: none"> ● Breakdown in communication ● CPN, no longer share or hold reviews
What are the things you most like about support services?	
Best Bites	<ul style="list-style-type: none"> ●
Cambridge Road	<ul style="list-style-type: none"> ● The range of activities ● Outside agencies i.e. Mencap ● Partnership working ● Individual choice and control over activities ● Different range of groups ● Working with and supporting families ● Enriching lives ● Seeing people achieve their goals
Dale Farm	<ul style="list-style-type: none"> ● Working with a teams across services Dale Farm and Royden
Eastham & Highcroft	<ul style="list-style-type: none"> ● Offering flexibility. Accessible services – trusted by people using them. Supporting people to reach their goals, outcomes and potential. ● Be innovative and open to improved ideas. ● Practice personalisation. ● The move to becoming community hubs and work with the community as a whole. ● To be known as a friendly welcoming service – have a good reputation.
Heswall & Pensby Wood	<ul style="list-style-type: none"> ●
Masque Theatre	<ul style="list-style-type: none"> ● Quality support services should help and encourage greater independence, develop a sense of belonging and community, promote friendship and individuality and allow active participation in decision making
Royden Park	<ul style="list-style-type: none"> ● Working with a teams across services Dale Farm and Royden
Star Design	<ul style="list-style-type: none"> ● Wide range, out in the community



	<ul style="list-style-type: none"> • Holidays, respite to do normal things
What are the things you least like about support services?	
Best Bites	<ul style="list-style-type: none"> •
Cambridge Road	<ul style="list-style-type: none"> • Stigma attached to the traditional barriers and restrictions • Lack of communication • Lack of resources • Institutionalised • Lack of knowledge on the service by higher management • Educating parents / carers
Dale Farm	<ul style="list-style-type: none"> •
Eastham & Highcroft	<ul style="list-style-type: none"> • Restrictions, barriers e.g. transport, financial restraints, bureaucracy, lack of purchase choice. • State of some buildings – lack of maintenance.
Heswall & Pensby Wood	<ul style="list-style-type: none"> •
Masque Theatre	<ul style="list-style-type: none"> • Transport issues • Lack of consistency can also be an issue : people should get the same standard of service wherever they attend/visit
Royden Park	<ul style="list-style-type: none"> • No /Poor internet/telephone connection to remote site such as Royden time wasted undertaking calls outs to IT services and wasted time waiting for communications to be restored. Currently all documentation via internet intranet through one line is completely inadequate. Staff team of 5 sharing one Line phone line through their computers with 0.6 meg of connectivity Internet off more than on currently. Currently on BT Business Package. • New internet provider with high speed connectivity required. Lack of internet has a major and significant impact and the ability to run effectively • Excessive requests for the same information excessive duplication of paperwork numbers statistics



	<ul style="list-style-type: none"> ● Restriction on purchasing goods and services time waiting for goods ● Letters sent to parents' carers and users around the changes Transformation of Adult Day services to parents and carers to be understood clearly. Some parents do not fully understand the corporate wording or messages.
Star Design	<ul style="list-style-type: none"> ● Budget restrictions ● Service dictating what the person wants ● Not person lead – it is all money lead ● Change without thought to people who access services
What do you most want for the future from learning disability support services?	
Best Bites	<ul style="list-style-type: none"> ● To have a holistic approach to supporting an individual. To enable people to have support meeting their aspirations from social activities in the community, independence, living independently (housing links) Employment and Training. Wider choice, equal opportunities to access community events, to participate in committees to promote changes within all community groups. To have input with health care, more advocacy groups. Staff to be registered.
Cambridge Road	<ul style="list-style-type: none"> ● A job ● More standardisation, more opportunities, less silo working ● More integration in the local community ● Sense of wellbeing – happy service users
Dale Farm	<ul style="list-style-type: none"> ●
Eastham & Highcroft	<ul style="list-style-type: none"> ● To be able to offer our vision. Be an active part of the community. Have more links with community groups and facilities. To offer the community our facilities as well. ● Be visible and known. Have use of marketing facilities. Be promoted.
Heswall & Pensby Wood	<ul style="list-style-type: none"> ●
Masque Theatre	<ul style="list-style-type: none"> ● High quality services that make an impact and have a positive effect on the lives of everyone involved



Royden Park	<ul style="list-style-type: none"> ● Freedom to try new ideas with gradual planned changes with our network of organisations and community partners. Services with similar offers of experience. ● The Authority and approval for new builds and explore the asset transfers in terms of buildings to work with Park's and Countryside to develop our innovations highlighted in our business plan and Re-Thinking Park's Bid through VCA Wirral.
Star Design	<ul style="list-style-type: none"> ● Happy, support, life from worry. People need to feel valued ● Service dynamic and tailor made for the person ● Fulfil aspirations in life.
What qualities do you think it is important for service co-ordinators to have?	
Best Bites	<ul style="list-style-type: none"> ● A wide knowledge of what's out there and be part of, individualised support on the person not focused on service that is provided. To be approachable, have empathy and understanding. Understand the pressures of carers / parents. Realistic outcomes, excellent communication skills.
Cambridge Road	<ul style="list-style-type: none"> ● Motivation ● Flexibility ● Respect ● Vision ● Patience ● Initiative ● Communication ● Empathy ● Challenging injustice ● Realistic Goals ● Honesty
Dale Farm	<ul style="list-style-type: none"> ● Team felt that the role of the coordinator position needs to be clarified.



Eastham & Highcroft	<ul style="list-style-type: none"> ● Be pro-active, be open, transparent, honest. Be supportive and listen. Be trust-worthy.
Heswall & Pensby Wood	<ul style="list-style-type: none"> ● What is a service co-ordinator? The Manager? ● If the Manager, qualities need to be adaptable, business skills, ability to read the market, consistency and ability and power to make decisions. ● We feel that the management teams should be the focus for skill building. Feel that there is a need to undertake something around business networks to help identify local opportunities.
Masque Theatre	<ul style="list-style-type: none"> ● Compassion ● Understanding ● Empathy ● Sensitivity ● Quick-thinking/decisive ● Assertive ● Realistic outcomes
Royden Park	<ul style="list-style-type: none"> ● Team felt that the role of the coordinator position needs to be clarified.
Star Design	<ul style="list-style-type: none"> ● Trained in the area, having a good understanding for wood ● Thinking, enthusiastic, able to access range of services, dynamic and flexible.
What skills do you think it is important for service co-ordinators to have?	
Best Bites	<ul style="list-style-type: none"> ● Patience, communication skills, knowledge of organisation, agencies and the backgrounds. Respect different job roles/titles work as part of a wider team to meet needs.
Cambridge Road	<ul style="list-style-type: none"> ● Confidentiality ● Initiative ● Open and honest ● Good communication ● Reliable



	<ul style="list-style-type: none"> ● Good numeracy, literacy and IT ● Training
Dale Farm	<ul style="list-style-type: none"> ● Not sure of the role ● Commitment? ● This question raised some issues around the restructure and of the staffing prior to start of a LATC
Eastham & Highcroft	<ul style="list-style-type: none"> ● Good communication skills. Organisation skills. Be able to promote the service. Be able to co-ordinate partnerships. Have full knowledge and awareness of the service.
Heswall & Pensby Wood	<ul style="list-style-type: none"> ● Social Care qualifications / management qualifications to set a standard. ● Communication, motivating, business skills, spot talents in others and maximise others skills and abilities. Able to be trusted by stakeholders and encourage engagement.
Masque Theatre	<ul style="list-style-type: none"> ● Good listeners/communicators ● The ability to build relationships: 1:1, between team/business units, external partners, potential funders, etc ● Dynamic team leaders ● The ability to be responsive/flexible ● The ability to demonstrate an understanding of the principles the empowerment of people who use services and their carers ● Awareness of equal opportunity issues ● Knowledge of appropriate legislation ● Good verbal and written skills ● To be effectively proactive as well as reactive
Royden Park	<ul style="list-style-type: none"> ● Not sure of the role ● Commitment? ● This question raised some issues around the restructure and of the staffing prior to start of a LATC
Star Design	<ul style="list-style-type: none"> ● Communication, work in multi-disability levels.



	<ul style="list-style-type: none"> • Having a vision to move people forward • A range of comparison levels – build bridges for relationships in the wider community
What principles and values do you think support services need to be based on?	
Best Bites	<ul style="list-style-type: none"> • To be honest, provide choice, to promote trust, respect, high standard, be able to assess and provide a quality service. To provide realistic aims and achievements.
Cambridge Road	<ul style="list-style-type: none"> • Value for money • Code of practice • Ownership
Dale Farm	<ul style="list-style-type: none"> •
Eastham & Highcroft	<ul style="list-style-type: none"> • Those already stated.
Heswall & Pensby Wood	<ul style="list-style-type: none"> • Based on relevant support which is what the person wants, timely and aspirational. • Link up with other services not specifically designed for disabled people to improve opportunities and diversity. • Services giving respect to other cultures and creating an environment where people from other cultures might want to use. Research what this is! The principle of a service for everyone. • The right amount of Support, dignity and respect, flexibility to be innovative, empathy and person centred approaches.
Masque Theatre	<ul style="list-style-type: none"> • Respect • Trust/honesty • Commitment to providing services that enable people to explore their talents and skills and fulfil their potential
Royden Park	<ul style="list-style-type: none"> • Honesty, as well as timely responses.
Star Design	<ul style="list-style-type: none"> • Caring nature, visualisation, good quality, honesty, trust, variety
What do you feel, if anything, needs to change for support services to meet peoples' needs as fully as possible in the future?	
Best Bites	<ul style="list-style-type: none"> • We looked at the LATC wheel and feel this will meet the needs in the future. We also felt highly motivated



	<p>flexible staff team</p> <ul style="list-style-type: none"> ● Will be able to achieve and meet the aspirations and outcomes of individuals. Not to work in silos and think we know best, work with other agencies that have different knowledge and skills. Stability for staff in job role.
Cambridge Road	<ul style="list-style-type: none"> ● Consistency ● Culture ● Less consultations ● Resources - access to equipment ● Time frames
Dale Farm	<ul style="list-style-type: none"> ● Better transport links to remote site like Royden / Dale Farm ● Dedicated routes for local people to ensure they have access to the variety of activities and experiences all day therefore getting value for money ● Links with other organisations such as Wirral Transport and Bus Companies ● Marketing selling our services through high speed Internet access
Eastham & Highcroft	<ul style="list-style-type: none"> ● Flexibility & bureaucracy. Transport and Maintenance of the buildings. Easier access to resources.
Heswall & Pensby Wood	<ul style="list-style-type: none"> ● Less red tape and ability to spend on what's needed, work outside of the box, make business and community partnerships, apply for external funding. ● One to one services could be developed as well as holidays provided by staff who people trust. ● For staff: Valued Performance incentives to motivate staff and give a feeling of pride and wellbeing towards employer. An annual leave day would be popular or monetary bonus. Letters to staff from Director to staff to congratulate for long service or other achievements – such as no sickness in a year. ● Attention to attendance management procedures applied consistently across services - new system that supports managers to obtain support and consistency? ● Sharing of resources across sites
Masque Theatre	<ul style="list-style-type: none"> ● The courage to take more innovative/creative approaches ● Increased awareness of and an openness to new ideas/approaches/opportunities etc.



Royden Park	<ul style="list-style-type: none"> ● Better transport links to remote site like Royden / Dale Farm ● Dedicated routes for local people to ensure they have access to the variety of activities and experiences all day therefore getting value for money ● Links with other organisations such as Wirral Transport and Bus Companies ● Marketing selling our services through high speed Internet access
Star Design	<ul style="list-style-type: none"> ● Tailor made and not dictated from above ● Budget, smoother way to get jobs done without red tape ● Culture and operation change ● Change of mentality ● Thought put in systems
What could support services do to help people participate more fully in society?	
Best Bites	<ul style="list-style-type: none"> ● More community based services accessing community groups, increase peoples profile by supporting them in making decisions within their community, having a voice in planning, working alongside counsellors when making decisions a platform to put their point of view.
Cambridge Road	<ul style="list-style-type: none"> ● Engage more with local groups ● More accessible disability changing areas ● More evening groups
Dale Farm	<ul style="list-style-type: none"> ● Up to date marketing tools so as we can compete on a level playing field. ● Collaborate and join up more closely services offering similar opportunities to Royden / Dale Farm reducing competition and there by strengthening and specialising our offer. ● A Link up with transition staff at schools to help to assist parents and users make an informed choice
Eastham & Highcroft	<ul style="list-style-type: none"> ● Open door commitment.
Heswall & Pensby Wood	<ul style="list-style-type: none"> ● Improve mobility / access to transport options. ● Promote skills of people with a disability – open days and community participation, charities, local groups.



	<ul style="list-style-type: none"> ● Attendance at LD conferences – educate disabled people about what’s happening in the world – that’s its ok to talk about their disability and get information about it / with support to understand it. ● Host regional conferences locally. ● Advocacy having more of a presence in services. ● Staff taking part in person centred approach training on regular basis ● Create opportunities to assist the local community to meet the needs of disabled people e.g. Hoists at the pool side, accessible gardens.
<p>Masque Theatre</p>	<ul style="list-style-type: none"> ● By pushing the walls out - the increased use of community based facilities (becoming an active and vital resource within the community) ● Promoting opportunities to gain confidence, life/social skills ● Increasing resources and support to promote greater independence (increased ability to make informed decisions and choices)
<p>Royden Park</p>	<ul style="list-style-type: none"> ● Full accessible high speed internet in remote sites to sell and market our services ● To have more services that are community based with the general public like Royden. ● Join up similar services Royden / Dale offering similar training and experience ● Assist and support from teams for income generation through ideas. ● Allow time for staff teams to develop ideas gradually. ● Dedicated Team that specializes in Person Centred Planning from School to working life between the services ● Wirral Parks and Open Spaces Strategy 2014-2024 will be undertaking a detailed review of all parks and land this summer. It is important that support services will need the backing to ensure we can have an equitable tendering process for land space and any building transfer and negotiate community right to request for public buildings. We want to expand areas within the walled garden and within identified areas within Royden Park We have researched the possibilities to have new accessible buildings that could help develop our offer of a variety of activities throughout the year for more people and the public. Funding for new builds will help



	<p>develop ideas within our business plan and (Rethinking Park's bid). Land Reallocation programme will identify sites in Wirral Park's and Open Spaces</p> <ul style="list-style-type: none"> • Negotiate the best terms and conditions for existing services such as Royden Park community transfer in terms of Land Assets and Buildings within all Wirral Parks and Open Spaces there by offering more services to more people in the community . Transport dedicated routes that would assist people access their services locally
Star Design	<ul style="list-style-type: none"> • More integration • More community based services • Better communication
What would support services need to offer to help people to have a good quality of life in society?	
Best Bites	<ul style="list-style-type: none"> • What would support services need to offer to help people to have a good quality of life in society? Be diverse, think out of the box to meet people's needs, work in partnership with all sectors, discourage silos, work together, work with people's skills looking at what they can do, increase the profile within the community, show case skills and abilities to the general public, encourage participation in front line services, work with private independent sector to achieve this.
Cambridge Road	<ul style="list-style-type: none"> • Better transport • More flexible opening hours • Easier access • Improve community awareness to integrate more • Concise information • Sign posting • Evening services
Dale Farm	<ul style="list-style-type: none"> • Consistency. Choice, Variety Routine, Planned work training, Skilled trained staff in other areas in addition to Social Care qualifications. • Identify services that cater for people across the autistic spectrum and highlight the developments and



	<p>innovations already in place at Royden / Dale Farm</p> <ul style="list-style-type: none"> ● Access –Affordable Transport ● Personal budgets explained to parents and carers during transition from school life to working life ● Personal budgets explained to parents and carers of sons or daughters that do not currently pay or have not paid non chargeable in the past ● Advocacy advice and support for those that currently have a 5 day service that might not be able to afford a service in the future. ● High Quality internet access with Social Media to market the business
Eastham & Highcroft	<ul style="list-style-type: none"> ● Safe access to the community. ● Safe places to meet. ● Round the clock services.
Heswall & Pensby Wood	<ul style="list-style-type: none"> ● Capacity to work 1:1 and to involve families and advocates more in reviews. ● For social workers to review more often or at all the needs of the person. ● To also be able to have access to SW for changing needs such as ageing – access to and support to access more appropriate services. ● Person centred approach. ● Social Worker to work with services? May be encourage SW to hot desk at the centre - this could be an advice point for service staff to enable quicker more efficient decision making. SW on site might improve reviews and PCP outcomes. ● Hours of operation to be reviewed to include evenings and weekends where appropriate.
Masque Theatre	<ul style="list-style-type: none"> ● A bridge into the community – informal mentors / 'buddies'; volunteer support; access to appropriate advocacy
Royden Park	<ul style="list-style-type: none"> ● Consistency. Choice, Variety Routine, Planned work training, Skilled trained staff in other areas in addition to Social Care qualifications. ● Identify services that cater for people across the autistic spectrum and highlight the developments and



	<p>innovations already in place at Royden / Dale Farm</p> <ul style="list-style-type: none"> ● Access –Affordable Transport ● Personal budgets explained to parents and carers during transition from school life to working life ● Personal budgets explained to parents and carers of sons or daughters that do not currently pay or have not paid non chargeable in the past ● Advocacy advice and support for those that currently have a 5 day service that might not be able to afford a service in the future. ● High Quality internet access with Social Media to market the business
Star Design	<ul style="list-style-type: none"> ● Fully integrated IT system accessible by all services. Linked procurement system, booking systems for service ● Staff more interchangeable and flexible to follow demand ● Skills match
How can we make sure that support services are really accountable to the people who use services and provide the kind of support they want and need?	
Best Bites	<ul style="list-style-type: none"> ● Regular inspections, registered staff, review services on a regular basis, what outcomes have been achieved, involvement in planning services, participating in service development. Update training for staff, invest more.
Cambridge Road	<ul style="list-style-type: none"> ● Documentation ● Reviews that are outcome lead ● Committees – service users / carers ● Personal plans ● Continued monitoring, feedback (both ways) and evaluation from service users / carers to ensure outcomes are being met.
Dale Farm	<ul style="list-style-type: none"> ● By giving them a voice in the decision making. ● Offering quality and variety in a setting that is real community asset.
Eastham & Highcroft	<ul style="list-style-type: none"> ● Involve/Include people. Get feedback. Ask them. Support them to answer.



	<ul style="list-style-type: none"> ● Maintain continuity and support people through changes. ● What regulatory systems/ boards will be in place. Include them in that and ensure all on the boards, including elected members, are following the needs and wishes of those using the service.
Heswall & Pensby Wood	<ul style="list-style-type: none"> ● Involve people in the design of the service – shift the balance of power. ● Yearly evaluations ● Real consultation that is accessible for users of services and their carers – attention to wording and non-corporate. ● Feedback given after consultations to inform people of the outcome.
Masque Theatre	<ul style="list-style-type: none"> ● Service users need to be an integral part of the decision making process wherever possible/appropriate – to attend management meetings, be part of policy reviews, etc.
Royden Park	<ul style="list-style-type: none"> ● Offering quality and variety in a setting that is real in the community. ● Quality for a full days service
Star Design	<ul style="list-style-type: none"> ● Governance from outside body like CQC ● Certified and registered external



Draft 'Core Offer' – see next page

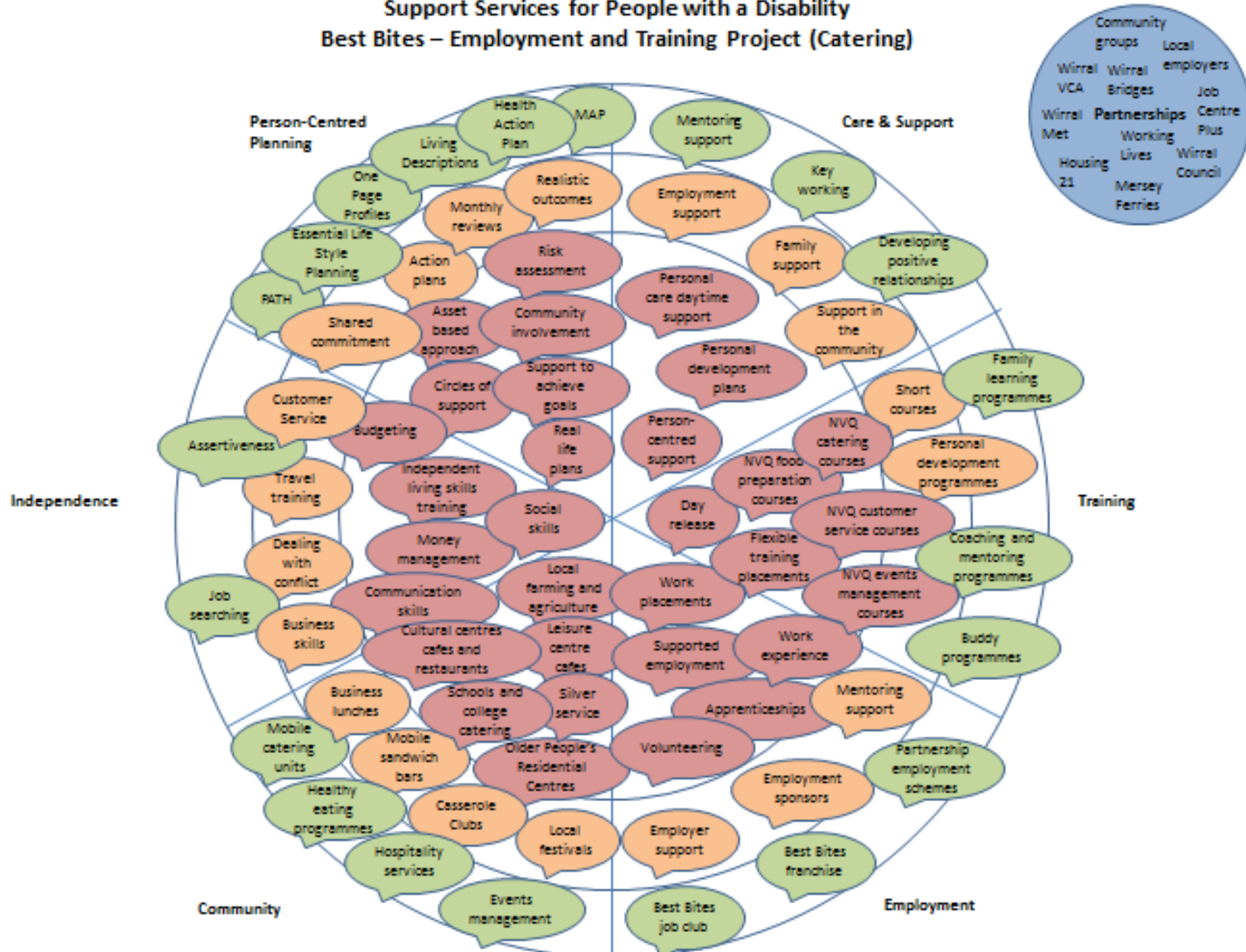
Draft Day Centre Offers – see following pages



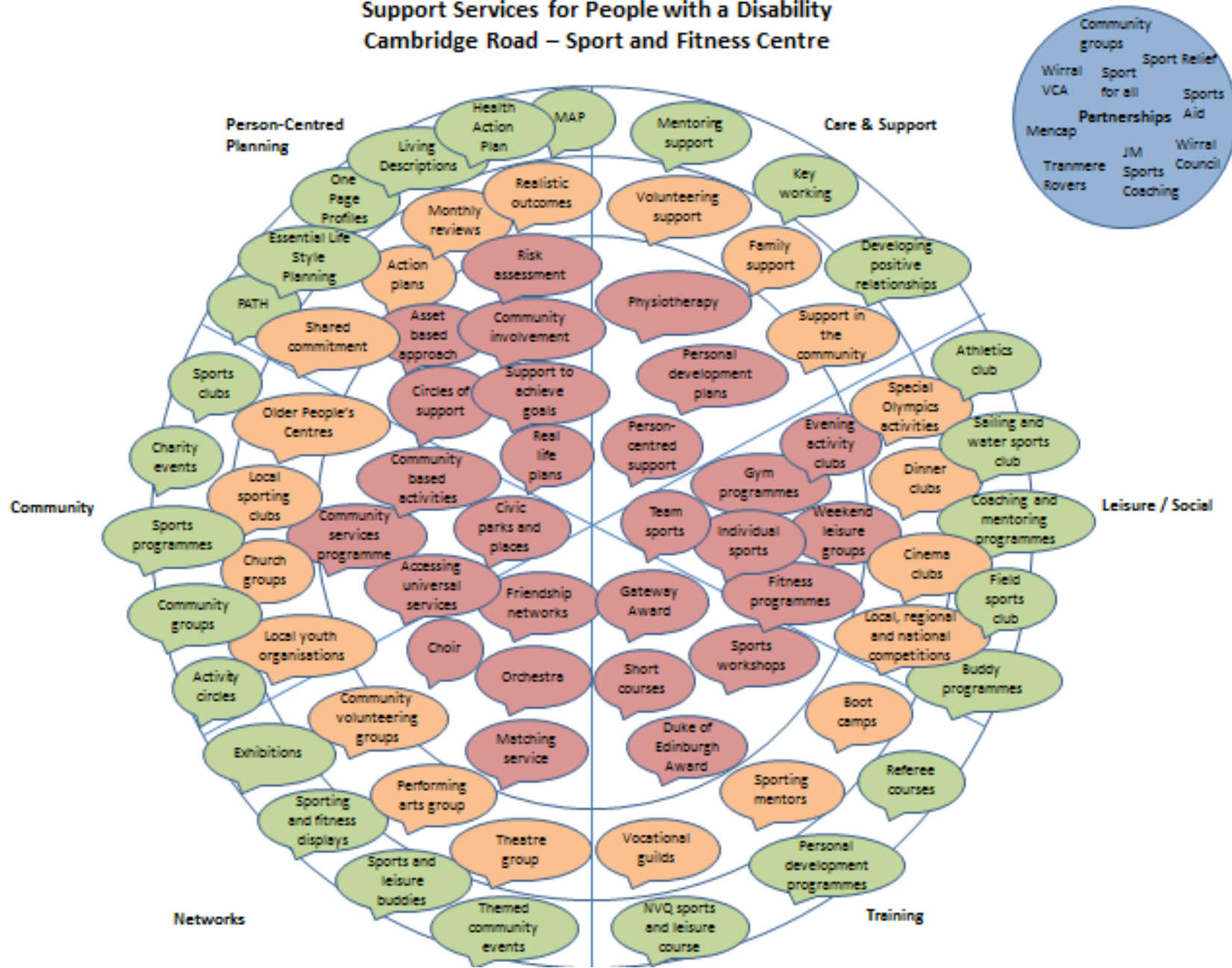
Support Services for People with a Disability Local Authority Trading Company



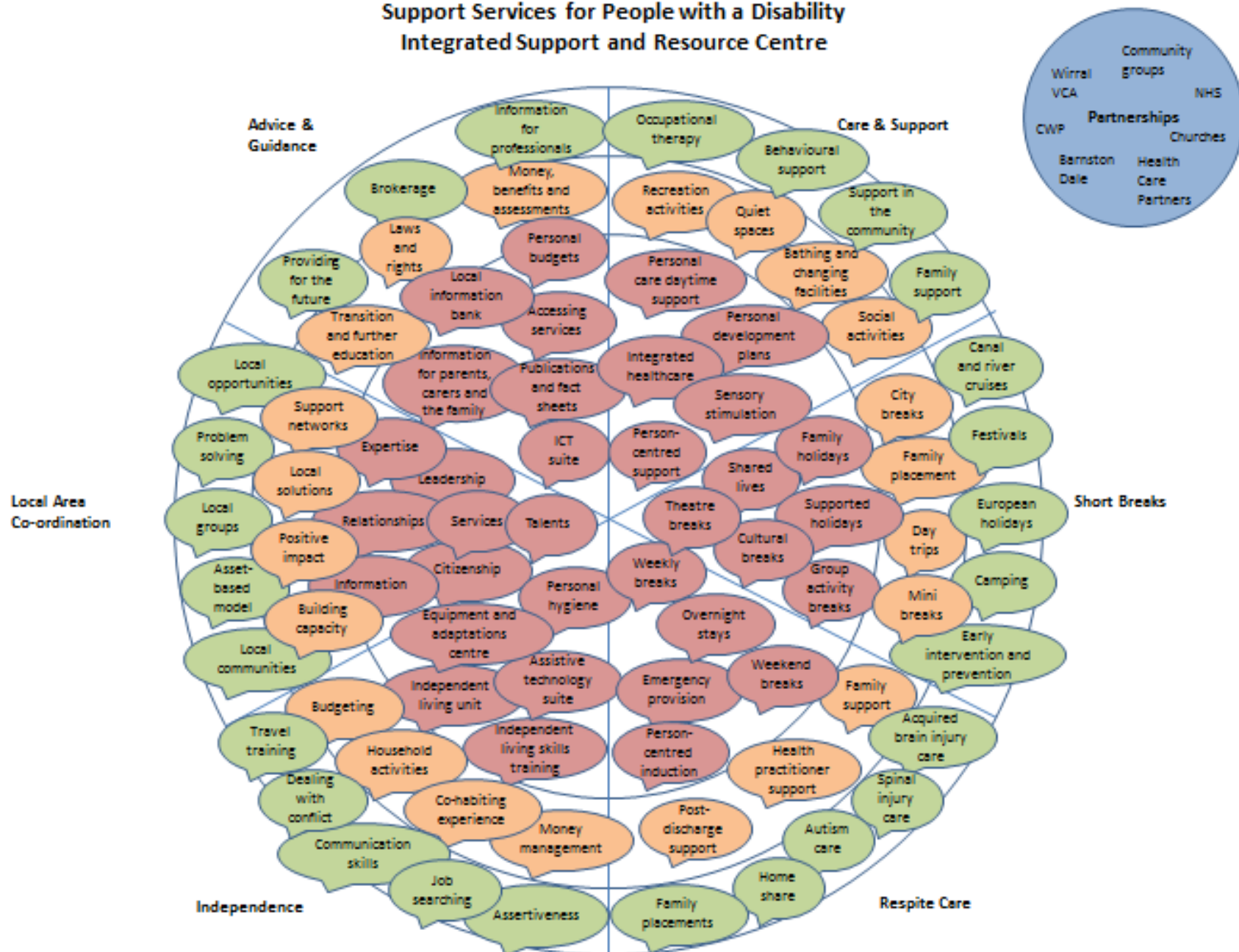
Support Services for People with a Disability Best Bites – Employment and Training Project (Catering)



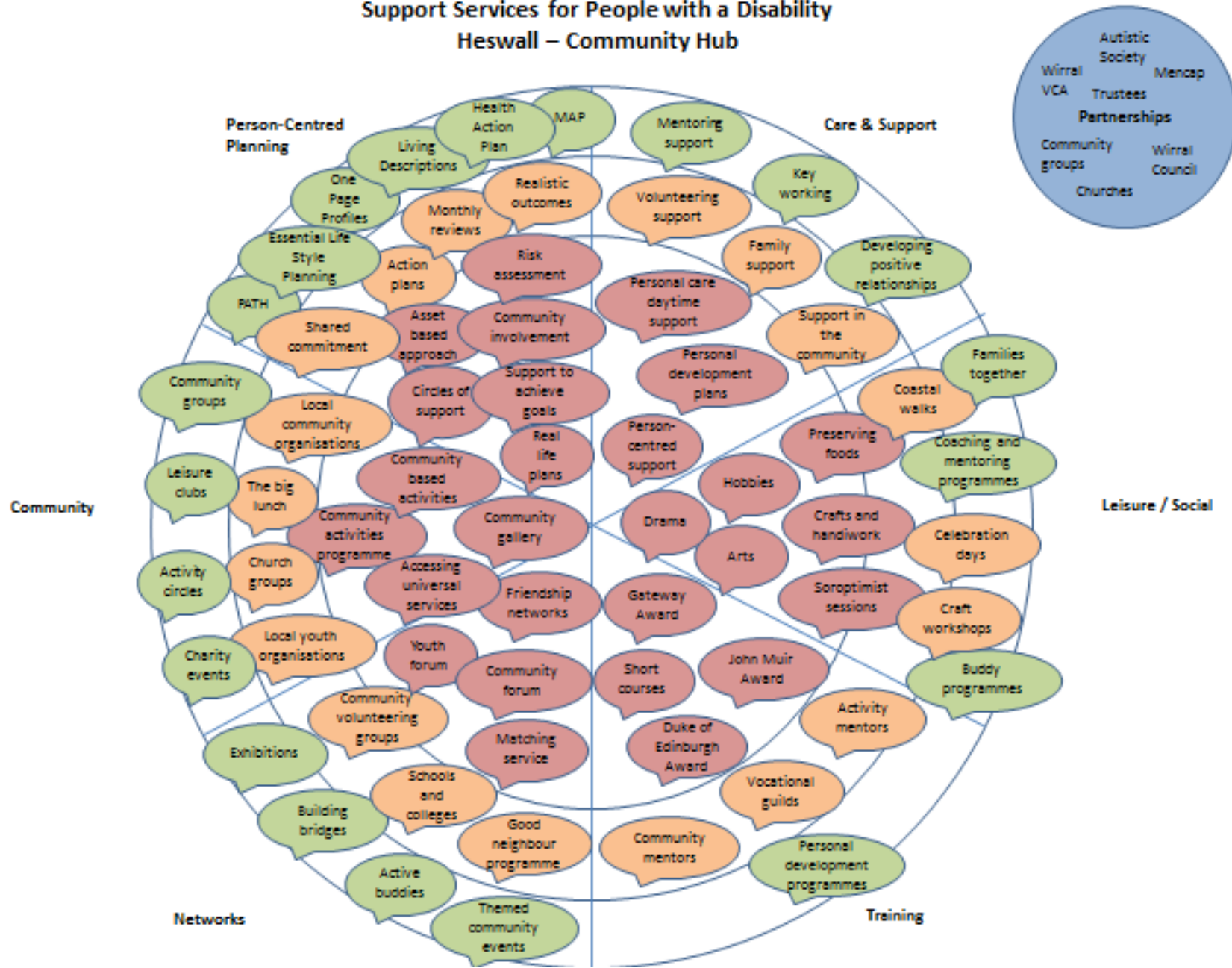
Support Services for People with a Disability Cambridge Road – Sport and Fitness Centre



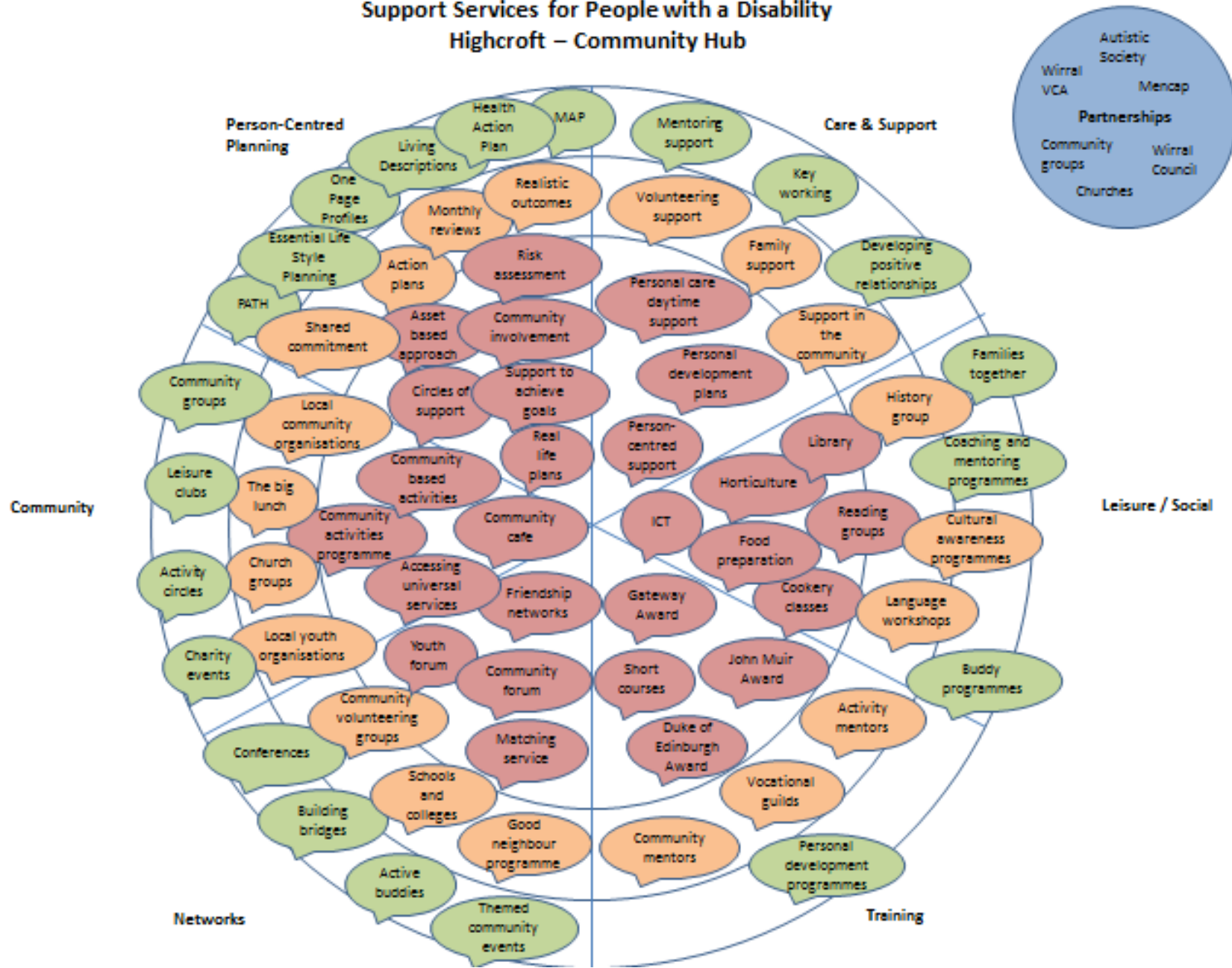
Support Services for People with a Disability Integrated Support and Resource Centre



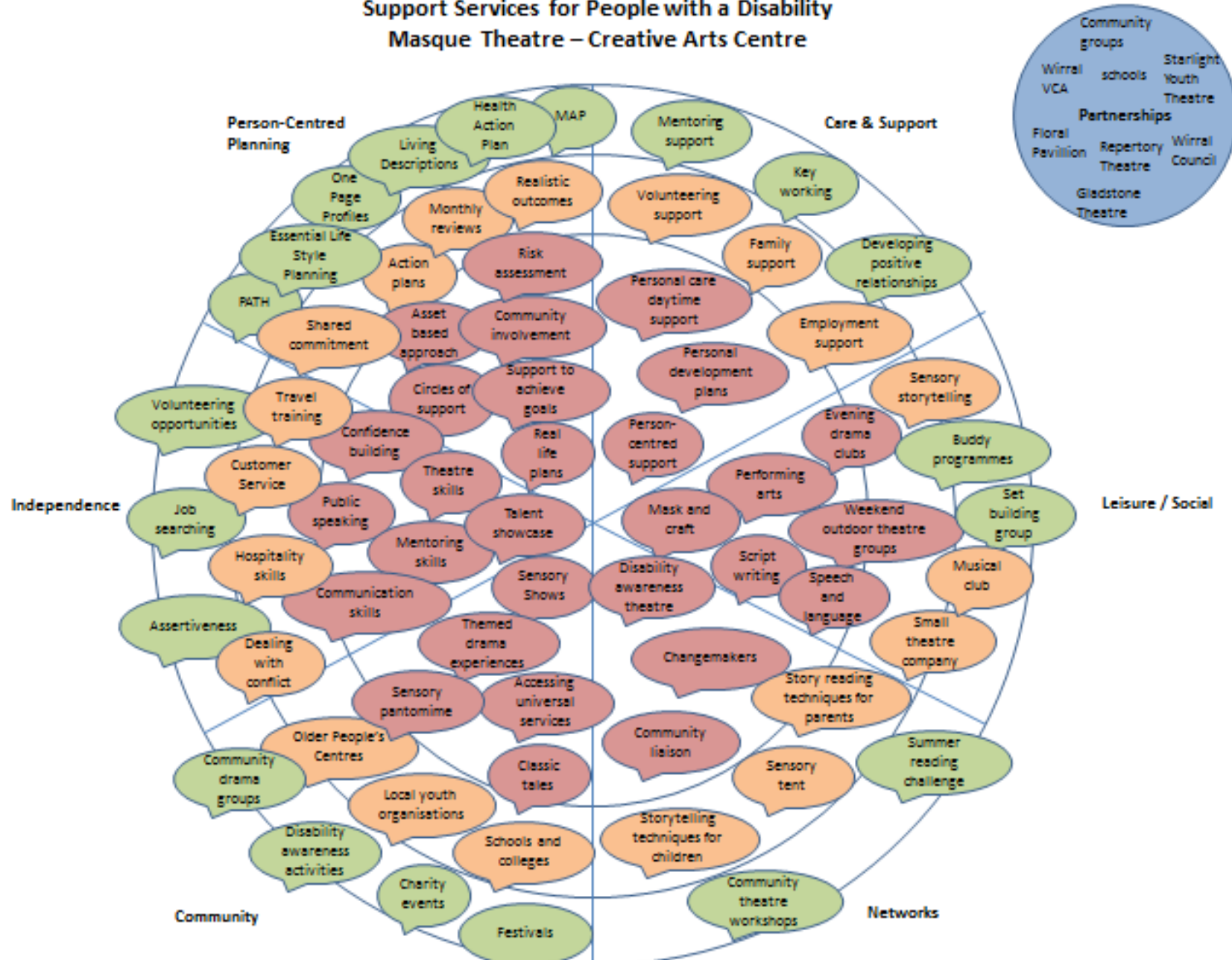
Support Services for People with a Disability Heswall – Community Hub



Support Services for People with a Disability Highcroft – Community Hub



Support Services for People with a Disability Masque Theatre – Creative Arts Centre



Support Services for People with a Disability Moreton – Lifelong Learning and Training Centre



Support Services for People with a Disability Pensby Wood – Therapeutic and Sensory Centre

