

26TH JUNE 2019

REPORT TITLE	Wirral Evolutions Ltd – 'Our Priorities'
REPORT OF	Jean Stephens, Managing Director, Mike Naden, Chairman

REPORT SUMMARY
1. Purpose of the report

The purpose of this report is to provide an update for members on the priorities and future direction of Wirral Evolutions Ltd. The report is based on the below guiding principles to ensure that the:

- ✚ People we support are at the heart of everything we do
- ✚ Service delivery is of the highest quality, enabling greater outcomes and benefits for the people we support
- ✚ Strong engagement and partnership working with the people we support, families, carers, stakeholders and communities
- ✚ The business operates in an efficient and effective manner raising standards
- ✚ Governance Standards and Principles are maintained and adhered to the highest level
- ✚ Our Strategic Framework is aligned to Wirral Council 2020/30 Pledges and Healthy Wirral Plan

2. Where are we now?

Through effective engagement and consultation with the people we support, their families and carers, wider stakeholders, shareholder and partnerships, Wirral Evolutions Ltd co-designed a 'Strategic Framework'¹ which provides a clear focus and commitment to our work for the next five years. Our purpose, vision, mission, values and contributory benefits are brought to life through the table below: -

Benefits ⇒	Mental & Physical Health	Enjoyment, Self-Esteem, Happiness, Feel Good, Friendship	Confidence, Choice, Exercise Control, Resilience, Life Skills, Communications, Self-Awareness	Volunteering, Employment, Education & Training, Social Connectivity
Outcomes ⇒	Lives Enriched	Wellbeing Improved	Individual Developed	Community Integrated
Purpose	We enrich the lives and opportunities of people with learning and physical disabilities through maximising their personal potential			
Vision	To enable the people we support to have choice and exercise control over their own lives			
Mission	Working together to inspire lives, remove barriers and widen horizons for the people we support			
Values	<ol style="list-style-type: none"> 1. Personal – 'Person centred' 2. Integrity – Doing the right things for the right reasons' 3. Quality – Being outstanding in everything we do' 4. Openness – Willingness to listen' and 'honesty' 5. Accountable – Responsible for your own actions' 6. Collaborative – Working with others to deliver best outcomes' 			
Strapline	#OneLifeLetsLiveIt			

¹ [Wirral Evolutions Ltd - Strategic Framework 2024](#)

3. Where do we want to be?

Providing high quality provision to the people we support is fundamental. Enabling choice and exercising control over their own lives, what matters to them and their individual strengths, needs and preferences is where we want to be. As illustrated in chart above (point 2), Wirral Evolutions Ltd outcomes will ensure the people we support are seen as a whole person within the context of their life, creating valuable life skills and experiences through appropriate pathways in and with the community – and in doing so enhance the opportunities for independence.

To inspire lives, remove barriers and widen horizons for the people we support, we recognise we need a whole company approach to the way we think, act and interact through our objectives which are illustrated below: -

Themes	Objectives
People	To provide high quality provision to all the people we support
	To supply a qualified and motivated workforce
	To embed a culture of volunteering, reward and recognition
Place	To deliver opportunities to widen horizons to all the people we support
Profile	To be the provider of choice
Partnership Working	To have strong partnerships that are aligned to our company vision, mission and values

4. How we get there?

Wirral Evolutions Ltd is developing a comprehensive balanced scorecard in place to monitor, review and evaluate its performance, both qualitatively and quantitatively using several metrics aligned to the success inputs and outcomes below: -

PEOPLE

The **people** we support will have: -

- ✚ An outcome focused personal plan in place
- ✚ Their wellbeing enhanced through innovative activities
- ✚ Choice of independent advocacy support accessed
- ✚ Opportunities to feedback and shape service provision provided

Our **workforce** will have: -

- ✚ A performance, review and development plan contributing to company vision in place
- ✚ High quality training standards maintained
- ✚ Opportunities to enhance their physical and mental health offered
- ✚ Options to feedback and shape provision provided

Our **volunteers** will have: -

- ✚ Opportunities to feedback and shape the service provided
- ✚ A wide range of diverse skills and experiences in place
- ✚ Training, support and community involvement accessed
- ✚ Reward and recognition celebrated and shared

PLACE

The **people** we support will have: -

- ✚ The appropriate pathways in and with the community offered / accessed through volunteering, education, training and employment to enhance independency

PROFILE

We will have: -

- ✚ Industry recognised standards achieved and maintained
- ✚ Reputation and presence perceived positively
- ✚ High performing, efficient and effective business model in place

PARTNERSHIP WORKING

We will have: -

- ✚ Key partnerships and stakeholders identified, engaged and embedded
- ✚ Co-design and co-production embraced
- ✚ A culture of working in partnership fostered
- ✚ Significant relationships including families, friends and carer in place

As we look forward and delivering against our vision – ‘to enable the people we support to have choice and exercise control of their own lives’ it’s good to take a moment to reflect and acknowledge the team behind the people we support. Highlights included: -

- ✚ Working in close partnership with Together All Are Able, the local Self Advocacy Service to co-develop ways of gauging the experiences and opinions of the people we support, their families and carers
- ✚ Shaping 'Making It Real' framework in collaboration with like-minded organisations nationally as part of the Think Local, Act Personal and the Coalition for Collaborative Care – see how we implemented the principles of MIR through the recruitment process of our Managing Director
- ✚ Active participation with our workforce, volunteers, people we support, families, carers, charities, shareholders and commissioner in the development of Wirral Evolutions Ltd strategic framework 2024
- ✚ Significant investment towards facility improvements at Royden, Dale Farm and Pensby Wood
- ✚ Driving up quality standards through improvement, training, skills and meaningful service provision
- ✚ Fostering a culture of partnership working and community integration to promote life skills with the people we support, maximising their full potential
- ✚ Strengthening the Governance Arrangements by recruiting four independent Non-Executive Directors who bring high levels of expertise, skills and experiences from across social care, finance and business



- ✓ 407 people we support took part in 544,200* hours of enrichment activities and therapies during 2018-2019
- ✓ 210,000** hours of community activity completed by the people we support

(Source: * Wirral Evolutions activity monitors 2721 x 4 hours x 50 weeks
 **Wirral Evolutions activity monitors average number of community activities delivered daily, average no: of people we support taking part (range from 2 - 10) average of hours (morning or all day various) x number of locations



- ✓ 70 Volunteers gave 465 hours* per week equating to approx. 14,000 hours per year valued at £109,620 for activities for the people we support
- ✓ 38 volunteers undertook 114 hours of training and development in emergency first aid and health & safety

(Source: *155 sessions x 3 hours each week x 30 weeks per year x national minimum wage of £7.83)

SNAP SHOT CASE STUDY

‘NV’ - Oakenholt

THE CHALLENGE

(Why was it needed)

- NV is 29 years of age and was referred in September 2018
- NV has several medical conditions including Mucoopolidosis type 3 and this causes a lot of pain
- NV was referred as she was socially isolated and lacked confidence.
- NV had become withdrawn and had low self-esteem
- NV requested support and encouragement to enable her to engage in activities and improve her confidence to do things independently such as travel

OUR ROLE

(What actions did we take?)

- Facilitated visit to the setting and meeting with staff
- Provided information about referral process
- Gave NV opportunity for taster sessions to enable her to make an informed decision
- Used coaching and mentoring methods to improve NV’s belief in her abilities – through praising achievements and encouraging her to take part in new activities.
- Staff used different methods with NV including role play, verbal support and discussions.
- Encouragement and support from staff in collaboration with NV’s family to enable NV to travel independently
- Encouraged to join groups where she can have her voice heard.
- Supporting NV and her family to make steps for NV to live independently

THE DIFFERENCE WE MADE

(Outcomes achieved and the benefits to the people we support)

- Wellbeing Improved:
 - NV has been able to go on more outings and enjoy more social activities and interaction. She is now less isolated
- Individual Developed:
 - NV’s confidence has improved
 - NV now travels independently in her local community
 - NV has been able to articulate and share her views and has attended meetings with people we support. She has been part of the Making It Real group
 - NV has been able to express herself through singing and has a lovely singing voice. She has been encouraged to audition for X-Factor, which has been a dream of hers. She is going to audition again next year
 - NV has expressed interest in living independently. Staff are working with NV and her family to provide information and support to see if this would be possible
- Community Integrated:
 - NV has commenced a voluntary placement assisting local art classes and supporting young people express themselves through art

QUOTE

“The sky is the limit reach for the stars and you can achieve you dreams” NV

Whist the list above is not exhaustive, we have made great strides but also recognise we are embracing the challenges presented, only to see further opportunities and exciting times ahead.

6. Concluding points to consider: -

1. The work of Wirral Evolutions Ltd can reach all Wards within the Borough and its Strategic Framework 2024 underpins Wirral Plan 2020 pledges, specifically: -
 - + People with disabilities live independently
 - + Greater Job opportunities in Wirral
 - + Wirral residents live healthier lives
 - + Leisure and cultural opportunities for all
2. This report is not for a key decision and is not required to be considered in a private session

7. RECOMMENDATION/S

Wirral Evolutions Ltd would like to make the following recommendations to Members: -

1. **Acknowledge** the progress and successes contained within this report by Wirral Evolutions Ltd
2. **Promote** the impact of the work delivered by Wirral Evolutions Ltd
3. **Support** with accessing other resources to enable Wirral Evolutions Ltd to deliver a high quality, outcome led service for people with learning and physical disabilities
4. **Visit** and witness the people we support learning and developing life skills
5. **Connect** Wirral Evolutions Ltd with likeminded organisations to provide life skill opportunities for the people we support

SUPPORTING INFORMATION

8.0 BACKGROUND INFORMATION

The Wirral Plan², published in June 2015, set out a series of 20 pledges which the Council and its partners will work to achieve by 2020, focusing on three key themes:

- ✚ Protecting the most vulnerable
- ✚ Driving economic growth
- ✚ Improving the local environment

In response, Wirral Evolutions Ltd³ was established in May 2015 as a private company limited by shares,⁴ trading as a Local Authority Trading Company (LATCo)⁵ – this strategic and innovative approach to delivering day services and opportunities for adults with disabilities, was one of the first in the North West of England. Its aims were to ensure the people we support have access to a: -

- ✚ High standard of personalised care
- ✚ Sustainable service model that is flexible, responsive and enriching
- ✚ Culture where relationships are a priority

Wirral Evolutions Ltd provides support services for 407 adults with a wide range of learning and physical disabilities. The size of the adult population in Wirral with a learning disability aged 18 and over is estimated at 5,914 (2016) with a slight predicted increase to 6042 by 2030⁶. There is a noticeable trend of people with learning and physical disabilities living longer with more complex care needs and a relative decrease in the 18-25-year olds in the Wirral⁷ as a percentage of the overall population. National research also indicates that people with learning disabilities die 15-20 years earlier than the general population⁸.

Alongside these trends, the support for more personalised choice for people is set to continue for the foreseeable future. In response, the NHS long term plan⁹: Universal Personalised Care comprehensive model¹⁰ seeks to improve the care for people with learning disabilities and autism by:

- ✚ Shared decision making
- ✚ Personalised care and support planning
- ✚ Enabling choice, including legal rights to choose
- ✚ Social prescribing and community-based support
- ✚ Supported self-management
- ✚ Personal health budgets and integrated personal budgets

To respond to the wide range of needs of the people we support, Wirral Evolutions Ltd provides services that enable positive outcomes ensuring that: -

- ✚ Lives are enriched (physical and mental health)
- ✚ Wellbeing is improved (enjoyment, self-esteem, happiness, feel good and friendship)
- ✚ Life skills are developed (confidence, choice, exercising control, communications and self-awareness)

² [Wirral Plan 2020](#)

³ [Companies House - 09589553](#)

⁴ [Articles of Association](#)

⁵ [Local Authority Trading Company Model](#)

⁶ [Wirral Learning Disabilities Data and Intelligence \(July 2016\)](#)

⁷ [Wirral Learning Disabilities Data and Intelligence \(July 2016\)](#)

⁸ University of Bristol Norah Fry Centre (2018), The Learning Disabilities Mortality Review (LeDeR) Programme: Annual report 2017.

Available online: <http://www.bristol.ac.uk/university/media/press/2018/leder-annual-report-final.pdf> (accessed 2 June 2018)

⁹ <https://www.england.nhs.uk/long-term-plan/>

¹⁰ <https://www.england.nhs.uk/personalisedcare/comprehensive-model-of-personalised-care/>

✚ Community integration is a way of life (volunteering, employment, education & training, social connectivity)

This is achieved through a wide range of people centred services and activities across ten locations¹¹ in Wirral. These are illustrated below: -

- ✚ Creative expression (arts, pottery, crafts, music)
- ✚ Physical wellbeing (sport and leisure)
- ✚ Hospitality and catering
- ✚ Horticulture, conservation and woodwork
- ✚ Beauty, sensory and relaxation
- ✚ Information Technology
- ✚ Vocational qualifications
- ✚ Education and learning
- ✚ Community engagement (volunteering & employment)
- ✚ Advisory and advocacy support (travel, health, housing)

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APPENDICES

BACKGROUND PAPERS

SUBJECT HISTORY (last 3 years)

Council Meeting	Date

¹¹ [Wirral Evolutions Ltd - Overview](#)