



“We are working towards the commitments outlined in Making it Real – marking progress towards personalisation and community-based support”.

Making it Real Action Plan Birmingham City Council

Adults and Communities

Assessment & Support Planning Services

Reviewed and updated version: May 2013

Background

Feb 2012 Making it Real proposal agreed by Service User-led Quality Board (Assessment & Support)

March 2012 Approval from Directorate Management Team and Cabinet member Adults and Communities

April 2012 Declaration on the Making it Real website

October 2012 Action Plan finalised and uploaded to Making it Real website

Our 3 Making it Real Priorities:

Priority 1: Information and Advice “I have access to easy-to-understand information about care and support which is consistent, accurate, accessible and up to date”.

Priority 2: Active and supportive communities “I have access to a range of support that helps me to live the life I want and remain a contributing member of my community”.

Priority 3: Workforce “I have access to a pool of people, advice on how to employ them and the opportunity to get advice from my peers”.

Priority 1. Information and Advice:

“I have access to easy-to-understand information about care and support which is consistent, accurate, accessible and up to date.”

What are we doing?

Further details: To work with the Adults and Communities Access Point (ACAP) Service to make sure people using the service get the right information at the time they need it and in a way they can understand.

Action	Lead contacts	Expected result	Service Users / Carers / other people involved in co-producing this	Deadline
To co-produce some quality standards for this service and develop ways of measuring these. Lead contact details: Melanie Gray Email: Melanie.J.Gray@birmingham.gov.uk	M Gray	Citizens will know what the Access Point should be delivering and be able to see how well the service is doing in meeting service standards. Citizens will be able to see what is working well and what needs to improve.	ML GR JD EB BR PT	31 st March 2013

Update: (Tell us about the steps you took and the challenges you faced...)

What have we done?

Subgroup of Making it Real Group set up with people who use services, carers, performance management staff, senior staff from the Adults and Communities Access Point (ACAP) service and Assistant Director.

- 4 meetings between October 2012 – Jan 2013
- Found out about ACAP – how it works – what it is designed to do – looked at some issues eg lots of calls / how to manage people's expectations of what ACAP can and can't do / dealing with email enquiries
- Talked about what customers should expect from a good quality contact centre
- Co-produced a new Mission Statement that can be used on web / flyers / leaflets (Board recommend giving this out in the community eg Drs surgeries)
- Co-produced some new minimum standards for ACAP call-handlers.

Feedback from users:

To measure this, we are exploring the possibility of electronic call-backs to a random sample of callers (volume and frequency to be agreed (and same for email enquirers) to ask the following 4 questions:

1. Did the call handler give their name?
2. Did you feel the call handler was polite?
3. Did you feel the person understood your enquiry?
4. Did you get the information and advice you wanted?

This would provide direct customer feedback to the ACAP service to help quality assure the service – celebrate positive feedback and investigate and address any issues / concerns raised by the public. Progress to be reviewed by the Citizen-led Quality Board for Assessment & Support Planning in 6 months time (September 2013).

Challenges: Exploring electronic call backs via the council wide call centre system is taking longer than expected.

Priority 2. Active and supportive communities:

“I have access to a range of support that helps me to live the life I want and remain a contributing member of my community”

What are we doing?

We are trying to make sure that young people who may need adult social care for the first time, and their carers, get the information and support they need to live the life they want.

Action	Lead contact	Expected result	Service Users / Carers / other people involved in co-producing this	Date due
<p>1a) To create a working group to co-produce the 2013 Opportunities Fair to provide information and support about opportunities in Birmingham for young people who may need adult social care for the first time and their carers.</p> <p>Lead contact details: Viv Eden Email: Viv.Eden@birmingham.gov.uk</p>	<p>V Eden</p>	<p>An Opportunities Fair to take place in mid April 2013. Young people who are coming into Adult Social Care for the first time, their carers and citizens who use services can get the information they need about the range of support available in the City that will help them to live the life that they want.</p>	<p>PT JD DG JN</p>	<p>Establish working group by end Sept. 12</p> <p>Opps Fair event Mid April 2013</p>

Update: (Tell us about the steps you took and the challenges you faced...)

- Subgroup set up – 15 people who use services, 2 x Third Sector professionals, 2 citizens and 12 paid staff to co-produce planning, organising and running the event
- 1 day 'Making it Real Opportunities Fair 2013' event held on 23rd April 2013
- Recruited and supported 33 Volunteers to run the event – 13 people who use services who have learning disabilities / mental ill-health and 20 volunteers from Dept. Work & Pensions
- Over 90 Stalls – A wide range of stalls showcasing opportunities and support organisations in Birmingham including information and advice about health and wellbeing; work; youth clubs; support for young carers; advocacy; adult education; holidays; community projects; financial benefits advice; care in your own home; arts and leisure clubs.
- Over 1800 visitors
- Marketing – used wide range of marketing channels to advertise the event to maximise number of people attending eg radio / local paper/ posters / website / community networks, through local church network
- Live social media updates on Twitter

Challenges:

- So many people wanted to get involved that the planning group became very big and there was a danger of losing the focus of the project;
- Lack of awareness about co-production among staff not involved in the project– if co-production is to work across the organisation, we have to persuade and educate others about what it means; and
- The organisation needs to actively participate and work to change the culture to one of co-production

Feedback from users:

Evaluation of the event was captured in a range of ways for example: filling in easy-read Evaluation forms, face to face feedback recorded in pictures on large posters.

132 evaluation forms were received from visitors leaving the event. Of these:

- 97% agreed that the Opportunities Fair 2013 had supported them to learn more about experiences and opportunities for adults in Birmingham.
- 98.5% agreed that the people on the stalls spoke to them in a way that was easy to understand.
- 86% agreed they had found out about a service that could support them to be part of the community.

Examples of feedback include:

“Excellent experience - highlighted opportunities we were missing - better advertising - useful for schools”

“I was surprised to see so many different organisations I had not heard of, fantastic job well done!”

“Crowd problems - need bigger hall and more eating space”

“Poor café area but otherwise very good”

“Food expensive”

“More events please”

“Informative, well advertised, new contacts”

“Hold it on a Saturday, roomy and accessible”

“Great event for carers”

Of the 132 visitor evaluation forms completed:

36.3% identified themselves as people who use services

35.6% identified themselves as carers'

24% identified themselves as other (mainly professionals).

<p>1b) To check what Making it Real actions and progress the 19 organisations that signed up to this 'I' statement at the 2012 Opportunities Fair have made towards this "I" statement.</p> <p>Lead contact details: Viv Eden Email: Viv.Eden@birmingham.gov.uk Sharon Muxworthy Email: Sharon.Muxworthy@birmingham.gov.uk</p>	<p>V Eden/ S Muxworthy</p>	<p>To support these organisations to carry on being enthusiastic about Making it Real and working towards this "I" statement.</p>	<p>AC SD TMc</p>	<p>31st March 2013</p>
--	--------------------------------	---	--------------------------	--------------------------------

Update: (Tell us about the steps you took and the challenges you faced...)

Letters sent out to all 19 organisations asking them for feedback about how they have been changing things in their organisation as a result of having signed up to Making it Real.

Examples of feedback include:

“Clients are fully involved in all aspects of their one to one support using ‘My Way Forward’ – a person centred approach to support Carers to decide what support they would like. Carers are able to get involved in carers groups that are facilitated by carers who help bring opportunities within the community to other members within their local areas” (from a Carers Support service).

“ Two people who come to an Active Leisure group now take part in their local community leisure programme, play Bowls, attend residents meetings and day trips out. Their increase in confidence and skills has enabled them to become active members of their residents housing group.”

“Service users now working in voluntary placements, attending college learning new skills, attending group activities which makes them feel part of the community, enhances their well-being by gaining confidence making friends. A service user who had become very low due to eating foods that made them put on a lot of weight – we introduced them to a Be-active gym class and Healthy Eating course.”

Priority 3. Workforce:

“I have access to a pool of people, advice on how to employ them and the opportunity to get advice from my peers”

What are we doing?

Developing peer support for individuals using a Direct Payment as well as improving the support available from social work staff, so that people have a better experience of using Direct Payments.

Action	Lead contact	Expected result	Service Users / Carers / other people involved in co-producing this.	Deadline
1a) Ask all existing Direct Payment users for their views on peer support and how they think it might be delivered by sending them a questionnaire that will be co-produced.	M Bick	We will have gathered information about Direct Payment user's preferences for good support to use their Direct Payment.	BR GR DT Members of the Direct Payment User Forum	31st March 2013

Update: (Tell us about the steps you took and the challenges you faced...)

- Subgroup with 2 people who use services and 2 staff
- Co-produced a draft questionnaire to ask all current Direct Payment users what 'good support' would look like to them
- Questionnaire focuses exploring the support needed at different points of the Direct Payment process, from deciding whether to have a DP, getting one set up through to on-going management and responding to emergencies.
- Questionnaire submitted for research governance feedback
- Final version of questionnaire will be posted out to all current DP users.

We are also considering holding a focus group to enable face to face discussion with DP users to gather the same information but using a different method.

Challenges:

Designing a robust questionnaire that captures what service users want to find out but that does it in a way that fulfils research governance has been more complicated and time consuming than we had allowed for in our initial planning.

Feedback from users:

No current feedback from DP users since questionnaires still to be sent out.

<p>1b To review the findings from the questionnaires and make recommendations to the Service User-led Quality Board for ways to set up new peer support.</p> <p>Lead contact details: Matthew Bick Email: Matthew.Bick@birmingham.gov.uk</p>		<p>To be able to make recommendations to the Service User-led Quality Board for ways to offer Direct Payment users peer support.</p> <p>We want people to feel supported in making the best use of their direct payment by having the opportunity to discuss things that concern them with other users who may have found a solution.</p>		
<p>Update: (Tell us about the steps you took and the challenges you faced...) We have as yet, been unable to progress this action as it is dependent on previous action being completed.</p>				
<p>Over the coming weeks and months, citizens will be able to give us their views and experiences of using these services, and whether they see any differences as a result of our action plan through the Birmingham City Council website: www.birmingham.gov.uk/adults</p>				