

Welcome to August's 'Putting People First in Telford and Wrekin' Newsletter

This newsletter has been developed to help you keep up to date with the latest developments of Putting People First in Telford and Wrekin.

This Issue Updates on:

- Dates for your diary
- Outcome focused paperwork
- Information, advice & advocacy
- Micro markets case study

Dates for your diary

Please see details of future events.

Date & Time	Event name	Venue
30 November 2010 9am – 12 midday	Personalisation – what it means so far	The Holiday Inn, Telford
23 March 2011 2pm – 5pm	Personalisation – the final phases	The Place, Oakengates
16 June 2011 9am – 12 midday	Putting People First for now and the future	The Place, Oakengates

User & Carer's Forum – 9 September 2010

10 am – 1 pm at Meeting Point House in Telford

The format of this event has now been confirmed to allow members of the public, people who use services and their carers to learn more about personalisation and personal budgets.

In this session there will be opportunity for people to:

- learn more about what Putting People First means

- hear about other people's experiences
- talk to others about your experiences
- ask questions about what happens next

The final part of the event will feature an expert panel which will be chaired by radio personality, Eric Smith.

Refreshments will be made available throughout.

Food will be available from 1pm.

There are flyers available for anyone who would like to pass details on to interested parties. There is also more information at

www.telford.gov.uk/puttingpeoplefirst

Anyone who would like to attend should email puttingpeoplefirst@telford.gov.uk or call 01952 388811

Outcome focused paperwork

Recent work has involved adapting the 'overview assessment'. Following a successful trial all social care assessments are now completed using an 'outcome focused assessment'. The new form allows discussions to be guided towards finding three key outcomes or goals that the individual would like to achieve.

There have been some key successes using these forms. One example of someone's outcomes are:

- To keep managing at home as independently as possible and to improve my mobility after the surgery on my hips
- Gardening and growing vegetables and flowers – I find this very satisfying.
- My little dog, he is currently staying with someone else but I would like him back when my mobility is better.

Following this assessment the client is now able to have his dog back at home with him. His mobility has improved following his surgery and the amount of care that he needs is gradually being reduced.

Another form that has been adapted is the 'contact assessment form'. This form is for use at someone's initial contact with social services and takes down their personal details. The way information is collected is being streamlined so that the customer is only required to give their details once and this not repeated on subsequent forms. Work is now taking place on developing a support plan which will take a person's outcomes to build up a plan of support to help them achieve their aspirations.

Information, advice and advocacy

A key element of the personalisation agenda is to increase the amount of choice and control in a person's life. The PPF agreement stated, we must provide, "Universal information, advice and advocacy service for people needing services and their carers irrespective of their eligibility for public funding. A 'first shop stop', which could be accessed by phone, letter, email, internet or at accessible community locations."

One of Putting People First priorities to be achieved by 2011 is that 'people receive information and advice about how to identify and access local options to meet their care and support needs'.

Work is underway to formalise plans towards developing information, advice and advocacy services for residents in Telford and Wrekin. The main focus of this work about adult social care services, but also recognising that people's needs are rarely limited to this one area.

A draft strategy has been compiled and this work will go on to inform an action plan.

Micro markets project

Following a visit to Oldham last month we are now featuring details of another social enterprise that has been set up there.

Choice, Support and Transport

The service is run by business partners Mark and Keith. Mark has a background in traditional day services for people with a learning disability and Keith in transport and support services for the same client group.

Mark and Keith became aware that people would need alternative things to do during the day once the local day centres closed and that many people, with their own budget, would want to do something that allowed them to meet up with their friends and acquaintances. The service provides transport and picks people up from home if they require it. People are then supported to undertake a variety of activities and pursue personal interests.

The service supports a maximum of 9 people each day and people can choose to attend on one or more days a week.

We will continue to 'spotlight' a micro market enterprise in future editions of this newsletter.

Further information

To access more information visit our website at www.telford.gov.uk/puttingpeoplefirst
Or you can contact us on email puttingpeoplefirst@telford.gov.uk