

choice and control

choosing your support, your way



Choice and Control Newsletter March 2010

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Please feedback any queries through to the Choice and Control programme at choiceandcontrol@worcestershire.gov.uk

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Universal Services

In the last issue of the Choice and Control newsletter, you were reminded about the four key areas central to the personalisation agenda. Over the next few issues, we will be focussing on each of these areas and providing updates on what is being done to achieve a truly personalised way of offering Adult Social Care services throughout Worcestershire.

This month's focus is on Universal Services.

Back in November 2009, Amanda Smith joined the Choice and Control project team as Development Manager. Coming from a background in culture and community services, Amanda has been assisting with raising the profile of the Choice and Control programme with partners. This has involved setting up regular meetings with stakeholders as well as contributing to the development of the communications plan so that it continues to engage all sections of the community throughout Worcestershire: service users, carers, staff, providers and elected Members.

The personalisation agenda will touch most parts of the Council and needs to be considered as part of business plans across the organisation. Communications events and meetings have been set up to begin to identify opportunities for personalisation across the directorates.

Colleagues from Culture and Community Services and the Countryside Service have started to become more involved with the Choice and Control programme and identify opportunities where these services can be made more accessible to all citizens. Transport is another area that will be affected by the personalisation agenda and will be a particular focus over forthcoming months.

In January, the Choice and Control Strategic Partnership Forum, chaired by Patrick Birch, director of Corporate Services, met to discuss how the Putting People First agenda might affect services across the council and how this group could be developed to involve stakeholders from across the board. A further meeting of this group is planned for May 2010 so that members can discuss the opportunities and impact of personalisation.

Engagement has also taken place with chief housing officers so that they can also begin to understand the implications that personalisation will have on their services.

Communications opportunities have been identified with District Local Strategic Partnerships (LSPs) and theme groups within the Worcestershire Partnership. A recent event was held in Malvern as part of the Healthy Ageing Group to discuss the impact of personalisation and identify local services that could contribute to its delivery. It is hoped that further events such as this can be rolled out across the county.

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Universal Services continued

One of the Putting People First milestones is based around the availability of information and advice for people looking for support services. Work has been going on with the development of the Carewise website and identifying sources of information and advice for the new website. This has involved doing a mapping exercise of what is already available and is being funded through a number of different streams.

The Carewise website, which is due to be launched to the public in April and already has over 3000 services listed, will be a central source of information for people across the region. Work to develop the website and its resources will continue after the launch to ensure that it is offering people up to date information that is reliable. The development for Carewise has also involved working with colleagues at the Hub in making improvements to the ways information can be exchanged between the Hub sites and the Access Centre.

For further information, contact [Amanda Smith](#).

Rollout Training

All managers should now have received the training for the new Choice and Control pathway and Person Centred Planning. This training is now being rolled out to staff and is due to be completed by the end of May. The first part of the training concentrates on the new processes and pathway and involves a desktop exercise to enable staff time to practice with the new documentation. This is followed by a two-day Person Centred Planning session, which focuses on defined service user outcomes.

The training is being reviewed after each session to ensure that it continues to meet the needs of staff. Any issues or questions arising from the sessions are currently being collated and these frequently asked questions will shortly be made available via the Choice and Control training pages on SID.

It is anticipated that the new ways of working will go live in early June and will be rolled out by geographical area.

For further information, contact [Annie Dickson](#)

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New Strategic Lead for Choice and Control Programme

As the Choice and Control Programme, 'learning phase' nears completion and with a greater corporate focus on Choice and Control as a result of corporate wide efficiencies, it has become necessary to review leadership for the programme.

For the past four months, Annie Dickson has been leading the programme with support from Amanda Smith who has been developing links with universal services and partnerships to deliver personalisation opportunities and Charles Huntington, the Programme Manager.

From the middle of March, Yvonne Reeve has been appointed as an additional strategic lead to assist with the transition and integration of Choice and Control.

Over the next few months, training for the new pathway will be rolled out across all teams. Yvonne will assist with the integration of Choice and Control processes as the 'new' way of delivering Adult Social Care services and will help to ensure that the programme meets with the milestones as laid out in the Putting People First agenda.

For further information, contact [Yvonne Reeve](#).

Question and Answer Sessions

Following feedback from staff communications events last summer, strategic leads from the Choice and Control Team have held 14 Question and Answer sessions over the last four months. The events have given staff the opportunity to receive updates on the programme and the 'learning phase', as well as giving them the chance to raise any questions about Choice and Control in general.

These sessions have been led by representatives involved in the Choice and Control programme, along with UNISON, giving people the opportunity to raise any concerns with the Union. The events have been well attended with people coming from all parts of the directorate - Adult Social Care through to Cultural services and also some Psychologists. This has led to some good discussions as well as some lively debates. Questions raised have been fed back to the project team and will be used to update the frequently asked questions.

As we approach the end of the Learning Phase these sessions have now been brought to a close. Many thanks to everyone who attended and taken feedback to their teams. Over the next few months, there are plans to run a couple of larger staff events to mark the end of the 'learning phase' and bring everyone up to date on what has been achieved so far and what is still required.

The Choice and Control newsletter will continue to be sent out to staff, along with a feedback form. Please use the feedback form to raise any issues and queries and send this through to the [Choice and Control mailbox](#). HR representatives from the Choice and Control programme will continue to meet regularly with Peter Fennell, our UNISON representative.