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# Communication and Working Together Plan

# *Re-thinking day opportunities in Royal Greenwich*

# *A plan to design together a future model*

# *of meaningful support*

# *for adults with a learning disability to have the life they want to live*

# March 2021

**Introduction and vision**

This plan sets out how we will communicate and work together with people to look at the future of day opportunities for adults with a learning disability who live in Royal Greenwich.

We will be talking to you and asking for your views between April and July 2021. We are calling this the ‘100 Day Challenges’. There will be three ‘Challenges’ and they will involve people who use services, their families/carers as well as officers from the Council and partners from the voluntary sector. The 100 Day Challenges will help us to develop options and redesign the service.

Our overall ambition for a future service is that people will have more choice, more control and more opportunities to live their lives to the full.

Working alongside people with a learning disability, families, carers and community partners we will reshape and reinvest in a new service model that builds on people’s strengths, be that education, life skills, work or spending more time with friends. The same opportunities we would expect for anyone.

The Royal Borough of Greenwich Health and Adults Service has been working towards creating this vision for some years. There should be:

* a wider range of choices,
* a person-focused approach
* more flexible support to access interesting and stimulating activities
* more active use of community opportunities
* the freedom to access activities at the times people want and need

Depending upon the circumstances of each person, the support and activities should be fulfilling, rewarding and appropriate. The opportunities offered should encourage the development of people’s independence, the ability to make choices safely, have more control over how support is delivered, and promote health and wellbeing.

The Council expects that, whatever the service looks like, the offer will deliver value for money, whilst achieving better outcomes for people. This means that a wider range of resources will be considered, other than a building based service being the first option.

**Background and context**

The in-house Day Opportunities Service has been the primary local provider of day activities for adults with a learning disability for many years and has evolved and changed. It has, however, been a service that relies on buildings and has not adequately been able to fully achieve the aim of supporting people actively in the community.

In 2019 it was decided that the service would prioritise people living with their families or carers and Shared Lives carers. People living in registered care or support living accommodation have been offered alternatives via their residential service provider or through using Direct Payments.

Given that we have been experiencing a global pandemic, there are certain aspects we need to give careful consideration to, in setting up a temporary interim service and designing a long term service. The Day Opportunities Service has remained closed since March 2020 due to Covid-19, providing virtual and long-arm support for people as an alternative. This has meant that we have been able to start to explore how the service could be delivered in a creative and better ways once we can safely deliver services again after Covid-19.

We have working with an organisation called **Ideas Alliance** who will help create a service for the future and make sure that everybody’s voice is heard. **Ideas Alliance** is a ‘community interest company’ that is committed to promoting collaborative, strengths-based services that are community-driven and designed by involving everybody in an equal way. Since November 2020 they have been talking to people in Royal Greenwich who will be affected by changes to the current service and they will continue to engage with people throughout the 100 Day Challenges. **Ideas Alliance** will have the lead role in facilitating the Challenges.

**Stakeholders involved**

* Adults with a learning disability
* Carers and families
* Advocacy organisations
* Voluntary sector partners
* Internal Royal Greenwich partners
* Other partner organisations
* Staff and trade unions

**How the consultation and 100 Day Challenges will run**

All groups/stakeholders listed above will be invited to be actively involved.

**100 Day Challenges – April to July 2021**

**Facilitated by Ideas Alliance**

**Creating a new model of day opportunities**



There will first be a launch event on 31st March and then the challenges will start in April and last for 100 days (approximately 3 months). They will be a series of fortnightly events facilitated by **Ideas Alliance** but with support from Council staff, voluntary sector staff, people with a learning disability and carers and families.

There will be three ‘challenges’ or ‘groups’ running at the same time. The challenges will each have a theme and a wide range of people will be invited to get involved. **Ideas Alliance** will help identify the concerns and hopes people have and get everybody involved in designing the future service.

The themes are likely to be something similar to the below, but will be discussed further at the launch event:

**Challenge 1 – What is important to us?** *(designed and driven by people with a learning disability)*

**Challenge 2 – what is the life we want to lead?**

What is the life we want to lead and how do we want to live it?

How do we want to spend our days?

What are we doing?

Who are we seeing?

Where are we going?

**Challenge 3 – How do we make it happen?**

How do you want to pay for it and be paid for it?

(e.g. personal budgets and different ways of arranging support)

The 100 Day Challenges would normally be held face to face however due to the pandemic we have to rely on communication technology such as Zoom. Individual conversations by email or telephone will also be included, and written documents where needed.

**Communicating and engaging effectively**

Previous methods of communication we have used, such as roadshows and other face to face events, are not likely to be feasible due to the pandemic. We are keen to hear from people about the best ways to communicate during this time.

We will look creatively at how best we can engage with people, using Zoom, telephone, and any means we can. We want to make information as accessible as possible, including easy read material. We will also involve interpreters where required. Depending upon the Covid-19 national restrictions, we will try to hold limited face to face events when it is possible to do so.

Depending on each person’s communications needs, consideration will be given to the most appropriate way of seeking everyone’s views, including the use of advocates.

**Co-Production and our commitment**

We are committed to ‘co-designing’ and ‘co-producing’ service of the future. This means working together to create and make something good. For the Council, this means really listening to people and being honest and transparent about what we are proposing and why, even if we are unable to deliver everything that people want. The aim is to reach a broad agreement about what the future service will look like and ensure that it takes account of everybody’s valuable contribution.

We are committed to designing the new service model with the involvement of people with a learning disability (both in transition and adults’ services), families and carers, staff and partner organisations (both internal and external to the Council.)

**What will happen after the 100 Day Challenges**

In August 2021 **Ideas Alliance** will put together all the work from the 100 Day Challenges that everyone has been involved in and turn it into options for the future service. We will then consult with everyone on these options between October and December 2021. Once we have all agreed what the service should look like we can make it happen with everyone continuing to work together.

**How to contact us**

We will contact you throughout the consultation/100 Day Challenges however please do contact us at any time if you have any questions or comments, using the contact options below:

Helen Sharp from Ideas Alliance

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**Consultation Communication Plan timeline**

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| **Date**  | **Activity** | **Lead People** |
| Second week of March 2021 | * **Send information to people about the 100 Day Challenges**
* **Preparation for the 100 Day Challenges**
 | * Ideas Alliance
* RBG Health and Adults Service
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| 31st March 2021 | * **Launch event for the 100 Day Challenges 10am -1pm**
 | * Ideas Alliance
* RBG Health and Adults Service
* All stakeholders
 |
| 21st April 2021 | * **First session of the 100 Day Challenge groups**

 ***(thereafter fortnightly on Wednesdays at 10am-1pm)***  | * Ideas Alliance
* RBG Health and Adults Service
* All stakeholders
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| 26th May 2021 | * **Review progress of the 100 Day Challenge sessions**

 **(half-way point)** | * Ideas Alliance
* RBG Health and Adults Service
* All stakeholders
 |
| 14th July 2021 | * **Final sessions take place**
* **End of 100 Day Challenges**
 | * Ideas Alliance
* RBG Health and Adults Service
* All stakeholders
 |
| August -September 2021 | * **Ideas Alliance provide their final report and options for the future service model**
 | * Ideas Alliance
* RBG Health and Adults Service
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| October - December 2021 | * **Consultation with everybody on the proposed options**
 | * Ideas Alliance
* RBG Health and Adults Service
* All stakeholders
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