



Telford & Wrekin
C O U N C I L

Addenbrooke House Ironmasters Way Telford TF3 4NT

CABINET

Date Thursday, 18 October 2018 Time 5.00pm
Venue Meeting Rooms G3/4, Addenbrooke House, Ironmasters Way, Telford, TF3 4NT

Enquiries Regarding this Agenda:

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|---------------------|---------------------------------------|-----------------------|
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Cabinet Members:

| | |
|---------------------------|--|
| Councillor S Davies | Leader and Cabinet Member for Neighbourhood Services and Pride Programme |
| Councillor R A Overton | Deputy Leader and Cabinet Member for Housing and Enforcement |
| Councillor L D Carter | Cabinet Member for Finance, Commercial Services and Economic Development |
| Councillor A R H England | Cabinet Member for Health and Wellbeing |
| Councillor R C Evans | Cabinet Member for People Services, Visitor Economy and Partnerships |
| Councillor J C Minor | Cabinet Member for Leisure, Green Spaces and Parks |
| Councillor S A W Reynolds | Cabinet Member for Education and Skills |
| Councillor H Rhodes | Cabinet Member for Transport, Roads and Broadband |
| Councillor P R Watling | Cabinet Member for Children & Adults Early Help & Support |

Invitees

| | |
|--------------------------|------------------------------|
| Councillor A J Eade | Conservative |
| Councillor W L Tomlinson | Liberal Democrat/Independent |

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http://www.telford.gov.uk/info/20243/council_meetings/365/filming_photography_recording_and_use_of_social_networking_at_meetings

CABINET

Decision Notices and Minutes of a meeting of the Cabinet held on Thursday, 18 October 2018 at 5.00pm in Meeting Rooms G3-G4, Addenbrooke House, Ironmasters Way, Telford, TF3 4NT

PUBLISHED ON WEDNESDAY, 24 OCTOBER 2018

(DEADLINE FOR CALL-IN: MONDAY, 29 OCTOBER 2018)

Present: Councillors S Davies (Leader and Chair), R A Overton (Deputy Leader and Vice Chair), L D Carter, A R H England, R C Evans, J C Minor, S A W Reynolds and H Rhodes.

Also Present: Councillors A J Eade (Conservative Group Leader) and W L Tomlinson (Liberal Democrat / Independent Group Leader)

CB-019 Apologies for Absence

Councillor P R Watling

CB-020 Declarations of Interest

None.

CB-021 Minutes

RESOLVED – that the minutes of the meeting held on 13 September 2018 be confirmed and signed by the Chair.

CB-022 Overnight Closure of A&E at Princess Royal Hospital

The Leader provided an update on the Council's work to safeguard overnight A&E services at Princess Royal Hospital. This included a meeting of the Leader and the Mayor with the Consul General of India, Birmingham to promote the need for doctors among Indian Hospitals, lobbying NHS Education to secure junior doctors and training places; and arranging a petition, rally and march to support the campaign. He welcomed a meeting which had taken place between the MP for Telford, the Ward Member for Ironbridge Gorge and the Secretary of State for Health but expressed disappointment that this had only resulted in a promise to monitor the situation, rather than rescue action. He also criticised calls to place the Hospital Trust in special measures, urging instead for the instatement of a rescue plan. During his speech the Leader criticised current government policies which he considered thwarted proposed measures to support the retention of services. The Leader stated that the Cabinet would do all in their power to stop the proposed overnight closure; he called for unity across the political divide and urged anyone with any influence to stop the overnight closure happening to take action.

A number of Cabinet Members supported the Leader's sentiments, sharing personal experiences and the fears constituents had expressed about the proposed overnight closure. Cabinet Members were also alarmed by the wider impact that the proposals

would have across the West Midlands as patients were diverted to hospitals across the region.

The Conservative Group Leader and Liberal Democrat / Independent Group Leader also expressed their concerns about the proposals and supported a cross-party approach.

CB-023 Pride in Our High Streets – Supporting Business

Key Decision identified as **Pride in Our High Street** in the Notice of Key Decisions published on 19 September 2018.

Councillor L D Carter, Cabinet Member: Finance, Commercial Services & Economic Development, presented the report of the Assistant Director: Business, Development & Employment which provided an update on the Pride in Our High Streets programme. He noted that since the launch in 2015, more than £1.5m had been invested into supporting businesses in the Borough's high streets recognising their value to local communities and economies. Phase one of the programme was completed in March 2018 which had seen nearly 30 projects supported across the borough, with the Council's investment of over £800,000 matched by £400,000 in in-kind and financial contributions from local organisations delivering activity. One of the most high profile projects funded was 'Let's Go Quackers' which brought fun, creativity and a significant increase in visitor numbers and social media interest in Ironbridge and Southwater generating £32,000 for charities Severn Hospice and the Jayne Sargent Foundation.

Phase 2 of the programme was investing a further £700,000 directly into High Streets, providing grant funding to bring empty properties back into use, improving shop fronts and facades and working with Parish and Town Councils to market and promote their High Streets. The programme was taking place alongside significant investment being made by a number of Town Councils, including Wellington, Oakengates and Dawley, who were investing in excess of £1m in high street regeneration projects.

The Empty Unit Retail Grant had attracted over 60 initial enquiries. The first grant award was made in Oakengates to support the establishment/expansion of Gems Haberdashers, with another award pending for a new shop to open in Wellington and a number of other investments in the pipeline. The Property Façade Improvement programme was also underway and would be transforming key parts of 6 of the borough town high streets over the coming months.

Almost 1,000 young people had engaged in the innovative Young High Street Challenge, a unique project that involved young people directly in the future of the high streets. Such was the interest from schools and the quality of proposals to reinvigorate the High Street that 3 schools were due to see their ideas delivered in their local High Street supported by funding of £10k- £20k apiece.

The programme was also delivering a pilot scheme for high street wi-fi to meet a public demand for wi-fi over and above that already available through public buildings, cafes and other hot spots.

The targeted activity was complemented by the wider Community Pride programme, which was delivering further investment across all the borough's high streets and local centres to encourage growth.

Members welcomed the report.

RESOLVED that –

- (a) **the progress made to date in the Phase 2 Pride in Our High Street programme be noted; and**
- (b) **the inclusion of Ironbridge in the Empty Retail Unit grant programme be approved for the reasons set out in the report.**

CB-024 Supported Employment Scheme

Key Decision identified as **Supported Employment Policy** in the Notice of Key Decisions published on 19 September 2018.

Councillor R C Evans, Cabinet Member: Customer Services, Tourism & Partnerships, presented the report of the Organisational Delivery & Development Manager, Skills Service Manager & My Options Manager which set out a renewed approach to the Council's work to support a number of key groups to help them tackle barriers to employment and support individuals to fulfil their potential. The revised scheme would deliver:

- 'work experience' placements for young people and adults returning to work;
- ring-fenced apprenticeships for care leavers;
- paid-employment placements for adults with learning disabilities;
- supported internships for young people with Education, Health & Care Plans.

Members welcomed the report and ethos of raising aspiration.

RESOLVED that the proposed Supported Employment scheme be approved.

CB-025 Adult Social Care Local Account 2016/17 – 2017/18 & Telford & Wrekin's Making it Real Board

Non-Key Decision

In the absence of the Cabinet Member for Children & Adults Early Help & Support, the Assistant Director: Adult Social Care presented this report. Local accounts were a core component of the overall approach to sector led improvement in Adult Social Care. Other areas of the include peer challenge and support, benchmarking common data sets and making best use of resources from accessing best practice in how to deliver good outcomes for local people who use services, at a time of diminishing resources and growing demand. Together, these improvement components enabled the Council to be self-aware of performance and to set priorities through engaging with local people.

A key vehicle for engaging with local people with lived experience of adult social care was the new Making It Real Board for Telford and Wrekin. This was a national initiative that set out what people who used services and carers expected to see and experience if support services were truly personalised. There was a set of "progress markers" - written by real people and families - that could help the Service to check progress towards transforming adult social care. The aim of Making it Real was for people to have more choice and control so that they could live full and independent lives.

The draft Local Account for 2016/17 and 2017/18 was appended to the report.

Members welcomed the report, noting the outcomes that had been achieved against a backdrop of financial pressure.

RESOLVED that the report be noted and the draft Local Account 2016/17 and 2017/18 be approved.

The meeting ended at 6.15pm

Signed for the purposes of the Decision Notices

Jonathan Eatough
Assistant Director: Governance, Procurement & Commissioning
Date: 24 October 2018

Signed:

Date:

CABINET

Decision Notices and Minutes of a meeting of the Cabinet held on Thursday, 13 September 2018 at 5.00pm in Meeting Rooms G3-G4, Addenbrooke House, Ironmasters Way, Telford, TF3 4NT

PUBLISHED ON WEDNESDAY, 19 SEPTEMBER 2018

(DEADLINE FOR CALL-IN: MONDAY, 24 SEPTEMBER 2018)

Present: Councillors R A Overton (Deputy Leader and Vice Chair), A R H England, R C Evans, H Rhodes and P R Watling.

Also Present: Councillors A J Eade (Conservative Group Leader), W L Tomlinson (Liberal Democrat / Independent Group Leader)

CB-011 Apologies for Absence

Councillors S Davies (Leader), L D Carter and J C Minor

CB-012 Declarations of Interest

None.

CB-013 Minutes

RESOLVED – that the minutes of the meetings held on 12 July 2018 be confirmed and signed by the Chair.

CB-014 Lilleshall Parish Neighbourhood Plan

Key Decision identified as **Lilleshall Neighbourhood Plan** in the Notice of Key Decisions published on 15 August 2018.

Councillor R A Overton, Deputy Leader and Cabinet Member: Communities, Housing & Enforcement, presented the report of the Assistant Director: Business, Development & Employment.

Enabled by the Localism Act 2011, Lilleshall Parish Council had submitted their neighbourhood development plan (the 'Lilleshall Parish Neighbourhood Plan') ('NP') and other supporting documents to Telford & Wrekin Council in February 2018. In response and in accordance with its statutory duties, the Council had undertaken a number of checks to ensure that all the procedural and other requirements had been met and completed a 6-week publicity period which allowed the written representations to be made.

An Independent Examiner had been appointed to conduct the examination of the NDP with a report being submitted back to the Council in August 2018. The Report recommended proceeding to Referendum, subject to a number of modifications. Those recommendations had been applied to the NDP and incorporated into a Referendum version of the NDP which was attached to the report together with the

Examiner's Report. Officers and the Examiner were satisfied that the NDP met the basic conditions required in order to proceed to a Referendum.

RESOLVED that-

- (a) **Subject to the modifications recommended by the Examiner being made, the Lilleshall Parish Neighbourhood Plan meets the 'basic conditions' and all other legal requirements as summarised in the report and the Independent Examiner's report;**
- (b) **The required modifications be made to the Lilleshall Parish Neighbourhood Plan and that the Lilleshall Parish Neighbourhood Plan Referendum Version should proceed to Referendum;**
- (c) **The Referendum Area should not be extended beyond the designated area to which the Edmond Neighbourhood Plan relates;**
- (d) **Authority be delegated to the Managing Director to exercise all the relevant powers and duties and undertake all necessary arrangements for the Lilleshall Parish Neighbourhood Plan Referendum Version (May 2018) to now proceed to Referendum and for the Referendum to take place asking the question whether the voter wants Telford & Wrekin Council to use this neighbourhood plan for the Lilleshall Neighbourhood Plan area to help it decide planning applications in this neighbourhood area.**

CB-015 Newport Neighbourhood Development Plan

Key Decision identified as **Newport Neighbourhood Plan** in the Notice of Key Decisions published on 15 August 2018.

Councillor R A Overton, Deputy Leader and Cabinet Member: Communities, Housing & Enforcement, presented the report of the Assistant Director: Business, Development & Employment. It was noted, as above, that the Localism Act (2011) introduced legislation which allowed Parish Councils to produce a Neighbourhood Development Plan for their administrative area. This Report recommended that Newport Neighbourhood Development Plan became the fourth Neighbourhood Plan in the Borough to be adopted (made).

The Plan was part of a programme of Neighbourhood Development Plans being prepared by Parish and Town Councils across the Borough with the support of the Council, reflecting the commitment to engage local communities further in planning for development in their local area.

Newport Town Council submitted their neighbourhood development plan (the 'Newport Neighbourhood Development Plan') ('NNDP') and other supporting documents to Telford & Wrekin Council as local planning authority in November 2017. In response and in accordance with its statutory duties, Telford & Wrekin undertook a number of checks to ensure that all the procedural and other requirements had been met and completed a 6-week publicity period which allowed written representations to be made. An independent examination took place between April and May 2018.

The appointed Independent Examiner (The Examiner), Mr Nigel McGurk, submitted his report to the Council in May 2018. The Report recommended proceeding to Referendum, subject to a number of modifications. These modifications were applied

to the NNDP and Cabinet on 31 May 2018 agreed to proceed to formal Referendum. The Referendum took place on 26 July 2018.

It was outlined that the policies within the NNDP would become part of the Development Plan for Telford & Wrekin and would be considered in the determination of planning applications in the NNDP area, alongside national and Borough wide planning policy.

Members welcomed the report, which would enable communities to have greater involvement with planning in their area. Officers and the community were praised for the hard work that had been put in to ensure this plan was put in place.

RESOLVED that –

- (a) The Newport Neighbourhood Development Plan be made; and**
- (b) The Assistant Director: Business, Development & Employment be authorised to exercise all of the Council’s relevant powers and duties and undertake all necessary procedural arrangements relating to the making of the Newport Neighbourhood Development Plan.**

CB-016 Procurement Update

Key Decision identified as **Procurement Update Report** in the Notice of Key Decisions published on 15 August 2018.

Councillor R A Overton, Deputy Leader and Cabinet Member: Communities, Housing & Enforcement, presented the report of the Assistant Director: Governance, Procurement & Commissioning which provided an update on the Council’s Procurement Intentions Document and the latest information regarding effective procurement and contract management.

It was noted that the council wide procurement continued to drive savings through robust competitive tendering and real time negotiation when brokering services.

The National Procurement Strategy 2018 had been published following consultation with councils across the country. The strategy considered major changes that had taken place since the initial launch in 2014 of the Public Contract Regulations. The strategy looked to focus councils’ best practice procurement by a number of measures.

The regular Procurement Intentions Document was set out at Appendix 1 to the report. The document presented up and coming procurements for the next few months.

RESOLVED that –

- (a) The procurement updates in the report be noted; and**
- (b) The Procurement Intentions Document (Appendix 1 to the report) be noted and, where indicated, authority be delegated to the appropriate officers (as per the Contract Procedure Rules) to progress new procurements through the tender process to contract award.**

CB-017 Ultra-Low Emission Vehicle Strategy

Key Decision identified as **Electric Vehicle Charging Policy** in the Notice of Key Decisions published on 16 August 2018.

Councillor H Rhodes, Cabinet Member: Transport, Roads & Broadband presented the report of the Assistant Director: Customer & Neighbourhood Services which outlined the strategy for Ultra-low Emission Vehicles (ULEV) in the Borough.

The number of ULEV had grown significantly in recent years. The Government's Strategy (Road to Zero) set out the ambition for 50% of all new car sales to be ultra-low emissions by 2030, and for nearly all cars to be zero emissions by 2050. There were a number of grants available from the Office for Low Emission Vehicles available to encourage the update of ULEV.

The Ultra-Low Emission Vehicle Strategy recognised the significant benefits of ULEVs, particularly in relation to air quality, noise and public health, however, an increase in ULEV would bring increased demand for public charging infrastructure. The Action Plan within the Strategy listed a number of short and long term measures to guide priorities and funding to the most effective measures.

The Liberal Democrat / Independent Group Leader welcomed the report and discussed the importance of the cycling strategy to work alongside this. The Conservative Group Leader stated that the Council should lead by example, for example, with their own fleet vehicles, Members agreed and stated that the Council had looked at ways to be innovative.

RESOLVED that –

- (a) The Ultra-Low Emissions Vehicle Strategy (Appendix A to the report) be approved**
- (b) Subject to funding, the delivery of measures proposed in the new Ultra-Low Emissions Vehicle Strategy be supported.**

CB-018 Annual Public Health Report 2018: Excess Weight & Obesity in Telford & Wrekin

Non-Key Decision

Councillor A R H England, Cabinet Member for Health & Wellbeing, presented the Annual Report of the statutory Director of Public Health for 2018 – Excess Weight & Obesity in Telford & Wrekin.

The Report focussed on reducing excess weight and obesity and includes the sections:

- Influences on excess weight and obesity
- The consequences and the costs of obesity
- The scale of excess weight and obesity for Telford & Wrekin

- National context
- The views of children and young people
- A summary of interventions and approaches that are known to be effective
- A showcase of available projects and services delivered by the Council, partners and our communities.
- A summary of what action that council took, working with key partners and communities
- Recommendations for key partners consideration

The Report contained a number of recommendations that Cabinet was asked to support. These would be used to shape the Living Well and Ageing Well programme that would support the delivery of the new Health & Wellbeing Strategy.

The report was interactive in style and included video clips and infographic links. The document and its messages had been promoted through a social media campaign.

Members noted that there was no one solution to the issue. Members discussed the impact of obesity on different aspects of life and praised the report for highlighting this important issue.

RESOLVED that the 2018 Annual Report of the Director of Public Health be endorsed and the recommendations supported.

The meeting ended at 5.28pm

Signed for the purposes of the Decision Notices

Jonathan Eatough
Assistant Director: Governance, Procurement & Commissioning
Date: 19 September 2018

Signed:

Date:

TELFORD & WREKIN COUNCIL**CABINET – 18 OCTOBER 2018****PRIDE IN OUR HIGH STREETS – SUPPORTING BUSINESS****REPORT OF ASSISTANT DIRECTOR: BUSINESS, DEVELOPMENT & EMPLOYMENT****LEAD CABINET MEMBER – CLLR LEE CARTER****PART A) – SUMMARY REPORT****1. SUMMARY OF MAIN PROPOSALS**

- 1.1 This report provides an update on the Pride in Our High Streets Programme, which since the original programme launched in 2015 will see more than £1.5m invested into supporting businesses in the Borough's high streets recognising their value to local communities and economies.
- 1.2 Phase one of PIOHS was completed in March 2018 and saw nearly 30 projects supported across the borough, with the Council's investment of over £800,000 matched by £400,000 in in-kind and financial contributions from local organisations delivering activity. One of the most high profile projects funded was 'Let's Go Quackers' which brought fun, creativity and a significant increase in visitor numbers and social media interest in Ironbridge and Southwater generating £32,000 for charities Severn Hospice and the Jayne Sargent Foundation
- 1.3 Phase 2 of PIOHS is investing a further £700,000 directly in our High Streets, providing grant funding to bring empty properties back into use, improving shop fronts and facades and working with Parish and Town Councils to market and promote their High Streets. PIOHS is taking place alongside significant investment being made by a number of Town Councils. This includes Wellington, Oakengates and Dawley who are investing in excess of £1m in high street regeneration projects.
- 1.4 Notable successes include the engagement of almost 1,000 young people in the innovative Young High Street Challenge, a unique project that is involving young people directly in the future of our high streets. Such was the interest from schools and the quality of proposals to reinvigorate the High Street that 3 schools are due to see their ideas delivered in their local High Street supported by funding of £10k- £20k apiece.
- 1.5 The Empty Unit Retail Grant has attracted over 60 initial enquiries. The first grant award was made in Oakengates to support the establishment/expansion of Gems Haberdashers, with another award pending for a new shop to open in Wellington and a number of other investments in the pipeline. The Property

Façade Improvement programme is now underway and will be transforming key parts of 6 of our borough town high streets over the coming months.

- 1.6 PiOHS is also delivering a pilot scheme for high street wi-fi to meet a public demand for wi-fi over and above that already available through public buildings, cafes and other hot spots.
- 1.7 This targeted activity is complemented by the wider Community Pride programme, which is delivering further investment across all our high streets and local centres to encourage growth.
- 1.8 The success of the Programme and particularly its engagement of young people has attracted national interest from the Department of Housing, Communities and Local Government. On the 19th September, the Department's Head of the Thriving Towns and High Streets Team visited Wellington with representatives from the newly formed panel of industry experts. They met with students from the winning YHSC team from Wrekin College to hear about their project idea and how it is going to be brought to life over the next few months.
- 1.9 The investment reflects the findings of national studies into high street regeneration which have shown that targeting resources to address empty retail premises and poor property condition will have the greatest impact to increase footfall, support local and new businesses and attract visitors – both local and from out of the borough.

| | |
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| 2. <u>RECOMMENDATIONS</u> | |
| 2.1 | That Cabinet notes the progress made to date in the Phase 2 Pride in Our High Street programme |
| 2.2 | Cabinet approves the inclusion of Ironbridge in the Empty Retail Unit grant programme for the reasons set out in this report |

3. SUMMARY IMPACT ASSESSMENT

| | | |
|-------------------------|---|--|
| COMMUNITY IMPACT | Do these proposals contribute to specific Co-Operative Council priority objective(s)? | |
| | Yes | The programme will contribute directly to the following priorities: -Protect and create jobs as a business supporting and business winning Council -Ensure that neighbourhoods are safe, clean and well-maintained -Regenerate those neighbourhoods in need |
| | Will the proposals impact on specific groups of people? | |

| | | |
|---|---|--|
| | No | By contributing to high street regeneration the programme has the potential to have a positive impact on a wide cross section of the community. |
| TARGET COMPLETION/DELIVERY DATE | The programme will deliver through to March 2020. | |
| FINANCIAL/VALUE FOR MONEY IMPACT | Yes/No | The Council's Service and Financial Planning Strategy 2017/18 to 2019/20 included £700,000 additional revenue funding for Pride In Our High Streets Phase 2. Finance have been supporting the Service Delivery Team as funding allocations are determined and have advised on assessments and their terms as appropriate. DR 17/9/18 |
| LEGAL ISSUES | Yes | Any decision made by the Authority can be subject to challenge in respect of its reasonableness or lawfulness. Therefore a robust and transparent assessment procedure was developed so as to avoid challenge of either the process followed or recommendations made by Officers and the Assessment Panel . The assessment and award process also sought to ensure that a breach of the State Aid Rules does not arise either directly or indirectly by the award of grant funding to individual organisations or joint ventures which could distort competition and affect trade by favouring certain undertakings. The risk of this is very low due to the grant values involved. Legal Services have developed a standard form of grant agreement that will be used in each award of funding |
| OTHER IMPACTS, RISKS & OPPORTUNITIES | No | |
| IMPACT ON SPECIFIC WARDS | Yes | The project will focus on 6 borough town high streets with the greatest potential to benefit from investment. |

PART B) – ADDITIONAL INFORMATION

4. INFORMATION

- 4.1 Mirroring the national picture, our high streets are threatened by changes in household spending patterns, shopping culture and recreational trends. Whilst there have been national programmes such as the Portas Pilot that have tried (with mixed success) to address these challenges, many of the most successful schemes are the result of investment into local projects and initiatives that aim to increase footfall and the attractiveness of high streets.

Young High Street Challenge

- 4.2 An element that has been missing from most national high street initiatives has been the direct engagement of young people who are key as the customers and high street entrepreneurs of the future. The Young High Street Challenge has built on the work the Council is already doing through the Life Ready, Work Ready Programme to engage school age children in enterprise and encourage future entrepreneurs.
- 4.3 The Challenge was launched to schools in September 2017 with almost 1,000 young people engaged in order to secure up to 200 students to participate in the Challenge programme. Those 200 students came from 8 schools across the Borough (Ercall Wood, Wrekin College, Charlton, Haberdashers Adams, Burton Borough, Madeley Academy, Telford Priory and Hadley Learning Community). :



- 4.4 Launched in November students were supported through workshops, visits, market research and business plan development to compete for two awards; the first for the best commercially viable idea to fill a gap in high street provision and the second award which was a design challenge to improve the look and feel of Wellington Market to attract a new generation of shoppers.

4.5 The finals event for the Challenge was held on the 21st June. The quality of the projects was outstanding and a panel of judges that included Telford's largest employer Capgemini, University of Wolverhampton, WMC Retail Partners PLC (owners of Wellington Market) and business advisors Good to Great had a difficult task to pick the winners. Such was the quality of projects that two schools jointly shared the award for the best Design Challenge Haberdashers Adams and Burton Borough while Wrekin College won the Commercial Challenge.

4.6 Haberdashers and Burton Borough are now working with the Council and the Marketing Team from the Wellington Market Company to bring their creative ideas to life, with a Council grant award of £10,000 to work with. The winning ideas included new branding for the market and new designs for entrance signage to bring vitality to the market, pop up markets including street food, music events, open air cinema and ghost walks.



4.7 The Wrekin College Team are already looking at premises in Wellington for their commercial business idea, which will link in with other businesses in Wellington and bring a unique retail offer – Retro Shack - that will attract young people into the town. The team has a Council grant award of £20,000 to launch their business idea, which the College intends to run as an enterprise training opportunity for students, but also to engage with and bring benefits to the local community.



4.8 The success of the Young High Street Challenge has been recognised by the Department of Housing, Communities and Local Government. On the 19th September, the Department's Head of the Thriving Towns and High Streets team visited Wellington with representatives from the newly formed panel of

industry experts. They met with students from the winning team at Wrekin College to hear about their project idea and how it is going to be brought to life over the next few months.



Empty Unit Incentive Grant

- 4.9 The Empty Unit Incentive Package provides a start up grant which is available in high streets where levels of empty retail properties are equal to or above national levels (around 11%); currently these are Wellington, Oakengates and Dawley. In recent months Ironbridge has seen an increase in vacant premises with 5 available to let which takes it above the national average. For this reason it is proposed that Ironbridge is included in the grant programme going forward.
- 4.10 The grant awards, which can range from £2k to £10k, do have the flexibility to support the bringing of property above shops back into use and also the conversion of retail into residential where there is a clear over provision of retail property.
- 4.11 Launched in June 2018 the Council received more than 60 requests for application forms. The Council's Growth Hub team have worked with those applicants who are at the right stage to develop a business plan and the Growth Hub has been providing start up workshops for those who still need to think about the viability of their idea. The number of requests is an encouraging sign of the number of potential entrepreneurs in Telford.
- 4.12 The first grant agreement was signed in September which will see a new haberdashery business – Gems - open and expand in Oakengates. Gems will have a significant impact on Oakengates as its customer base is regional and so will bring new shoppers to the town. Equally Gems support skills and learning through the workshops they offer. Their offer will include the sort of

service and on site activity such as craft workshops that will create new experiences for shoppers.

The owner of Gems said on confirmation of her grant offer *“Getting this grant makes a world of difference for us. The new shop is bigger than where we are now which means we have more display space and can offer new services. It’s an exciting time and we are really looking forward to welcoming new customers....”*.

Grant offers have been made to a further 3 applicants which are set to bring further new businesses onto the High Street in Wellington and Oakengates. Including potential applicants for Ironbridge, there are a further 5 applications in the pipeline. This will total up to £90k investment alone.

Property Façade Improvement

- 4.13 The Property Façade Improvement Scheme is open to the 6 borough town high streets of Newport, Ironbridge, Madeley, Wellington, Dawley and Oakengates. In consultation with Town and Parish Councils a red line boundary has been established for each high street which sets out the primary shopping areas and target areas for improvement. The businesses within these red line boundaries will be eligible to participate in the programme; this includes a potential 112 premises. In Wellington, for example this will focus around the Market Square and surrounding streets.
- 4.14 The façade improvement programme will be operated by the Council’s biT architecture and design service.
- 4.15 Letters have already gone out to property owners within the eligible areas of Wellington and Ironbridge and these will be followed by letters to the remaining areas in December. Because many property owners are based elsewhere in the UK or overseas, the letters are being followed up by in person visits to tenants to secure their endorsement and assistance in obtaining the necessary approvals.
- 4.16 Once approval is received there will be surveys of any properties that require planning; generally listed buildings or buildings within conservation areas. Owners and tenants will be consulted on the design of improvements and colours and we anticipate that the first façade improvements in Wellington will have been completed by early in the New Year.

Community Pride Programme and High Street Regeneration

- 4.17 Complementing PIOHS the Community Pride programme continues to deliver further investment across all our high streets and local centres. PIOHS is taking place alongside significant investment being made by a number of Town Councils. This includes Wellington, Oakengates and Dawley who are investing in excess of £1m in complementary high street regeneration

projects. The benefits of partnership working in tackling high street regeneration has been recognised:

Councillor Malcolm Randle said 'Dawley High Street has seen many changes over the years and sadly one of these changes is the decline in the number of visitors using the businesses and shops. The Town Council are extremely pleased with the partnership investment through Telford & Wrekin and Great Dawley Town Council, which has seen an increase in the number of visitors, as well as the development of the High Street and Friday Street market. The investment has promoted and impacted on both physical and social regeneration for our community.

Councillor deLauney, Chair of the Wellington Regeneration Board said "Wellington Town Council welcomes the great partnership working with Telford & Wrekin Council which is delivering projects to regenerate Wellington and create the successful high street envisaged in our Vision 2020 report. The Town Council is not only enhancing Pride projects but is itself prepared to invest in new projects in the town centre to bring a huge boost to Wellington".

Cllr Stephen Reynolds, Mayor of Oakengates Town Council said "Oakengates Town Council has committed itself to improving Oakengates town centre and complementing the Pride in Our High Streets Programme. Recent regeneration of the town along with the opening of The Wakes, a new vibrant community hub in the centre of the town and home of Oakengates Town Council, has only added to the improved high street experience. Oakengates is fast becoming the place to visit, with a greater number of independent shops that fit in nicely with the long established businesses within the Town".

- 4.18 The Council has undertaken public and business consultation and research into the benefits of publicly available wi-fi in our high streets. This would provide wi-fi cover over and above that already available through public buildings, retail outlets such as cafes and hot spots already in place through main providers such as BT Hotspots or Business Broadband.
- 4.19 Installation of wi-fi will take place initially at two points as a pilot: Oakengates and Ironbridge. These will be assessed to establish whether there has been good take up of the service and based on this it will then be decided whether or not it should be rolled out to further high streets or if alternative options should be considered such as chip and pin devices using 4G or QR codes. An order has now been placed for installation in Oakengates and Ironbridge is now in the design stage.
- 4.20 The first 5G mobile handsets will start to appear in 2019 and mobile operators will start to offer 5G in high traffic areas like stations and stadiums in 2020. While it will be a few years before consumers start to upgrade to new handsets, and for operators to build coverage in areas such as local high streets, the Council will monitor opportunities for Telford through pilot projects, in particular the roll-out of a network of 5G masts and equipment by the West Midlands Combined Authority, who have received Government funding.

- 4.21 In addition to these projects there are other initiatives being delivered by the Council's Highways, Transport and Engineering Service as part of the Pride in Our High Street Programme. In Oakengates the Service has worked in partnership with the Town Council to undertake significant improvement works to Market Street, Oxford Street and Limes Walk with new slabbed footways, pedestrian crossing points and bollard replacement:



- 4.22 In Dawley, working with Great Dawley Town Council, footways have been improved alongside transformation of loading and parking layby's and the entrance way to Dawley High Street from the car park:



- 4.23 Other High Street initiatives include upgrading street lighting to LED, installing additional streetlights along footpaths and around a school and improving lighting at points of interest. These include the Lychgate and All Saints Church in Wellington and other local initiatives designed to encourage high street visitors such as digital tourist information.



- 4.24 To celebrate Telford's 50th year, Telford & Wrekin Council has launched a campaign to create a lasting digital record of some of the town's favourite buildings. Fifty of Telford's favourite buildings will be captured in 3D, including some of the best loved buildings on the high street, and the film will be used to promote the heritage and history of our high streets to both locals and visitors. High Street buildings include Newport Guildhall and Library, Wellington Market Hall, Dawley Town Hall and Iron Bridge Tollhouse.



- 4.25 Earlier this year, one of the last projects to be funded through the first Phase of Pride In Your High Streets brought fun and creativity to Ironbridge, attracting higher than usual visitor numbers to the high street and ultimately generating a great success story for nominated charities Severn Hospice & Jayne Sargent Foundation.



5. IMPACT ASSESSMENT – ADDITIONAL INFORMATION

NONE

6. PREVIOUS MINUTES

Cabinet 18th October 2017 Pride in Our High Streets
Cabinet 29th June 2017 Young High Street Challenge
Cabinet 17th November 2016 Pride in Our High Streets
Cabinet 28th January 2016 Pride in Our High Streets

7. **BACKGROUND PAPERS**

None

**Report prepared by Kathy Mulholland, Service Delivery Manager
Investment and Business Support, Telephone: 01952 567572**

TELFORD & WREKIN COUNCIL

CABINET - 18 OCTOBER 2018

SUPPORTED EMPLOYMENT SCHEME

REPORT OF ORGANISATIONAL DELIVERY & DEVELOPMENT MANAGER, SKILLS SERVICE MANAGER & MY OPTIONS MANAGER

LEAD CABINET MEMBER RAE EVANS (CABINET MEMBER CUSTOMER SERVICES, TOURISM & PARTNERSHIPS)

PART A) – SUMMARY REPORT

1. SUMMARY OF MAIN PROPOSALS

1.1. The Council works to support a number of key groups to help them tackle barriers to employment and support individuals to fulfil their potential. This report sets out a revised scheme which will deliver:

- ‘work experience’ placements for young people and adults returning to work;
- ring-fenced apprenticeships for care leavers;
- paid-employment placements for adults with learning disabilities;
- supported internships for young people with Education, Health & Care Plans.

2. RECOMMENDATIONS

2.1. That the proposed Supported Employment scheme is approved.

3. SUMMARY IMPACT ASSESSMENT

| | | |
|-------------------------|---|--|
| COMMUNITY IMPACT | Do these proposals contribute to specific Co-Operative Council priority objective(s)? | |
| | Yes | <ul style="list-style-type: none"> - Protect and support our most vulnerable children and adults - Put our children and young people first - Improve local people’s prospects through education and skills training |
| | Will the proposals impact on specific groups of people? | |
| | Yes | <ul style="list-style-type: none"> - Care leavers - Adults with learning disabilities - Young people with Education, Health & Care Plans - Young people and adults re-entering the labour market |

| | | |
|---|--|---|
| TARGET COMPLETION/DELIVERY DATE | Following Cabinet approval, the programme will operate as a pilot until the end of the current financial year. | |
| FINANCIAL/VALUE FOR MONEY IMPACT | | <p>The work experience placements and internships are not paid positions and will not incur any direct costs.</p> <p>The placements for adults with learning disabilities will be funded from the service's base budget by switching the budget currently allocated to paying for the individual's care. The placements will be part-time and it has been assumed for costing purposes that the 5 placements will equate to 2 FTE posts. The cost of this based on the bottom of scale 1 is c. £40k including on costs. An outreach worker and 2 mentoring fixed term posts have been created to support the placements for the first year. Reserves will be used to meet these roles and to make up any shortfall in financial resources.</p> <p>The annual cost of the 3 apprentice posts for Care Leavers is £40k including on costs (based on the hourly rate for 18-20 year old of £5.90). These costs will be funded from a grant of £44k from the Department for Education. £10k of levy funding has also been identified to support their training needs. A fixed term role until 31 March 2019 has also been created in the Leaving Care team to support care leavers, this will be funded by £12K received from the DfE for support for care leavers.</p> |
| LEGAL ISSUES | Yes | Care should be taken to identify the legal status of each individual so that the legal obligations of the Local Authority are identified flowing from the following legislation: Employment Rights Act 1996, Statutory Sick Pay Regulations, Social Security Contributions and Benefits Act 1992, National Minimum Wage Act 1998, Working Time Regulation 1998, TUPE, Employment Relations Act 1999, The Trade Union and Labour Relations (Consolidation) Act 1992, Data Protection Act 2018 and the Pensions Act 2008 |
| OTHER IMPACTS, RISKS & OPPORTUNITIES | No | |
| IMPACT ON SPECIFIC WARDS | Yes | All |

PART B) – ADDITIONAL INFORMATION

4. INFORMATION

4.1. The Council works to support a number of key groups to help them tackle barriers to employment and support individuals to fulfil their potential. These are:

- **Young people** – typically facing the most difficult challenges to secure meaningful employment due to a lack of experience. This can also be true of adults who have had a career break, for example due to carer responsibilities.
- **Care leavers** – often have additional challenges to make the transition into independence to become emotionally resilient and work ready.
- **Adults with learning disabilities** – for the 1 in 50 adults that have a learning disability, employment is too often rejected as a positive option. There is, however, a robust body of evidence which shows that with the right support adults with learning disabilities can make a real and positive contribution to the workplace.
- **Young people with Education, Health and Care Plans** – often require additional support to make the transition into independence, again there is clear evidence that with the right opportunities and support this can be successfully achieved.

4.2. Through engagement with AD Leadership Teams and the Leadership Forum, we have reviewed our approach to identify any challenges and opportunities to making this revised scheme a success. Based on this, a new approach is built on the following objectives:

- Asset based approach – each placement is tailored to the individual and focussed on what participants can do and what they want to achieve.
- Comprehensive support and training for managers – to ensure that managers are appropriately equipped and can access the support they require to ensure that placements are a success.
- Identification of budgets to fund placements – service budgets are under significant pressure and this approach mitigates this barrier to the provision of the paid placements.
- Becoming an ‘exemplar employer’ – building a reputation for how we support these different groups through this scheme. This will be built around an **organisation-wide** approach so that we can drive the programme, track placements to understand challenges and recognise successes. Through the engagement described above, all service areas have committed to support this organisation-wide approach.

4.3. A small cross-organisational working group has been established to drive this work forward and will report to SMT. Participants are from Organisational Delivery & Development, My Options, Skills, SEND, Adult Social care and Leaving Care teams.

What will the scheme deliver?

4.4. The offer for each of the four groups is:

- **Work experience** – open to those aged 14 plus and will include professional placements as well as adults returning to work following career breaks. The number of placements each year will be dependent on service capacity and demand for placements in popular areas. Typically these are a one week placement for school and college pupils but they can be longer for professional placements. The scheme is an opportunity to promote the Council as a good employer and to highlight the breadth of careers available in local government.
- **Ring fenced apprenticeships for care leavers** (up to three each year) – a minimum 1-year apprenticeship composed of at least 20% on the job training. Paid at the appropriate apprenticeship rate with an additional £2000 bursary (age dependent). Participants will be placed on the redeployee register in line with organisational practice towards the end of their contract.
- **Paid work placements for adults with learning disabilities** (up to five each year) – participants will have completed a 12 week ‘Stepping into Work’ programme which includes initial work experience placements delivered by the My Options Skills and Enterprise Team. Where it is in the interests of the participant, a paid work experience placement will be created. In this placement the participant will be a paid employee of the organisation and subject to contract conditions. Hours and days will be tailored to the needs of each participant which may increase or reduce as necessary through the placement. **These will not be permanent positions or replace existing roles.** Participants will be placed on the redeployee register in line with organisational practice towards the end of their contract.
- **Supported internships for young people with Education Health and Care Plans** (up to five each year) – participants will be in the final year of a 3-year course at Telford College. The placements will be unpaid and typically be up to four days a week.

Impact

4.5. Whilst each placement will be tailored to the individual, the core goals of each one will be:

- learning about working life and the skills and attitudes required by employers;
- development of vocational skills;
- development of self-reliance, flexibility, confidence and the ability to work with others.

4.6. The impact of these goals and the wider scheme can be illustrated by a young man, Tom, who has completed the first pilot of the Stepping into Work programme. Tom has learning disabilities and has been accessing the My Options Skills and Enterprise Hub. He had identified that he would like to think about employment so was keen to sign-up to the programme. As part of the programme he has completed work experience in Café Go. Tom has said of the scheme:

‘I have enjoyed learning about work, I feel more confident. I am over the moon with my placement at Café Go, everyone has been so helpful. I am very proud of myself’.

His parents have also fed-back:

'We are so pleased, we always thought he had the potential to work but we were very nervous. We feel the support and encouragement he has received from the Stepping into Work programme has been great, just what he needed to think positively about getting a job'

- 4.7. As well as directly impacting on the scheme participants, this new approach to will be a major stepping stone to our achieving Disability Employer Scheme 'Leadership' status. This is a national scheme which encourages employers to recruit and retain people with learning and/or physical disabilities. The Council is currently at 'Employer' status. One of the key steps we have to demonstrate to achieve 'Leadership' status is how we are challenging and supporting other employers to recruit and retain this group. We will be externally assessed on this. A small 'task and finish' group has been created from interested volunteers across the organisation to support this work.
- 4.8. This scheme will also contribute to the Council's wider objectives of supporting individuals to 'build independence', with the potential to reduce reliance and demand on services.

How will the scheme work?

Work Experience

- 4.9. All applications for work experience will be made online. The relevant webpages have been reviewed to set out the Council's offer and process. On receipt of an application, Organisational Delivery and Development will contact the relevant service to make the necessary arrangements for a placement. Participants will be asked to complete an online 'end of placement' questionnaire so that outcomes can be tracked and understood.

Other Placements

- 4.10. For the three other aspects of the scheme, in line with the objectives, placements will be developed on an 'asset based' case by case process. Applicants will identify their strengths and interests which will then be used to identify potential placements within services across the organisation (led by the working group). Placements and roles will be built around each individual and will develop and evolve as the person does.

Support

- 4.11. The following support for services and participants has been developed :

- Work experience – guidance for managers has been refreshed and a face-to-face training session developed specifically for work experience.
- Adults with learning disabilities placements - an outreach worker has been funded with two 'experts by experience' mentor roles. These roles will sit with and work with the My Options Skills and Enterprise Team and EEAST Team.

- Care leaver apprenticeships – a Care Leaver Employment & Training Advisor role has been created in the Leaving Care Team which is focussed on supporting care leavers into employment.
- Supported internships – these will be directly supported via Telford College, additional advice and support will be available from our SEND team.

4.12. In addition to this specific support, face-to-face training has been developed and will be delivered to managers by the Skills Team.

Programme Management

4.13. The working group will meet monthly to:

- oversee case management:
 - o new applications
 - o placement development;
 - o monitoring and assessing existing placements - seeking monthly feedback from participants and their line manager (telephone calls) to track progress and identify and take action at the earliest opportunity when evidence of placement stress or breakdown is identified.
- review end of placement assessment and outcomes
- monitor budget spend

Budget

4.14. The financial costs are for two aspects of the scheme:

- **Care Leaver Apprenticeships:**
 - £10,000 of levy funding for the training aspect of apprenticeships has been identified;
 - the apprenticeship salaries will be met from a Department for Education grant.
- **Adults with Learning Disabilities:**
 - the outreach worker and two mentor posts (temporary one year contracts);
 - scale 1 placement roles

This package will be funded from the services base budget switching the budget currently allocated to paying for the individuals care where this is currently being provided, in addition reserves will be used to meet the fixed term posts and to make up any shortfall in financial resources.

Next Steps

4.15. Following approval, the scheme will commence as a pilot until the end of the current financial year so that the impact can be tracked, assessed and any lessons learnt. This assessment will be reported to Cabinet.

Report Prepared by Jon Power Organisational Delivery & Development Manager Ext 80141.

TELFORD & WREKIN COUNCIL

**HEALTH & WELLBEING BOARD – 12 SEPTEMBER 2018
CABINET - 18 OCTOBER 2018**

ADULT SOCIAL CARE LOCAL ACCOUNT 2016/17 – 2017/18 AND TELFORD & WREKIN’S MAKING IT REAL BOARD

REPORT OF: ASSISTANT DIRECTOR ADULT SOCIAL CARE

LEAD CABINET MEMBER: CLLR PAUL WATLING

PART A) – SUMMARY REPORT

1. SUMMARY OF MAIN PROPOSALS

Local accounts are a core component of the overall approach to sector led improvement in Adult Social Care. Other areas include peer challenge and support, benchmarking common data sets and making best use of resources from accessing best practice in how to deliver good outcomes for local people who use services, at a time of diminishing resources and growing demand.

Telford and Wrekin’s draft Local Account for 2016/17 and 17/18 is attached as Appendix 1.

All of the above sector led improvement components enable us to be self-aware of our performance and to set priorities through engaging with local people.

A key vehicle for engaging with local people with lived experience of adult social care is our new **Making It Real Board for Telford and Wrekin**.

2. RECOMMENDATIONS

2.1 That the report is noted and the draft Local Account 2016/17 and 2017/18 is taken forward to Telford & Wrekin Council Cabinet.

3. SUMMARY IMPACT ASSESSMENT

| | | |
|-------------------------|---|--|
| COMMUNITY IMPACT | Do these proposals contribute to specific Co-Operative Council and HWB priority objective(s)? | |
| | Yes | Vulnerable Children and Adults |
| | Will the proposals impact on specific groups of people? | |
| | Yes | The Local Account and Making it Real Board, will impact on people who have |

| | | |
|---|---|---|
| | | needs as a result illness, frailty or disability and their family carers. |
| TARGET COMPLETION/DELIVERY DATE | Publication following Health and Wellbeing Board and Cabinet October 2018 | |
| FINANCIAL/VALUE FOR MONEY IMPACT | No | There are no direct financial implications of approving the recommendations in this report. |
| LEGAL ISSUES | No | |
| EQUALITY & DIVERSITY | No | |
| OTHER IMPACTS, RISKS & OPPORTUNITIES | No | |
| IMPACT ON SPECIFIC WARDS | No | Borough-wide impact |

PART B) – ADDITIONAL INFORMATION

4. INFORMATION

4.1 Local Accounts

Local accounts form a key part of the TEASC (Towards Excellence in Adult Social Care) approach to sector led improvement in adult social care as they provide a key mechanism for demonstrating accountability for performance and outcomes. Local accounts are a very important way to strengthen accountability. They are also a tool for planning improvements, as a result of sharing information on performance with people who use services and engaging with them to get feedback on their experience.

From the outset (2013/14), local accounts have been seen as a developing process as councils can produce them in a regular cycle as a way of helping them to self-assess their performance, set priorities for improvement, and then gather feedback on how they have done.

Although not mandatory, most councils produce a Local Account. Councils have been very keen to learn from each other and to explore the possibilities which local accounts can offer.

The production of the local account is an excellent opportunity of engaging with people who use services, and a practical way of being held to account. It is very much a process rather than an event, with a wide range of examples of imaginative ways which have already been used to engage and feedback on progress. The strength of the Local Account is in the way they have been shaped locally to reflect local circumstance.

The Local Account is intended to be the catalyst for transparency, and is truly local – designed to make more information available on what councils achieve for local people when delivering their Adult Social Care priorities.

4.2 Making It Real

Making it Real is a national initiative that sets out what people who use services and carers expect to see and experience if support services are truly personalised. They are set of "progress markers" - written by real people and families - that can help us to check how we are moving towards transforming adult social care. The aim of Making it Real is for people to have more choice and control so they can live full and independent lives.

The markers of progress are made up of 26 "I" statements - which describe what people expect and want when it comes to care and support - and are themed around six key areas:

- Information and advice – Having the information I need, when I need it
- Active and supportive communities – Keeping friends, family and place
- Flexible and integrated care and support – My support my own way
- Workforce – My support staff
- Risk enablement – Feeling in control and safe
- Personal budgets and self-funding – My money

To read about the "I" Statements in more detail, follow the link to:

https://www.thinklocalactpersonal.org.uk/downloads/mir/Markers_for_change.doc.

4.3 Telford's Making It Real Board

Telford and Wrekin's Making it Real (MIR) Board was established in January 2018. The MIR Board is made up of and led by volunteers who are themselves users of services and family carers.

The role of the Board is to represent their communities, making sure that council leaders are kept in touch with the reality of being a service user and/or carer and, as a result, to act as equal partners with the council in reviewing and planning how adult social care is delivered. This goes beyond the 'you said, we did' principle to 'we said and you/we did'.

Over the coming months the MIR board will produce an action plan to drive change and improvements within Adult Social Care in priority areas (linked to the Making It Real 'I' Statements). The MIR board will:

- Identify opportunities for the involvement of people who use services, carers and staff so that the continued transformation of social care is built on experience-based insight about what works and makes a difference in people's lives.
- Report progress towards personalisation back to people who use services, family carers and the people of Telford. The Board will guide the process and be a lead for others.
- Support people who use services to get involved in 'Making It Real'. Promote the MIR approach to the wider social care audience and encourage sign up.

- Review and co-produce the Local Account and the progress made.

The Board's major responsibility is to ensure that co-production with people who use services and their carers is a reality and central to future developments. We believe that all social care services should be devised and enhanced with service user participation, giving shared opportunities to solve problems and design services.

Through a programme of monthly meetings in the first year the Making It Real Board will review areas of development and performance so that the board can hold the Council to account, and support and assist progress towards personalisation and community based support.

Throughout the year the Board will make representation to areas such as: Senior Management Team; Leadership; Partnership Boards; Feedback and Complaints and; Health & Wellbeing Board.

The Board has chosen its top 3 priorities to work on this year:

1. Personal budgets and self-funding - My money
2. Information and Advice - Having the information I need, when I need it
3. Risk enablement - Feeling in control and safe

4.4 Telford's Adult Social Care Charter

Our Making It Real Board together with our Adult Social Care staff have recently produced the charter which sets out our collective aspirations:

- We will always promote independence
- We will listen with empathy and understanding
- You will always know who to contact and we will always get back to you
- Our conversations will be honest and personal to you, we wont just tick boxes
- We will respect your decisions and will be honest and open

Report prepared by Clare Hall-Salter, SDM: Service Improvement and Efficiency, Adults and Children's Services. Telephone: 01952 382016

Adult Social Care

2016/17 and 2017/18

Right Help, Right Time

to promote independence in Telford and Wrekin

A look back at what we achieved





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Welcome and Introduction

Welcome to our Local Account, looking back at 2016/17 and 2017/18

A Local Account is a way of making sure that people have a summary of what we have been doing and what we plan to do in the coming year in Adult Social Care.

Telford & Wrekin Council through our co-operative values and priorities is committed to delivering quality services for people who have care or support needs.

The Council is committed to working with its partners particularly local people and their carers, the voluntary and community sector, local providers of care and support and the NHS to develop support that helps people live as independently as possible.

In addition to our Council's co-operative values, making sure everyone has access to the right help, at the right time to promote their independence is at the heart of social care in Telford and Wrekin. For more details, here is our Commitment Statement on the following link:

http://telford.mylifeportal.co.uk/commitment_statement.aspx

We will ensure we have a structured and fair system which works to make the very best use of resources that we have. Our aim is to help people recover, recuperate, and rehabilitate so that they are able to live as independently as possible.

We will work across our service to safeguard people to promote independence and support their recovery.



Cllr Paul Watling

Cabinet Member for Children & Adults Early Help & Support



Clive Jones

Director of Children's & Adult Services

Our Vision

All that we do is based on building independence to enable people and their carers to live well in Telford.

We will:

- Be inspirational and creative to enable people to achieve their full potential by using the resources in Telford effectively for local people.
- Continue to improve the quality of our service to enable people to achieve the things that matter to them most including supporting people to live a life free from abuse.
- Listen and work in partnership, sharing decision making with people who use our service and their carers. We will work well with other organisations that support people living in Telford.
- Help people to use their community resources to build upon their strengths to live well and enjoy dignity, rights and choices.

Telford and Wrekin Making it Real Board



Making it Real is a national initiative, which puts individuals at the very centre of decisions about how and where services for adults should be delivered. It aims to help people live more independently, with more choice and control over their lives and the care and support they receive.

Telford and Wrekin is committed to personalisation and has signed up to **Making It Real**.

At its heart are a set of **progress markers**, to assess what is currently working well and what needs to improve or change.

Telford and Wrekin's Making it Real (MIR) Board was established in January 2018. The MIR Board is made up of and led by volunteers who are themselves users of services and family carers.

The markers of progress are made up of **26 "I" statements** - which describe what people expect and want when it comes to care and support - and are themed around six key areas including:

- **Information and advice:**
Having the information I need, when I need it
- **Active and supportive communities:**
Keeping friends, family and place
- **Flexible and integrated care and support:**
My support my own way
- **Workforce:**
My support staff
- **Risk enablement:**
Feeling in control and safe
- **Personal budgets and self-funding:**
My money

To read about the "I" Statements in more detail, follow the link to: https://www.thinklocalactpersonal.org.uk/downloads/mir/Markers_for_change.doc.

The role of the Board is to make sure that Council Leaders are kept in touch with the reality of being a service user and/or carer. As a result, to act as equal partners with the Council in reviewing and planning how Adult Social Care is delivered.

What is important is that Experts by Experience inform us about what is important and have an impact on how we provide support.

Nothing for you, without you!

From the six key areas, the Board has identified their top three priorities to focus on:

1. **Personal budgets and self-funding:**
My money
2. **Information and Advice:**
Having the information I need, when I need it
3. **Risk enablement:**
Feeling in control and safe

Over the coming months the MIR Board will have a webpage to show change and improvements within Adult Social Care in these areas.



If you would like to be involved in the Making It Real Board please call **Kate** on **01952 381236**



Involvement in Future Development

Mick Crehan, Chair of the Board, is one of our 'Volunteer Experts by Experience' at our Independence at Home drop in sessions, showcasing Assistive Technology, providing members of the public information, advice and guidance on how items can improve everyday life

"I got involved with 'Making It Real' to try and identify as a user of Council services where the gaps in continuity are and to be able to suggest possible solutions. With the help of other users I would hope to identify gaps in services for all users and a solution for all.

"I'm a 55 year old male who has had Multiple Sclerosis since 2004, I've got used to using the services that are available to me and my predicament and know where the gaps are for me and how to get round them.

"I would like through this group to close the gaps in service for all users and ensure that all users are aware of what services are available to them and how to access them as so often users are left in the dark as to how to move forward, causing stress and confusion."



I got involved with 'Making It Real' to try and identify as a user of Council services where the gaps in continuity are and to be able to suggest possible solutions. ”



Mick

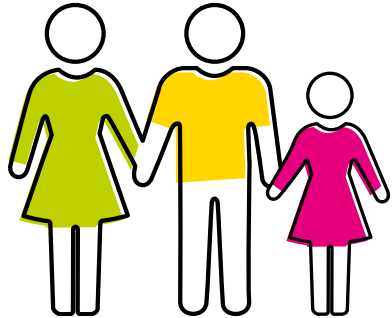
Volunteer Expert
by Experience

TOTAL POPULATION



173,000
in 2016

Our Telford and Wrekin



2016

104,800
AGED 16-64



25,700
AGED 65-84



3,000
AGED 85+

2031

Projected Figures:

Following figures from a population model produced locally

34,400
AGED 65-84

6,900
AGED 85+

In Telford and Wrekin it is estimated that:

- Around 18,000 people provide unpaid care to a partner, family member or other person
- By 2031 there will be 41,300 people aged 65 and over living in Telford and Wrekin, an increase of 12,300 people or 44%
- It is estimated that 10,400 people aged 65 and over currently live alone
- Approximately 2,400 of those above have a severe disability
- Approximately 8,100 of people (aged 16-64) have a moderate physical disability
- Around 31,000 people report having a long term, limiting illness
- Approximately 16,600 people are estimated to have a common mental health disorder
- 2,500 people aged 15-64 are estimated to have a learning disability

THE PEOPLE IN OUR AREA



Please note: these figures are produced nationally for each Local Authority Area.

To find out more about the population of Telford and Wrekin, visit

www.telford.gov.uk/factsandfigures

Adult Social Care

What we do

Working with partners, Adult Social Care supports people over the age of 18 to remain in their own home and as independent as possible. We also support carers who help care for them.

One of our priorities is to support carers to continue their caring role.

We support people with a range of needs including, physical disabilities, sight or hearing problems, learning disabilities or mental illnesses. We also support young people aged 16 and over who have received children's services, moving into adulthood.

We help people to find out about services going on in their area, to join in with local clubs or volunteer so that they do not need to access support from Adult Social Care.

We provide information and advice to people to prevent their situation deteriorating. Our focus is to help people to regain independence so they can live the most independent life for them.

For those who are eligible under the Care Act 2014 and need ongoing long term support there are a number of ways that this support can be provided. This will include support and looking at what resources are available in the community. This includes giving people a personal budget to find their own care and support to meet their needs.

We work with partners such as housing providers to support people to stay independent, healthy and well.

For people who do have eligible care and support needs we have a responsibility to make sure that there is a wide range of support and services for them to access in their community.

Commissioning, Procurement and Brokerage are responsible for reviewing, managing and monitoring services for all vulnerable adults across Telford and Wrekin. We are responsible for understanding the needs of the people of Telford, engaging with stakeholders and researching and reviewing current services to establish how needs can be met.

We work closely with our providers and this can be seen in the Market Position Statement. http://www.telford.gov.uk/downloads/file/7110/market_position_statement_2018_-_published_version_1

It is also our responsibility and a critical role in Adult Social Care to take the lead in safeguarding people who have been or may be at risk of abuse.

In Telford we have a well-established Adults Safeguarding Board that works hard across the community and with all partners.



For full more information visit <http://www.telfordsafeguardingadultsboard.org/>

For full details of our services visit <http://telford.mylifeportal.co.uk>

Charlotte has been a Social Worker for five years in Adult Social Care.

“ I am a Social Worker because of the people who use and rely on our services. I have the privilege of meeting and working alongside inspirational people every day. It is safe to say no two days are the same.

“I am constantly learning new things and extending my knowledge. I get to work with professionals who care about people and each other.

“I am really excited for the future in Telford as we are embarking on a massive change in respect of how we deliver services locally. Less time at the desk and more direct contact with service users and their families and being given the opportunity to be more creative. The new hubs are also exciting with the opportunity to welcome people through the front door for information and advice and connect with local people and each other.”



Charlotte
Social Worker,
Adult Social Care

The figures below show the number of adults receiving care and support from us in 2016/17 and 2017/18

First point of contact

for information, advice and referrals

2016/17

3,000

2017/18

2,600

Assessments Completed

for Care Act, Enablement and Occupational Therapy

2016/17

3,500

2017/18

4,550

Reviews completed

2016/17

1,563

2017/18

1,900

Equipment or adaptation

to homes to help people live independently

2016/17

1,200

2017/18

1,050

Short term enablement services

help to restore or maintain people's independence

2016/17

650

2017/18

830

Day Services or Short Breaks

2016/17

900

2017/18

850

Care at Home

including Extra Care Housing

2016/17

1,600

2017/18

1,750

Care in Residential or Nursing Homes

2016/17

650

2017/18

630

Carer's assessments and services

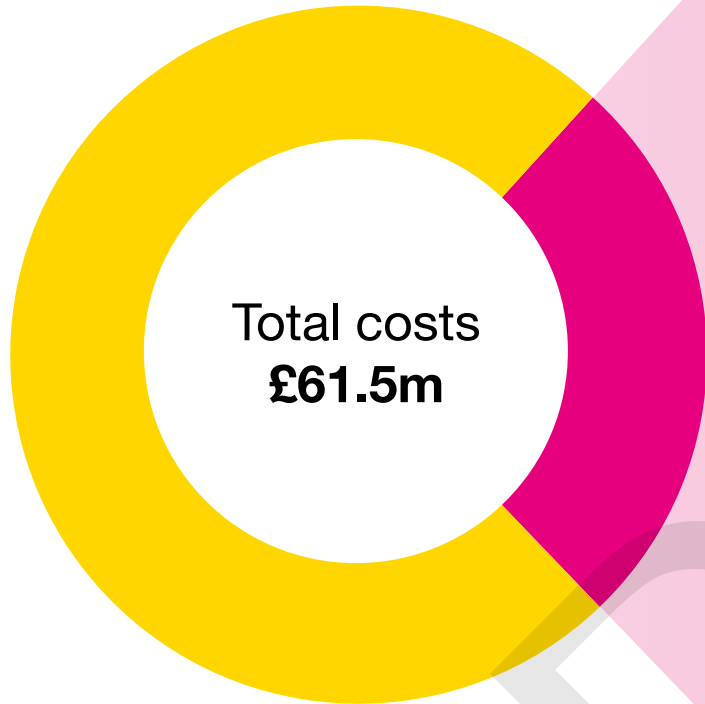
2016/17

1,000

2017/18

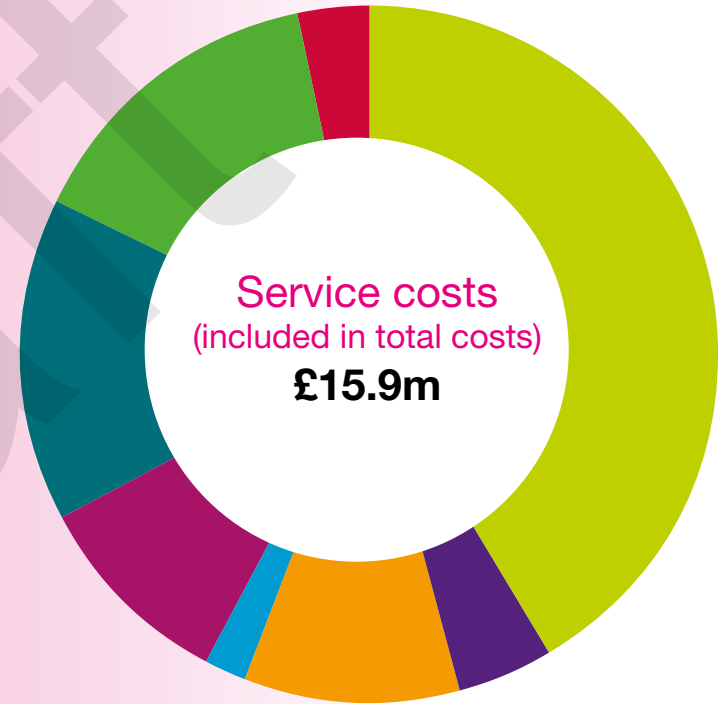
900

**Our budget
in 2017/18**



- £45.6m ● Purchasing care support to meet assessed needs
- £15.9m ● Service costs - see right

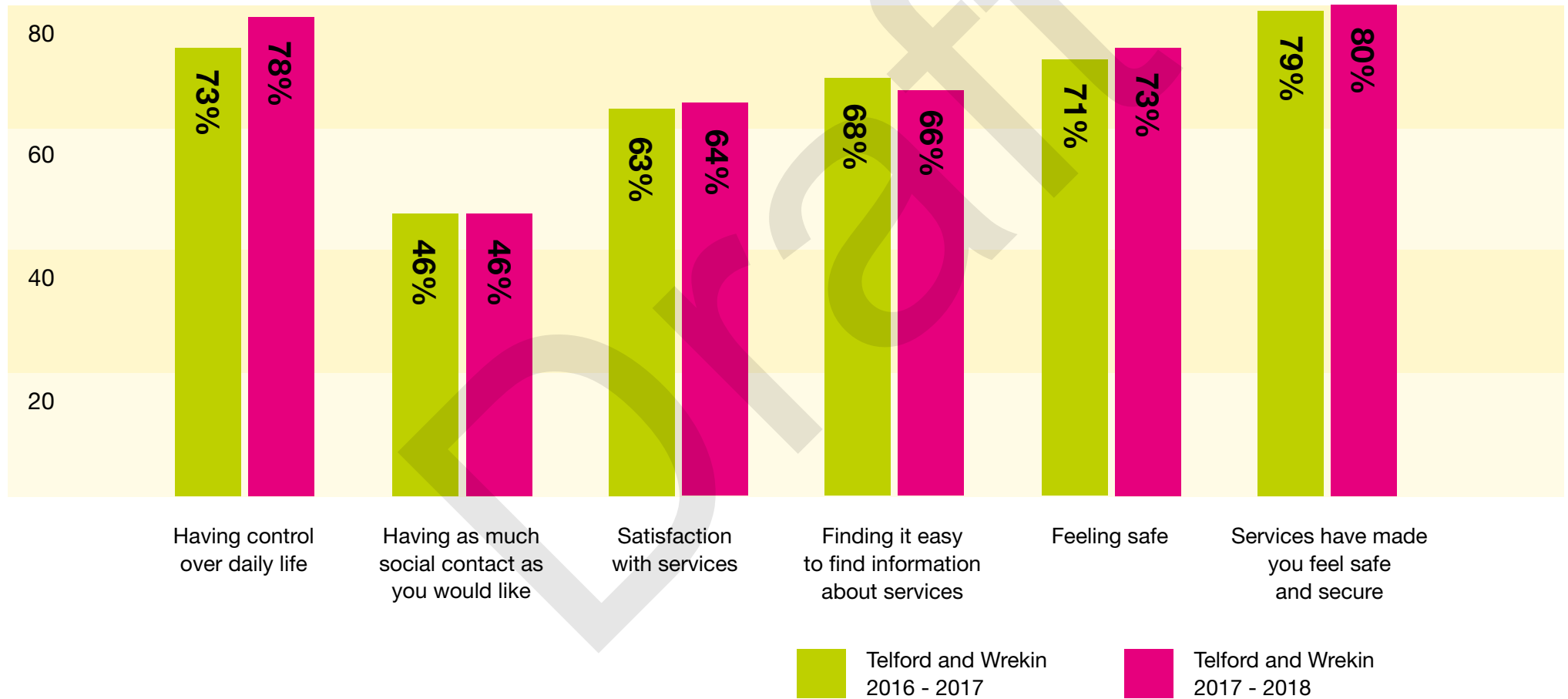
The total costs include the following service cost:



- Service costs are made up of:
- £6.6m ● Social Work, Prevention and Support
- £2.4m ● Support services
- £2.3m ● Commissioning, Business Support and Management
- £0.7m ● Transport
- £1.6m ● Supporting People
- £0.5m ● Other services including grants to voluntary organisations
- £0.3m ● Equipment
- £1.5m ● Respite

Adult Social Care survey results

Below is a chart which focuses on 6 priorities which Telford and Wrekin service users have given feedback on.



HOW WELL DID WE DO?



Our performance in 2016/17 and 2017/18

We use the **Adult Social Care Outcomes Framework (ASCOF)** to measure how well our support achieves the things we would expect for ourselves and for our friends and relatives.

We use the measures from previous years to help us drive up standards in the coming years, and give people choice and control over the support and services they use.

To see all of the ASCOF measures please see the following link:



www.gov.uk/government/uploads/system/uploads/attachment_data/file/263783/adult_social_care_framework.pdf

The priorities within the ASCOF framework and how we have performed in 2016/17 and 2017/18 are listed on the next few pages:

PRIORITY 1

Enhancing quality of life for people with care and support needs

Service users report that their quality of life has remained the same in the last two years.

The proportion of people who reported having control over their daily life has increased in 2017/18 from 2016/17.

The proportion of carers and users who receive self-directed support has remained the same over the two years.

The proportion of carers and users who receive Direct Payments has decreased over the two year period. This is an area we are focussing on as we want to support more people to have Direct Payments for those that are eligible.

The proportion of people who use services reporting that they have as much social contact as they would like has remained the same.

The proportion of adults with a learning disability in paid employment remains low, however, this has increased slightly over the two year period. This is another area of focused working to significantly increase.

The proportion of adults with a learning disability who live in their own home or with family has increased in line with the national figures.

CASE STUDY 1

Marie is 40 years old and lived in a residential home for people with Learning Disabilities. Marie had lived in this home since she was 18 years old. Although Marie was happy in the home, nobody had spoken to her about how she could be supported in another way.

During Marie's Care Act Review, Marie described how she wanted to have her own kitchen. Marie wanted to be able to make a cup of tea for herself. She recognised that she needed some help, but did not want to have to ask or wait for staff every time she wanted a cup of tea.

Marie's Social Worker helped her design her Support Plan with staff from the residential home which encouraged her to spend more time in the kitchen learning new skills. The residential home used picture cards to support Marie to make a cup of tea.

This then developed to making snacks, tidying her bedroom, doing her laundry and other household jobs. Marie used a routine planner to help her remember when she needed to do her jobs.

Marie was then introduced to a Supported Living Scheme, sharing with two people. Although she was nervous at first she spent some time at the scheme with the other two people. First she went for tea, then went out with the two other people and then stayed overnight.

Marie was supported in making a decision to move from the residential home into supported living, with the key to her own front door. Marie had her own living room, bedroom and kitchen!

By taking steps to increase her independence Marie was able to move from residential care into supported living in her local community.



Marie

PRIORITY 2

Delaying and reducing the need for care and support

The amount of adults aged 18-84 being admitted to residential and nursing homes has slightly increased but it is still low compared to other parts of the country, which is good because in Telford we are supporting more people to stay in their own home.

Once people have been discharged from hospital the amount of those returning to hospital after 91 days has significantly reduced.

We are one of the top performing Councils in the West Midlands for delayed transfers from hospital.

CASE STUDY 2

Thomas had started to experience some memory loss. He started to notice he was forgetting his medication, missing appointments, he had even left the bath running.

Thomas lived at home with his wife, he was scared about what was happening and didn't want his wife to worry about him. Thomas said that he wanted to keep his independence but he was worried he wouldn't be able to do anything for himself.

Thomas dropped into an Assistive Technology Hub and described the worries he had. The staff and volunteers at the Hub were able to advise Thomas of what technology he could use.

Thomas was advised that he could use a 'MemRabel' to help him. This allowed him to record a personal message to remind him to take his medication. He also used it to record messages for appointments.

He was also advised to use a 'Magiplug' in the bath at home. This helped to release excess water down the plug hole before the sink or bath overflows.

Both of these pieces of equipment helped Thomas alleviate his worries and support his independence in his own home.



Thomas

Assistive Technology user

PRIORITY 3

Making sure people have a positive experience of care

Overall satisfaction of people who use our services has remained the same over the two year period.

However, the number of people who use services who find it easy to find information about services has decreased slightly.

We want to ensure that people can find information when they need it and this is now a priority in Adult Social Care and through our Making It Real Board. The Health & Social Care Scrutiny Committee are also undertaking a piece of work looking at individuals' experience of our services in 2018.

CASE STUDY 3

Josh, was a young person transitioning from Children's Services into Adult Social Care. Josh was attending school and had an Education, Health and Care Plan which identified the different areas of support he needed. Josh has a learning disability and Autism.

Josh was offered a part time course, three days a week at his local college when he turned 18 years old. Josh wanted to go to college but he also wanted to make sure he was busy during the week. He didn't like being at home, and would become bored which would mean he would get angry and lash out at his parents.

As part of Josh's Care Act Assessment he used a communication aid to tell his Social Worker that he was interested in gardening and liked to be outside. His mother also explained that Josh was happiest when he was outside, it didn't matter what the weather!

Josh was supported to join a gardening service supported by Telford and Wrekin two days a week to work in the community to learn all about maintaining a garden. Josh hopes to continue through his college course and then be supported to set up his own business.

Josh was supported with what he enjoyed and wanted to do with his life, Josh recognised that he needed some help to get where he wants to be and learning new skills will help him achieve this.



Josh

Supported trainee

PRIORITY 4

Safeguarding adults whose circumstances make them vulnerable and protecting them from harm

The proportion of people who use services who feel safe has increased slightly from last year. The proportion of people who use services who say that those services have made them feel safe and secure has also increased.



For full more information visit

[http://www.](http://www.telfordsafeguardingadultsboard.org/)

[telfordsafeguardingadultsboard.org/](http://www.telfordsafeguardingadultsboard.org/)

CASE STUDY 4

Mr Singh is 76 years old and lives at home with some care and support arranged by Adult Social Care. He has hearing loss and mobility difficulties which make managing at home difficult. He told his home care worker that over the past few months his neighbour had been asking him to lend him money. The requests for money were getting more frequent and not being paid back.

The home carer informed Mr Singh that she would have to report this as a Safeguarding Concern to Adult Social Care and the Police may get involved. Although reluctant at first Mr Singh agreed to this.

Mr Singh was visited by a Social Worker from the Safeguarding Team who talked through the Safeguarding process. Mr Singh described when he had given him money, but he wasn't able to recall how much. He confirmed that on three occasions the neighbour had not returned the money.

The Social Worker offered to support him and explained the options available to him. Mr Singh decided that he wanted to talk to his neighbour directly, but wasn't sure what he would do if the neighbour became angry or upset. Through further discussion Mr Singh confirmed that his neighbour had never been angry with him before and usually they got on well.

The Social Worker and Mr Singh completed a Safeguarding Protection Plan which helped Mr Singh to identify what he wanted from his conversation with the neighbour. The Social Worker was able to help Mr Singh plan how he would approach the conversation, detailing when, where and what to say if the neighbour became upset.

Mr Singh did speak to his neighbour who was very apologetic and returned the outstanding monies to him. The Social Worker contacted Mr Singh at the agreed time and he was able to tell her about the conversation.

Mr Singh felt reluctant to call Adult Social Care as he was fearful of the consequences, but he felt in control of the safeguarding process which helped him with the best outcome for him.



Mr Singh

Focus on a team

Telford Integrated Community Assessment Team (TICAT)

What we do and the difference we make

- Hospital discharges
- Enablement services
- Hospital avoidance

The main function of TICAT is to provide support with early intervention and self-care, helping people to avoid situations where hospital admittance becomes the only option.

We are a multi-disciplinary team of professionals, and a good example of Health Services and Adult Social Care working collaboratively together to help individuals. Our role is to work with you and your family to support you to return home from hospital or to avoid an unnecessary admission to hospital.

Our team



KEEPING YOU INFORMED

My Choice



The Information Advice and Advocacy service for adults in Telford with care and support needs.



Phone us Monday to Friday 9.00am - 5.00pm
01952 459252




Easy Read



We provide information and advice on:

- Access to carers services
- Welfare Benefits for carers and cared for
- Community care
- Services to promote and support independence
- Personal budgets
- Support and coping strategies for dealing with long term health conditions



We will support people with a range of disabilities including:

- Learning Disabilities
- Mental Health Issues
- Older People
- Sensory Impairment
- Stroke and physical disabilities

This service is provided by Telford Advice and Advocacy Alliance.








Supported by Telford and Wrekin Council

Adult Social Care Survey Results – Updated results needed



17

LEARNING AND IMPROVING

Feedback on our services

Complaints received



Learning Identified from Complaints

Improve communication

Review of information given to patients on discharge

Message to all practitioners around the importance of clear communication and information giving around residential care

Reminder of the need to give feedback to families on the progress of referrals

Review communication with clients around charging

Improve system

Development of one system for client record and finance.

Improved processes put in place, including a Financial Declaration trigger on the client record.

Improve process

Handover meetings to take place when cases are transferred from one worker to another

When being transferred from hospital, the Social Worker follows the client into the community for the first review.

Improve practice

Emergency Duty Team Leader to attend team meetings to discuss role of the team and the importance of a joined up approach.

Reinforcement of the need to:

- Ensure family/carers present understand the need to ascertain the decisions and mental capacity of the client being assessed.
- Record comprehensive case notes about discussions held about charging and make sure the correct documents are signed by clients.
- Use the correct process to notify the Invoicing Team of Power of Attorney.
- Deal with cases referred by the Emergency Duty Team the next working day.

USING DIRECT PAYMENTS

Direct Payments and Personal Assistant Opportunities

One of the areas we want to improve upon is the number of people who have control over the care and support they receive and this is a priority of the Making It Real Board.

If you have been assessed as being eligible by Telford & Wrekin Council for care and support you may be able to get a Direct Payment.

What is a Direct Payment?

A Direct Payment is a method of managing your personal care budget and enables you to tailor your care to match your needs and required outcomes.

The Council pays you an amount of money to enable you to organise your care yourself.

Benefits of a Direct Payment

You arrange and manage your own care.

- You can choose your carer/s yourself, either through an agency or you can employ your own Personal Assistant.
- By arranging your own care, you can make sure that all your care needs are met in the way you want.
- Services can be flexible. For example, you can choose to change when to have your support such as in the evenings or at weekends.

What you will need to do if you would like a Direct Payment

- Make an agreement with the Council to take on the responsibility for managing your Direct Payment and using it appropriately.
- Be a good employer to your Personal Assistants.
- Be responsible for your accounts if you buy your care and support from providers.
- Set up a separate bank account for you and the Council to use to pay for your care or support.

- Provide information on how you spend your Direct Payment.

What help will I get to manage my Direct Payment?



You can contact POWhER on **0300 456 2370** they will give you advice and assistance to set up and manage your Direct Payment.

PERSONAL ASSISTANTS

What is a Personal (Care) Assistant (PA)?

Personal Assistants (P.A.s) are people you employ to help with your support with Health or Social Care, to enable you to live as independently as possible in your home.

Personal Assistants are paid an hourly rate that is set by their employer. The hourly rate depends on the individual employer's circumstances.

What does a Personal (Care) Assistant do?

Working as a Personal Assistant can be a rewarding role and an opportunity to gain experience. You will be working directly with the person and supporting them with tasks to promote their independence, so you can see first-hand the positive impact of your hard work.

PAs can help by carrying out a wide range of tasks including:

- Personal care, supporting someone to wash/dress/feed etc.
- Support with health related tasks.
- Support with shopping services.
- Support to prepare meals.
- Support to access the local community.
- Support with leisure and recreational activities.
- Cleaning and housework.



Log in today
www.find-a-pa.co.uk

PERSONAL STORY

Real life story of a PA in the Telford community

Clare has worked as Personal Assistant with Megan for 9 years. Clare and her family met Megan and her family through the Shared Lives scheme when Megan was at school. When she reached the age of 18 Megan decided she would like to have more choice and control over the sort of support she received. She was able to get a Direct Payment (money from the Council to be spent on her care and support needs) to employ two PA's. This allowed Megan to plan her own activities at times that suited her current needs and interests outside the family home.

The hours that Clare works can vary from week to week to fit in with what Megan wants to do and Clare is able to fit this around a full time job and her family. Clare finds the role very rewarding, being able to see how Megan has grown in confidence. "I've seen her develop from a teenager into a young lady who makes her own choices. It's rewarding to enable Megan to experiences new activities, assist her to develop life skills and build confidence and friendships outside her family circle."

Megan and I have developed a friendship where we trust each other and the support offered allows Megan to feel safe, secure and as independent as possible. The role of a PA has fitted in with my family and career easily over the years. Megan and her family have been welcoming and flexible."

The support Clare provides is always led by what Megan would like and this can change weekly. Over the years Clare and Megan have attended the theatre, cinema and musical performances. They have participated in craft courses and fitness classes, visited craft events and fairs and been to places of interest including National Trust sites.



Clare

Personal Assistant
with Megan

Glossary of terms

Acute Care

Short term medical treatment, usually in hospital, for patients with an acute illness or injury or recovering from surgery.

Advocacy

An advocate is someone who argues your case for you and makes sure the correct procedures are followed. If you have difficulties with benefits or services, for instance, you may find that an advocate can help you solve these problems.

Assessment

A conversation held with a service user, sometimes using a questionnaire, which is used to work out what Social Care support a service user needs. An assessment takes place when a service user first applies for Adult Social Care services. The assessment is reviewed at least once a year to make sure that the service user continues to receive the right support, but reviews may happen more frequently depending on an individual's circumstances.

Assistive Technology (AT)

The use of technology or equipment by a service user to enable or promote a person to live independently. It allows people to perform tasks, which, they would otherwise be unable to do, or increases the ease or safety with which the task can be performed.

Care and Support

The mixture of financial, practical and emotional support that helps people to carry out the day to day things that most of us take for granted, such as getting out of bed, dressed and into work, choosing what and when to eat and getting out of the house, being able to see friends and care for our families.

Care Package

A care package is a combination of services put together to meet a person's assessed needs as part of the care plan arising from an assessment or a review. It defines exactly what that person needs in the way of care, services or equipment to live their life in a dignified and comfortable manner.

Carer

A carer is somebody, who provides unpaid support or who looks after a close family member, partner or friend who needs help because of their age, physical or mental illness, or disability.

Care Quality Commission

The Health and Social Care regulator for England. It looks at the 'joined up picture' of Health and Social Care and promotes the rights and interests of people who use the services. It is an independent body which bases its' action on high quality evidence. Its work brings together independent regulation of Health, Mental Health and Adult Social Care.

Direct Payment

Payments made directly by the Council to someone in need of care and support to allow the person greater choice and flexibility about how their care is delivered.

Financial Assessment

A conversation, sometimes using a questionnaire, to work out what a service user can pay towards their Adult Social Care services. A financial assessment will take place after an assessment has been carried out to determine a service user's social care needs. A financial assessment is reviewed at least once a year to ensure that the service user is not paying more or less, than they should, but may happen more frequently depending on individual's circumstances.

Occupational Therapists

An Occupational Therapist has specialist training in helping people to live as independently and comfortably as possible in their own homes.

Personal Assistants

A person who works for you to provide you with the support that you require.

Personal Budget

A personal budget is the sum of money, which a service user is assessed as being entitled to receive to help them be independent, safe and well. Personal budgets can be used to pay for any type of service, (not just a social care service) that would help add value to their life as long as it is legal. For example, a person may choose to use some of the money to join/attend a craft club and give them an opportunity to socialise. They must be used to achieve agreed outcomes. A person can choose to receive their personal budget as a Direct Payment, Mixed Budget or Personal Managed Budget.

Respite

Respite is a break from caring for someone else. This can mean a few hours during the day, 'night sitting' or even a full holiday.

Safeguarding

Safeguarding is how we work with people to prevent them experiencing harm from others or sometimes themselves. It includes helping people recover when they have been abused and preventing unsuitable people entering the Health and Social Care work force.

Useful contacts and web links

Telford & Wrekin Council

www.telford.gov.uk

My Choice

mychoice@telfordcab.co.uk

My Life

www.telford.gov.uk/mylife

Main switchboard

Telephone: 01952 380000

24 hour automated payment line:

01952 383977

Monday to Friday - 9am to 5pm

Adult Social Care

Telephone: 01952 385385

Monday to Friday - 9am - 5pm

Local Contacts

Hadley: 01952 387183

Wrekin: 01952 385577

Lakeside: 01952 385465

Anti-social behaviour

Telephone: 01952 384384

Monday to Friday - 9am - 5pm

Bins and recycling

Telephone: 01952 384384

Monday to Friday - 9am to 5pm

Benefits

Telephone: 01952 383838

Monday to Friday - 9am to 5pm

Concessionary travel

Telephone: 01952 383867

Monday to Friday - 9am - 5pm

Council tax

Telephone: 01952 383838

Monday to Friday - 9am to 5pm

Elections

Telephone: 01952 383206

Monday to Friday - 9am to 5pm

Emergency welfare

Telephone: 01952 380400

Monday to Friday - 9am to 5pm

Environmental health

Telephone: 01952 381818

Monday to Friday - 9am - 5pm

Family Connect

Telephone: 01952 385385

Monday to Friday - 8am to 5pm

Fostering

Telephone: 01952 676500

Monday to Friday - 9am - 5pm

Flooding

Telephone: 01952 384000

Monday to Friday - 9am - 5pm

Highways (streets and roads)

Telephone: 01952 384000

Monday to Friday - 9am to 5pm

Housing options

Telephone: 01952 381925

Monday to Friday - 8.30am to 5.15pm

Mental health (NHS)

Telephone: 0300 790 7000

24/7

Planning

Telephone: 01952 380380

Monday to Friday - 8.30am to 5.15pm

Leisure services

Telephone: 01952 382621

Monday to Friday - 8.30am to 5pm

Register Office

Telephone: 01952 382444

Monday to Friday - 9am to 5pm (by appointment only)

Saturday - ceremonies only

On the first Thursday of every calendar month the office will open at 10.30am.

Safeguarding adults

Telephone: 01952 385385

Monday to Friday - 9am to 5pm

Safeguarding children

Telephone: 01952 385385

Out of hours: 01952 676500

Monday to Friday - 9am to 5pm



Adult Social Care

2016/17 and 2017/18

Right Help, Right Time

to promote independence in Telford and Wrekin

A look back at what we achieved