

Member Briefing

Number: 1190

- Title:** Improving day services and activities for people with learning disabilities and/or autism in Chester, Ellesmere Port and Neston
- Summary:** Information for members on the personalised engagement and service offer approach.

Background

There are 105 people who access a range of different day settings and sessional activities in the Chester and Ellesmere Port area. People can access more than one location, session and/or group depending on the service offer they want to access.

The Council and Vivo Care Choices are now working in partnership to modernise Vivo day services and activities across the Chester, Ellesmere Port and Neston area. There is particular focus on more innovation, creativity and personalised, community-based services rather than building-based.

Engagement and communications approach

The Council and Vivo are proposing a personalised engagement programme, which includes group and individual meetings for service users. It will mean that all users and parents/carers will be fully involved in shaping their own services. It is a statutory requirement under the Care Act 2014 to work with parents and carers around their needs. The engagement approach will make sure services meet people's assessed needs and outcomes by engaging in a sensitive, personalised and individualised manner.

There will be different ways to interact with service users in informal discussions, such as group and individual face-to-face meetings with carers and service users to discuss their needs and aspirations. Engagement documents have been put together and will be available in easy-read format to capture people's views. There will be a dedicated team of Council officers and Vivo staff that will work with service users and carers.

Service offers identified as part of the engagement will be trialled for three months. If carers and service users prefer their new service offer, this can be their support package in the future.

Progress updates

As part of this engagement and the potential new service offers, the Council and Vivo will produce a report to show the journey of the customer and their carer, including case studies to highlight their experiences.



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