

Proposed Project:

What is the name of the proposed project?

Stop whispering, start SHOUTING.

Please give a brief description of the proposed project:

Stop whispering, start SHOUTING will make “a pack”, with video stories, to support people with Learning Disabilities to assess the quality of their own service and the services they use in the community.

The main aspects of the project are:

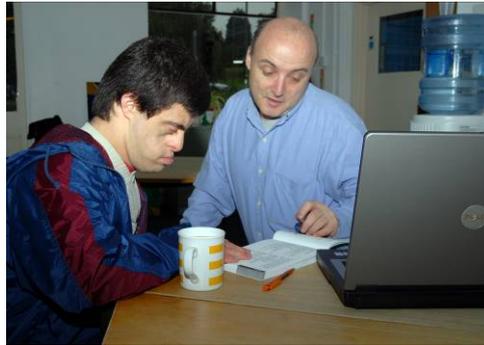
- To collect service users’ stories and ideas through filmed interviews;
- To develop “the pack” using the information collected in the interviews;
- To use the Stay Up Late website so that people in the city, and across the country, can see the ideas that people have. A DVD will support the use of “the pack” in services that can’t use the Internet;



- To organise an event to explain how “the pack” can be used, and to present the findings of this project;
- To create work for people with Learning Disabilities who are “experts by experience”.



We believe that this project will involve service users in the development of their services in the City. It builds on the experiences we have, at Southdown, of involving service users as Quality Consultants.



The project would support providers to meet their obligations under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2009 and the Care Quality Commission (Registration) Regulations 2009.

This project will:

- support service users to directly change the services they receive,
- improve service quality
- help providers to keep on improving their services
- help service users to learn how to be more involved in changing their services.
- give service users a chance to be involved in saying what services are needed in the City.



What are the name and contact details of Organisation that would deliver the project?

The project will be delivered as a partnership between Southdown and “Stay Up Late” which will be a stand alone charity with an Independent Board.

Southdown



Stay Up Late is supported, mainly in kind and with small financial backing, by Southdown Housing Association.

Contact details are: Paul Richards, Stay Up Late Campaign, c/o Southdown Housing Association, 2 Bell Lane, Lewes, East Sussex. BN7 1JU. Telephone 01273 405840

Does your organisation currently receive funding from Brighton & Hove city council? YES

If yes, please briefly describe what funding you receive already:

Southdown is a large provider of Supported Living Services and Registered Care across the City.

We are currently undertaking the ‘It’s My Life’ Project – supporting residents to speak up in residential homes by developing their meetings.

it's MY life

We provide support to people in the City to get work. We run a mental health well-being service in Brighton. We provide housing support to people in the City.

Priorities:

Which of the four priorities would your project meet? How will the project meet these priorities?



The project is targeted at **delivering improved value for money** by helping people with Learning Disabilities to have a clearer and LOUDER voice in how services are provided.

If people are involved in saying what service they want, this can make the service better for no extra money. For example, night staffing shifts starting at 8pm stop Service Users from using pubs, clubs and doing other activities that are one of the many great features of Brighton and Hove. People who use services may want to go to pubs and clubs.

The project will also **improve equality through access to mainstream services** by providing examples that people can learn from.

One of the difficulties for providers and people with learning disabilities is knowing what is possible. Some of the videos will show examples where people with Learning Disabilities are enjoying themselves and living their lives to the full.



Criteria

Please explain how your project would meet all of the following criteria.

1. What are the benefits and outcomes?

(What would your project achieve for people with learning disabilities and how will you show evidence of the benefits?)

The project will:

- provide work for Service Users to develop “a pack”;
- help people to speak about their services;
- improve services;
- provide “a pack” for service providers to improve how people are involved in their services.



Where people are involved in giving feedback on their experiences as a service user, poor support is less likely to happen.

In the interviews we will ask people what is most important to them, such as:

- Social life (and Staying Up Late)
- Being involved in cooking their own meals
- Resident meetings
- Being listened to
- Moving on
- Experiences of health care and hospital
- Feeling safe at home and in the community
- New experiences and dreams



2. What is the added value of the project?

(The something extra this project would do that is not being done already)

Stay Up Late will run the project. This helps because:

- Stay Up Late is trusted by people.
- It knows about service users’ rights and makes sure that service users’ voices are heard;
- It may stop providers thinking that another service is telling them how to do their job.



The project is for people who live in Brighton & Hove. The Stay Up Late website is seen by other people in England and in the World. Brighton and Hove will be seen as a leader in good practice.

3. How would you make sure the project can be set up and money spent by March?

We have done well in delivering service user projects for Brighton and Hove, and East and West Sussex County Councils in the past.

All of our projects are properly managed to an agreed project plan, with clear targets.

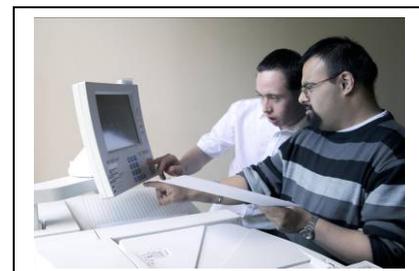
This is a first project plan.

Project plan – Year 1	
Key milestones	Timescale
<i>Recruit and train project workers</i>	<i>6 weeks duration</i>
<i>Identify and contact participants</i>	<i>6 weeks duration</i>
<i>Conduct Service user Interviews</i>	<i>4 weeks duration</i>
<i>Collate and analyse responses</i>	<i>2 weeks duration</i>
<i>Develop website</i>	<i>Lifetime of project</i>
<i>Develop materials</i>	<i>3 weeks duration</i>
<i>Edit films</i>	<i>1 week duration</i>
<i>Develop toolkit (testing)</i>	<i>2 weeks duration</i>
<i>Produce DVD</i>	<i>4 weeks duration</i>
<i>Launch Event and publicity</i>	<i>3 days</i>

4. What is the on-going benefit?

(The benefits, effects or learning that continues after March 2011)

“The pack” will be used directly by service users and their advocates and will remain available for use on the computer.





Service user involvement brings with it increased confidence for people. With more people involved in shaping their services there is a real chance that people's needs will be better met and things that aren't useful or valued stops.

"The pack" will also give commissioners a way of showing how service users are involved in delivering services in the city.

Funding:

How much LDDF money does your proposal need in 2011-2012?
(Maximum £20,000 per project)
What would the funding be spent on?

Video production	
Preparation with filming editor 1 day @ £200	
Shoot days - 7 days, based on undertaking 3 interviews per day £1400	
Equipment - £700 hire charge	
Editing of film footage – 5 days @ £200 £1000	
Consumables £100	
Edit facility £250	
Scripting or transcriptions (going through the rushes & selecting) £500	
DVD output - copies & covers £500	
	£4650
Training service users and preparation for interviews	£1000
Pay and expenses for service users	£1000
Supervision of project workers, project management	£2300
Publicity; report, paper toolkit, design	£900
Running costs – room hire, refreshments, travel	£500
Website development	£5000
Event to launch toolkit	£750
	£15600
Management Charge	£1872
Total	£17972

Is there anything else you want us to know?

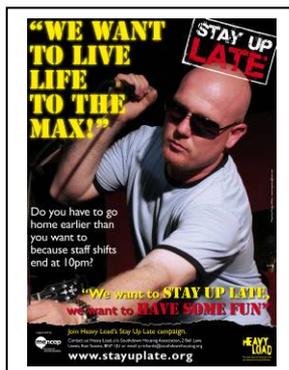
The It's My Life project has seen us supporting service users and providers to hold proper meetings.

We have noticed other areas where service users have said that they want something more from their support service.

This project would be the next step in continuing this work and making something that we believe would help change things for the better.



Southdown is currently developing a new Quality Consultants service for service users with learning disabilities.



Stay Up Late is about to get charity status and has looked at the impact of its work so far. This shows that Stay Up Late has had a lot of impact across the country and that more work needs to be done to give service users a chance to say what services they really want.

We believe a partnership with Southdown, Stay Up Late and the Partnership Board would mean that we can run a project that would have a real impact on the lives of people with learning disabilities.

Additional Information:

As this is one off funding how could this project be sustained beyond March 2012?

We see the project as having an impact for years to come through the use of the 'product' within three different areas:

Supporting Service Users:

The toolkit of materials can be used to help service users to evaluate their own support and self assess the service they receive. This, in turn, may help to inspire and increase the confidence of service users to give feedback.

Developing Service Provision:

We hope that the project will increase providers' skills in user involvement more generally. To explain further, as you know Southdown is committed to Service User Involvement, not least through Stay Up late campaigns and the like, and this project would give us the chance to 'encourage' other providers to include the voice of service users in their monitoring and quality assurance processes. We will link this to, and share the experiences of, developing the Southdown Quality Consultant role and therefore the project will be beneficial within our own services as well as across the City.

Supporting the Local Authority:

We hope that the 'product' will ultimately provide a useful framework for assessing the quality of provision and will therefore be useful within existing services via service user reviews as well as when commissioning new services.

What will "the pack" actually consist of?

It may be helpful to think about the pack as a toolkit. It will contain a series of question sheets/prompts which can be used by service users and staff with an accompanying DVD. The prompts will be written in an accessible way and will include pictorial representations. The DVD will feature the voices of service users in short clips talking about the issues covered by the question/prompt sheets. These will cover areas such as:

- Social life
- Relationships
- Being involved in cooking meals
- Resident meetings
- Being listened to
- Moving on
- Experience of health and hospital
- Feeling safe at home and in the community
- New experiences and dreams

Overarching themes will be around how service users are making choices in all of the above. The pack will be developed following the filming part of the project so we will be

aiming to cover any other areas that service users are telling us are important to them and the support they receive.

How and why will “the pack” be useful to other services?

We will develop the pack so that it can be used by any services in the city and will therefore be an accessible way for service users to assess the quality of their own service. The ‘pack’ will feature discussions and interviews with service users identifying what is important to them in their own services and in using mainstream services.

We will be seeking to interview people with learning disabilities who use a range of services across the city, not just from Southdown. This also means that service users may well be able to identify with people they know from other settings (day centres, social clubs, advocacy groups). We are hoping that services would see this as a positive, and innovative approach to service user involvement, and would want to adopt it in whole, or in part, in ensuring that service users are as meaningfully involved as possible in improving and developing the service they receive. The pack could also be used by advocacy services and family and/or friends.

By focussing on specific areas of support we aim to encourage other services to ensure that they adopt a methodical and meaningful approach to covering all those aspects of service delivery that are important to people with learning disabilities, as well as being focussed on outcomes and actions.

The use of video/DVD will help to ensure that the pack is also accessible and uses the real voices and views of people with learning disabilities in the city.

In what way will the website be developed?

The main development will be to use the website to catalogue the filmed interviews in a way that enables people to search different themes (cooking, health, community, relationships etc) and use these to prompt discussions with service users in their own location. At the moment the Stay Up Late website is very basic and run on a voluntary basis and would need some expert input to enable the website to work in a way that is user friendly, and is also designed in a way that makes it much more accessible to all.

Are the project workers going to be people with learning disabilities?

Yes. As with the It’s My Life project we will employ people with learning disabilities and they will be supported by people with experience of filming and advocacy work. The project workers will be involved in all aspects of the project (interviews, developing pack, developing website, evaluating the project) as we want to ensure that we reflect the perspective of people with learning disabilities as far as possible.