



“We are working towards the commitments outlined in Making it Real – marking progress towards personalisation and community-based support”.

Making it Real Action Plan October 2012

Birmingham City Council Adults and Communities **(Assessment & Support Planning Services)**

Background

Feb 2012 Making it Real proposal agreed by Service User-led Quality Board (Assessment & Support)

March 2012 Approval from Directorate Management Team and Cabinet member Adults and Communities

April 2012 Declaration on the Making it Real website

October 2012 Action Plan finalised and uploaded to Making it Real website

Our 3 Making it Real Priorities:

Priority 1: Information and Advice “I have access to easy-to-understand information about care and support which is consistent, accurate, accessible and up to date”.

Priority 2: Active and supportive communities “I have access to a range of support that helps me to live the life I want and remain a contributing member of my community”.

Priority 3: Workforce “I have access to a pool of people, advice on how to employ them and the opportunity to get advice from my peers”.

Priority 1. Information and Advice:

“I have access to easy-to-understand information about care and support which is consistent, accurate, accessible and up to date.”

What are we doing?

Further details: To work with the Adults and Communities Access Point (ACAP) Service to make sure people using the service get the right information at the time they need it and in a way they can understand.

Action	Lead contacts	Expected result	Service Users / Carers / other people involved in co-producing this	Deadline
To co-produce some quality standards for this service and develop ways of measuring these. Lead contact details: Melanie Gray Email: Melanie.J.Gray@birmingham.gov.uk	M Gray	Citizens will know what the Access Point should be delivering and be able to see how well the service is doing in meeting service standards. Citizens will be able to see what is working well and what needs to improve. How you seen a difference? Let us know...	ML GR JD EB BR PT	31 st March 2013

Priority 2. Active and supportive communities:

“I have access to a range of support that helps me to live the life I want and remain a contributing member of my community”.

What are we doing?

We are trying to make sure that young people who may need adult social care for the first time, and their carers, get the information and support they need to live the life they want.

Action	Lead contact	Expected result	Service Users / Carers / other people involved in co-producing this	Date due
1a) To create a working group to co-produce the 2013 Opportunities Fair to provide information and support about opportunities in Birmingham for young people who may need adult social care for the first time and their carers.	V Eden	An Opportunities Fair to take place in mid April 2013. Young people who are coming into Adult Social Care for the first time, their carers and citizens who use services can get the information they need about the	PT JD DG JN	Establish working group by end Sept. 2012 Opps Fair event Mid April 2013

<p>Lead contact details: Viv Eden Email: Viv.Eden@birmingham.gov.uk</p> <p>1b) To check what Making it Real actions and progress the 19 organisations that signed up to this 'I' statement at the 2012 Opportunities Fair have made towards this "I" statement.</p> <p>Lead contact details: Viv Eden Email: Viv.Eden@birmingham.gov.uk Sharon Muxworthy Email: Sharon.Muxworthy@birmingham.gov.uk</p>	<p>V Eden/ S Muxworthy</p>	<p>range of support available in the City that will help them to live the life that they want.</p> <p>Did you learn something new at the Opportunities Fair? Let us know...</p> <p>To support these organisations to carry on being enthusiastic about Making it Real and working towards this "I" statement.</p>	<p>AC SD TMc</p>	<p>31st March 2013</p>
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Priority 3. Workforce:

“I have access to a pool of people, advice on how to employ them and the opportunity to get advice from my peers”.

What are we doing?

Developing peer support for individuals using a Direct Payment as well as improving the support available from social work staff, so that people have a better experience of using Direct Payments.

Action	Lead contact	Expected result	Service Users / Carers / other people involved in co-producing this.	Deadline
1a) Ask all existing Direct Payment users for their views on peer support and how they think it might be delivered by sending them a questionnaire that will be co-produced.	M Bick	We will have gathered information about Direct Payment user’s preferences for good support to use their Direct Payment.	BR GR DT Members of the Direct Payment User Forum	31st March 2013

<p>1b To review the findings from the questionnaires and make recommendations to the Service User-led Quality Board for ways to set up new peer support.</p> <p>Lead contact details: Matthew Bick Email: Matthew.Bick@birmingham.gov.uk</p>		<p>To be able to make recommendations to the Service User-led Quality Board for ways to offer Direct Payment users peer support.</p> <p>We want people to feel supported in making the best use of their direct payment by having the opportunity to discuss things that concern them with other users who may have found a solution.</p> <p>Do you feel better supported in using your Direct Payment? Let us know...</p>		<p>31st May 2013</p>
<p>Over the coming weeks and months, citizens will be able to give us their views and experiences of using these services, and whether they see any differences as a result of our action plan through the Birmingham City Council website: www.birmingham.gov.uk/adults</p>				