



Author: Simon Bernacki
Version: 5
Date: March 2014

Action completed	GREEN
On track to complete action	YELLOW
At risk of not completing action	ORANGE
Not achieved	RED

Milestones and sub-actions	Actions	Outcomes	Due Completion Date	Progress	Risk when project ends	Status
Building community capacity - Lead on user/carer engagement for voluntary and community sector (VCS) across Nottinghamshire						
1 Disability Nottinghamshire volunteers	To ensure that a target number of 10-15 volunteers are recruited, trained and supported to meet the future requirements of a self sustaining ULO.	<ul style="list-style-type: none"> • Knowledge of personalisation principles and priorities • Knowledge of the local social care market to assist with brokerage • Knowledge of social care processes around eligibility, assessments, support planning, brokerage and review • Ability to provide peer support planning 	Mar-14	<p>Training undertaken on a variety of topics recently:</p> <ul style="list-style-type: none"> - Personal Independence Payments (PIP) - Universal Credit (UC) - Communications - General advice - Equality & diversity <p>7x new volunteers recruited (3x ULO (Access, fundraising, marketing), 2x CORE advice & 2x shop/charity stall)</p> <p>Approx 2-3 volunteers enquiring each week. Postpone recruitment & induction until move is complete to reassess organisational need and match skills of volunteers to positions.</p> <p>2x new board members recruited, 2x prospective board members</p>	<ul style="list-style-type: none"> - Recruitment of volunteers cease - Training of volunteers limited & knowledge not passed on regarding social care services - Pathways for volunteers reduced i.e progression within the org to be involved with different areas - Ability to engage in new projects / tests / pilots severely impeded due to capacity of other staff and volunteers 	GREEN
2 Disability Independent Advisory Group (DIAG)	Hold quarterly meetings around County with different users/groups	<ul style="list-style-type: none"> • Individuals feel more confident to have a say & participate • Increased knowledge of services & processes • Ability to influence service development and/or delivery • DIAG ToR and action plan give clear direction for the group 	Ongoing quarterly meetings	Meeting postponed by Chair in July due to lack of items for an agenda. Rescheduled after Summer to tie in with AGM.	<ul style="list-style-type: none"> - Disability Notts not able to provide admin role and support - Chair poss resigning due to length of time served and lack of support - No funding to support group, room hire, transport, expenses 	GREEN

Milestones and sub-actions	Actions	Outcomes	Due Completion Date	Progress	Risk when project ends	Status
3 Promote aims & objectives of personalisation to the Voluntary & Community Services, smaller groups and individuals in Nottinghamshire	<p>To support a target number of 10-15 community groups across Nottinghamshire to adopt the principles of being a ULO. This includes supporting groups across all localities in the county.</p> <p>Make more organisations aware of personalisation, how it can be of benefit & encourage them to adopt this approach</p>	<ul style="list-style-type: none"> • Better informed about opportunities to influence policy, consultation or services • Encourage a user led ethos 	Mar-14	1) Carers Alliance 2) NIDAS 3) Peer support ULO - Mental Health & professionals 4) Bassetlaw Disability Action Team 5) APTCOO 6) Broxtowe Disability Forum 7) Disability Independent Advisory Group (DIAG) 8) MIND Network 9) Positive Patients Support Group 10) Central Notts MIND 11) Ollerton Throat Group 12) Access to Transport Group 13) SPACE Inclusive 14) Mansfield & Ashfield CCG	<ul style="list-style-type: none"> - We are the only recognised ULO in Nottinghamshire – Guidance by the Dept of health states each LA in England is required to have a ULO to consult, engage and involve - Groups not supported around user led ethos or becoming more user led - User led voice is not heard within groups - Values and benefits of user led organisations not promoted - Groups not informed, consulted or empowered to influence policy, services or decision makers - ULO works to ensure LA meets its obligations under the Equality Act and Public Sector Equality Duty – changes to parking in Worksop 	GREEN
4 Provide information for self funders	Supported signposting to the Choose my Support Directory, Notts 50 Plus, NAVO, information links to relevant benefits	<ul style="list-style-type: none"> • Better informed about services • More choice and control • Greater awareness 	Ongoing	<ul style="list-style-type: none"> - Development of internal customer relationship management system. Database now in final stages of development. Ready to train and trial with volunteers/users. - Promotion of Choosemysupport via website, newsletter and emails. - Guides and info relating to welfare reform changes - Development of website to make it more interactive. Website nearing completion. Mobile phone enabled content, instant messaging advisors, more detailed & up-to-date information, searchable directory of services/health condition/location 	<ul style="list-style-type: none"> - Ability to develop internal systems & processes restricted due to capacity i.e. new website, new customer relationship management system - Guides not updated regularly to take account of any changes - Information on the website not updated regularly 	GREEN

Milestones and sub-actions		Actions	Outcomes	Due Completion Date	Progress	Risk when project ends	Status
5	Link with other infrastructure organisations inc CVS, Healthwatch, Self Help Nottingham, NAVO, Carers Fed	To develop partnerships where appropriate. Work in a collaborative way through skill sharing and networking.	<ul style="list-style-type: none"> • Sharing best practice • Making groups aware of ULO & services it can offer • Reduce duplication of services & deliver more efficient services 	Ongoing	<ul style="list-style-type: none"> - Regular updates to groups and members on the activities of the ULO via newsletters, email, website, facebook, twitter - Attended events in N&S, Four Seasons & GP surgeries to promote ULO - Presentation to NCC grant aid sub committee - Information stall at Four Seasons shopping centre - Information stall at NCC for International Day of Disability - Bassetlaw Equality Champions presentations - Strokeability presentation - Mansfield Palace Theatre (Equality and access) - Member of Mansfield & Ashfield CCG – Citizens Reference Panel - Member of NCC Think Local, Act Personal project board - Member of Healthwatch Nottinghamshire advisory group - Member of Nottinghamshire Involvement Group - Member of Nottinghamshire Access for Transport Group 	<ul style="list-style-type: none"> - No updates to groups - Limited capacity to meet with groups - Unable to represent charity at various forums and meetings - Internal newsletter cease - Updates on social media limited - Presentations to groups and attendance at events (market stalls) restricted 	GREEN
6	Mystery Shopping Consultation	Develop mystery shopping activity to ensure services are being delivered effectively & efficiently	<ul style="list-style-type: none"> • Users feel more confident about service delivery & ability to influence change 	Dec-13	<ul style="list-style-type: none"> - Materials and scenarios complete - 5x volunteers recruited - Training and development programme being scheduled for beginning of Feb 14 - Mystery Shopping exercise to take place in Feb/March 14 - Testing 2x scenarios, how to make a complaint and the handy persons adaptation scheme - Test ends Mon 10 March, report to CSC w/c 17 March 	<ul style="list-style-type: none"> - No capacity to deliver mystery shopping in future i.e. support, training, retention and planning of exercises 	GREEN
Market Development							
7	Future Micro Provider Forums	<p>Facilitate ongoing relationships with ULO's and Micro Providers</p> <p>Support the Micro Provider coordinator with market intelligence, promotion of service and general feedback</p>	<ul style="list-style-type: none"> • Potential micro providers more aware of support, advice and grants available to develop their businesses 	Ongoing	<ul style="list-style-type: none"> - Regular updates to groups and members on the activities of the ULO via newsletters, email, website, facebook, twitter - Met with SPACE Inclusive to discuss NCC budget proposals and impact of NCC Aspergers Team disbanding 	<ul style="list-style-type: none"> - This group is ceasing so no risk/impact 	GREEN
Self Directed Support							

Milestones and sub-actions		Actions	Outcomes	Due Completion Date	Progress	Risk when project ends	Status
8	Develop peer support planning	<p>Pilot on 'Doing your own Support Plan'</p> <p>Support individuals to complete support plans by developing a user friendly toolkit</p> <p>Identify & develop the tool kit with service users</p> <p>Support service users with the plan</p> <p>Evaluate the pilot</p>	<ul style="list-style-type: none"> • Individuals feel more in control in deciding what services they want to meet their needs • Individuals, carers and families aware of greater choices to meet their support needs and outcomes • Greater awareness and knowledge of self directed support, personalisation and personal budgets 	Sep-13	<ul style="list-style-type: none"> - Toolkit (paper, audio, wiki) - Recruit ULO volunteer to manage Talk it Through line - Assist with training sessions - Recorded audio version of toolkit - 'Talk it Through' line now live - 2x Disability Notts users taken part in pilot - Awaiting evaluation of test 	- No lead at charity to help develop test programmes or pilots like this therefore capacity to engage hugely reduced	GREEN
9	Feedback from service users regarding their assessment, support planning and review of self directed support	Consult service users/carers, collate feedback and report findings.	• Service users/carers feel engaged and can influence service delivery and policy.	Ongoing	<ul style="list-style-type: none"> - Input into Direct Payment Support Services consultation - Met with Cllr Weisz to discuss NCC budget proposals - Responded to NCC budget proposals on behalf of Disability Notts 	- We work with a wide range of individuals and stakeholders. How will NCC ensure impartial representation into policies, strategies and services. Where will the user voice come from?	GREEN