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**Making it Real Action Plan**

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| **Priority 1: Information - Ensure that the breadth, quality and accessibility of KDC’s information service is fulfilling the needs of the people who use services, potential users, and carers and is relevant to enable people to live as independently as possible** |
| **Action** | **Lead**  | **Expected result** | **User/carer involvement** | **Deadline** |
| Co-produce questionnaire to survey customers about their information needs | Joyce/ Johanne | Questionnaire produced | Involvement of 3 to 4 people who use services or who are carers to devise questionsCustomer Focus Committee to ensure accessibility of questionnaire | **January 2013** |
| Identify groups for targeting with survey | Johanne/ Joyce/ Teams | Specific groups identified |  | **January 2013** |
| Circulate questionnaire to existing service users using variety of methods including:* Email
* Telephone survey
* Hand delivered
* Posted out with payslips
 | Joyce/ Johanne | Questionnaire circulated to at least 250 people | Completion of questionnaire by people who use services, carers, PAs | **February 2013** |
| Analyse responses to questions and report findings | Joyce/ Johanne | Teams have clear focus for specific improvements in activities around provision of information services |  | **March 2013** |
| Undertake work to deliver improvements | Johanne/ Joyce/ Teams | Improvements implemented and information service fit for purpose  |  | **April 2013** |

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| **Priority 2: Choice – promote Direct Payments as a means by which people can choose the support they want, when and where they need it** |
| **Action** | **Lead**  | **Expected result** | **User/carer involvement** | **Deadline** |
| Meet to discuss which groups and agencies to target awareness raising sessions. Consider carers groups, older people’s groups, care management teams etc. | Andy/ Tom/ Joyce | Groups and agencies identified |  | **December 2012** |
| Organise dates to deliver sessions | Andy/ Tom/ Joyce | Dates booked in diaries |  | **January 2013** |
| Deliver sessions  | Joyce/ Johanne | Awareness raised leading to increased rate of referral and take-up | Involvement of volunteers from Direct Payments Peer Support Group | **April 2013**  |

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| **Priority 3: Feeling in Control and Safe – promote specialist advocacy services as an early intervention for people who potentially face issues affecting their personal, property or financial safety**  |
| **Action** | **Lead**  | **Expected result** | **User/carer involvement** | **Deadline** |
| Use Annual Safeguarding event to promote independent advocacy services to the public and front-line practitioners | Dot/Vicki Joyce | 15 minute presentation delivered | Case studies used to give examples of impact of early intervention | **22 January 2013** |
| Meet to discuss which groups and agencies to target awareness raising sessions. Consider carers groups, older people’s groups, care management teams etc. | Dot/Vicki/ Paula | Groups identified  |  | **February 2013** |
| Organise dates to deliver sessions in partnership with Knowsley Advocacy Hub | Dot/Vicki/ Paula | Dates booked in diaries |  | **March 2013**  |
| Deliver sessions  | Knowsley Advocacy Hub/ Advocacy Team | Awareness raised leading to increased rate of referral for safeguarding cases  |  | **June 2013**  |