

Making it Real

Shropshire Adult Social Care

Local Account 2022/23

Issue eleven



Shropshire living the best life

‘Make caring visible, valued and supported’

It’s OK to be PANTS sometimes



Shropshire
Council

<https://shropshire.gov.uk/adult-social-care/>

First Point of Contact 0345 678 9044

Contents

The Local Account is...	3
Foreword - in conversation with Tanya Miles	4
Our approach starts with YOU	5
Performance Matters	6
Shropshire living the best life	7 – 8
People's Priorities	9
Healthy, safe communities where I belong	
Shropshire Wild Teams	10 – 11
Supporting our most vulnerable adults and disadvantaged children. Providing early support before situations become complex	
Carers Week	12 – 13
Living in the place I call home	
Imagine	14 – 15
Leading the life I want to have	
Creative Solutions	16 – 17
Sharing power, as equal partners	
Co-production	18 – 19
Resources used well	
Lets Talk TEC	20 – 21
Learning well together	
Digital Skills	22 – 23
Key actions for 2023	24
Get involved	25
Useful contacts	26
Thank you	27



The Local Account is...

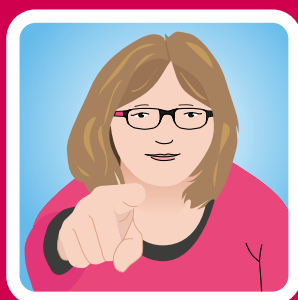
Shropshire's magazine about adult social care. We call our publication 'Making it Real - our story continues...' as the magazine is co-produced with the Making it Real board and Shropshire council staff. We concentrate on true stories from real people about what's worked and what hasn't, and how real experience can trigger change and improvement.

Listening to stories about daily life from the people who make use of adult social care services and support helps the council understand what really happens in people's lives. Without that understanding it's difficult to improve.

We've taken this idea from an organisation called Think Local Act Personal - their Making it Real initiative sets out what good personalised care and support should look like <https://makingitreal.org.uk>

<https://shropshire.gov.uk/adult-social-care/>

First Point of Contact (FPOC) – 0345 678 9044



Shropshire needs you...



Passionate about adult social care?

Join the conversation. Have your say and make a positive difference. If you'd like to join us in our efforts to place the people of Shropshire at the heart of shaping the future of adult social care in the county, then please get in touch. Your own experience can help change things for the better.



If you'd like to discuss concerns, experiences or wish to contribute ideas then get in touch. See the Making it Real webpage www.shropshire.gov.uk/making-it-real for updates and meeting notes, or contact Making it Real directly through makingitreal@shropshire.gov.uk





Foreword –

Tanya Miles, Executive Director of People



Supporting people to receive their support closer to home remains a core priority of health and social care. Our rapidly growing sector continues to evolve and transform in creative and innovative ways. We continue to strengthen our working relationship with key partners across the NHS and voluntary and community sector to ensure our services are more integrated and joined up, ensuring that people receive the best outcomes and ‘live their best lives’ as described within the Shropshire Plan.

Our voluntary and community group partners and providers deliver all kinds of community-based activity that supports people to stay well and independent and we want to develop this further.

Digital and Assistive Technology continues a key area of transformation and offers new and effective solutions to help both people who need extra support and their carers to lead more fulfilling and independent lives. We use data to inform need and reduce demand on services - and to inform investment and allocation of resources to the greatest effect.

We continue to look at how we can provide the support people need much earlier on in their lives that will help keep them healthier and independent for as long as possible. This includes everything from ensuring people have access to a wide range of appropriate, timely and accurate information and advice, especially with the financial pressures people are facing daily. This will help people make informed decisions about their health, care and wellbeing.

Providing the right information and advice to people when they need that extra support, can enable them to take control of their own health and care without relying on more formal social care and health services. For those who do need that extra support, we will remain strongly focused on enabling residents to live independent lives, with access to good quality services within their community.



Tanya Miles,
Executive Director of People



Our approach starts with you

It starts with you.

You first, you know yourself best.
Consider what works for you to help keep you healthy, happy and safe.

Family and friends and others

Your friends, family and neighbours also know you well.
Explain to them what you want - they may be able to support you.

Your community

Consider the resources and people available in your community, such as local groups and clubs.
Look for ways in which your community could support you to keep healthy, happy and safe.

First Point of Contact

You may need a bit more help and advice at times.
We can provide information and guidance and tell you what else is available.

Lets Talk Local

You might choose to have a conversation in a local hub, over the phone, or at home
We will talk to you about what's working well for you and what needs to change.

We recognise that lives are often complex with people not always following a path like the one we're describing here, instead joining and leaving at different points and places.

Performance Matters



Views and experiences of adult social care service users 2022/23

About the survey

1,735 people were invited to take part in the annual survey of adult social care in January 2023. Others participated throughout England.

500 responded to share their **views and experiences** of care and support received in the last 12 months.

Respondents **were aged between 18 and 103**. The average age was **66**.

People receiving a range of different services provided their views including people supported at home or in the community, and people in residential care, and people receiving nursing care.

Enhancing the quality of life for people with care and support needs.

Service users scored their quality of life

19.1 out of 24



62%

Feel their **quality of life** is good or very good / couldn't be better. **10%** have concerns about daily life.

Care and support services help

90%

of the people surveyed to feel they have a better quality of life.

72%

of the people surveyed need some more help to bathe or shower and **84%** need help with finances and paperwork.



Ensuring that people have a positive experience of care services and support



8 out of 10 feel that the care and support services they receive help them **control** their daily lives.

64%

have enough choice over care and support services available in Shropshire.

86%

feel that their home meets most, or all, of their needs. **93%** feel able to keep clean and presentable.

Ensuring that people who are vulnerable feel safe and protected from harm.

72%



of the people surveyed feel safe both within and outside of their homes. Only a small proportion (5.9%) have some concerns such as falling or risk of physical harm in other ways.

9 out of 10 feel that the care and support services they receive help them to feel safe and secure.

79%

feel they have adequate social contact.



Shropshire living the best life



The Shropshire Plan 2022 TO 2025 – Strategic Plan Delivering our priorities




Healthy People



Healthy Environment



Healthy Organisation



Healthy Economy

The Shropshire Plan was launched in 2022 and is the overarching strategic plan for the council, providing a single point where the key components that set our direction of travel for the coming years can be found and accessed.

Success of the Shropshire Plan will depend on the health of Shropshire people, the Shropshire economy, and the health of Shropshire's environment. 'Joining things up' is so important, including how communities, businesses, our voluntary community and social enterprise sector, our health partners and the wider public sector join forces to achieve them, together. The collective good, knowledge, experience, energy, and assets will help us to deliver long lasting success at pace.

The Shropshire Plan sets the direction for the next three years up to 2025 within the framework that our longer-term plans and strategies, like our Local Plan and our Cultural Strategy, underpinned by our health and wellbeing plans, set out for the next 10 to 20 years. The challenges and experiences we have shared over recent years puts us in a strong position to step up and move forwards together, and adapt our plans to meet the changing situations we face.

To read more about the Shropshire Plan please visit:

www.shropshire.gov.uk/the-shropshire-plan-2022-2025/introduction

Healthy People

Our Priorities

- Tackle inequalities
- Early intervention
- Partnerships
- Self responsibility

What this means for you

- More places in schools to support children and young people with specialised needs.
- Wider choice of support and activities within Shropshire for vulnerable adults.
- More opportunities for communities to get together.
- Your communities will be healthier, safer, and will feel supported as places to achieve wellbeing for all.

Healthy Economy

Our Priorities

- Skills and employment
- Safe, strong, and vibrant destination
- Connectivity and infrastructure
- Housing

What this means for you

- More suitable and affordable homes for local people and key workers that enable them to live life well.
- Provide more access to greenspace and improvements to footpaths, cycleways, and highways.
- Improved access to highspeed broadband and mobile phone coverage.
- There will be more high-quality cultural activities.

Healthy Environment

Our Priorities

- Climate change strategy and actions
- Safe communities
- Natural environment

What this means for you

- Protection and enhancement of existing high-quality habitats, and more trees, hedgerows and planted woodlands.
- Feel safe and happy in your community.
- Better Household Recycling Centres and an improved waste collection service.
- Access to support that will help your transition to renewable technologies and energy efficiency.
- Energy efficient street lighting using combinations of LED, solar and motion sensitive lights.

Healthy Organisation

Our Priorities

- Best workforce
- Absorb, Adapt, Anticipate
- Communicate well
- Align our resources
- Strong councillors

What this means for you

- Quicker access to information, advice, and answers to your questions.
- A strong, well-governed decision-making process.
- Effective and timely responses.
- More opportunities to get involved in sharing your views.
- Decisions that are taken about where you live will be made using a strong evidence base.

Our Priorities

In the Local Account we use stories that fit illustrate the People Priorities. These priorities have now been linked with Shropshire's priorities - **Healthy People, Healthy Economy, Healthy Environment and Healthy Organisation.**

Helping Shropshire residents live their best life!

People Priorities

1. Healthy, Safe Communities where I belong

3. Living in place, I call home

2. Support our most vulnerable adults and disadvantaged children. Providing early support, before situations become complex

4. Leading the life, I want to live

6. Resources used well

5. Sharing power, as equal partners

7. Learning well together



The Shropshire Wild Teams are a Shropshire council habitat conservation volunteering service that has been running for the last eight years.

The service promotes mental and physical health through “Eco-Therapy” through volunteers journeying into Shropshire’s amazing wild landscapes. The service primarily supports people with lived experience of mental health issues and people with learning disabilities and learning difficulties. The service has volunteers from a wide variety of backgrounds, experiences, and ages (from 18 to 80) using the service since it began. The service has also worked alongside other groups, from schools to social work teams on single task days or other short projects.

Every week four teams (three based in Shrewsbury with one covering Craven Arms/Ludlow) go out to take on conservation tasks around the county.



While the work carried out can be difficult and challenging in the winter, in the summer season the teams also take part in navigation skills, wildlife surveys as well as building bushcraft camps for children and adults to use and enjoy. The Wild Teams heavily rely on partnership working such as with the Shropshire Wildlife Trust and Shropshire Councils’ Outdoor Partnership teams to provide work throughout the year. Other partners include Forestry England, Natural England, Canals and Rivers Trust, Caring for God’s Acre, the AONB (Area of Outstanding Natural Beauty), the National Trust and many other local groups. The Wild Teams also benefit from the continued support of the Shropshire’s Social Service care professionals and teams, NHS mental health teams as well as the families of volunteers and other care service providers who also support many of our volunteers.



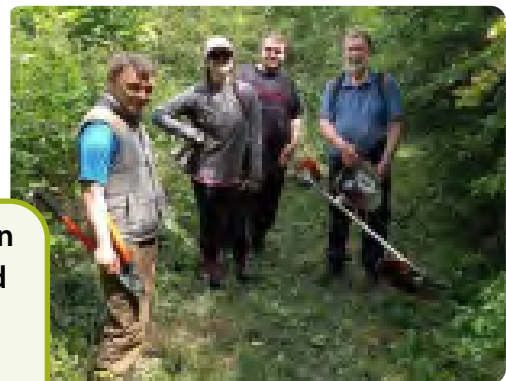
What the volunteers, families and professionals have to say...



"My physical and mental health has improved since I started volunteering with the wild teams. I have experienced new places that I would not have been to otherwise. When we finish a job, I feel a sense of achievement and the place is much tidier." Volunteer

"Shropshire Wild is good because it's a regular activity that gets me socialising in a way that is easy for me. It also gets me out into very natural places which I find is refreshing/therapeutic. The instructor is, I find, friendly and caring which is very important for me as I have unusual needs and it's easier to address them with someone who you feel cares. Also, I like the sense of "contributing to society" that I get from volunteering. All in all I think it is a very valuable opportunity." Volunteer

"I like the walks and the work and being out in the countryside learning new things. I like it, it is excellent and great." Volunteer

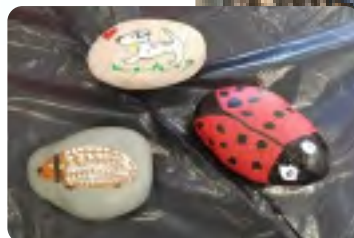


"Simon's project has helped us enormously in recent years and hopefully we have provided them with interesting locations to work but also for the group to enjoy."
Habitat / Wildlife Conservation Professionals

For more information, please contact **Simon Brown** (Wild Team Development Officer)
email: simon.brown@shropshire.gov.uk
visit: www.shropshiresgreatoutdoors.co.uk/volunteering-outdoors/wild-team-leaders/

Did you know - Shropshire Wild Teams are a signed-up intervention, offered through Shropshire's Social Prescribing Service.

Priority 2 – Supporting our most vulnerable adults and disadvantaged children, providing early support, before situations become complex



Carers Week - Great Success!

'Make caring visible, valued and supported'

Carers Week is an opportunity to say 'thank you' to all our unpaid and family carers in Shropshire. This year's theme for Carers Week was 'Recognising and supporting carers in the community.'

More than 35 activities took place throughout Shropshire to celebrate and recognise the contribution made by Shropshire's unpaid and family carers. The events have been organised by our carers support team and carers took part in both online and face to face activities.

Carers were invited to join in activities and reconnect with nature and join in the natural environments of Shropshire.

There were also crafting activities or a chance to get up close and personal with the animals from the exotic zoo.

Activities ranged from:

- Canal trips
- Scenic gardens
- Exotic animals
- Massages
- Crafting
- National Trust visits
- Refreshments and cake!
- Online quiz
- Carers Surgeries

"Excellent day, well looked after, wonderful relaxing experience, friendly, enjoyable company de-stressing."

"I would just like to say a big Thank You for the lovely welcome I had in Carers Week at Fordhall Farm, so enjoyed it and the needle felting"



"I wanted you to know how much we enjoyed our visit to Whittington Castle today. Thank you very much to you and the team for organising such a very pleasant outing. I am sure we will return as it was so interesting and such a good coffee shop too!"

"Just dropping you a line or two to say how much we enjoyed the Canal trip. We're looking forward to more boat trips in the future..!"

For me as his carer it was wonderful to be in the situation where I could relax for a few hours (a rare thing!) with no worries...

I also went to the Wem Carers get together today and really did enjoy doing a bit of felting in addition to having a head massage.

We appreciate the work going in to give us these treats."



"Shropshire Council thank you so much for taking the time to reply and offer alternatives. I have been really impressed and touched by the care of your staff for carers."

You may not view yourself as a carer because you're looking after a family member/ loved one – but you might be. It's so important that you don't miss out on the range of local support that is available to you. Shropshire Carers Support Team is always willing to listen and offer support.

**Please call on 01743 341995 or
email: shropshire.carers@shropshire.gov.uk**

Imagine: You've made new friends...

...that's good, isn't it?



But then they start to borrow money and don't pay you back. They start hanging out in your home. Without asking, they bring in people you don't know. People openly use drugs in your front room. Drugs and alcohol are passed around and nothing ever gets cleaned up. You start to ask questions, but your new friends are not so friendly now...

Joe was a victim of cuckooing activity by a County Lines drug gang. This means his home was taken over by drug dealers working for bosses elsewhere in the country.

An assessment showed that Joe was not always able to keep himself safe at home and look after himself. The result in his case was financial abuse and his home being taken over by the drug users who had cynically befriended him.

His property was in a terrible state so Joe moved into residential care for a short while, but he really wanted to go back home. He was referred to Shropshire Council's Client and Appointeeship Team who can help people in his situation. We applied to become Appointee straightaway, and then made an application for Deputyship for Property & Financial Affairs.

We supported Joe through a lengthy process in the courts and finally he was allowed to return home – initially for just six weeks. During that time a surveillance doorbell and camera were installed and monitored by a care agency.



An injunction and licence conditions were requested prohibiting the drug users from contacting Joe. Personally, he was fine to be out and about in his local neighbourhood during the day but he was required to sleep at home at night.

Two carers supported Joe at home to cook and clean, and make sure he bathed and took his medication. Our team arranged and set up the subscription for the doorbell.

A lot of work was needed to upgrade Joe's home. The Council team met workmen, had a new boiler installed, got quotes for decorating and carpeting throughout, and new doors were fitted. As this was his own property and there was no insurance, this was put in place.



Shropshire Council's Safeguarding teams, Social Workers and the Legal Team worked well together to help Joe.

Things have moved on well since. Last year Joe wanted to reconnect with old friends - real friends, to go to the Christmas pantomime and he wanted to get back to church. He now looks after his own money so he can go and do the things he wants and live the life he wants.

Joe and his carers recently shared some photos of his property - it's clean, its tidy and Joe is "so, so, so happy with the final look". He is now living in the comfort and safety he deserves.

A Deputyship for Property & Financial Affairs is someone appointed by the Court of Protection to deal with the property and financial affairs of a person who lacks the mental capacity to do so themselves.



Creative Solutions

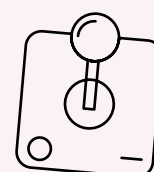
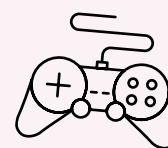
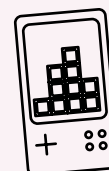
The Shropshire Youth Hub supports young adults aged 16-24 to find employment, education and training.

Mike Millard, Senior Employment Officer and his team from Enable Supported Employment Services, collaborate with Work Coaches for Jobcentre Plus. They have worked with a lot of young people who are really struggling with their mental health, particularly social anxiety as a result of the Covid pandemic but are not at the stage where they require support from secondary Mental Health Services. Mike works hard to develop creative solutions so that young people can improve their mental health and move into work.

Mike's story ...

"It was decided that the 18-24 age group who had suffered so much through Covid would have a safe, friendly and private space to discuss any issues and barriers they faced in moving forward into employment, training and apprenticeships or just some guidance on additional support.

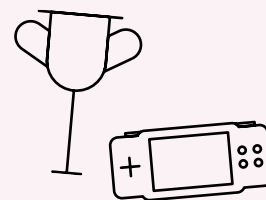
It was a great opportunity to work closely with Jobcentre Plus Work Coaches to guide our customers through the difficult time of moving forward after the trauma of living through Covid. We were able to not only focus on employment but also health, training, apprenticeships and anything else the customer found important to them.



One amazing success story was the creation of a “gaming” session. We asked five of our customers who had a huge interest in gaming (but struggled with social anxiety) if they would attend a group session where they could game in a room together. They agreed, we supplied laptops, board games and an old retro console so they could feel comfortable. We began with a small informal introduction and this quickly led to discussing gaming. You could quickly see that once this discussion began, the social anxiety was not an issue. They were talking about something they were passionate about and had a huge amount of knowledge to share, and the session lasted for four hours and was a huge success.



We ran this every month and rolled it out to other bases in Shropshire. This was also a great success, and Shrewsbury found they were able to utilise group sessions in the park and the gaming talk broke down barriers both the customers and staff faced.



As well as the gaming sessions we asked a Happiness Club Trainer and Hypnotherapist to deliver some sessions to the young people. Hypnotherapy was not something that I - nor our customers - had considered before but three participants willingly took part. They were excited to have this opportunity and took the support available. There were three sessions run by the trainer over three weeks and they really helped the young people grow in confidence and address some of their anxieties.”



Mike Millard,
Senior Employment Officer

‘I appreciate all the guidance and support Mike has given to me over the past few months. It was more than help within work, you generally gave me genuine help. I want to say thank you. You have helped me mentally more than you know!’
Youth Hub customer

Co-production – *the way forward!*

Co-production is not just a buzz word but a way of working with Shropshire residents. Involving residents at the decision making stage of all services and public information through to the final product, this empowers both residents and staff involved, especially when they are working together.

Co-production can be messy, frustrating and can take time, but the outcomes for both staff and our residents is fantastic!

Below are some examples of co-production happening in the council.

'It has been interesting talking directly to professionals and organisation reps about adult social care and how co-production can work. I've been in LOTS of meetings, edited letters and leaflets, and thrown in ideas about projects from winter support to reablement coming out of hospital. It's a great feeling when you feel the change from being a potentially interfering busybody to being seen as someone with a different eye, perhaps a good idea, and starting to work together to make things better. The best bit is when you get a phone call or email saying 'Remember you worked with us on this... are you free to talk through something else?'

'That's co-production' – Expert by Experience

The Making it Real Experts by Experience are in the process of co-producing a co-production framework and involvement policy for Experts by Experience.

The Board Experts have also reviewed letters to assure 'everyday' language is used rather than jargon.



Shropshire Carers Team

Co-produced with the Experts by Experience on the Carers Partnership Board

All Age Carers Strategy co-produced with the Carers Partnership Board

'It's written for the care team and the carers as a joint plan, not just to be a stand-alone, impressive document.'

Expert by Experience



Day Opportunities development workshop 2023

'Thrilled to be in Shropshire today with experts by experience, parents, social workers and care providers working together to

develop life opportunities for people with a learning disability and/or autism in the local area.

Tweet by Annie Smith, Community Led Support Delivery Lead - NDTicentral

It's OK to be PANTS sometimes!

Not Another Co-Production Project West Midlands.



Shropshire council staff and Making it Real Board members, plus a rather large teddy bear...

Over the last nine months, a number of Shropshire council staff have been involved in Not Another Co-Production Project West Midlands.

The project, with Ideas Alliance and People's Voice Media, was to explore how to develop co-production in ways that benefit local people, professionals, and organisations across England. This was done through co-production workshops and community reporting and finished with a community learning festival and a peer support network that connects people and creates a partnership of practice.

The festival was held at the Cambridge Road Methodist Church Kings Heath Birmingham. This was an opportunity for hands-on learning about co-production, and to hear stories and experiences about the difference it can make to people.

Shropshire Council staff attended the festival along with Experts by Experience from

Shropshire and Telford Making it Real boards.

Shropshire Making it Real were on hand to talk to people about what Making it Real is all about and how the framework can be used beyond Adult Social Care". The 6 themes taken from Think Local Act Personal (www.thinklocalactpersonal.org.uk) in relation to Making it Real, along with the "I" and "we" statements sparked some good conversations and healthy challenge.

The Experts by Experience from both Shropshire and Telford's Making it Real Boards, completed an Adult Social Care, care assessment on willing participants, putting the shoe on the other foot so to speak!

Katie Stone and Rich Amos (Experts by Experience Shropshire Making it Real Board members) along with other professionals were invited to take part in a 'Chat Show' with Issac Samuels from Ideas Alliance, to talk about their experiences of co-production, the good, the bad and the ugly.

"The festival was a day to challenge processes, attitudes and how coproduction can not only be of benefit to an organisation but the positive effects it can have on individuals who draw on the provided services. Hopefully, it's a step forward in the transformation of change"

Katie Stone (Expert by Experience) Co-co chair Shropshire Making it Real Board

The festival provided a fantastic opportunity to network with Experts by Experience, professionals and the public and raised awareness with respect to how important coproduction is in many aspect of our lives.

Let's talk TEC!

The Shropshire TEC (Technology Enabled Care) project began in 2020 just before COVID happened.

The project offers individuals the opportunity to benefit from using more advanced technologies, which suit a range of needs and focus on the following:

- Maximising learning and development opportunities for individuals.
- Supporting individuals to develop routines and daily structures for independent living.
- Developing robust risk management strategies and monitoring approaches.

Shropshire Council is developing approaches to embed advanced technologies where possible, enabling individuals that have a social care need, to access innovative and alternative forms of care and support through the use of technologies.

The following suppliers are working with Shropshire Council to develop these approaches:

- Abilia: www.abilia.com/en
- GrandCare: www.grandcare.com
- Service Robotics: www.genieconnect.co.uk
- AutonoMe: www.autono.me.uk

Aims, Objectives and results

01
Reduce dependencies on paid support this will facilitate savings and the reallocation of care services to other users

Some supported living packages have been reduced, enabling users to have greater independence freeing up much needed capacity across the sector

02
Increase independence – to improve the wellbeing and outcomes achieved for the users

Fantastic case studies have been generated and used to increase confidence and learning.

03
Reduce risks – managing risks in a more creative way using Assistive Technology

As a result of reduced risks, packages have been become sustainable and reduced where applicable.

04
Increase learning opportunities facilitating the opportunity to learn and develop new skills using Assistive Technology

Developing and learning new skills to increase resilience and confidence to meet needs in creative ways.

05
Reduce anxieties which impact behaviours, compromising commissioned care and support

Fewer compromised care packages, ensuring sustainability and continuity for users.

Has the TEC made a difference?



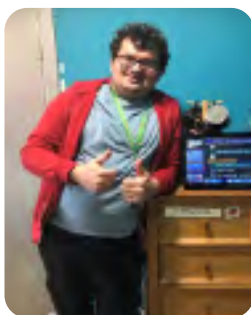
The Abilia Memo Planner has been a very positive experience for Joanne. Staff have said they have seen a big difference in Joanne, and she looks very proud of herself when the Abilia device alerts her about tasks which she can then complete.



'The videos are clear and easy to follow. My favourite videos are making cakes, washing my hands and egg mayonnaise sandwich. I feel like the videos are helping me do more' – Antonia AutonoMe user



'I do believe he's getting more independent. He asks Genie questions and then she'll remind him to go for a walk around the house, eat some fruit, have a drink and when there are buses so he can go do things. So I do think it is more like a friend' – Andrew's support worker



'In November I received my brand new grandCARE tablet. It is to help me complete more everyday tasks, independently by giving me prompts with alarms or videos of me doing the tasks. Once I have done the tasks, I tick them off. I find my tablet very useful, and I like that it is my own personal tablet, with my own pictures and websites. I am very happy with grandCARE and I hope to keep it after the project ends. I will keep videoing myself doing my everyday tasks, so that I can remember how to do things.' – Feedback from Tony

Please click here to view some amazing case studies using these technologies:

<https://www.shropshire.gov.uk/media/26173/lets-talk-tec-case-study-brochure-may-2023.pdf>

Digital Skills Programme

In 2019, Shropshire Council was awarded funding from the Local Government Association to help adults who are over the age of 65 and are digitally excluded to get online. Council research (2016) showed that approximately 25% of Shropshire residents were digitally excluded, above the national average of 21%. The largest proportion - 24.9% - were over 65, reflecting the ageing population of the county.

A unique Digital Skills Programme was devised with one-to-one digital support delivered over a number of weeks through a network of volunteers. Seven key digital learning outcomes were identified.

The Digital Skills Pilot Programme ran from September 2020 to December 2021. It supported 87 over 65s to become digitally enabled. Digital volunteers supported learners each week at The Roy Fletcher Centre in Shrewsbury, The Mayfair Community Centre in Church Stretton, and Shrewsbury Library.

After the great success of the pilot further funding was awarded to run the second programme from 10 January 2022 to March 31, 2023.

The Digital Skills Programme was delivered across 16 libraries, three community providers and a learn-at-home service is delivered through Age UK Shrewsbury, Telford and Wrekin for learners unable to access a community setting.

One-to-one support was provided over 8 to 10 weeks by the programme's network of 76 digital volunteers in weekly hour-long learning sessions. The aim was to achieve digital confidence and an improvement in wellbeing.

From January 2022 to March 2023, 230 digitally excluded learners completed their learning. A further 70 are currently receiving digital support in libraries, with a similar number receiving digital support in community settings. Ninety-nine people await support in library locations, with more waiting for support in the community.

One of the most powerful results of the digital confidence achieved by participants is their increase in well-being, independence, and overall confidence. They are more in control of their future, later in life.

Now the Digital Skills programme has received more funding to continue supporting digitally excluded residents aged 65 and over, for the next three years!

"I needed to get out more and meet new people – my digital volunteer has been so patient and kind as well as great company each week. His support has given me the confidence to join the local U3A, so now I've got even more to look forward to."

"Getting one-to-one help from my digital volunteer each week at the library has given me a positive new outlook. I look forward to being online now and feel much better about life in general – it's been fantastic."

"I have injuries sustained in a car crash and my mobility had decreased in lockdown. I wanted to get moving again and my step-counting app motivates me to get out and about more."

What the learners have to say...



Bill Dorrell has taken a leap into learning later in life by joining Shropshire Council's Digital Skills Programme. "Older people need to keep learning. Thanks to this initiative, I feel more confident about life and the future. I'm prepared to try new things online and don't worry so much. For me, that's a real result."

"I'm not getting any younger and know that over time I will become less active and possibly housebound. As we age, being competent with the internet is essential for healthcare, keeping in touch with people and getting support when you need it.

I'm more in tune with the world, which feels wonderful."

Ann Rogers



Peter Lyttle - Improving his digital skills has given Peter a new-found confidence.

"My digital volunteer was so knowledgeable and patient. His kindness helped me realise that I knew a lot more than I thought I did. Getting out of the house each week to learn something new gave me a boost and I thoroughly enjoyed my sessions.

"We have to learn to live with technology and older people need to change to keep up. You can wait over an hour for help on the phone, but a solution can be found online in moments. For me, it's been a very positive experience."

Angela Green



Our 75 digital volunteers are gaining life skills, employability skills, problem solving skills and meeting new people. Research shows that helping others reduces stress, boosts self-esteem and helps people to feel happier.

What's Next?

Key priorities for Adult Social Care 2022/23

Our focus for 2022/23 will put a spot light on **Early Help and Prevention**, **Transformation** and **Collaboration**

Early Help and Prevention

The council and its partners want to further develop support for people to live their best lives. By ensuring the right help and support is available to support people at an early stage to remain well and independent is a key priority.

Transformation

The council is investing in areas of transformation to design services differently to reduce demand and offer choice for support. This includes redesigning the reablement pathway to ensure people have access to reablement after a period of recovery which will enable them to live as independent as possible. We are also redesigning the care at home offer to ensure the model meets demands and supports peoples independence and wellbeing including engaging people into their local communities and developing technology solutions to support wellbeing.

Collaboration

The council is continuing its work with partners to develop a co-production model across all ages. This is to ensure that people's voices and experiences are heard and helps inform decision making and service development.

How to get involved and help make a difference

Shropshire Council has a number of Partnership Boards

Each Partnership board has a number of Shropshire Experts by Experience (Experts by Experience are people with lived experience of accessing services as either a service user or a carer.) along with Council officers and third party organisations. The boards discuss and tackle any issues and topics that affect the services offered through Adult Social Care.

The Partnership Boards welcome new experts by Experience to join their boards, mailing lists, and listen to people's comments. Details of the Partnership Boards and how to get involved are below.

Autism Partnership Board ensure a personalised approach, improve access to services and support. Ensure effective training for staff.

Email: autismpartnershipboard@shropshire.gov.uk

Learning Disability Partnership Board overseeing quality, planning and development of services for people with Learning Disabilities and their family carers.

Email: ldpartnershipboard@shropshire.gov.uk



Direct Payments Partnership Board helps to improve the Direct Payment offer across Shropshire, by co-producing and being open and honest, flexible, creative, clear and simple.

For more information please visit: <https://www.shropshire.gov.uk/direct-payments-in-adult-social-care/>

Email: direct.payments@shropshire.gov.uk



Shropshire Carers Partnership Board overseeing the development, commissioning, and implementation of services for unpaid carers in Shropshire, whatever their age, to ensure carers are supported.

For more information please email: shropshire.carers@shropshire.gov.uk



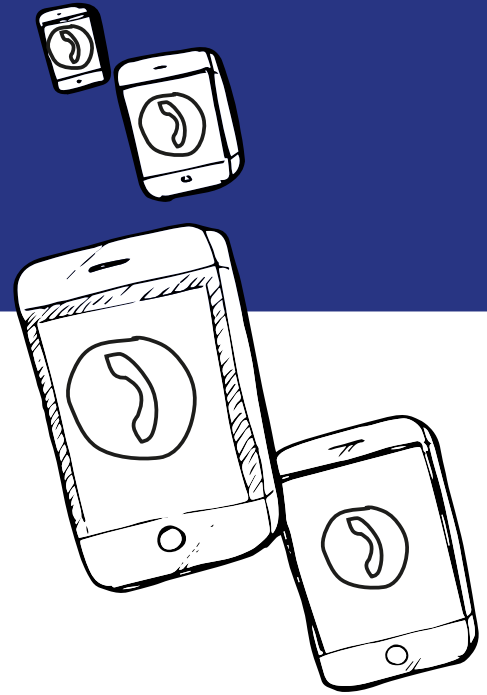
Shropshire Making it Real Board work together to co-produce and improve the adult social care services Shropshire Council deliver.

To find out more and get involved with Shropshire Making it Real please visit: www.shropshire.gov.uk/making-it-real

Alternatively email makingitreal@shropshire.gov.uk

Useful contacts

Referred to in this Local Account



First Point of Contact (FPOC) – 0345 678 9044

Adult Safeguarding – 0345 678 9044

(If you have urgent adult safeguarding concerns outside of these hours, please phone the Emergency Social Work Duty Team on 0345 678 9040)

Adult Mental Health Services – 0300 1240365

Shropshire Carer Support Line – 0333 3231990

Shropshire Youth Hub – 01743 252456

Making it Real Shropshire – 01743 258422

Citizens Advice Consumer Service Helpline – 03454 040506

Housing Services – 0345 6789005

Enable – 01743 276900

Shropshire Council – www.shropshire.gov.uk

Shropshire Choices – www.shropshirechoices.org.uk

Qube Shropshire Community Directory – www.shropshire-directory.co.uk

Making it Real Shropshire – www.shropshire.gov.uk/making-it-real



This is dedicated to the support offered by family, friends, neighbours and local residents in all Shropshire communities.

Thank you for your courage and commitment

Passionate about adult social care?



Join the conversation. Have your say and make a positive difference. If you'd like to join us in our efforts to place the people of Shropshire at the heart of shaping the future of adult social care in the county, then please get in touch. Your own experience can help change things for the better. If you'd like to discuss concerns, experiences or wish to contribute ideas then get in touch. See the Making it Real webpage www.shropshire.gov.uk/making-it-real for updates and meeting notes, or get in touch directly through makingitreal@shropshire.gov.uk



Making it Real

Shropshire Adult Social Care

Local Account 2022 to 23



What do you think about this publication?

If you have any feedback about the Local Account email us at makingitreal@shropshire.gov.uk

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<https://shropshire.gov.uk/adult-social-care/>

First Point of Contact 0345 678 9044



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