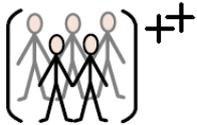


## Questions and Answers



Why are you looking at day opportunities?



We want to make sure that Pembrokeshire has something for everyone.



How long will the project take?



We started the project in November 2018.



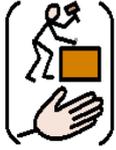
We will be running co-production events in February 2019.



We will be consulting with people in May, June and July 2019.



We don't know yet when new types of services will be up and running in Pembrokeshire



**What are all the different types of day opportunities?**



Some people go to day centres.



Some people have help from others so that they can go out and do different things.



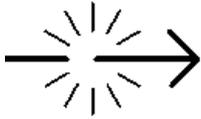
Some people have a Direct Payment and choose to pay for a personal assistant to help them to do things they like.



Some organisations can help people to volunteer and go to work.



Some people like to go to clubs in their community with other people who like the same things.



## What will happen?



We will be talking to people about the project in November and December 2018.



We will be running co-production events in February 2019 so that people can come and tell us what they think.



We will be running a consultation in May, June and July 2019.



We will tell the Council what people think in August 2019.



We hope that new things will start to happen in September 2019.



## Does the Cabinet know?



Yes, and Cllr Tessa Hodgson, Cabinet Member for Social Services, is a member of the project group.



We let Cabinet members know what is happening regularly.



Why are you working with Peopletoo? Did they cost a lot of money?



We are working with Peopletoo because they are really good at helping lots of people work together.



We wrote out to lots of organisations and asked them if they could help us with this work.



We met other organisations but Peopletoo were the best.



Here is some more information about Peopletoo and what they do:

## Background to Peopletoo

Established in 2009, Peopletoo provide support to organisations across Local Government through the design and implementation of sustainable outcome focused services. Our led approach delivers both measurable financial, qualitative and social outcomes. Working across all Council and NHS services, the core areas we have built a substantial track record in:

- Adult Social Care, Integrated Health and Community Health
- Children's Services across Social Care, Youth Services and Educational Services
- Environment and Infrastructure services including Environmental Services, Property Services and Transport
- Organisational Development, Commercialisation, Procurement and Digitalisation

We deliver corporate and individual service transformation projects from the design stage through to implementation of new operating models and recommendations. We combine strategic expertise with our operational change capability and in parallel we support Councils in their transformation aligned with the agreed operating models.

Our projects incorporate our substantial best practice operating models and relevant expertise, stakeholder engagement and robust data analytics and financial modelling, working to solutions underpinned by financial, service and organisational development implementation that deliver tangible outcomes. We develop relevant and bespoke solutions for each client to account for differences, for example, local demographics to support development of effective financial management.

Peopletoo proactively work with relevant management teams and staff, including coaching and mentoring where required, ensuring the transfer of skills, experience and knowledge necessary to ensure sustainability of transformation. This guarantees that we are utilised where we are needed so that the organisation does not have a long-term dependency on us to maintain improved performance.

We build social value into all our projects in order to optimise key factors such as employment, local economy, use of assets, environmental impact and deliver outcome focused services to help people live independently, happily and with respect.

Our partnership work to date has included:

- Working with more than 80 Local Authorities, 12 CCGs, 2 Health Boards and 4 HSCs
- Working with the LGA as a preferred partner for across their Adult Social Care and Children's Services Improvement Programmes, the Care and Health Improvement Programme (CHIP) and Productivity Experts Programme
- Partnering with CIPFA in Property Services and Facilities Management.



**Who are the partnership boards and what do they do?**



The partnership boards are made up of people who have learning disabilities, parents, carers, older people, cabinet members and champions, and members of other organisations.



Members of the partnership boards want to work together to make life in Pembrokeshire better for everyone.



**Where can I get a copy of the Pembrokeshire Learning Disability Strategy 2017- 22?**

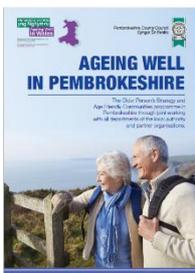


You can find a copy of the strategy on the Council's website:

<https://www.pembrokeshire.gov.uk/learning-disabilities/learning-disability-strategy>



You can phone us: 01437 764551



**Where can I get a copy of the Ageing Well in Pembrokeshire Strategy 2016?**



You can find a copy of the strategy on the Council's website:

[https://www.pembrokeshire.gov.uk/objview.asp?Language=&object\\_id=2970](https://www.pembrokeshire.gov.uk/objview.asp?Language=&object_id=2970)



You can phone us: 01437 764551



## Where can I get a copy of the Carers Pembroke Strategy?



You can find a copy of the strategy on the Council's website:

<https://www.pembrokeshire.gov.uk/carers/pembrokeshire-carers-strategy>



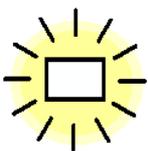
You can phone us: 01437 764551



**What does 'co-produce a day opportunities model' mean?**



Co-production basically means working together to do something.



'co-produce a day opportunities model' means people who use services and people who provide services working together to come up with new and different ways of doing things.



**Are people who use services called customers or service users?**



We just like to say 'people.'



**Will my day centre close?**



We don't know.



We need to talk to people to find out what they think.



**How will you make sure everyone has their voice heard?**



The people who are running the events are really good at helping people to have their voices heard.



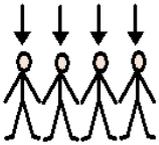
They can use lots of tools to help people if they need help to communicate.



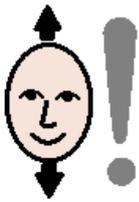
They will also work with people, their parents and carers and advocates to make sure that everyone can take part.



How do we know that staff, customers, families and carers' views will be listened to?



We want to work with everyone.



We will make sure that everyone can share their views and ideas and help to come up with new things.



This isn't consultation - so what is it?



This is **working together** to come up with new and different things.



Consultation will happen after all of the co-production events.



**Who can I talk to if I am worried?**



You can call the Council's Contact Centre on 01437 764551.



They will put you through to one of the Project Team for a chat.

