

What do we want to do?

Services in Leicester, Leicestershire and Rutland are working to plan, develop and shape services and support for autistic people and people with learning disabilities and their carers and families in the city, county and Rutland.

We want to involve as many people as we can in doing this and hear the voices and experiences of people so that we can improve all our services across health, education, housing, leisure, and social care.

We want to do this in lots of different ways.

How will this help Services?

We think that this will:

- Help us to get a balanced picture from all sides
- Make better action plans
- Give people opportunities to be volunteers and help others
- Ensure that Autism and Learning Disability are widely promoted so that there is a greater understanding and acceptance within the community

How do we want to start?

We want to start this with a project called 'Every Voice Counts'

What do we want you to do?

We want people to have a go at getting us a personal story

This can be:



If you are interested in helping us and want to find out more please contact:

Sue Eato
Commissioning Market Shaping Officer
E: Sue.Eato@leics.gov.uk

Tom Elkington
Business Change Commissioning Manager, Social Care and Education
E: Tom.Elkington@leicester.gov.uk

Robert Jackson
Senior Case Manager, Adult Social Care
E: RJackson@rutland.gov.uk



Every Voice Counts



Improving services for people with learning disabilities and/or autism

Leicester, Leicestershire and Rutland (LLR)
Autism and Learning Disability Services



Why do we want to do this?

We want to make sure that people who use services, carers, families and staff are:

- Listened to and have creative ways to tell us what they want and need
- Encouraged to become volunteers
- Supported to say how services are designed
- Valued as experts in their own lives
- Given opportunities to be involved in developing and delivering training
- Directly represented on the Autism and Learning Disability Partnership Boards
- Given opportunities to share their stories and experiences on the new Autism Website and other places
- Engaged with various groups and networks across LLR

We want to do this because it helps us to:

- All work together and build stronger friendlier connections in communities.
- Learn and improve services directly from people's experience.
- Value everyone's strengths, skills and resources.
- Enable people to shape and develop their own services.
- Develop creative ways to listen to people's experiences and identify the outcomes they want for their lives.
- Transform services based on what people want and need.

What will this project do?

It will develop and pilot new ways through which staff, service users, carers and other stakeholders can communicate and engage about their personal experiences of services.

It will help our partnership working across health, education and social care.

What methods will be used?

We want to start by trying out some different ways to hear what people like and don't like.

The Project can include the development of collating a range of communication and personal stories including:

Diary

A diary which people who use services, carers and staff can use to record their thoughts and feelings throughout their experience. This can be audio recorded, written or in picture form



Film

A film on which staff, service users and carers and staff are encouraged to talk about positive and negative aspects of their experiences in services



Magazine

A Collection of written stories which can be published in on the Knowledgehub LLR Innovation Space and for use in Provider Bulletins and Partnership Board meetings



Database

A database can be made where we can keep recorded information, details of people who have been involved, or would like to be involved. This could also include people who want to help us with our training or who would like to speak at events.



You Said / We Did

Where we display what changes have been made from what people have said. This could be developed using posters and a section on websites

Every Voice Counts Group

This is a group of people who will look at what's been said and decide what to do about it



Web Pages

A section of organisations websites could be devoted to engagement and involvement, including links to relevant external websites.

How will we use the stories and information?

- We want to inform the Autism and Learning Disability Partnership Boards
- We want to share and celebrate good practice so that others can do the same
- Help people to shape their own care and support plans

