

Newly Launched: Reach Out

Personalising Day and Community Services



Reach Out has been created to encourage the development of day and community services to enhance communities and the lives of the people who use them. Many day services provide a valuable community support for older people, people with disabilities and their families, but are often structured in ways that do not allow flexibility, real participation in local communities and personalisation.

Over the past couple of years Paradigm has worked with eight local authorities to develop Reach Out, a practical tool that:

- outlines a guide for service change that works towards a set of eight community outcomes and has a focus on community participation and employment
- includes a process for collecting person centred information and aggregating to plan service change
- offers an effective tool for commissioners and those responsible for personalisation to evidence whether services deliver outcomes for individuals with reporting tools that enable outcome monitoring of individual services and comparison with services across a local authority, a region or the country
- outlines a process for costing and pricing services to enable people with personal budgets to purchase
- facilitates an online forum to share ideas, resources, good practice and get support from those who have done it to focus on us working and learning nationally
- AND MORE.....

The Reach Out Community Outcomes:

The Eight Reach Out Community Outcomes

Reach Out supports the process of developing and changing traditional day and community services, so they can engage with the community more dynamically, and support the people who use them to have real and fulfilling lives. (sample text)

1. I take part in community life
2. I can access work opportunities
3. I can access education and learning
4. I have the social life that I choose
5. I can manage my health
6. I feel safe
7. I get good quality support
8. I get support to continue in my caring role (family or unpaid carer)

Find out more at www.thedomainname.com



Please note – more details about the outcomes and how they can be evidenced are on the Reach Out website.



Summary

Reach Out is a subscription based website (£600 to £1950 a year, based on numbers of people supported) and is designed to be used by providers of day and community services, Personalisation teams, Commissioners and Performance management teams.

Eighteen authorities and organisations have already subscribed. The Nth West JiP as part of the 'Good Days' project has made Reach Out available to all the Yorkshire and Humber authorities for one year.

In the past year alone, Paradigm has worked in over twenty authorities supporting their plan to improve and personalise day opportunities. Many are struggling with the enormity of the task. Reach Out will be a valuable resource to establish outcomes for individuals, share practical resources, planning strategies, resources and ideas across the country to ensure some 'joined up' thinking and progress.

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