



With YOU For YOU

Our Shetland - Working Together

The Single Shared Assessment lean project team have redesigned the SSA documentation and accompanying process into **With YOU, For YOU**.

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What is **With YOU, For YOU** ?

With YOU, For YOU will be the way in which adults will access support services.

What are the key changes?

The key changes that will occur through the new process are;

Anyone can contact services directly regarding their support needs. Partner Agencies will work with customers to ensure that all appropriate agencies are involved to meet their support needs. This will be done through their agreed Coordinator For You.

Requests for support will go directly to the most appropriate service. It will no longer be necessary to send everything for Community Care to 92 St Olaf Street. (Contact details of all Community Health and Care Services will be published in the Shetland Directory 2010 and made available to all partner agencies)

We all must take responsibility as the first point of contact. If a customer comes to any of us, we must take ownership of this, take basic information and if we are not the most appropriate person to work with the customer and meet their needs, we must signpost on to the most appropriate person, letting that partner know that we have passed the request on to them.

We are all customers of each other and our aim is to get it right first time every time. Quality is everyone's responsibility so if you are not satisfied with a piece of information or documentation—send it back and explain why.

Independent Customer Service Centre

As part of the new process there will be an independent customer service centre. The customer service centre, 'First Point of Contact' will:

1. Provide customers who do not know which service they need with information and where appropriate will put them in touch with the correct agency.
2. Provide a quality assurance role by collecting feedback on the customer experience.
3. Provide reports for practitioners and management to support the Quality Framework.

Presentations and Signposting Information

Presentations

The **With YOU, For YOU** team are currently going out to all relevant partner agencies to present the new process. Presentations will be ongoing until approximately the 15th of March. If you, or your team have not been contacted about a presentation then please get in touch with one of the project team.

Signposting

One of main functions of the first point of contact, customer service centre will be, as an initial point of contact for customers who don't know where to access support from or who don't know what support they need.

In order for the customer service centre to be able to pass the customer requests on to the right partner agency first time every time, your agency will be receiving a spreadsheet with questions about the function, criteria etc of your service. The answers you give will be the basis on which customers will be passed to you through the **With YOU, For YOU** process.

Website and Publicity on With YOU, For YOU

The **With YOU, For YOU** team have just launched a website. The website contains information relevant on the new process and accompanying documentation. This website will be updated regularly so keep checking!

You can find it at ;

<http://www.shetland.gov.uk/socialwork-health/4u.asp>

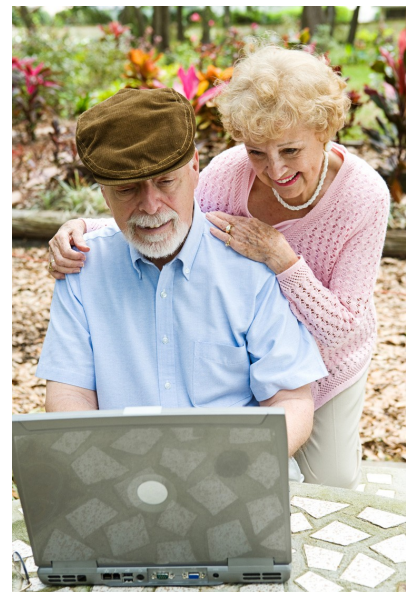
You will begin to see posters, leaflets and other publicity materials regarding **With YOU, For YOU** at various points around Shetland.

Should you have any comments, concerns or queries then please do not hesitate to contact one of the project team.

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5th April Go LIVE!

Training: With Y😊U, For Y😊U

From the 15th of March to 26th of March, the **With Y😊U, For Y😊U** team, with support from the Scottish Government, will be running training sessions throughout Shetland.

It's critical that if you work in an area that provides support to adults, you make sure that you attend one of our training sessions. These are;

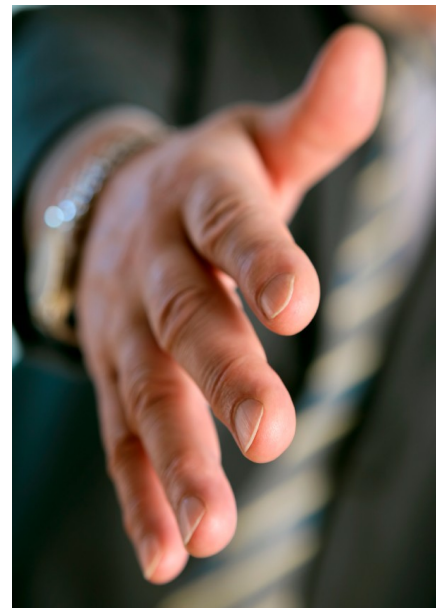
- Monday 15th March – 2 pm Unst
- Tuesday 16th March - 9.30am or 1.30pm (Lerwick)
- Wednesday 17th March - 9.30am or 1:30pm (Lerwick)
- Thursday 18th March - 1pm Yell
- Friday 19th March - 9.30am (Lerwick) or 2pm Wastview
- Monday 22nd March - 9.30am or 1.30pm (Lerwick)
- Tuesday 23rd March - 9.30am or 1.30pm (Lerwick)
- Wednesday 24th March - 9.30am or 2pm (Ovortonlea)
- Thursday 25th March - 11.30am to 2pm Brae
- Friday 26th March - 2pm Whalsay

What will **With Y😊U, For Y😊U** training include?

The training session will include,

1. **With Y😊U, For Y😊U** process,
2. Talking Points (personal outcomes approach to care and support)
3. Eligibility Criteria, and
4. Preventative Care

The training will be supported by the Scottish Governments Joint Improvement Team.



Contact details for training

To confirm a place on any of the training sessions listed above, please contact;

laura.saunders@shetland.gov.uk

Or phone on **01595 74 4355**

