

Putting **People** First
Transforming Adult Social Care



User-Led Organisations Project

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What am I going to talk about?

- Policy available that helps develop User Led Organisations (ULO)
- Define Centre for Independent Living (CIL) and ULO's
- What the Department of Health (DH) is doing to promote ULO's
- ULO design criteria and minimum services
- Why Local Authorities should invest in CIL/ULO's

ULO Project Objectives

Recommendation 4.3

Improving Life Chances of Disabled People

By 2010, each locality
*(defined as that area covered by
a Council with social services
responsibilities)*
should have a User-Led
Organisation modelled on existing
Centres for Independent Living

That these ULOs meet
the agreed “**ULO
design criteria**” in order
to deliver the minimum
services

To enable disabled people, carers and other people who use
support to achieve independent living by exercising
choice and control in their lives

Putting People First Objective

‘Support for at least one local user led organisation and mainstream mechanisms to develop networks which ensure people using services and their families have a collective voice, influencing policy and provision’

Transforming Social Care Framework

‘An enabling framework to ensure people can exercise choice and control with accessible advocacy, peer support and brokerage systems with strong links to user led organisations. Where ULO’s do not exist, a strategy to foster, stimulate and develop user led organisations locally.’

(LAC (DH) (2008) 1

A user-led organisation is one where the people the organisation represents, or provides a service to, have a majority on the management committee or board, and where there is clear accountability to members and/or service users

Morris 2006

Centres for Independent Living are grass roots organisations run and controlled by disabled people. Their aims are for disabled people to have control over their lives and achieve full participation in society. They work towards these aims by representing disabled people's views locally and nationally, and by providing services which promote independent living.

Morris 2006

Department of Health activity

- Support the organisations working on the DH project
- Help more people to know about ULO's
- Support councils to develop ULO plans
- Enable more organisations to become user led
- Support Councils and CIL's/ ULO's to work together

DH ULO Project

Wave 1 April 08 – Mar 09

- £850k
- 12 action and learning sites

Wave 2 April 09 – Mar 2010

- £900k
- 14 action and learning sites to be announced

DH ULO Project

- Increase skills, confidence and partnerships
- Help existing organisations to become user-led
- 21 design criteria were developed following consultation and are recommended to be able to deliver the minimum services

21 Design Criteria

- 1) works from a social model of disability
- 2) promotes independent living
- 3) promotes people's human & other legal rights
- 4) shaped & driven by the initiative & demand of the organisation's constituency
- 5) is peer support based

21 Design Criteria

- 6) covers all local disabled people, carers & other people who use support either directly or via establishing links with other local organisations & networks
- 7) is non-discriminatory & recognises & works with diversity in terms of race, religion & belief, gender, sexual orientation, disability & age
- 8) recognises that carers have their own needs

21 Design Criteria

- 9) engages the organisation's constituents in decision-making processes at every level of their organisation
- 10) provides support to enable people to exercise choice & control
- 11) is a legally constituted organisation
- 12) has a minimum of 75% of the voting members on the management board drawn from the organisation's constituency

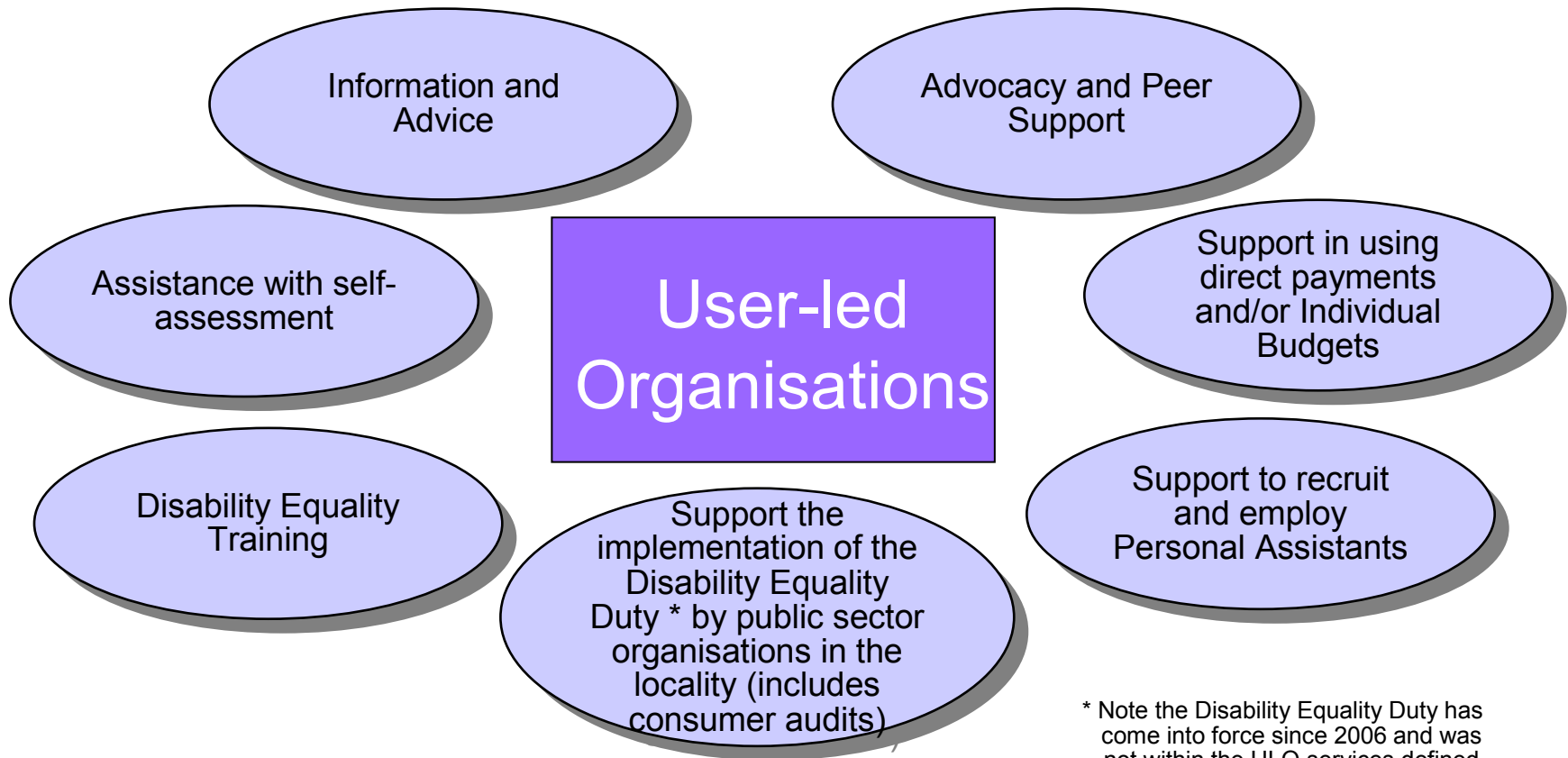
21 Design Criteria

- 13) is able to demonstrate that the organisation's constituents are effectively supported to play a full & active role in key decision-making
- 14) has a clear management structure
- 15) has robust & rigorous systems for running a sustainable organisation
- 16) is financially sustainable
- 17) has paid employees

21 Design Criteria

- 18) identifies the diverse needs of the local population & contributes to meeting them
- 19) is accountable to the organisation's constituents & represents their views locally
- 20) supports the participation of its constituents in designing, delivering & monitoring of the organisation's services
- 21) works with commissioners to improve commissioning & procurement

ULO Minimum Services



* Note the Disability Equality Duty has come into force since 2006 and was not within the ULO services defined in improving Life Chances.

There isn't just one model....to be able to meet the design criteria and provide the minimum services

- A ULO/ CIL can be a single organisation and it can be a group of organisations.
- A ULO model is 'how' – how do we want to manage the organisation or the consortium and make decisions that involve people?
- Models need to be decided locally

Why should Local Authority's invest in Centres for Independent Living / User-Led Organisations?

- Key to delivering choice and control and promoting independent living
- Councils can empower people to shape their own lives and services
- To deliver real user involvement – strategically and individually
- ULO's can support councils to deliver on key priorities and therefore improve their performance e.g. individual budgets, carers strategy, promoting health