

## Bringing People Together on Line in Swansea



**Using Computers and the internet to make the most of information and person centred thinking for people who have learning disabilities in Swansea May 2007 – Updated September 2008.**

### Summary

Within 3 years time want most people who have learning disabilities in Swansea to have the chance to use computers regularly.

We think using computers will help people to have much better information.

They will also help people to record and plan their lives much better using pictures, video's, sounds and symbols.

Using computers will also help people to stay in touch with their families, friends and staff, these people will also be able to work better together to keep the person's needs at the centre of discussions about how services are delivered.

Our websites 'Swansea Lives' and 'Swansea People' will be very important in how we achieve this.



**Swansea Lives**  
bringing people together online

## 1. What are we trying to achieve?

The Swansea Learning Disability Provider forum has been working with the direction of the Social Care and Health Care Planning group for Learning Disability Services to find ways of using the internet and computers to provide accessible information for people, and then to develop more person centred ways for people to communicate and work together with their personal support networks.

Over the last 4 years we have been developing web sites, helping people to have access to computers, and providing support for people to use them.

This plan lays out our intentions for the development of the accessible use of computers and the web for the next 3 years.

By the end of this period we want to have:



- At least 75% people who have a learning disability who live in the City & County to have access to a multimedia computer with access to the internet, they will have access to them either in their own home or available to them at other services that they use.
- We want these people to be regularly using websites that provide them with up to date accessible information about the services that are available as well as information about other people who are successfully getting on with their lives in the community.
- We want professional services, including Care Managers, to use computers and the internet to help these people to record and plan their lives using a range of media including; video, photos, and sounds as well as accessible written information. The combination of media used for an individual will depend on their preferred communication style.
- We want the personal support network of these individuals, including family members, to be supported to use computers and the internet to stay in touch using media that keeps the person at the centre because the majority of it is generated by and with them and is in formats that maximises their understanding of it.

This looks like a communication revolution, however the foundations of this new way of communicating are already in place. What is needed is a cultural change together with the adoption of new skills by the people and their supporters.

## 2. Why do we think that this is so important?

Central to 'being in control of your own life' is the ability to control the information available to you and about you. If decisions are made in mediums that you are excluded from it is almost impossible to feel, or be, in control. We all are subject to a growing process of personal documentation; however central to our personal rights is knowledge of the nature and scope of this recording. Again if this documentation is conducted in mediums that exclude us then the enjoyment of our rights will be almost inevitably frustrated.

Increasingly for many people the opportunity to express themselves in their own terms is increasingly becoming a question of inclusion and citizenship. The growth of blogging and sites like Windows Live, My Space, Flickr, and You Tube all are evidence of the fact that Community Presence is becoming as significant on-line as it is off-line.



Up until now services have spent much time recording the delivery of their services and spent much less time supporting people to document their lives, preferences and experiences. Thus few people have long term personal recorded histories in which services come and go but the person remains at the centre. However services have large amounts of recordings about the individual's response to the services they use. Thus the record of peoples lives is usually fragmented and 'third person'.

Service recording has also typically taken staff away from service users while they record thus reinforcing service users as objects rather than first person subjects.

The use of computers and the internet give us the opportunity to address some of these issues in powerful ways.

- A growing network of broadband supported computers together with peripherals like; camera's, camcorders, webcams, microphones, together with adaptive technologies, like switches, screen readers etc, help us to really engage service users in recording their lives and support needs.
- The right web platforms like Swansea Lives and People help to spring board people into communication and interaction with their personal networks on the web in safe ways that keep them at the centre.

- Multimedia recording must be done with the person in a way that they can use and enjoy the results in the short and long term. It forces services to record in tangible concrete ways thus recording becomes something that brings staff and service users together as an essential activity in itself.

### 3. Where are we currently?

#### Access to computers

- We know that at least 20% of people who have a learning disability have direct access to a broadband enabled computer almost all of these people are living in supported living services, this will rise to just under 25% by the end of 2007. There are also at least 2 day services at which service users have access to a broadband enabled computer.
- A recent survey of service users at one day service found that 54% of service users had access to a computer at home.

#### Accessible on-line information

- Swansea Lives [www.swansea-lives.com](http://www.swansea-lives.com) which is an accessible information site where information about the range of services in a range of media is getting a steady 900 – 1000 page views per month. The majority of these are from Swansea and the local area and the average view are 6 pages per visit. Thus Swansea Lives is being used by 40 to 60 regular users who are looking at multiple pages per visit, approximately half this group are professionals.

#### On-line interaction

- Swansea People [www.swansea-people.co.uk](http://www.swansea-people.co.uk) was delivered in June 2006. Swansea People was designed to be a registration website. Once people have registered they can manage messages, a diary, a calendar, and store documents, video, & sounds. They choose to interact with all, some, or no, other users depending on their choice.
- An on-line picture, symbol and video base can be made available to all users, so that all users are able to use the same objects of reference.



- People can join up for on-line forums where they can interact using words, pictures, video or sounds. This can be used to help people keep in touch and meet new friends or engage with planners of services.
- Swansea People has been designed so that levels of protection can be applied for vulnerable people, including the establishment of a buddy to view all interactions that are made or received by individuals.
- The site has proved very attractive to other local authorities and has been bought by; Neath Port Talbot, Carmarthen, Powys, and Denbighshire. Another 6 Welsh and English authorities are currently expressing serious interest in acquiring the similar sites under the marketing name of People and Places [www.mypeopleandplaces.co.uk](http://www.mypeopleandplaces.co.uk) . For each sale 20% of the value of the sale comes back into the Swansea Lives development fund managed by the Swansea Provider Forum.
- 'Swansea people' currently has about 100 active users of which 75% are service users and 25% are professionals and family members.
- Swansea People is currently being updated to include a new functionality for groups to join as members; we hope that groups like Swansea People First, day centres, or the 'Social Care and Health Care Planning group for Learning Disability Services' will be able to register as users and communicate directly within interested site members.
- At the moment although service users are very enthusiastic about the site and are very actively using it in training, this use is not being sustained significantly on a day to day basis at home or in services.

## Support and Training

- In November 2006 we recruited Andrea Kennedy in the role of Swansea People Support Officer initially for a one year period to promote and develop the use of the Swansea People site and to provide advice, training and support for people and their supporters in the peripheral skills in using the site. These included using cameras, camcorders, sound recorders and other things adaptive technologies like screen readers.
- This post was funded 50% by Service Principles Service Responses money and 50% by Community Lives Consortium.
- Andrea has in the first 6 months provided training sessions for Swansea People members and their supporters, developed training materials to disseminate training and developed new strategies for recording and use of Swansea People.

## 4. What are our development objectives for the next 3 years?

### 4.1 Availability of Computers, peripherals and other supporting equipment.

- These actions are intended to enable 75% of services users to have access to a multi-media computer with broadband connection.

We are intending to extend availability to computers to people where they use services. We will develop resources that help to provide access to equipment and advice that help people to get the most of the ICT available to them. We will provide guidance and information to help people and their supporters to own their own equipment that will help them to communicate more effectively. Finally we will take steps to gather information for us to be able to monitor the level, the availability and access people and their networks have to ICT equipment.

Element	Time-scale	Progress	Lead Officer	Comments
To agree guidance to Supported Living providers about the equipment they can fund and provide to support tenants to have access to a multimedia computer and supporting equipment.	31/09/2007	Achieved	Rick Wilson	
To establish a resource centre and guide for camera's, sound recorders, and other assistive technologies such as screen readers. The funding for the equipment will be funded from income from People and Places sales.	31/03/2008	Achieved	Andrea Kennedy	This has been funded from sales of People and Places.
To build into the unified assessment framework an assessment availability of ICT equipment to the individual and their support network and their skills in using it.	31/03/2008		Carol Rea	Swansea has agreed for a paper assessment tool to be included alongside the UA process, this is under design.
To agree and publish guidance about purchasing, owning and maintaining multimedia computers and supporting equipment. This will be aimed at tenants/service users and their non-professional supporters.	31/07/2008		Andrea Kennedy	We are producing a 1 page spec for reasonable cost machines that run P & P.
To ensure that 100% of tenants in Supported Living projects have access to a multi media computer with broadband if they want one.	31/09/2008		Rick Wilson	Computers are being purchased by other providers.
To ensure that day services and other projects have access at least twice a week to a multi media computer with broadband.	31/03/2009		Cathy Murray	Ongoing
To ensure that service users of day services and other projects have access at least twice a week to a multi media computer with broadband.	31/03/2009		Cathy Murray	Ongoing

## 4.2 Providing up to date useful information

- We want these people to be regularly using websites that provide them with up to date accessible information about the services that are available as well as information about other people who are successfully getting on with their lives in the community.

Monitoring the use of Swansea Lives and People is essential in evaluating the success of this strategy we have detailed use statistics in place, these will continue to be used to look at how and by whom these sites are being used.

Leaflets are already available about the Swansea websites as are promotional material such as mugs pens and key rings. We will ensure that this material gets to service users and families through care management and support agencies. It is clear that although agencies, including care management, are aware of both Swansea Lives and People they are not building them into their methods of working. This is understandable given that the training resources to support them are still under development. However if these tools are to be central to the way we work, then agencies should be expected to use them as part of their service delivery process this expectation will be built into contract specifications and business planning guidance.

We still need to consider whether it is possible for agencies to self publish content to Swansea Lives or whether there needs to be a central administrator for the site, some of the smaller agencies have felt that they do not have the administrative capacity to perform this function. We will conduct a review and if necessary look to see if the Website reserve can fund an administrator on a temporary basis.

Swansea Lives needs to be reviewed and improved; we will finish the service database and look at potential new ways of making it more effective. It has inspired a number of similar sites, some have taken ideas developed by Swansea Lives and developed them in interesting ways we will look at whether these should be incorporated into the website.

We will also use Swansea Lives and People to provide information about the stories of people who are living particularly successfully in the community or are using novel services and who wish to tell other people about it. These can be presented as 'Talking Pages' or Video presentations.

Element	Time-scale	Progress	Lead Officer	Comments
We will provide bi-annual update information about the use of 'Swansea Lives' for the Provider Forum and the planning group.	30/06/2007	Achieved	Rick Wilson	We will include usage information in provider forum reports from July 08 onwards.
We will seek a requirement for agencies to provide accessible up to date information using Swansea Lives and to support use of Swansea People, this requirement to be built into commissioning and business planning arrangements.	31/10/2007		Carol Rea	This is agreed and wording needs to be agreed for incorporation in the specification.
We will review the ability of provider organisations to self publish content to Swansea Lives. On the basis of the review make proposals about the funding of an administrators post within one agency from Website development monies.	31/12/2007		Rick Wilson	Rick has agreed with Alison Contracts Manager for this to be included in Service Specs.
We will complete the service database component of Swansea Lives to ensure that it remains up to date.	31/12/2007		Rick Wilson	Provider forum still needs to furnish this information, question whether replaced by Group section.
We will ensure that leaflets promoting Swansea Lives and people are circulated by care managers and agencies to service users and their supporters. This will be done at ICP & Service User Planning meetings with a special focus when service users join the service.	31/03/2008		Cathy Murray	Leaflets have been supplied to the CST.
We will review the development of other accessible information sites which are in development to ensure that Swansea Lives remains the most effective tool for disseminating accessible information.	31/03/2008		Cathy Murray	We need to hold until we have evaluated the use of the groups functionality in Lives.
We will work closely with Swansea Participation Service, Swansea People First, Tenant Participation groups and Care Managers to identify stories of people living successfully in the community that can be posted on Swansea Lives and People. These stories will be collated by the Provider Forum website group.	Ongoing		Provider Forum Website Group	There is content on the CLC Swansea Lives Web area. We will develop a 'find out what people are doing on Swansea People' on the home page of Swansea People.

#### 4.3 Person Centred Planning and Communication

- We want professional services, including Care Managers, to use computers and the internet to help these people to record and plan their lives using a range of media including; video, photos, and sounds as well as accessible written

information. The combination of media used for an individual will depend on their preferred communication style.

- We want the personal support network of these individuals, including family members, to be supported to use computers and the internet to stay in touch using media that keeps the person at the centre because the majority of it is generated by and with them and is in formats that maximises their understanding of it.

Swansea People represents a major opportunity to significantly change the nature of communication people enjoy with their friends, family and supporters.

Over the next 3 years we want Swansea People to become a very useful and enjoyable resource for over half of the service users in Swansea, and the back bone of recorded communication for over 100 service users and their supporters. Over the next year we want to treble the number of registered users, and have 800 registered users by 2010 of which 400 are service users. Many of these people may use the site periodically to save pictures, communicate with particular people or groups, and use the message boards.

However, within this number there will be a smaller number of people, who will actively commit to use the site to manage the communication between their personal networks and support providers. These people will agree this through their ICP and this will access particular training and support resources for them, their keyworker, and possibly others in their personal network. This training will not only include using the site, but also creating multi-media life stories, using camera's, editing video, and using other adaptive technologies. The effectiveness will be reviewed through the care management process like any other service. The numbers of people using the site in this intensive manner is likely to grow at about 50 people per year from 2008 onwards. The support structures described below would grow with these numbers.

As the numbers of people using the site grow so would the need for moderation of the content. This will be a need common across the growing numbers of local authorities using People and Places. It may be possible to develop a common cost effective solution by all sharing a managed moderation service hosted by the software developer.

The range of things that people can do using Swansea People can also grow, with the limited use that it is getting at the moment it is clear that it can be very useful for helping people to manage; work more effectively as groups, store information and recording about their health, work more effectively with their supporters and appointees regarding their money, and know when particular events are going to happen in their lives by getting accessible prompts from their computer (and possibly mobile devices) prior to events occurring. This new functionality will be funded through partnership work with the growing number of authorities and agencies participating in the people and places project.

It is also likely that this tool will be very useful for agencies wanting to improve communication with it's workforce, the tool is useful in helping people have access to employment and staff development information and recording remotely as it is for supporting service users. We want to encourage this so that agencies routinely get staff to store video introductions on their

public pages so that service users and supporters can virtually meet them prior to working with them. We should explore whether agencies in the future make some small payment for the use of Swansea People in this way. This would help us to maintain revenue investment in the service in the long-term.

Element	Time-scale	Progress	Lead Officer	Comments
We will establish the 'Groups' functionality into Swansea People by July 2007, so that groups of service users, and agencies can use the site collectively.	01/10/2007	Achieved	Rick Wilson	A number of group sites are currently in development including one for the Swansea Planning group.
We will promote Swansea People so that it has at least 300 registered members of which 100 are service users by March 2008	31/03/2008		Andrea Kennedy	This will be 100 registered members of which 75 are service users.
We will development a proposal for providing a managed moderation service for all the People and Places sites, this will enable content moderation to be managed effectively as site traffic increases.	31/03/2008		Rick Wilson	We will seek clarification regarding progress for this from CDSM.
We will develop a training package for keyworkers and key individuals that is tied into the ICP process, so that as people actively commit to using Swansea People they will have a professional supporter is trained with the skills necessary to use the site and develop multimedia content.	31/03/2008	Achieved	Andrea Kennedy	This training course called SPICT has been provided to about 20 staff it will be roled out to others in the CLC / CCS community.
We will develop a potential charging structure for provider agencies if the site becomes an effective portfolio for managing recording and developing on-line portfolios for staff.	31/09/2008		Cathy Murray	This is under discussion.
We will promote Swansea People so that it has at least 600 registered members of which 200 are service users by March 2009	31/03/2009		Andrea Kennedy	We will still work towards this.
We will promote Swansea People so that it has at least 800 registered members of which 400 are service users by March 2010	31/03/2010		Andrea Kennedy	We will still work towards this.
Through the commercialisation of People and Places we will fund the development of the Swansea People site to include; support for Direct Payments and ILF funded services; My Health, My Money, and a system for offering activity reminders linked to the Swansea People calender.	Ongoing		Rick Wilson	My Money, My Health, My Community are under design for introduction in 2009.

#### 4.4 Support and Development

For this change in communication to occur we need to develop a support structure that is built into the service delivery network, the kind of structure that is needed is similar to that developed for inclusive communication or many other service delivery initiatives. This support structure will include:

- Central Support – The overall support for this project will come from our Swansea People Support Officer (Andrea Kennedy). She will:
  - \* Develop the training and support materials.
  - \* Recruit, train and support a network of Swansea People Hosts.
  - \* Support agencies in establishing the ICT infra-structure and training necessary to support Swansea People use.
  - \* Support the delivery of training to Keyworkers who are supporting people to use Swansea People to plan and record their lives.
  - \* Project Manage the developing use of Swansea People and the tools associated with it.
  - \* Provide advice and trouble-shoot as necessary.

\* Manage the resource centre that we intend to support this work.

Andrea will report to the Website Editorial group that is part of the Swansea Provider Forum.

- Network based support – Working with the Swansea People Support Officer will be a growing number of Supporting People Hosts, these people will be mostly professionals who agree to take on additional responsibility (much like Inclusive Communication Coordinators); they will:
  - \* Provide ‘Welcome to Swansea People’ sessions for people in their area, these may be provided on-line so that people can do this from the usual places people use their computer with supporters. These sessions will introduce Swansea People and will give people the chance to use the site and interact with people with support and coaching.
  - \* Provide coaching and advice to keyworkers who have received training to use Swansea People to support someone to record and plan their life (see 4.3) and help to resolve problems with issues related to Swansea People for their service or area.

It is very likely that other Local Authorities and agencies purchasing People and Places will need to establish a very similar support structure and implementation resources. We will actively seek to promote the Swansea People structures and tools to these agencies and seek to fund the continued development and growth of Swansea People by marketing these support structures. This will be very important for securing income to establish the resource centre for Swansea People.

Element	Time-scale	Progress	Lead Officer	Comments
We will develop an induction process for giving Swansea People users experience of using the functionality in a supported environment.	31/09/2007	Achieved	Andrea Kennedy	This is happening in Glandwyr, Swansea Vale, and West X day centres on a weekly basis from Jan 08.
We will look to establish a network of People and Places supporters across Local Authorities and agencies using People and Places.	31/09/2007	Achieved	CDSM / Andrea Kennedy	This is being taken forward through CDSM steering group.
We will explore the potential of establishing a Swansea People Resource Centre using the CLC Activity Centre, this would have space to provide training and produce multi-media content with Service Users, and host the equipment and resource library described in 4.1.	31/12/2007	Achieved	Peter Russell	The multi-purpose redevelopment of the CLC Activity Centre is undertaken this will be subject to final approval by Jan 09 .
We will develop an induction training programme for all staff in the use of Computers, this will be initially developed in CLC but the resource will be disseminated across other interested agencies.	31/12/2007		Helen Waters	ICT awareness training is taking place across the CLC.
We will start to develop a network of Swansea People Hosts, we attempt to recruit 5 by the end of 0708, their numbers will further develop with the use of Swansea People.	31/03/2008		Andrea Kennedy	This task has been replaced by the rolling out of SPICT trained staff, the first training will take place outside CLC in Autumn 2008.
We will start a regular programme of Swansea People tasters for service users, supporters and professionals, this will be delivered by the Swansea People hosts on an ongoing basis.	31/08/2008		Provider Orgs	This is happening in Glandwyr, Swansea Vale, and West X day centres on a weekly basis from Jan 08.

#### 4.5 Raising Awareness and Marketing

This is a fairly unique development; a number of agencies are actively exploring and providing accessible websites to inform people about the services available to them. However the combination of this with a web based framework for person

centred communication is to our knowledge unique in the UK. There are agencies such as the 'The Rix Centre' developing demonstration websites like 'Our Space', and HFT with their Life Storey work who pointing the way towards the use of ICT to help people to express themselves in their own terms, however People and Places is the first web application that is in place for people to use in the ways described above.

We must find ways to promote a national awareness of this work and the impact that it has on people's lives, this is important because;

- The growing number of people using Swansea People and Lives want to be able to show what they are achieving.
- Promoting the site will help use to secure resources and partners to continue to develop it.
- Promoting this work will help this to help other areas to develop similar resources and ways of working.

Element	Time-scale	Progress	Lead Officer	Comments
We will publish an Article based on the views and experiences of people using Swansea People in Llais in Autumn 2007.	30/11/2007	Achieved	Andrea Kennedy	This article has also been used within CCS newsletters and journals.
We will seek to publish an Article based on the views and experiences of people using Community Care by Spring 2008.	30/03/2008		Andrea Kennedy	Andrea to check out publishing process.
We will seek to increase the awareness of the LDIAG and the Valuing People Team in recognising the value of ICT in promoting person centred / self directed services in partnership with other application developers.	31/03/2008	Achieved	Rick Wilson / Cathy Murray	P & P will be presented in a UK wide Paradiagm event in March 2008. It will also be focussed on in a Rix Centre event in June 08.
We will continue to support CDSM in following up interest in People and Places	Ongoing		Andrea Kennedy / Rick Wilson	This is on-going.
We will continue to promote the use of the websites via Service user and Tenant groups, Service User Plan/ICP meetings etc.	Ongoing		Provider Organisations	