

Experts Together Pledge 2022





Support to plan for life events

This pledge has been produced by people with lived experience to enable organisations to understand what is important to vulnerable people to be safe, well prosperous and connected.

North Lincolnshire partners have come together to support this pledge and share it with colleagues to enable them to understand what is important to the people of North Lincolnshire, confirm their commitment to Ask, Listen and Act and work together with people with lived experiences to shape services.



Independent

- Information and advice to enable me to be independent
- Enabled to make best use of technology to keep me independent
- Enabled to live independently in my own home
- Enabled to be as independent as possible in a care home
- Be in control of the care I receive
- Enabled to be in control of my finances
- The right equipment in community buildings to enable me to access services and activities

Health

- Enabled to maintain or regain my health
- Information and advice to enable me to be healthy
- Enabled to make the best use of technology to keep me healthy
- Activities to support my wellbeing and help me stay healthy in my community.
- Access to healthcare in my community
- Access to support groups
- Supported to maintain good mental health
- The right equipment in community healthcare to enable me to access services

Safe

- Information and advice to enable me to be safe. This could include information about:
 - Finances
 - Relationships
 - Technology / internet
 - House security
 - Safe neighbourhood
 - Safe services / support
- Enabled to make the best use of technology to keep me safe
- Supported to understand and manage any risks
- Partners work together to maintain safe systems, pathways and transitions to protect me
- Support me to identify my outcomes as part of 'making safeguarding personal (MSP)'

Connected

- Information and advice, in different formats, to enable me stay connected within my community and with friends and family.
- Access to accessible transport (buses, taxis, etc)
- Enabled to take part in groups and activities
- Supported to be digitally enabled
- Changing places facilities
- Good disabled access
- Accessible and inclusive activities in my community
- Access to support groups



Plan for life events

- I Have the information and advice I need to enable me to plan ahead
- Enabled to make the best use of technology
- Enabled to live in a home of my own
- Enabled to share and achieve my aspirations and goals
- Enabled to plan for possible future care needs, maintaining independence
- Supported to develop and maintain relationships that are important to me.
- Enabled to plan for family changes

Learn, volunteer or work

- Have the information and advice I need to enable me to learn, volunteer or work
- Enabled to make the best use of technology to support me to learn, volunteer or work
- Have accessible transport to enable me to access opportunities
- Support to access and maintain learning, volunteering or work
- Learning, volunteering or work environments and people that understand how to support me

Finance

- Have the information and advice I need to enable me to make financial decisions and understand the financial contributions / subsidy for the costs of care
- Support with budgeting to enable me to manage my own finances (including bills, tenancies)
- Information regarding my personal budget / direct payments
- Information and advice to enable me to self finance my care needs
- Support to enable me to apply for appropriate benefits



Together we will know when we are getting things right when

■ People say

■ Organisations say

Wellbeing and independence

"I can live the life I want and do the things that are important to me as independently as possible."

We have conversations with people to discover what they want from life and the care, support and housing that will enable this, without restricting solutions to formal services and conventional treatments.

Information and advice

"I can get information and advice that helps me think about and plan my life."
"I can get information and advice that is accurate, up to date and provided in a way that I can understand."

We have conversations with people to discover what they want from life and the care, support and housing that will enable this, without restricting solutions to formal services and conventional treatments.

"I know about the activities, social groups, leisure and learning opportunities in my community, as well as health and care services."

Active and supportive communities

"I feel welcome and safe in my local community and can join in community life and activities that are important to me."

"I have opportunities to learn, volunteer and work and can do things that match my interests, skills and abilities."

We work in partnership with others to make our local area welcoming, supportive and inclusive for everyone.

We work in partnership with others to create opportunities for people to work, both paid and voluntary, and to learn.

Flexible and integrated care and support

"I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and personal goals."

"I am in control of planning my care and support. If I need help with this, people who know and care about me are involved."

We work with people as equal partners and combine our respective knowledge and experience to support joint decision-making.

We talk with people to find out what matters most to them, their strengths and what they want to achieve and build these into their personalised care and support plans.

When things need to change

"I am supported to plan ahead for important changes in life that I can anticipate."

"I can plan ahead and stay in control in emergencies. I know who to contact and how to contact them and people follow my advance wishes and decisions as much as possible."

We support people to plan for important life changes, so they can have enough time to make informed decisions about their future.

We work with people to write a plan for emergencies and make sure that everyone involved in supporting the person knows what to do and who to contact in a health or social care emergency. We make sure that any people or animals that depend on the person are looked after and supported properly.

Workforce

"I am supported by people who see me as a unique person with strengths, abilities and aspirations."

"I am supported by people who listen carefully so they know what matters to me and how to support me to live the life I want."

"I am supported to make decisions by people who see things from my point of view, with concern for what matters to me, my wellbeing and health."

We don't make assumptions about what people can or cannot do and don't limit or restrict people's options.

We see people as individuals with unique strengths, abilities, aspirations and requirements and value people's unique backgrounds and cultures.

We keep up to date with local activities, events, groups and learning opportunities and share this knowledge so that people have the chance to be part of the local community.

Pledge partners

**North
Lincolnshire
Council**



**citizens
advice**

NHS

**Northern Lincolnshire
and Goole**
NHS Foundation Trust

NHS

North Lincolnshire
Clinical Commissioning Group



healthwatch

NHS

**East Midlands
Ambulance Service**
NHS Trust



NHS

**Rotherham Doncaster
and South Humber**
NHS Foundation Trust



NHS

**Humber and
North Yorkshire**
Integrated Care Board (ICB)



HUMBERSIDE
Fire & Rescue Service





Ask, Listen, Act

If you would like to get involved by joining a Partnership Group, provide your experience and insight on project to help shape and design services, or just share your views on a particular issue, we would like to hear from you.

To find out more contact us on **01724 296394** or via email on **expert.experience@northlincs.gov.uk**.

