

Know Your Options Webinar

Lexden Springs & Shorefields

Housekeeping

- We can't see or hear you!
- We are recording the webinar
- To ask a question:
 - type in Q&A box
 - or put hand up (we will invite you to unmute yourself)
 - can send questions in anonymously.
 - Try to avoid using chat box.

The screenshot displays a Zoom webinar interface. On the left, a grid of three video thumbnails shows participants: Amanda Bradfield, Jean Jay, and Sue Wray ECL. The Zoom control bar at the bottom includes options for Mute, Stop Video, Participants, Q&A, Chat, Share Screen, Record, and Leave. In the center, a 'Participants (3)' panel lists: Jean Jay (Me), Amanda Bradfield (Host), and Sue Wray ECL. On the right, a red slide titled 'Know Your Options Webinar' is displayed, with the subtitle 'Lexden Springs & Shorefields' and a large white heart outline. The slide footer contains 'Author Name' and 'Date' fields, and the ECL logo is in the bottom right corner. The system tray at the bottom shows the time as 10:26 on 14/04/2021.

Typing a question

The screenshot shows a web browser window displaying the Zoom Help Center article titled "Joining and participating in a webinar attendee". The page features a navigation bar with "zoom Help Center", "SALES", "PLANS", "JOIN A MEETING", and "CONTACT SUPPORT", along with a "Sign in" button. The main content area is a Q&A window with the following text:

You asked: 18:03
What happens when I raise my hand?

Molly Parker answered: 18:04
I can take you off of mute.

Please input your question

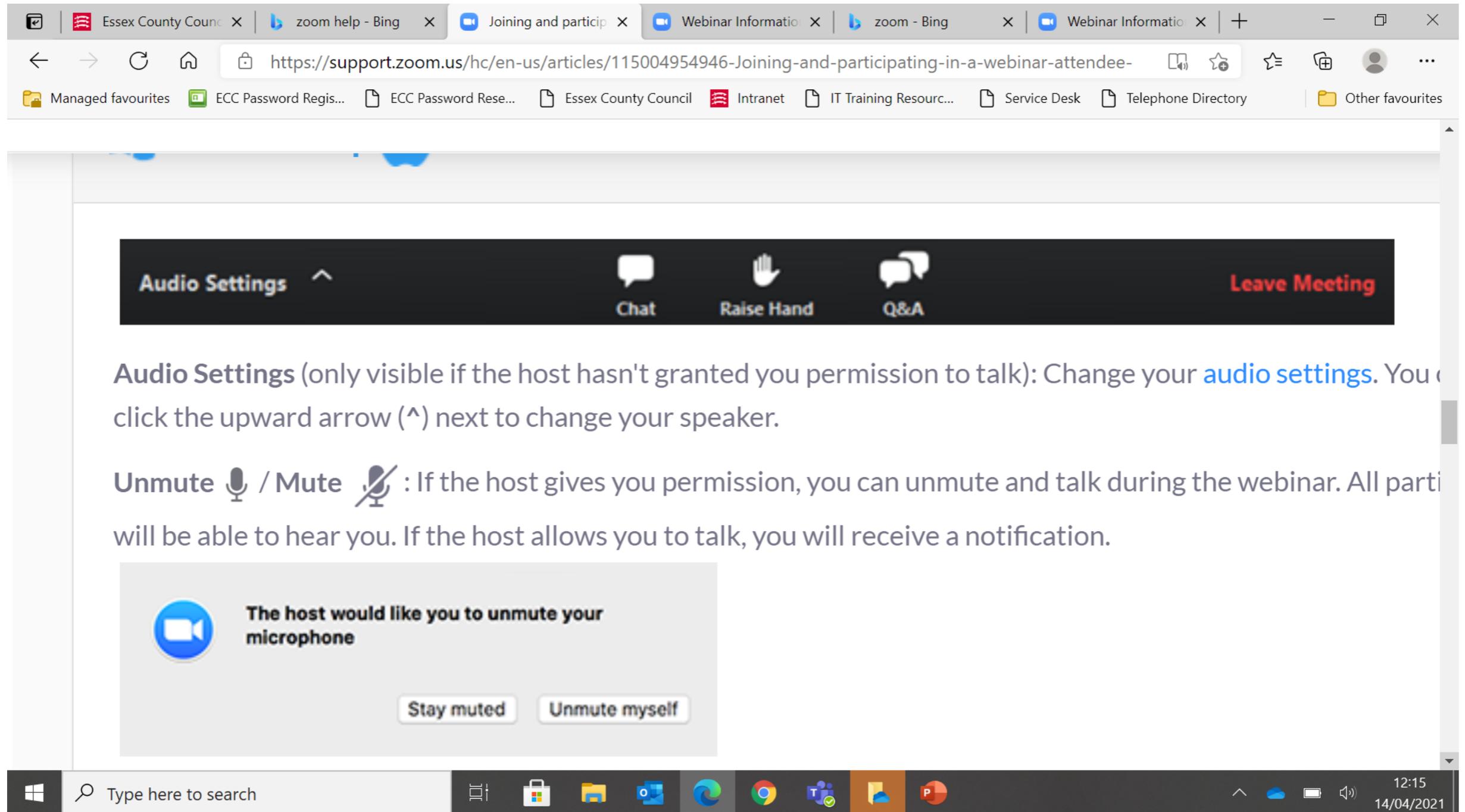
Send Anonymously Send

The host can also answer your question live (out loud). You will see a notification in the Q&A window if the

Liking or commenting on a question

The screenshot shows a web browser window displaying the Zoom Help Center. The address bar shows the URL: <https://support.zoom.us/hc/en-us/articles/115004954946-Joining-and-participating-in-a-webinar-attendee->. The page header includes the Zoom logo, 'Help Center', 'SALES', 'PLANS', 'JOIN A MEETING', 'CONTACT SUPPORT', and a 'Sign in' button. The main content area is titled 'Q&A' and features two tabs: 'All questions (1)' and 'My questions'. A question from 'Lee' at 01:54 PM asks, 'Will there be a follow-up session?'. Below the question is a thumbs-up icon and a 'Comment' button. At the bottom of the Q&A section is a text input field with the placeholder 'Type your question here...'. The browser's taskbar at the bottom shows the Windows logo, a search bar with 'Type here to search', and several application icons including File Explorer, Microsoft Office, Edge, Chrome, Teams, and PowerPoint. The system tray on the right shows the time as 12:27 and the date as 14/04/2021.

Raising a hand



The image shows a browser window with several tabs open, including 'Essex County Council', 'zoom help - Bing', 'Joining and particip...', 'Webinar Informatio...', and 'zoom - Bing'. The address bar shows the URL: <https://support.zoom.us/hc/en-us/articles/115004954946-Joining-and-participating-in-a-webinar-attendee->. The browser's managed favourites include 'ECC Password Regis...', 'ECC Password Rese...', 'Essex County Council', 'Intranet', 'IT Training Resourc...', 'Service Desk', 'Telephone Directory', and 'Other favourites'.

Below the browser window, a Zoom meeting control bar is visible. It features a dark background with several icons and text: 'Audio Settings' with an upward arrow (^), 'Chat', 'Raise Hand' (hand icon), 'Q&A' (speech bubbles icon), and 'Leave Meeting' in red text.

Below the control bar, there is a text block explaining the 'Audio Settings' option: **Audio Settings** (only visible if the host hasn't granted you permission to talk): Change your [audio settings](#). You can click the upward arrow (^) next to change your speaker.

Below that, there is another text block: **Unmute**  / **Mute**  : If the host gives you permission, you can unmute and talk during the webinar. All participants will be able to hear you. If the host allows you to talk, you will receive a notification.

Below the text, there is a screenshot of a Zoom notification box. It has a blue microphone icon on the left and the text: **The host would like you to unmute your microphone**. At the bottom of the box are two buttons: 'Stay muted' and 'Unmute myself'.

The bottom of the image shows the Windows taskbar with the search bar, taskbar icons for various applications, and the system tray showing the time as 12:15 and the date as 14/04/2021.

Agenda

- **Introduction - Emily Cornell/Pete Norfolk**
- **Know Your Options overview and helping you to plan for adulthood** – Jean Jay, Head of Inclusive Employment and Day Opportunities (10 mins)
- **Day Services** – Karen Hales, Learning Disabilities Business Manager (15 mins)
- **Inclusive Employment** - Sue Wray, Inclusive Employment Business Manager (15 mins)
- **Q&As** (15 mins)
- **Wrap-up** (5 mins) – how to access more information and support

The ECL offer for school leavers with learning disabilities and/or autism



Jean Jay, Head of Day Opportunities and Inclusive Employment

Who are we?

ECL was established in 2009 as the UK's first Local Authority Trading Company. Our company status means that we are a private limited company, wholly owned by Essex County Council.

- We are one of the largest care providers in South East England
- We support over 40,000 customers to live independent and fulfilling lives in Essex, West Sussex and The London Borough of Havering
- We employ 1,300 staff
- 98% of customers would refer us to friends or family



40,000
customers



1,300
staff members



98%
would recommend us



What do we offer?

- **Day Services**
tailored community and centre based support for:
 - ✓ Older people
 - ✓ Adults with Complex or Profound and Multiple Learning Disabilities (PMLD)
- **Inclusive Employment**
supporting adults with learning disabilities and/or autism to achieve voluntary or paid employment
- **Reablement Service**
short-term, intensive support at home in Essex, West Sussex and Havering
- **Community Equipment Service**
specialist assessments and equipment for the local community
- **Sensory Service**
supporting people with sight loss, hearing loss or dual sensory loss
- **Supported Living**
intensive support towards independent living with a target length of stay of six months



Opportunities for adults with a Learning Disability and/or Autism

ECL's new delivery model offers exciting opportunities

- A new **Day Services** design that challenges the traditional 'day centre' model and focusses on Community Inclusion.
- A highly specialised service remains dedicated to those with **Complex Needs**,
- After a successful pilot, ECL are offering an **Inclusive Employment** programme to offer employment opportunities to adults with Learning Disabilities and Autism



Customer Journey

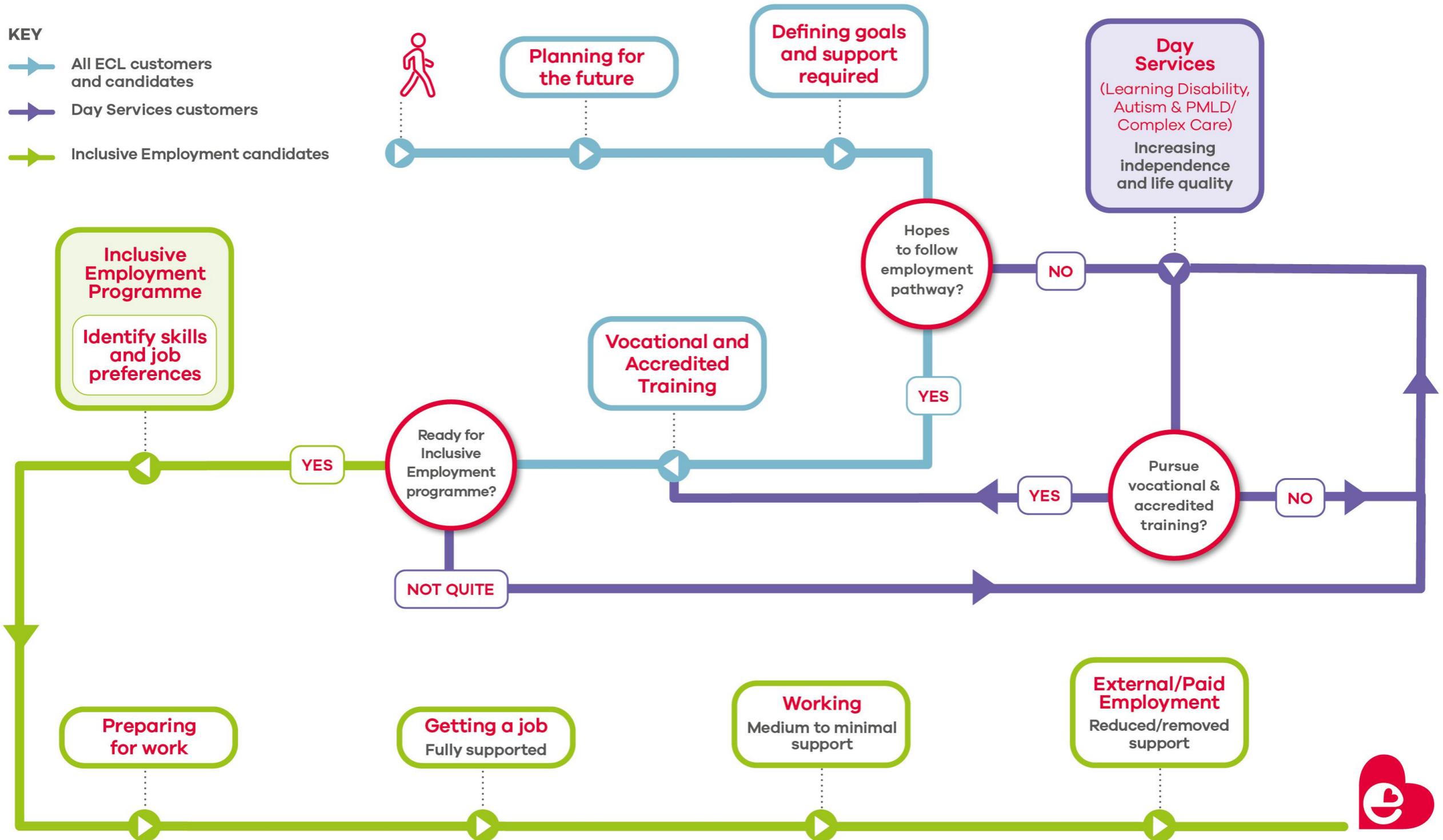
Opportunities for adults with learning disabilities and/or autism

Once the 'planning for the future' stage is completed, the journey can be continued from any step within the process.

Following review, steps can be skipped or repeated as many times as required.

KEY

- All ECL customers and candidates
- Day Services customers
- Inclusive Employment candidates



Planning for adulthood

ECL will plan early with school leavers, their family, school and clinical team to devise a personalised development pathway

- Early identification of specialist equipment, digital technology or support required
- Connection of school and ECL clinicians to ensure continuity of therapy plans:
 - ✓ Speech and Language
 - ✓ Occupational Therapy and Sensory Integration
 - ✓ Physiotherapy
 - ✓ Positive Behavioural Support
- Identifying training and qualification opportunities e.g. ASDAN
- Inviting students to ECL taster sessions.



Day Services for school leavers with learning disabilities and/or autism



Karen Hales, Learning Disabilities Business Manager

Day Services – Learning Disabilities

Focussing on greater independence and life skills

- Person-centred life planning
- Community Integration
- Training – from independent living skills to vocational training
- Therapy-led service for individuals with complex needs
- Digital Technology to enhance communication and interaction
- Continuous upskilling of Day Services staff
- A springboard to Inclusive Employment where appropriate

“By connecting Jamel with community activities, it has made Jamel’s world bigger, opening it up beyond one setting. Thank goodness for digital technology and the fantastic staff at ECL who in such a short time, have come to know Jamel so well!”

Yvonne – Mum to Jamel, an ECL Chelmsford customer



A therapy led service for complex needs



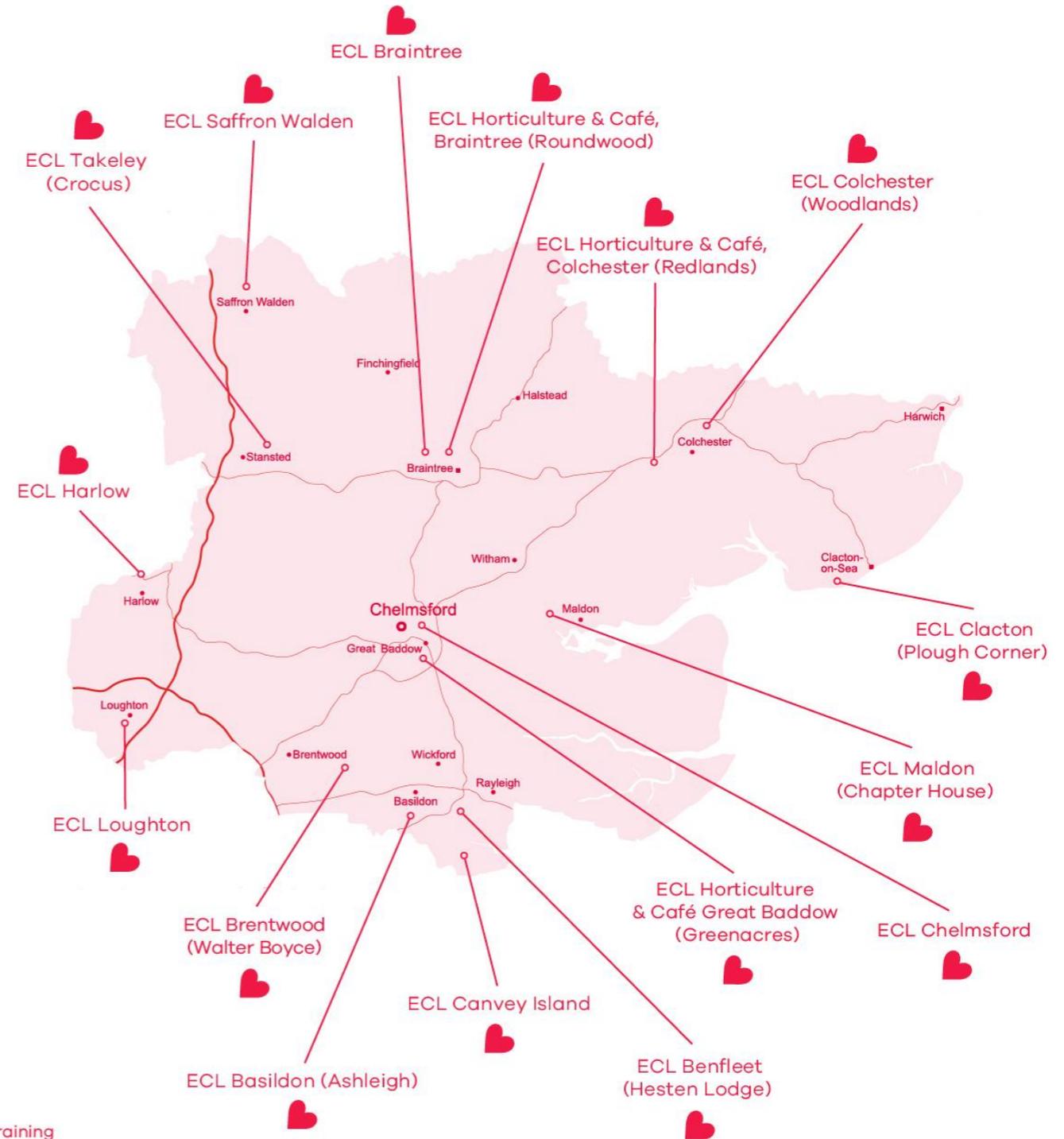
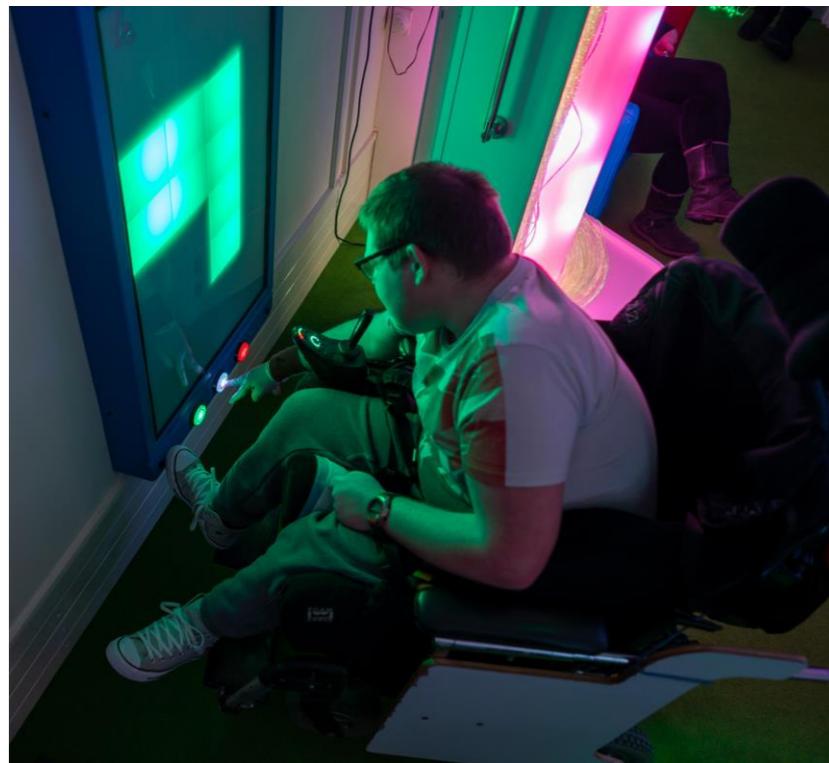
- Specialist equipment and sensory rooms
- Sensory strategies
- Individual communication plans
- Personal mobility plans
- Supported by a clinical team
- Community inclusion
- Use of digital technology to support choice and control

Noah



▶ Play Noah's Video

ECL Day Services (Learning Disability and Autism) across Essex



 Learning Disability & Accredited Vocational Training

Case Study

Day Opportunities PMLD – Noah

21-year-old Noah has Down's Syndrome and a profound learning disability, he also has a cheeky sense of humour and a GCSE in art!

- Sensory equipment such as an interactive floor projector and TACPAC (a communication through touch and music program) are used to stimulate Noah and develop his interaction, communication, and co-ordination.
- Noah loves to be out in the community and has always enjoyed trips into town, to the local common and lunch club with the other customers.
- Noah's keyworker was added to his Motability car insurance, so they can go further afield. They've been to Boydells Farm, Wandlebury Country Park and Great Easton Lakes.



“

The activities are varied and challenging for Noah, he is often taken out into the community which is important for him. Noah has developed lots of new skills and we are particularly pleased with the improvement in his social interaction.

”

Bonny, Noah's mum

Case Study

Day Services Autism – Max

Max needs routine to manage his anxiety, the COVID-19 lockdown caused Max's anxiety levels to rise and led to an emotional meltdown, his parents were extremely concerned for his wellbeing.

- Max was referred to day services at ECL Loughton, the team there linked up with health professionals working with Max to ensure a smooth transition.
- Keyworker, Joy devised a routine, based around his interests that would reduce his anxiety, whilst still giving him choices.
- Joy commented “we have seen a significant improvement in Max's concentration, his attention span has increased from 20 minutes to an hour when engaging in tasks such as painting and restoring.”



“

I was really bored at home and needed to come out and do something that would stimulate me and keep me calm. I look so forward to coming to the centre each week. I have built up an excellent relationship with my one to one and all the other staff. My days at the centre are structured as I like to know in advance what I am doing.

”

Max, ECL Customer

Inclusive Employment opportunities for school leavers with learning disabilities and/or autism (post 18 years old)



Inclusive Employment

ECL and Essex County Council are collaborating on a new ground-breaking project helping adults with learning disabilities and autism to achieve aspirations of paid employment

- People with work aspirations in Essex have told us that they want to be employed
- We are now able to take new external recruits
- Builds on vocational training and work experience already offered by ECL
- Available to referred and private paying customers

“Our lives are very isolated, and I know that I, and others like me would feel more included if we were doing a normal job. It’s rewarding to know that you can succeed – no matter how long it takes.”

Lori Wilkinson, ECL Brentwood customer.



Support for Inclusive Employment Candidates

A team of Inclusive Employment Consultants, Job Coaches and Sustainment Officers support people with learning disabilities and/or autism into employment:

- Building relationships with potential employers



- Establishing candidate skills, experience and job preferences
- Accurate job matching
- Accredited vocational training and travel training
- Work experience and volunteering opportunities
- CV development and interview support
- Induction support and longer term job coaching
- Liaising with employers – to sustain and improve employment outcomes

Benefits of Inclusive Employment to School Leavers

- More ambitious options for school leavers
- Increased independence
- Earning own money
- Improved self confidence and self-esteem
- Opportunities for continuous skill development
- Meaningful routine, sense of purpose and achievement
- Social inclusion
- Improved emotional wellbeing



Case Study

Inclusive Employment – Ellen

Ellen is 29 years old, she has Down's Syndrome, loves dancing, and all things geeky; including Star Wars and Dr. Who!

- Ellen followed an accredited vocational training scheme at ECL Greenacres, gaining an ASDAN qualification in catering.
- Ellen also gained valuable work experience by taking part in the Mitie Ready2Work Programme, as well as volunteering at a pop-up café.
- Ellen secured her dream job at Geek Retreat – working 4 hours a week at the retail and café venue.
- IE Consultant, Caroline supported Ellen throughout the process; from completing a vocational profile and creating a CV at the start, to coaching her through her induction training and initial shifts.
- After practicing the route several times with Caroline, Ellen travels independently to work, by bus.



I'm very happy and I'm looking forward to earning some money to buy a Star Wars bobblehead.

Ellen, Inclusive Employee

Case Study

Day Services to Inclusive Employment – Amanda

Amanda previously attended ECL Braintree 5 days a week, now requires no day services support after securing paid and voluntary work

Amanda's journey:

- Amanda gained cooking and budgeting skills and built her confidence in Day Services .
- Amanda successfully moved into supported accommodation.
- IE supported Amanda to attain first voluntary work position.
- IE team supported Amanda in application and interview process, and to attain level 2 certificate in food and hygiene.
- Amanda secured paid employment in the café at Great Notley Country Park.



“

Amanda's confidence has grown so much; I couldn't imagine she would achieve this much even 6 months ago; she has just flown!

”

Helen Chapman, ECL Trusted Assessor

Q&A Session



Wrap-up

- **Post webinar:**

- Quick survey to get your feedback
- Send out responses to all unanswered questions
- Know Your Options brochure will be sent out if requested
- We will put the webinar slides on our website
- Recording of webinar will be available (ask Emily or Peter)
- Follow us on social media for updates and handy tips on preparing for adulthood:

Facebook: @ECLCareCompany

Twitter: @ECLCareCompany

- **Useful resources:**

www.ecl.org/know-your-options

(guide to accessing social care, terminology jargon buster, FAQs, about our clinical team etc)

- **For more information contact us:**

Inclusive.Employment@essexcares.org

or speak with Emily Cornell (Lexden Springs) or Peter Norfolk (Shorefields)

- **Next webinar:**

May 20th at 11.30 – for all Essex SEN schools



Person-centred care