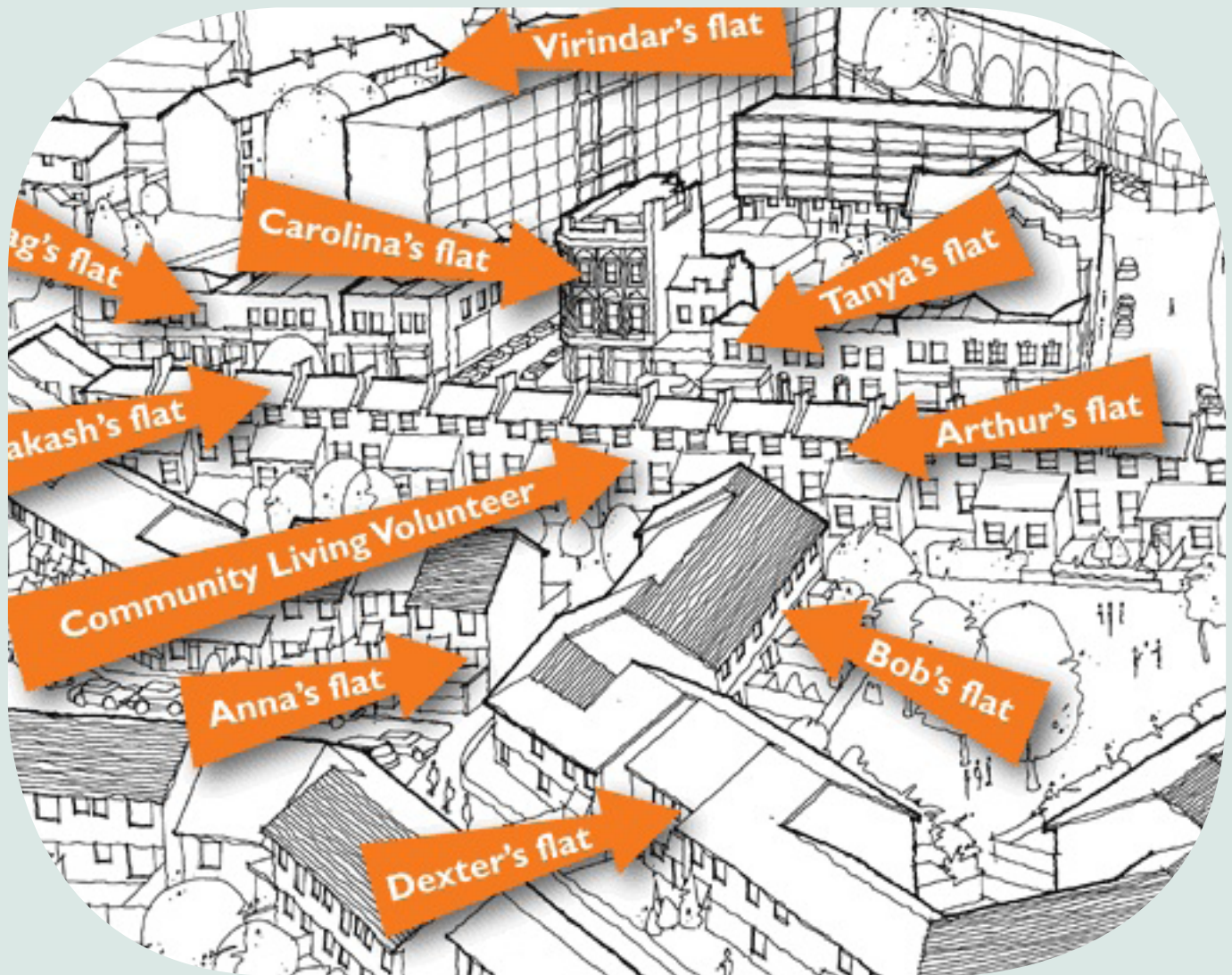
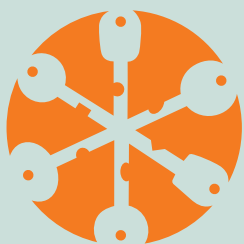


A Case for Quality



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KeyRing
unlocking potential

Introduction

The current climate places many pressures on commissioners and others seeking to find a cost effective yet safe and efficacious way to support people to live independently within the community.

We understand that Local Authorities are looking for support services which enable people to safely develop the skills required for greater independence whilst providing great outcomes for the wider community.

Valuing People Now figures (DH, 2009) tell us that, “only 15% of adults with a learning disability have a secure long term tenancy or own their own homes. This is in comparison with 70% of the general adult population who own their own home and nearly 30% who rent”.

The Office of the National Director for Learning Disabilities’ report, *Valuing People Now & PSA 16 Housing Delivery Plan (2010 - 2011)*, lists the KeyRing model as an option which may be open to people with learning disabilities.

This short on-line booklet explains the KeyRing model and then goes on to explain the results and outcomes which we achieve.

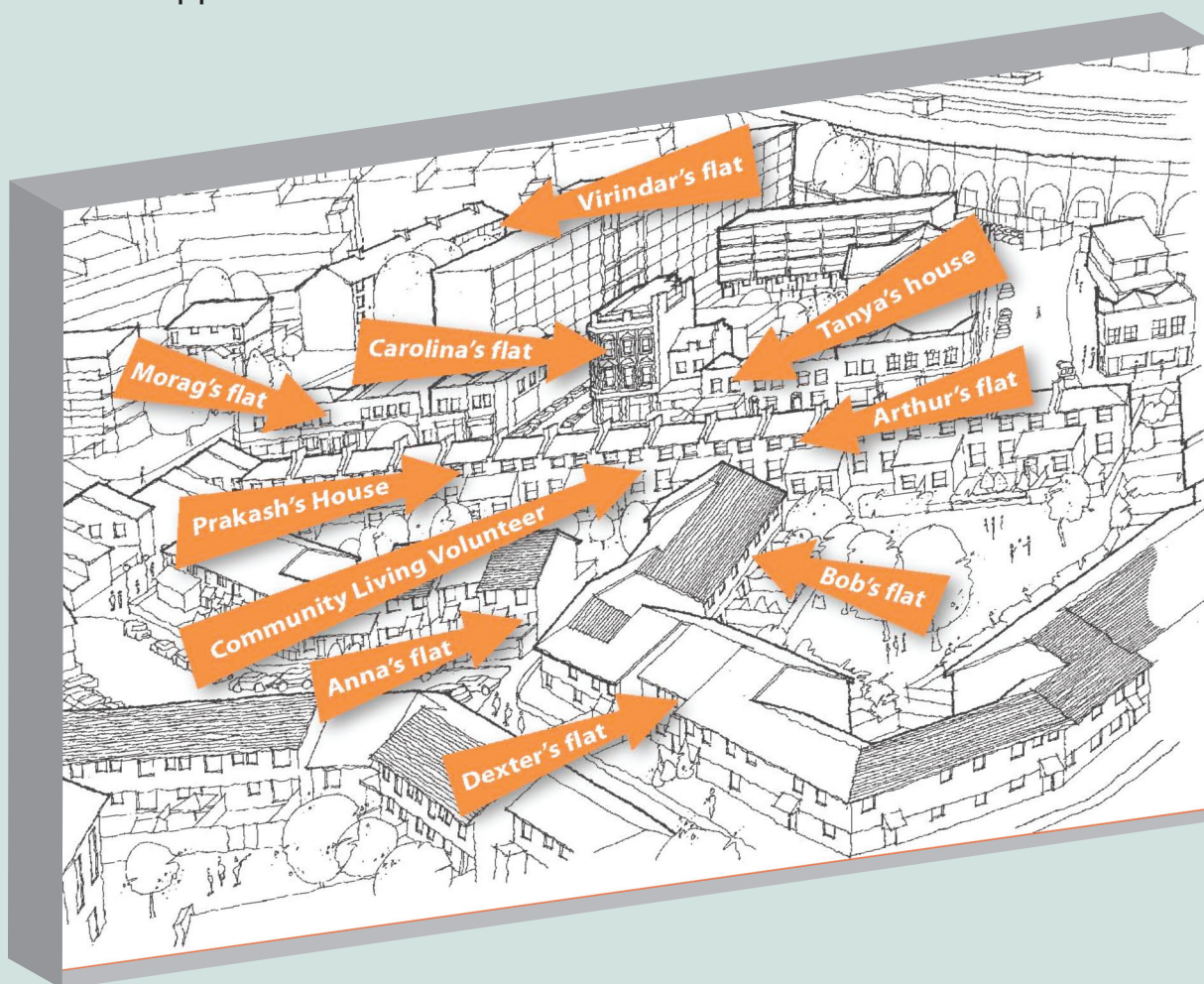
However, the best adverts for our work are the Members whom we support. If you would like to visit a KeyRing Network to see for yourself the sort of results we achieve, please let us know.

To arrange a visit or to find out more please get in touch with KeyRing on 0207 324 0755

The KeyRing model

KeyRing is more than a model: it is a way of working. It is about valuing the contributions of everyone, and recognising and unlocking the assets within the Network and the wider community. The model is a vehicle which we have found to be effective in delivering the extraordinary outcomes which we achieve. ¹

Our support is usually based in a Network where a number of properties are scattered around a small area. One property houses the Community Living Volunteer who lives in the neighbourhood and is selected for their good community knowledge and common sense approach. The other properties house our service users whom we call Members. We have several layers of paid support but it is the Community Living Volunteer's local presence which allows us to support Members to work together to become well connected with their community and to offer each other mutual support.



¹ These outcomes were first recognised by a Paradigm evaluation of KeyRing in 2001 and were subsequently remarked upon by CSED in their report.

KeyRing's quality report

Each year KeyRing reports to its Board of Trustees on the outcomes which it has supported Members to achieve.

The past year has been a difficult one for support providers across the country with reduced funding, a shrinking labour market, and funding cuts for community based organisations including some supported employment schemes. Nevertheless, KeyRing has achieved good results in 2011 and the information below is taken from the Quality Report which went to Trustees in August 2012.

- 24% of people we support are in paid employment compared with the national average of 18% for people who are in supported housing which is funded by Supporting People.
- 100% of people we support maintained their tenancy in 2011. We have demonstrated a 100% record in supporting our Members to maintain their tenancy in 4 out of the last 5 years, with one person losing their tenancy in 2010.
- 100% of Members felt that they contributed to their community. Whilst there is no appropriate comparator, this figure goes some way to explaining our other excellent outcomes because Members engaged in their communities will reasonably be expected to be more settled in their homes.

These three elements are likely to form a virtuous circle: the more firmly Members are established in their homes the easier it might be for them to contribute to their community and to gain employment.

[KeyRing's volunteer] helped me join my local church - I'm a real part of the local community. I do maintenance at the church. Church people have become my friends, call on me and involve me in community projects."

KeyRing Member

An organisational approach to excellence

Quality is carefully planned for and monitored at KeyRing. We have a system of planning which involves our Members and places their needs at the centre of all our activities.

Our five year strategic plan is written in consultation with all interested parties and this informs our annual business plan. Team and local plans which reflect both the national priorities identified in the business plan, and local needs are written. Monitoring takes place through monthly supervision, team meetings, senior management, and board meetings with ultimate responsibility for quality falling to our Trustees.

We have a full system of Member involvement which allows Members to have a say at every level of the organisation, including at board level. We have a Member Complaints Officer who is a member of the KeyRing National Forum and therefore has access to senior managers and to Member Trustees.

Our policies and procedures are regularly reviewed and underpin our commitment to quality.

All Members have an Individual Support Plan which is reviewed annually. These plans become working documents which help to ensure that Members are able to develop skills and live the life they choose. Individual Support Plans include supporting people to work towards or gain employment, to manage their finances and also manage any on-going risks.

We have achieved the following:

- Investors in People Silver award
- Investors in Diversity – level 2
- ISO 9001
- BS OHSAS 18001
- ISO 14001
- Best Companies 2012 - 2 star organisation 19/259

'In a nutshell, we were very impressed indeed with what we saw and heard over the 3 days with KeyRing. It was clear that the service is an excellent one.'

Oldham review, November 2010

A track record of excellence

KeyRing started before policy advocated independent living because it saw a need to support people with learning disabilities differently. We then led the field with our community connections work and continue to have a vision beyond current learning disability policy for this. Our Member Involvement work too is unusually well developed and we have supported other organisations in this area. We have been 'punching above our weight' for a number of years.

- In 2006 KeyRing was commended by the BME Spark awards in recognition of its innovation in solving the problem of recruiting staff to work in a 'difficult area'. KeyRing saw beyond this stereotyping and tapped into the strong community spirit that is also characteristic of this neighbourhood'
- In 2008 our Member Involvement work, was cited as an example of good practice by the Change Up performance hub
- In 2009 we were awarded the Investors in Diversity award
- In 2009 we were highly commended by the Longford Trust for our work with people in the Criminal Justice System
- In 2009 we were invited to sit on the National Advisory Board for the implementation of recommendations in the Bradley review
- In 2010 a Care Service Efficiency quoted a previous evaluation by Paradigm which reported that 'KeyRing achieved outcomes which many other organisations can only dream of'

'The fact that none of the people from previously very supportive environments had lost their tenancy nor experienced homelessness during their time with KeyRing demonstrated how effectively [KeyRing] can sustain people with support needs to live independently.'

CSED 2009

Safeguarding

Safeguarding vulnerable people from abuse is at the heart of KeyRing support and we have used the QAF to improve our practice and also to create a good working partnership with our local safeguarding teams.

- We ensure Members understand abuse and know how to raise concerns
- We ensure staff are fully familiar with the safeguarding procedures of KeyRing and the Local Authority
- We review our procedures with the local safeguarding teams and with service user involvement
- Our safeguarding reference group ensure that incidents are reviewed and evaluated for their impact upon current practice and procedures within KeyRing
- Accessible information is provided to service users on understanding what abuse is and how to get help, hate crime and gun and knife crime
- Workshops and small discussion groups are used to focus on specific areas which are identified through KeyRing's outcomes and safeguarding monitoring
- Staff are aware of and understand their professional boundaries through use of supervision, team meetings, code of conduct, policies and procedures
- KeyRing works with other agencies to co-ordinate responses to safeguarding issues



How does this work in practice?

A Case study

Roger¹ was referred to KeyRing needing support to move from the family home, where he was at risk of financial abuse from his father, giving a substantial amount of his benefit money for housekeeping. Roger also had another support provider to help with shopping and personal care. After signing a tenancy, KeyRing support workers became aware he spent very little time in his flat and did not seem to sleep there often. We spoke with Roger and other agency staff, and it became apparent Roger still gave his father housekeeping money, preventing him from properly furnishing his flat. KeyRing contacted the Local Authority, and a safeguarding conference was held. This resulted in a capacity assessment which determined that a corporate appointeeship was required. Since its implementation, Roger has been able to move into his flat full time, furnish it and for the first time pursue his own hobbies and interests, including completing the London marathon. He still has contact with his family but with support to shop and budget effectively, is no longer financially abused.



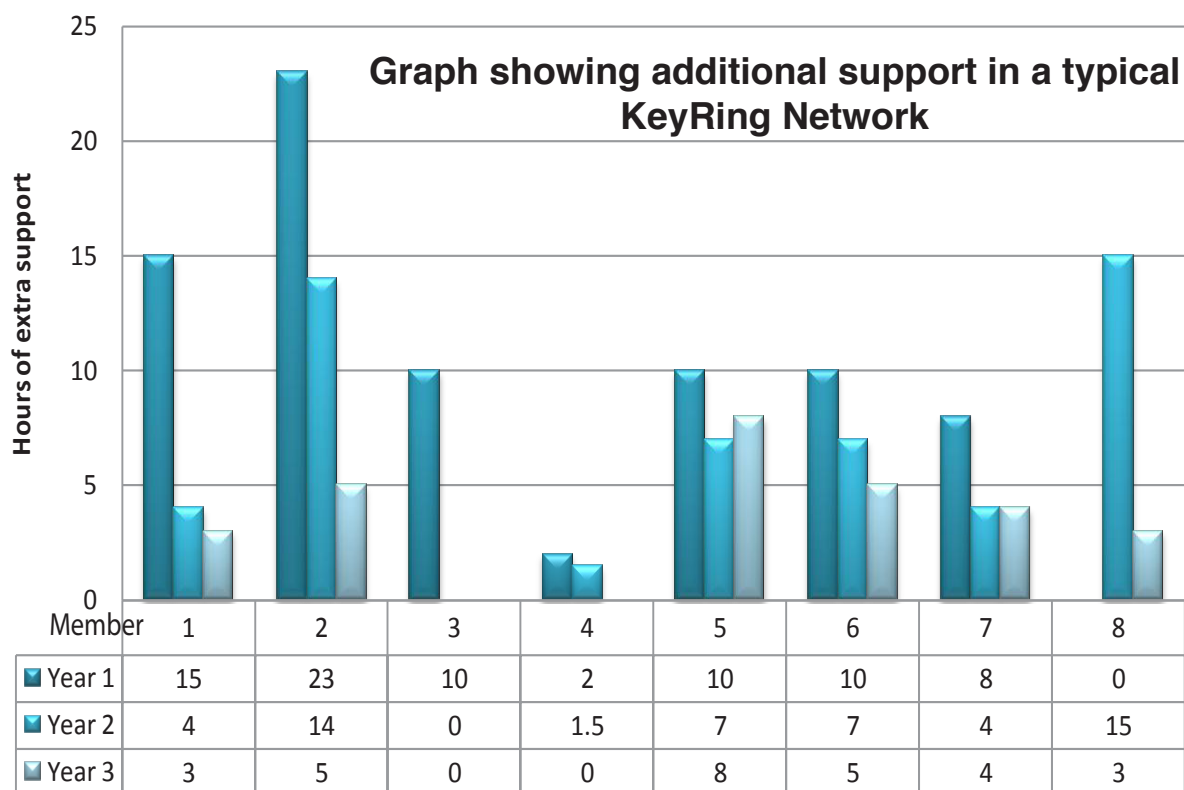
¹ Not his real name

Developing Skills

KeyRing's style of support means that people develop skills and therefore, over time, require less support. The graph below shows how additional support within a typical KeyRing Network was reduced over a period of three years.

It can be seen that within the time frame studied Members Three and Four were able to completely reduce their additional support while others were able cope with much less. Member Eight joined in year two.

The cost of additional support for seven Members in year one was just under £61,000, by year two, the cost for these seven people had reduced by half and by year three it had dropped to under one third of original costs. Not only does this represent a significant saving, it also represents increased independence for the Members involved.



Conclusion

When working with KeyRing you can be sure of receiving a high quality service which provides added value by unlocking the potential found within the community. Our national status means that we have an understanding of policy and the pressures faced by commissioners and Local Authorities, whilst our local presence means that we are well-placed to deliver a support solution which meets the specific needs of your area.

We have excellent management and governance structures which provide clear direction to our staff and volunteers and our Members have a clear infrastructure to contribute to the running of their support.

We are experts at managing risk and work closely with the Local Authority where needed.

We have a track record of increasing people's skills and therefore being able to safely reduce the support they need. This improves people's quality of life and saves the Local Authority money.

KeyRing's Networks are effective in many settings and can be designed to suit the people and locations which they serve. Whilst we have a long history of working with people with learning disabilities, KeyRing has supported people with a variety of needs for a number of years and we are experienced in working with a range of vulnerable people.

An increasing number of Local Authorities are recognising that KeyRing's well planned support can provide better outcomes for people whilst saving them money.

We would be keen to meet to discuss how KeyRing could work in your area so why not give us a call. Our contact details are on the next page.

Contacting KeyRing

KeyRing has offices throughout the country but in the first instance please contact our National Office:

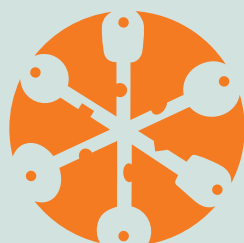
Email: enquiries@keyring.org

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KeyRing
unlocking potential



INVESTOR IN PEOPLE



