**Sheet 1**

**How many staff will be employed?**

**What will be their line management structure?**

**Describe the supervision arrangements.**

**Sheet 2**

**Write model job descriptions for each key role.**

**Sheet 3.**

**Write a person specification for each key role.**

**Will they have any special qualifications or experience?**

**Sheet 4.**

**Will volunteers work within the service? What will they do? How will they be supported?**

**Sheet 5.**

**How will the work of the service fit in with Care Coordination?**

**Will staff attend care planning meetings for everyone with whom they work?**

**Sheet 6.**

**Who will be eligible for support from the service?**

**Will anyone be excluded?**

**Who will be prioritised for support if the waiting list grows long?**

**Sheet 7.**

**What information will be required to accompany a referral?**

**Can service users or relatives self-refer?**

**Sheet 8.**

**Who pays admission fees for the service user to gain access to activities in the community?**

**Who pays for safety and other equipment for the activity?**

**What about the supporting volunteer or team member who accompanies the service user?**

**Sheet 9.**

**There is a need for community audiences (college tutors, lifeguards at the swimming pool etc) to receive some training.**

**How much time will the team spend on this part of the role?**

**Sheet 10.**

**Will the staff work in the evenings and at weekends?**

**Sheet 11.**

* **How will everyone be kept safe in the community? What could go wrong?**
* **Think about staff working individually, perhaps without professional qualifications.**
* **Think about volunteers against whom you have few sanctions.**
* **Think about unsocial hours. How will get back-up and from whom?**

**Sheet 12.**

* **Many aspects of life affect a service user’s capacity to get involved in activities in the community.**
* **Will the staff help with welfare benefits, housing, family relationships and so on?**
* **How will they ensure that these boundaries are understood and respected by colleagues?**

**Sheet 13.**

**Staff will need to be creative every day.**

**What needs to happen to make sure that this is the case?**

**Sheet 14.**

**Will the service have any day centre buildings, run group sessions in community venues or support individuals in mainstream settings alongside other citizens? What will be the mix of these activities?**

**Sheet 15.**

**Will they run any ‘preparation for the community’ group sessions?Sheet 16.**

* **Will individual staff concentrate on specific aspects of the community (geographical areas of the city or ‘life domains’ such as arts & drama or lifelong learning)?**
* **How will the team work with someone who wants to engage in a mixture of activities?**
* **Will there be a keyworker system within the team?**

**Sheet 17.**

**Some parts of Clackmannanshire need a lot of help to build a better community for everyone. If this is done well, it will eventually increase the number of opportunities for people who need extra support.**

**Will members of the team get involved in this ‘capacity-building’ work with ordinary communities?**

**Sheet 18.**

**What performance data will the team keep in order to judge their success?**

**Sheet 19.**

**What running records will be kept?**

**How will the staff avoid spending too much time making lists and writing records?**

**Sheet 20.**

**How many service users will staff work with?**

**What will count as ‘full’?**

**Sheet 21.**

**How will staff serve traditionally under-represented groups?**

**Sheet 22.**

**What will the staff do in order to win support from parents and carers?**

**Sheet 23.**

**Under what circumstances will the service exclude service users?**

**Under what circumstances will a person leave and move on from the service?**

**Sheet 24.**

**Design some induction training for staff beginning to work in the new service.**

**Sheet 25.**

**What administrative support will be available to the service?**

**How will that time be used?**

**Sheet 26.**

**Staff members will be spending more of their time individually in the community rather than in the building.**

**What will you put in place to keep the teams together?**

**Sheet 27.**

**How will service users be involved in the decision-making about the service?**

**Sheet 28.**

**The community can become simply another place where service users are told what to do all the time, either by staff or by well-meaning members of the public.**

**How will you ensure that activities for individuals are driven by the wishes of the service user themselves?**

**Sheet 29.**

**What happens to people who want to continue with an old-style service?**

**What happens to people who rejected the old-style service because it didn’t suit them?**

**Sheet 30.**

**What personal information about individual service users will be provided to community audiences (the college tutor, the person behind the bar of the local pub)?**

**How will this work?**

**Sheet 31.**

**Where will the teams be based?**

**What facilities will they require?**

**Sheet 32.**

**How will the care arrangements for individuals be reviewed?**

**Sheet 33.**

**How will you design the programme for each week/month?**

**Consider the programme for:**

* **An individual who uses the service**
* **A worker in the team**
* **The team and service as a whole**

**Sheet 34.**

**Design the welcome and induction arrangements for new service users.**

**Write a ‘contract’ between the service and service users to show what each can expect of the other.**