

PROGRESS ON IMPLEMENTING THE LEARNING DISABILITY ACTION PLAN**1. Assessment, care management and safeguarding.****CSCI Recommendation / Objective:**

- 1. The Council should address the huge backlog of annual reviews to ensure that service users have their needs appropriately met.**
- 2. The Council should strengthen the Assessment and Care Management service with regard to improving management oversight, processes, practice and recording.**
- 3. The Council, with its partner agencies, should ensure that adult protection arrangements are more effectively managed at both strategic and operational levels.**
- 4. The Council should ensure a co-ordinated, strategic approach to support the development and delivery of person-centred plans to people with learning disabilities.**
- 5. The Council should ensure that young people with learning disabilities reliably and consistently experience a seamless transition between Children's and Adult Services and that all relevant agencies are fully engaged in the process.**
- 6. The Council should update the manual of policies and procedures, including the development of written protocols covering interfaces with Children's Services and within Adult Social Care services.**

Context / Evidence:

1. 530 people known to services, the majority of whom had not had annual reviews
2. Adult protection not given high enough priority across the Council
3. Protection Co-ordinator distracted by other responsibilities, therefore not doing enough on development and quality assurance
4. Training not mandatory, and should be
5. Poor management information, reporting and monitoring
6. Insufficiently shared approach between front-line and contracts staff
7. Insufficient capacity to do preventative work
8. No real improvement achieved from person-centred planning

9. Scope for more strategic approach re. priorities for action
10. Lack of clarity as to the relationship between person-centred plans and assessment and care management
11. No demonstrable link between protection procedures of children's services and those for adults. The Council should update the manual of policies and procedures, including the development of written protocols covering interfaces with Children's Services and within Adult Social Care services
12. Need to improve quality of the transitions process

Progress:

- a. **All service users will have had a review of their support and care needs within a twelve month period by the end of November. Management quality audit of all reviews will be complete by end of December.**
- b. **The learning disabilities community team structure and staff roles have been reviewed. Additional staff appointed to provide timely initial response and a commitment to a named worker for all service users.**
- c. **Monthly performance monitoring reports are provided to managers.**
- d. **Adult Protection Committee's role, membership and function reviewed. Renamed Adult safeguarding Board to reflect new Terms of Reference and strategic role. Recommendation that Chief Executive nominate senior manager to chair the committee.**
- e. **Training now mandatory for all staff. Recruitment of dedicated training officer to extend scope of safeguarding training and awareness.**
- f. **Team manager supported by dedicated administrator and additional contract monitoring capacity created.**
- g. **Monthly reporting on safeguarding cases shows significant improvement on actions on individual safeguarding plans.**
- h. **Framework agreed for service providers self assessment tool.**
- i. **Review of community team roles has confirmed PCP as integral to assessment process. Self directed support (in Control) adopted as first service response with integrated PCP.**
- j. **Multi-agency protocol to support the successful transition of young people into adult services agreed and being piloted. VPPB to be engaged in outcome of pilot.**

- k. All young people are offered self-directed support as first service response.
- l. Lead social worker role agreed to co-ordinate the transition of all young people and multi-agency tracking system in place.

2. Plans and commissioning.

CSCI Recommendation/Objective:

1. The Council, with its PCT partner, should continue to improve the economy, efficiency and effectiveness of learning disability services
2. The Council should ensure that commissioning and contracting processes are used to improve the quality of services commissioned
3. The Council, with its partners, should develop a strategy to access resources from outside the adult social care budget.
4. The Council should ensure that people with learning disabilities maximise their independence and choice through a broader range of services.
5. The Council should develop a comprehensive quality assurance strategy to underpin all aspects of learning disability services
6. The Council should ensure the management capacity to implement, in a timely manner, the actions required in the five work-streams of the Improvement Plan for Adult Social Care Services, in order to improve service delivery.
7. The Council, with its PCT partner, should implement robust business planning arrangements for learning disability services.

Context/Evidence:

1. Significant finance tied up in traditional residential and day care services.
2. Need to expand 'In Control' (self-directed support)
3. Need for ICT modernisation
4. Fuller and better joint approach to reducing risks re. pooled budgets
5. Maximising external funding and income from users
6. Market management underdeveloped
7. Contract monitoring not strong, with over-reliance on care management
8. Additional resources invested by the Council have largely secured existing (non-modernised) services
9. Need to increase income from users, in line with comparable Authorities.

10. Insufficient opportunities to promote independence because of current pattern of services
11. Legacy of reactive response in assessment and care management
12. Potential of 'In Control' (self-directed support) needs to be fully realised
13. No QA framework developed for LD services
14. The Council has to implement the five work-streams successfully
15. Not yet a coherent approach to strategic action planning for LD services.
16. More explicit links required between the various plans in this service area.

Progress:

- a) **Following consultation with service users and carers, the VPPB endorsed In Control (self directed support) as the preferred initial service response.**
- b) **Partner organisation identified to support adults with learning disabilities to live more independently. A reduction in those in registered care by thirty-eight in five years.**
- c) **The modernisation of day opportunities will reduce reliance on traditional building based services and increase in community settings.**
- d) **New partnership framework agreed with PCT to manage the pooled budgets, including learning disabilities. The agreement will commit the partners to joint service objectives and agree the resources needed to deliver them.**
- e) **The modernisation programme, to bring a wider range of services will be managed through a single service plan underpinning a wider strategic plan. A "Shaping the Market" group has been created to improve planning with the independent sector.**
- f) **A new charging policy has been agreed.**
- g) **Micro-enterprise development will support 10 individuals to develop their own employment through micro enterprise.**
- h) **The adult improvement across social care is being managed by a single improvement programme of which ICT is a part.**
- i) **A single Quality Assurance framework has been developed for adult social care and the British Institute for Learning Disabilities (BILD) is working with Herefordshire on a quality network to inform developments.**

3. Empowering people with learning disabilities and their carers

CSCI recommendation/objective:

- 1. The Council and its partners should ensure that the Valuing People Partnership Board and its sub – groups operate effectively and inclusively to support the delivery of key outcomes for service users and carers.**
- 2. The Council should ensure that service users and carers are fully involved in strategic service planning, development and evaluation to promote their active involvement in the modernisation agenda.**
- 3. The Council should routinely seek feedback from people with learning disability and their carers about the quality of services, and act on this information.**
- 4. The Council should continue to promote self-directed support by increasing the take-up of Direct Payments and individualised budgets**
- 5. The Council should work with carers to develop a better range of, and access to, services to support them in their caring role.**
- 6. The Council should ensure that comprehensive, accessible information is available to people with learning disabilities about the nature, range and types of services provided and how to access them.**
- 7. The Council should ensure that the Fair Access to Care Services eligibility criteria are clear to people with learning disabilities and their carers**
- 8. The Council should ensure the independent advocacy services are accessible on an individual basis**

Context/Evidence:

1. VPPB not an effective decision-making body and strategic driver
2. No overall strategy document to respond to national priorities
3. Performance management role of VPPB weak
4. No carers' strategy
5. Users and carers not fully involved in strategic planning, development and evaluation of services. Their views are not routinely sought at present, but over past year some efforts to get feedback in report of current day services and accommodation and support services.
6. Foundations laid by being part of the 'In Control' pilot, with five people having secured individualised budgets.

7. Insufficient range of services
8. Insufficient access to relevant, timely information, advice and support
9. Insufficient support, in particular, for carers of those with complex needs
10. Carer's assessments not having demonstrable impact on their lives.
11. Need to accelerate planning to meet needs of those with older carers.
12. Said to be no specific support for BME carers.
13. Comprehensive information/directory not available
14. Need for information in range of formats
15. Range of printed leaflets limited
16. Functional IQ definition not an appropriate basis for meeting needs
17. Some users and carers not clear about eligibility criteria
18. Some individuals reporting limited access to independent advocacy

Progress:

- a. **The review of the VPPB is complete. The Board will take a more strategic role; concentrating on the "big issues", judge progress and engage widely. The Council will employ a partnership officer who will be supported by an expert by experience (someone with a learning disability)**
- b. **The Councils "commitment to carers" has been agreed which describes the expectations of the relationship. Similar commitments to service users and providers are being developed.**
- c. **An overview strategic plan for learning disabilities is in final draft. It will be informed by the Herefordshire Partnership and Corporate Council priorities. It will feed commissioning intentions and is underpinned by a single service plan.**
- d. **The services eligibility criteria have been reviewed and no longer rely on functional IQ as a basis for meeting needs. A series of easy read information leaflets are current out for consultation.**
- e. **Increased investment in advocacy will ensure that everyone who is experiencing a life-changing situation will have access to an advocate.**

4. Tackling inequalities and increasing opportunities

CSCI Recommendation/Objective:

1. **The Council should ensure that equality and diversity issues are embedded at both strategic and individual levels in learning disability services**

2. **The Council should develop a programme of equality impact assessment for learning disability services and implement the changes necessary to address any adverse impact identified.**
3. **The Council should ensure that all its departments are responsive to the needs of people with learning disabilities and promote their inclusion**
4. **The Council, with its PCT partner, should tackle the health inequalities experienced by people with learning disabilities and ensure that their health care needs are met.**
5. **The Council should lead by example by actively promoting the recruitment and retention of people with learning disabilities in both its own workforce and the wider community.**

Context/Evidence:

1. Valuing People agenda must be addressed corporately and across the Herefordshire Partnership, not just in social care.
2. The Council has been working to establish a coherent and co-ordinated approach to equality and diversity issues within the formation of a Corporate Diversity Team.
3. Equality impact assessments underdeveloped for learning disability services with regard to both policies and service delivery.
4. Equality and diversity issues not addressed systematically throughout the A and C Directorate
5. Little evidence of specific equality and diversity activity or targets integrated into adult social care service plans or specific service strategies
6. Therefore services cannot evidence whether existing and new policies and services are having an adverse impact, and Council can't claim that all people with learning disabilities have consistently fair and equitable access to services.
7. Insufficient attention paid to addressing users spiritual and religious needs
8. Transport a major area for development in order to increase the social inclusion of people with LD and promote their independence: council transport services not user-centred
9. Council and PCT performing poorly in addressing health care needs of people with LD and tackling health inequalities
10. People with LD not currently represented in the Council's workforce
11. LDPB employment sub-group not effective: low number of people with learning disabilities with jobs, paid or unpaid
12. Council should exercise more leverage in procuring services

13. Most Council services secured from external providers; Council employment mainly in respect of planning, commissioning, procurement and assessment – limiting opportunities for the direct employment of AWLD

Progress:

- a) **A partnership officer to support the wider role of the VPPB will be appointed and supported by and expert by experience, and be based in the Diversity team.**
- b) **A group of people with a learning disability will support the Equality Impact assessments this year to ensure their views influence the action plan.**
- c) **The Council's Human Resources department will nominate an officer to lead on increasing the opportunities for employment of people with disabilities.**
- d) **All external contracts are being reviewed to ensure opportunities are created for employment of people with disabilities.**
- e) **A travel trainer will support people with disabilities to maximise use of the free bus passes for people with disabilities.**

5. A workforce to deliver.

CSCI Recommendation/Objective:

1. **The Council, with the PCT, should ensure that it has a workforce that is of sufficient size, skill-mix, and competency in learning disability services**

Context/Evidence:

1. No comprehensive development and learning plan for the workforce.
2. No QA framework to ensure staff meeting standard and expectations regarding competencies to undertake their roles and responsibilities in learning disability services

Progress:

- a) **A learning and development plan for social care staff including targeted plan for each team manger to achieve learning and qualifications targets is in place.**
- b) **A multi-agency workforce development group has established the key priorities which will be followed by a comprehensive workforce development plan.**