



**West Dunbartonshire**  
Community Health Partnership

**Partnership in Practice Agreement  
Including  
User Friendly Version**

**2007 - 2010**

**West Dunbartonshire  
Learning Disability Services**

**West Dunbartonshire Learning Disability Services**  
**West Dunbartonshire Learning Disability Services**  
**Partnership in Practice Agreement – 2007/2010**

## **PARTNERS**

**The Partners to this Agreement are:**

- **West Dunbartonshire Council**
- **NHS Greater Glasgow and Clyde**
- **West Dunbartonshire Community Health Partnership**
- **West Dunbartonshire Partnership**
- **Carers of West Dunbartonshire**
- **Clydebank College**
- **Job Centre Plus**

**and other partners including voluntary organisations and private sector agencies who play an essential part in supporting people with a learning disability in West Dunbartonshire.**

## **FORMAT**

**The format of the Partnership in Practice Agreement involves three linked elements:**

- **The Agreement which follows in this report;**
- **A Statistical Annexe to this report;**
- **A Work Programme setting out the actions determined in this Agreements with details of the tasks, responsibilities, resources and deadlines for delivering them. These will conform to SMART criteria, and so will be specific, measurable, achievable, realistic and time related.**
- **Some images taken from Change Picture Bank**

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## **Introduction.**

The Same as You? tells local authorities and health services that they should work together to provide services for you.

This is called the Partnership in Practice (PIP) agreement.

## Introduction

This is the third West Dunbartonshire Partnership In Practice Agreement (or PIP). It is the plan for services to support people with learning disabilities and their families in West Dunbartonshire for the three years from 2007 to 2010.

The Partnership in Practice Agreement (PIP) is an agreement between West Dunbartonshire Council, NHS Greater Glasgow and Clyde, West Dunbartonshire Community Health Partnership and other partners. It sets out plans for care and health services, but it also has plans for improving the support available to people with learning disabilities and their families in other areas, which are important to them. These other areas include education, employment, leisure and transport.

The need for Partnership in Practice Agreements was the first recommendation of the national review of services for learning disabilities in Scotland, which was called "*The Same As You?*" The review recommended how the government policies of social inclusion, equality and fairness should be applied to support people with learning disabilities.

"*The Same As You?*" said that there were seven principles, which should be applied in helping people with learning disabilities to lead full and active lives. These principles are as important now as they were when the same as you was published in the year 2000. They are still the guide for learning disability services in West Dunbartonshire, and the principles on which this Partnership in Practice Agreement is based.

**This PIP tells us what care and health services plan to do for you from 2007 to 2010. It also tells you how we will improve support to people with a learning disability and their families in other important areas such as employment, education, leisure and transport.**

**Unpaid carers will be recognised as important partners in planning and providing care.**



## The Seven principles

People with learning disabilities should:

- be valued in the same way and have the same rights as everyone else;
- be seen as individual people with individual needs like anyone else and have help with writing, talking and making their ideas heard, if it is needed;
- be asked about the services they need and be involved in making choices about what they want;
- be helped and supported to do everything they can and have services which allow as much freedom as possible;
- be able to use the same local services as everyone else, wherever possible;
- have special services if they need them as well as, and not instead of, general services; and
- have services, which take account of their age.

The Council, NHS Board and their partners also recognise the crucial part that carers play in the lives of people with learning disabilities in West Dunbartonshire. This agreement is also therefore intended to reflect the core principle in the Scottish Executive Report, *“The future of unpaid care in Scotland”*, that there should be:

*Recognition and respect for unpaid carers as key partners and providers in the planning, design and delivery of care.*



## **1. Involvement in planning services.**

### **What we have done.**

We have listened to people with a learning disability, carers and staff to help us plan services.

We have 3 adults with a learning disability and carers on the West Dunbartonshire Learning Disability Strategy Group.

We have asked people their views on day services, the new respite service and on the writing of this PIP.



## **What we will do.**

**We will involve people more in planning services.**

**We will look at how we involve people with higher support needs and communication difficulties.**

**We will look at how the Local Area Co-ordinators and Speech and Language Therapist can support people with a learning disability to make their views known.**

**Every year we will look at the progress we are making and talk about what we will do next.**





## **2. Information and Communication.**

### **What we have done.**

We are continuing to collect information to make a directory of services.

Our first Newsletter about services has been written.

The information you gave us is used to plan better services for you.

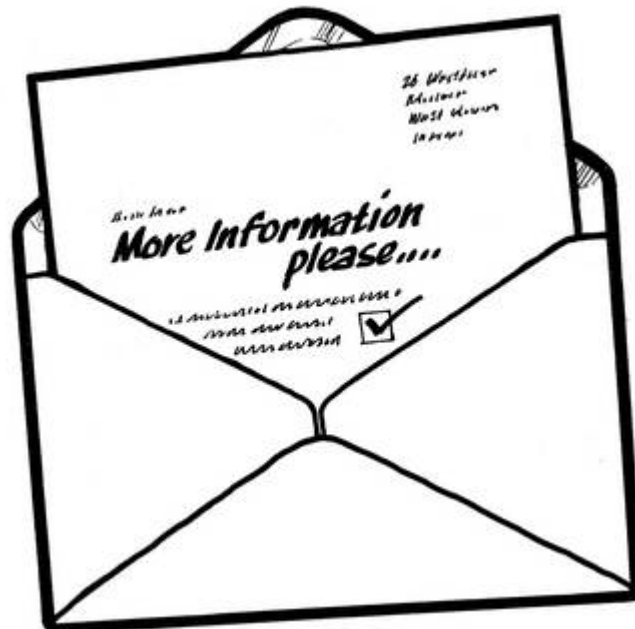
## **What we will do.**

**We will produce a directory of services,**

**We will ask you what you can do for Learning Disability week.**

**We will hold 'The Gathering' so information can be shared.**

**We will try to identify people who don't use learning disability services and make sure they get information.**





### **3. Advocacy.**

#### **What we have done.**

The number of people using Lomond & Argyll Advocacy Service (LAAS) has increased over the last 3 years.

“Changed Days” has helped people make Person Centred Plans. They have supported Client councils at the Auchentoshan & Dumbarton centres.

LAAS have helped the “Good Life-Positive Attitudes Group” to take part in planning local services and making sure your needs are known.

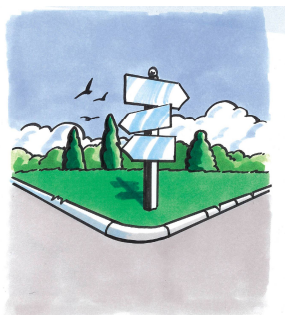
## **What we will do.**

**We will look at all Advocacy Services to make sure they provide what you need.**

**We will work with the “Good Life” group to make sure you can take part in deciding about local services.**

**We will ask LAAS to support the people who use Direct Payments & the Independent Living Fund.**





## **4. Person Centred Planning.**

### **What we have done.**

More of you are using Person Centred Planning to make sure you can talk about what services you need & what you will get.

Every year the services you use are talked about to make sure they are still right for you.

## **What we will do.**

**We will use Person Centred Planning with our housing & service partners.**

**We will train staff so they can understand the special needs some of you have.**

**Everyone leaving school will have a Single Shared Assessment and chance to have a Life Plan.**

**More opportunities for planning will be given to you, older people & to older carers.**

**We will try to contact people who are not using our service at the moment. We will tell them what we do.**





## **5. Transition.**

### **What we have done.**

The transition social worker has worked with young people and their carers to make person centred assessments and plans.

Kilpatrick school has a transition meeting each term. The transition social worker and a health member from the Learning Disability Service go to this meeting.

We have new services in day opportunities, supported accommodation, further education and employment.



## **What we will do.**

**We will work together with the people from education & children's services to make transition easier.**

**We will develop day opportunities to make more choices available.**

**We will provide better supports for young people at college & when they leave.**

**We will make sure staff understand about direct payments. They can then talk to young people & their families about this.**





## **6. Independent Living & Personalised Services.**

### **What we have done.**

Direct Payments is money you get from the council. This means you can buy your own services.

You get information about Direct Payments as part of your Single Shared Assessment.

Direct Payments training has been given to about 100 social work staff. All new staff will receive this training.

## **What we will do.**

**We will make sure you understand all about Direct Payments & how to ask for it.**

**We tell young people in transition and their families all about Direct Payments.**

**We will make sure that you, your carers and staff know about any new changes.**





## **7. Independent Living Fund (ILF)**

### **What we have done.**

An Independent Living Fund worker has been employed to help you apply for Independent Living Fund.

An easy information guide has been written.

A Welfare Rights Officer will help you make sure you are getting the right amount from the Independent Living Fund.

## **What we will do.**

**We will ask LAAS to support the people who use the Independent Living Fund.**

**We will all work together to find people who may benefit from the Independent Living Fund.**

**We will help you apply to the Independent Living Fund.**

**We will ask everyone with a learning disability known to us if they would benefit from Independent Living Fund.**





## **8. Carers.**

### **What we have done.**

We have talked with carers about lots of things that affect you.

Carers have helped us plan the new respite service.

We have talked together about the changes to Auchentoshan.

## **What we will do.**

**All carers will be able to have a carer's assessment and support plan.**

**We will publish the Service directory that the carers have helped us produce.**

**We will ask carers what training they need.**

**We will work with the West Dunbartonshire Carers Centre to make sure they are involved in services.**





## **9. Respite and Short Breaks.**

### **What we have done.**

We now have more nights available for respite.

You and carers have helped design the new service at Dunn Street, Duntocher.

Residential respite is not wanted by everyone so we now plan to have a respite fund that can be used in different ways.



## **What we will do.**

**We will open the new service at Dunn Street, Duntocher.**

**We will make sure your care and health needs are met by the new provider.**

**We will make a flexible respite fund for people who do not want residential respite. This can be used in lots of ways including holidays and other activities.**





## **10. Health Promotion.**

### **What we have done.**

We have a library of books, videos, information and training. This is usually used by professional staff but has been used by paid and unpaid carers.

We have contacted and worked with other health teams. This includes teams looking at older people, mental health and sexual health.

We have developed new training about eating and drinking difficulties and healthy eating.

## **What we will do.**

**There will be a new area in Dumbarton centre with information for you about your health and well being.**

**The psychologist will run groups for adults on the autistic spectrum to help them understand some of the difficulties they may have.**

**We will do more work to help people with eating and drinking. This will include recipes with pictures and help with choosing the right food for you.**

**We will work with provider organisations in health promotion.**





## **11. Primary Health Care and Hospital Services.**

### **What we have done.**

All doctor's surgeries have a learning disability pack full of useful information.

Lots of people including some doctors have been trained in Inclusive Communication. This helps them talk to people who have difficulties understanding and talking.

The 'Good Life' group have helped to do some training to doctors in the hospital.

Some of you have Health Logs which keep health information up to date and all together in one place.

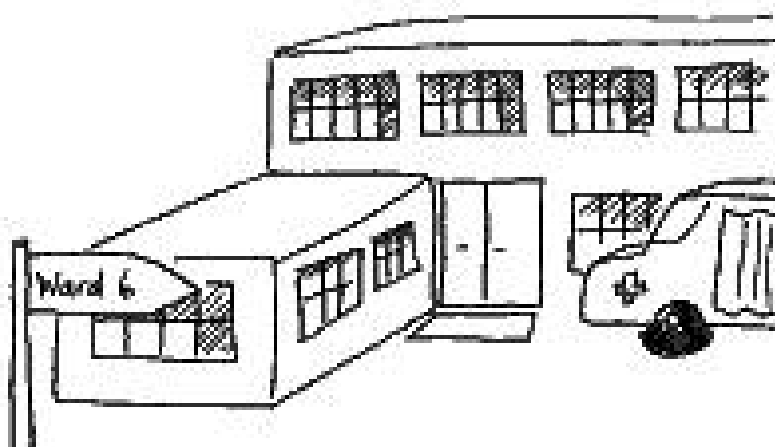
In Dumbarton and Alexandria the doctors offered health checks.

## **What we will do.**

**We will help doctors to make sure you know about the different health services available.**

**We will work with hospital staff to make sure they understand your special needs.**

**We will offer health checks across West Dunbartonshire.**





## **12. Specialist Learning Disability Health Services.**

### **What we have done.**

Social work and health have worked together.

We have run lots of workshops to help staff and carers support people who have difficulties with understanding and talking.

We have supported day centre staff to provide healthy eating by changing menus.

The Realise Project has helped people with sight problems.

A psychologist and health support worker have made services better for people with autism, epilepsy and those needing behavioural support.

## **What we will do.**

**We will keep you informed by writing a newsletter and giving you other information.**

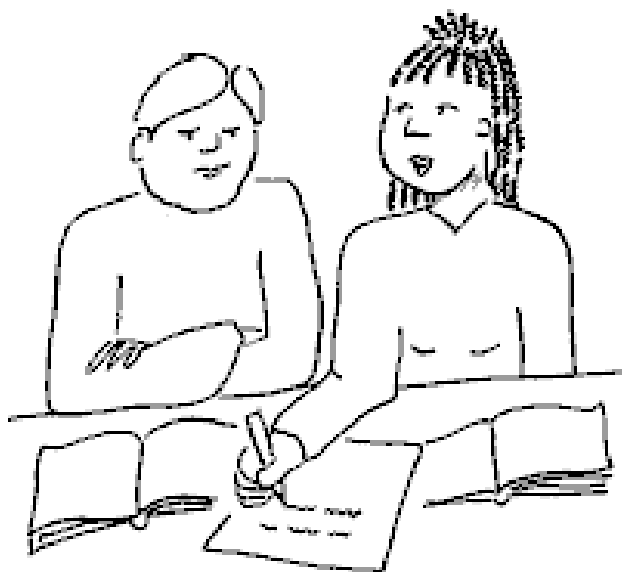
**We will do more health checks.**

**We will employ a psychiatrist to work with us.**

**The psychologist will run groups to help people with autism.**

**Health and social work staff will all be able to use the Single Shared Assessment.**

**Everyone will work closer together to provide a better service. This will include finding people who do not use our service at present.**





## **13. People with Multiple and Complex Needs.**

### **What we have done.**

We have used Person Centred Planning with specialist support from health staff to make sure you get services you need.

We have used Health logs to keep information safe and up to date.

We have worked together with hospital staff and have supported people in hospital.

We have worked individually with carers and run workshops about eating and drinking difficulties.

People with sight difficulties have been supported by RNIB.



## **What we will do.**

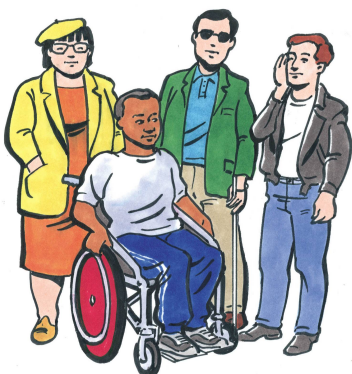
**We will all work together to continue to provide services.**

**All health settings will work together to make sure all health needs are met. We will make sure people can have health checks and use Health Logs.**

**We will work with housing to make sure houses are suitable for people to use.**

**We will offer training in Eating and Drinking difficulties & Autism. Other workshops will be developed.**





## **14. Adult Support & Protection.**

### **What we have done.**

The council, health services & Strathclyde police now have the same policy that all staff use.

We work together when supporting adults who are at risk of harm.

West Dunbartonshire council has developed 4 levels of priority to make sure everyone is supported according to their needs.

## **What we will do.**

**West Dunbartonshire Council & health services will change the policies to make sure they are kept up to date.**

**We will keep you informed about the new policy.**

**We will regularly check that our services & staff are meeting the needs of adults at risk.**

**We will train staff about the new policy & procedures.**





## **15. Independent Living.**

### **What we have done.**

We have all worked together to support people with a learning disability.

We have developed a service user information pack & arranged tenant's meetings for people in supported living.

Local Area Co-ordinators have worked with lots of different professionals to raise the profile of people with a learning disability.

## **What we will do.**

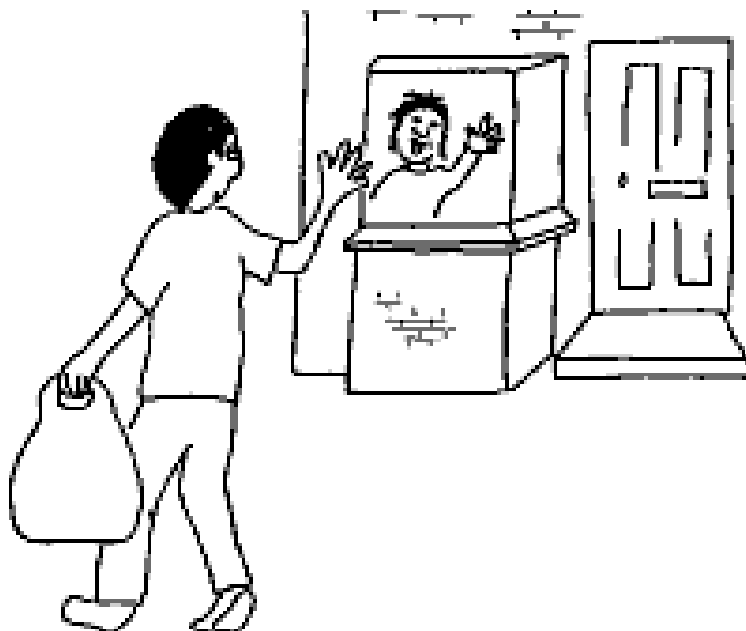
**We will look at how people live together & see if this is working well.**

**We will develop information to tell people all about supported living.**

**We will look at what training support staff need.**

**We will look at how we can increase supported living & how we can better support people in emergencies.**

**We will look at how our housing support services meet these plans.**





## **16. Further Education.**

### **What we have done.**

Clydebank College has changed some of its courses and developed some new courses. All courses are reviewed regularly.

There is a new 'Skills for Employment' course. This aims to provide opportunity in the workplace.

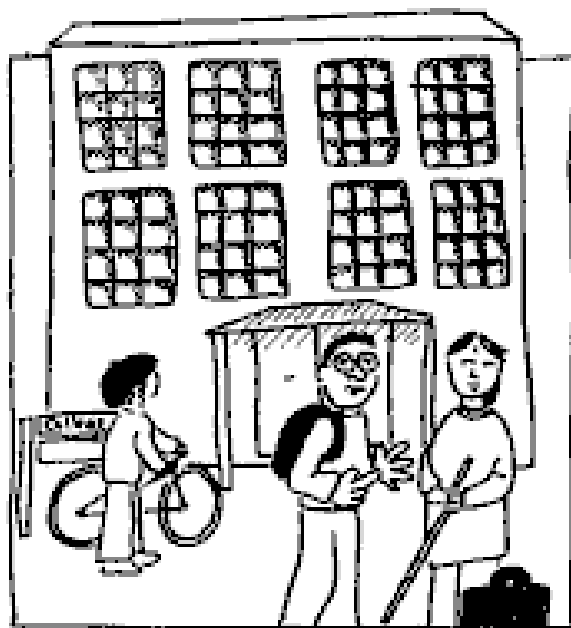
If you have enough qualifications there is a new Integrated Course which means students can go to mainstream courses.

## **What we will do.**

**Clydebank College will meet 2 times a year with West Dunbartonshire Council, students and others involved to review the courses.**

**The college will see how much they can use the support network provided by West Dunbartonshire Learning Disabilities Services.**

**Clydebank College will encourage you to use the new college and its courses starting in August 2007.**





## **17. Employment.**

### **What we have done.**

We have employed 3 part-time employment support workers & have reached our targets.

Café Connect in Dumbarton Centre is now open to the public. It has provided jobs & training for people with learning disabilities.

We have worked together with Dalmuir Park Housing Association.



## **What we will do.**

**We will work with employers to make new job opportunities.**

**We will develop a Work Connect programme to make new jobs in West Dunbartonshire Council.**

**A certificated Employability course will start in 2007.**

**We will look at how we can fund more people to give employment support.**

**We will work together with all agencies to see how we can support people to get work.**





## **18. Day Activities.**

### **What we have done.**

Social work, health, voluntary organisations & business have continued to work together.

All support is now offered & agreed individually.

There are not as many people relying on centre based activities. Locality based services have been developed. This means there is much more flexibility in support.

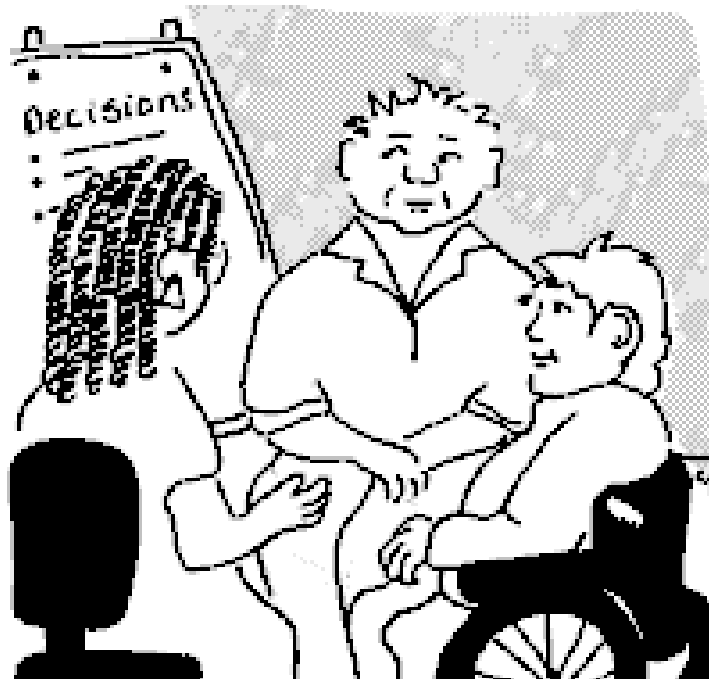
## **What we will do.**

**Every year we will review & plan day services with service users, carers & staff.**

**We will continue to provide more flexible services. These will be available everyday & not just between 9am & 5pm.**

**A directory of services will tell you about local activities. We will try to get this to people who do not use the services at the moment.**

**We will work together with everyone interested to provide a new centre to replace Auchentoshan.**





## **19. Leisure and Recreation.**

### **What we have done.**

We have helped people to go to local sports & leisure clubs.

We had 'The Gathering' where people could meet old friends & new people.

We have worked with the library service & have 'switch friendly' computers in Dalmuir library & Concord Resource Centre.

We have collected information for a leisure & respite directory.

## **What we will do.**

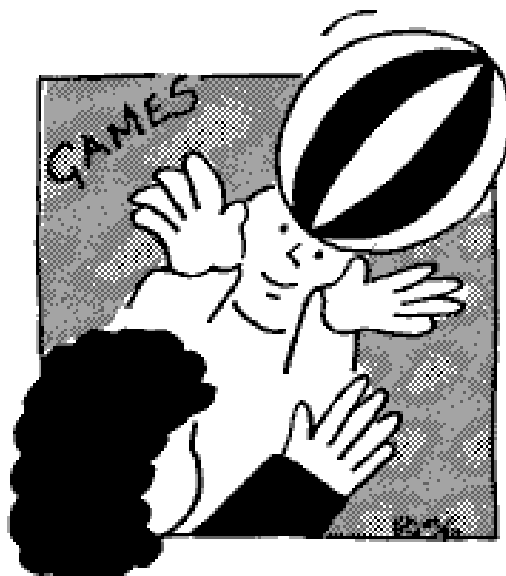
**We will set up a friendship project to help people make friends.**

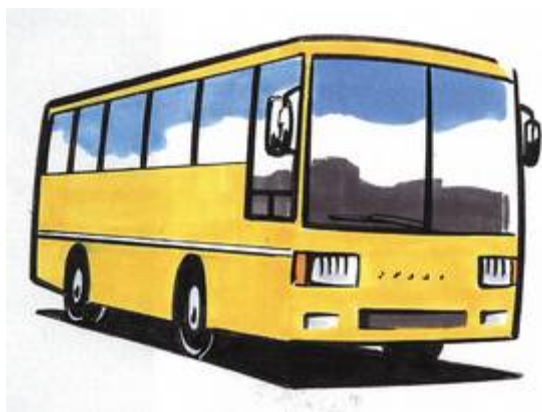
**We will hold yearly events where people can all get together.**

**We will put information about local services in a handbook.**

**We will provide training for people working in sports, leisure & community services. The Learning Disabilities Services will help in planning the new Playdrome.**

**We will work together with Sports & Leisure Services to introduce new opportunities for people with a learning disability.**





## **20. Transport.**

### **What we have done.**

The bus pass system lets you have free travel. There is a Thistle Card Scheme. This is not well known but works well.

Accessible transport is difficult. Taxis are better now particularly in Clydebank.

There was a poor response from the bus company when the Good Life Group contacted them.

## **What we will do.**

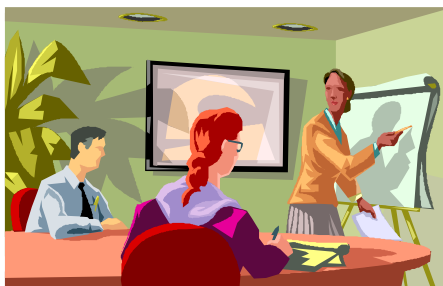
**We will try to get people with a learning disability onto the West Dunbartonshire Transport Forum.**

**We will try to improve transport by training staff, making it easier to get into train stations, buses & taxis. We will give more information about how to make complaints.**

**We will help you be more confident in using public transport.**

**We will ask the Good Life to continue to work on transport.**





## **21. Staff Training.**

### **What we have done.**

The Councils SVQ Centre has been re-organised. A specialist Training Officer has been employed.

A Service Plan for West Dunbartonshire Learning Disabilities Service has been produced for the next 3 years.

Specialist courses have been given to the Learning Disability Service staff & others.

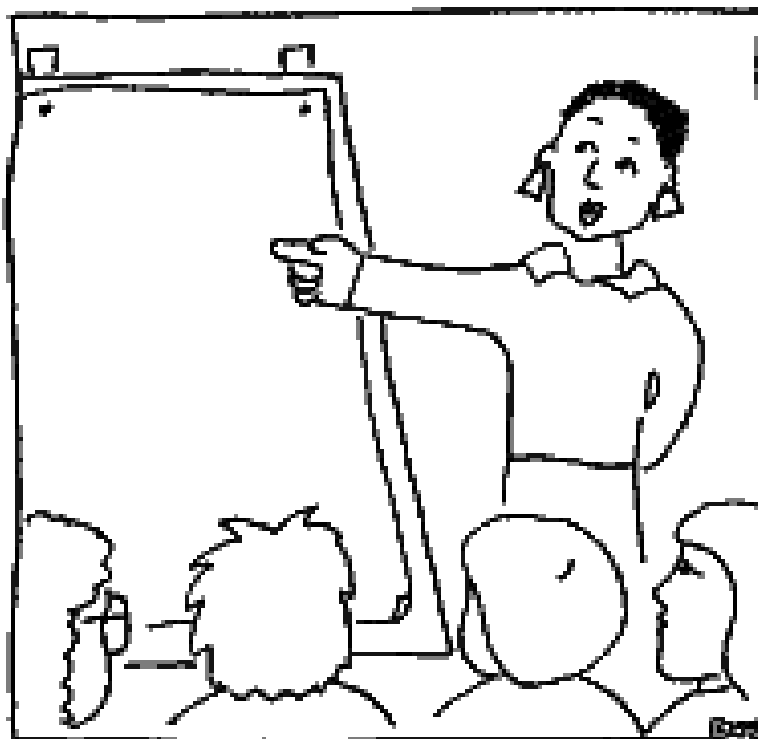


## **What we will do.**

**We will produce a Workforce Development Plan to show what training is needed. We will work together with the voluntary & private sector to make training easier to get.**

**All staff will have a Personal Development Plan.**

**Everyone will work together to produce new material & provide new courses.**





## **22. Finance and Resourcing.**

### **What we have done.**

We have put money into services supporting people living in single tenancies, group living & living at home with family & carers.

We have made new day opportunities & continue to provide supported employment.

We have developed respite & short breaks services.

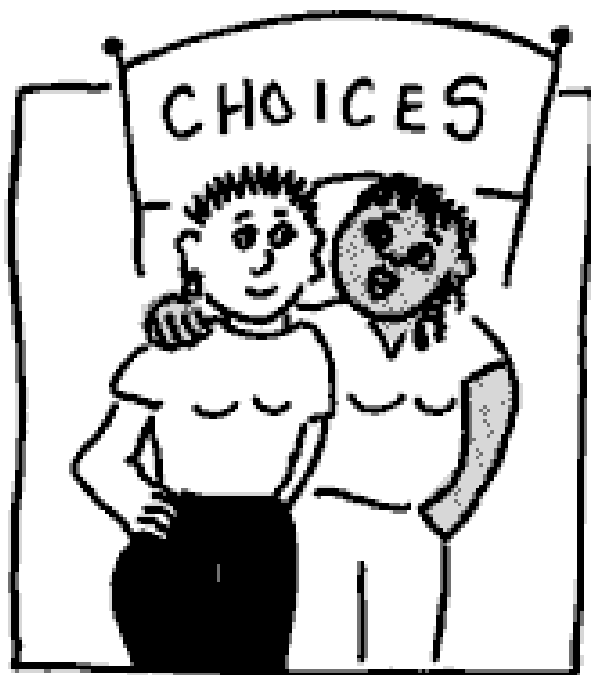
## **What we will do.**

**We will invest in a new respite service.**

**We will provide specialist health resources including psychiatry, psychology & community nursing.**

**We will write policies to show how service users are in control of the resources they use.**

**We will change & make it easier for everyone to get the resources.**





## **23. Organisational and Performance.**

### **What we have done.**

The integrated Health & social work team are now working together in the same place. A General manager for this service has been appointed.

We have used different ways to make sure staff are kept up-to-date with their training.

We have worked with the Care Commission to make sure we kept up our high standards.

We have set targets that look at specific areas including health logs, Single Shared Assessment, Person Centred Planning, Training & paid employment.

## **What we will do.**

**We will improve our performance to improve the services for people with a learning disability.**

**We will look towards supporting health improvements. This will include meeting general health needs, improving in-patient services, working with our partners & promoting self advocacy.**

**We will make sure all staff have an up-to-date Personal Development Plan.**



## **Involvement in planning services**

### **The last PIP said:**

*We believe that you should have a say in planning services that you use, for example day services and social activities. We will listen to people with learning disabilities, family carers and neighbours to help us to do this.*

### **What have we done?**

Three adults with learning disabilities, from the Good Life Group<sup>1</sup>, are now members of the West Dunbartonshire Learning Disability Strategy Group, and carers are also directly represented on that group. Three new Local Area Co-ordinators (LACs) have supported 96 people in giving their views and have developed relationships with staff in the voluntary, private and public sectors to raise issues about learning disability. We have looked for new ways to get the view of people with learning disabilities such as library feedback forms. We have asked people their views on day centre services, and carers are on the planning group for the new respite service. We have had consultation events for people with learning disabilities and carers in preparing this PIP.

### **What do you think?**

Many service users think things have changed for the better, that people with learning disabilities are more willing to say what they want, and that it is extremely important to have opportunities to speak up about things.

They think that sometimes people with learning disabilities do not know what would help them and so it is important to have staff like Local Area Co-ordinators giving information and assistance.

The Good Life Group has provided excellent opportunities for those who attend to grow in confidence and say what they feel about things, and it

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<sup>1</sup> The Good Life Group is a user Lead campaigning group in West Dunbartonshire

## **West Dunbartonshire Learning Disability Services**

would help if more people knew about this group. There is concern, however, over how service users with complex disabilities and people with higher support needs are consulted.

Carers who are involved in planning the new respite service are very happy with the consultation process. Although it is essential to ensure that service users' views are kept separate to carers'/staff views, it is also important to recognise the information carers have, especially about people with complex needs and communication difficulties

### **What improvements do we plan to make over the next three years?**

We will change the way the Learning Disability Strategy Group works to involve people and make it more relevant to service development.

We will build on the good experience of consultation and planning for the new respite service by involving people with learning disabilities and carers in thinking about and planning for other services.

We will work on ways to consult people with higher support needs and communication difficulties, and develop a Carers' Strategy for those with profound and multiple disabilities.

We will look at the way Local Area Co-ordinators and Speech and Language Therapists can further support the involvement of people with learning disabilities in consultations on the service that they use.

**We will establish an annual consultation process to review progress and discuss what we should do next.**

## 2. Information and Communication

### **The last PIP said:**

Public Information - *We will ask you what information you need to make it easier for you to use the local community. We plan to have this available in different ways - a brochure, leaflet and free phone number.*

Database & Needs Assessment - *You have given us lots of information about you and we will keep this safe. It will help us to plan better services for you, e.g. in housing support and employment opportunities.*

### **What have we done?**

The work has been carried out to pull together information for a directory of services, which will be available to people with learning disabilities, carers and staff in all services. Our first newsletter has been published, giving information on services. The database has been further developed, and through the Information Worker, can now provide valuable information about individuals and groups to assist the day-to-day work and support planning for the future.

### **What do you think?**

Communications have improved but there is still scope for improvement. There are particular problems for people with learning disabilities and carers who are not currently receiving services. People need information in various forms, both written and by word-of-mouth. Support workers also feel that they need better information both to inform the people they work with and for their own work. People want to know more about the Learning Disability Database. They also want the service to share more information with them.



**What improvements do we plan to make over the next three years?**

We will develop a Communication and Information Strategy. We will cascade information so that it is directly available to people with learning disabilities, and their carers. We will ensure that local staff provide better advice and information.

We will produce a Directory of Information, which will include information about local respite services and leisure facilities, and regular Newsletters and seek to develop the use of web-based information, and we will work with the Library Resource Centre on how it can become a resource for information sharing.

We will involve service users, carers and staff to think about how they could contribute to Learning Disability Week. We will organise 'the Gathering' as an event at which information can be shared, and consider how similar events for carers and staff can be used to keep people up to date with new information about learning disability issues and services.

The Good Life Group will approach a range of organisations, which provide services to the public including people with learning disabilities, to offer awareness training.

We will review how we collect information for the Database and try to make it more comprehensive and develop its use as a trigger to highlight and target resources more fairly.

**We will pay particular attention to identifying and to getting information to people who don't currently use learning disability services.**

### **3. Advocacy**

#### **The last PIP said:**

*Sometimes you might find it hard to speak up for yourself. Lomond & Argyll Advocacy Service will help you to make choices for yourself, stand up for your rights and sort out any problems that you have.*

#### **What have we done?**

The number of people individually accessing independent advocacy via Lomond & Argyll Advocacy Service (LAAS) has increased dramatically over the past three years and new referrals to the service continue to grow year on year, rising from 21 in 2003 – 2004 to 72 in 2006 – 2007.

The “Changed Days Independent Advocacy Project”, part of LAAS, has helped to make sure that people who use day services are fully involved in planning the support they receive. The project has also helped people to play a full part in developing their own Person Centred Plans (PCP). Client Councils have been elected at Auchentoshan and Dumbarton Centre and operate with the support of the “Changed Days Project”.

The “Good Life – Positive Attitudes Group” continues to provide a collective voice for people with learning disabilities. With support from the Advocacy Service the Group has contributed to the planning and development of local services and helped to raise awareness of the issues which matter to people with learning disabilities.

The new “SmartStart Independent Advocacy Project” has been launched. It will provide support to the parents/carers of children and young people with “additional support needs” in their dealings with key agencies, including health, education and social work.

**What do you think?**

Being helped to speak up for yourself is a good thing and the Good Life Group is a positive experience for those involved, but there are lots of people with learning disabilities who don't know about the group.

**What we will do in the next 3 years?**

We will review all Advocacy Services to ensure that they are fit for purpose.

Lomond & Argyll Advocacy Service (LAAS) will conduct annual consultation events to seek the views on those using services.

LAAS will continue to support people with learning disabilities, both individually and collectively, to play a full and active part in the discussions and decisions which shape their lives.

We will extend the functions of the Good Life Positive Attitudes Group to ensure that service user participation in the decision making processes of the authority and its partners is supported.

We will commission LAAS to provide an independent support service for users of direct payments and Independent Living Fund.

#### **4. Person Centred Planning**

##### **The last PIP said:**

*We believe that everyone who wants a personal life plan should have one.*

*We will talk to you, your family and your friends to help you make one.*

*This plan will tell everyone what you want to do in your life.*

##### **What have we done?**

The use of person centred planning has developed a lot in West Dunbartonshire over the last three years. This has meant service users are fully involved in discussing and agreeing what services they will receive. Everyone with a learning disability who has expressed a wish to have a Person Centred Plan now has one. Lomond and Argyll Advocacy Service and Share have been resourced to assist people to identify their needs and plan their services. Annual reviews are in place to make sure services meet people's needs as these change and there are more frequent person centred planning meetings if this is necessary.

##### **What do you think?**

There is clear agreement that person centred planning is a positive and worthwhile exercise, and that the format used is very useful. It is also felt that Personal Life Plans can be a very helpful in offering a long-term view. However, there is a lot of confusion about the different types of personal plans, and some concern that plans are not always reviewed and updated and that services are not always available to meet the needs identified in the plans. Some people not currently receiving regular services would still benefit from the process of person centred planning.

Completing a PCP is a time consuming exercise which raises resource issues for the service. There are some training issues for staff and a need

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to build on the successful PCP training, which has taken place. The input to person centred planning from health staff is often very good, but needs to be more routine. It is important that staff involved in PCP know the service users well, so there are particular problems when staff leave and contact with social workers may be lost.

### **What improvements do we plan to make over the next three years?**

We will adopt the term Person Centred Plan and look to develop our approach to planning for individuals and families with our housing and service partners. We will provide PCP training/mentoring on a regular basis, which will help staff take account of special needs such as autistic spectrum disorder, and we will roll out Inclusive Communication Training to other services. We will establish quality assurance measures to evaluate the effectiveness of service users' Person Centred Plans.

All school leavers moving into adult services will have a single shared assessment and opportunities to develop a life plan along with their carers and other important people in their lives. We will also give some priority to planning for older people with learning disabilities and older carers.

**We will simplify the process of person centred planning for people within West Dunbartonshire. We will seek to make contact with people currently disconnected from services to offer information, assessment and person centred planning. We will ensure that when social workers leave or other services end that people with learning disabilities and carers have information about how to reconnect with services.**

## 5. Transition

### **The last PIP said:**

*The Joint Review of the Future Needs Strategy, involving Health, Education, Careers Scotland, Social Work and voluntary organisations, will be implemented. A single shared assessment will be offered to all school leavers with learning disabilities who may need adult services and they will have opportunities to develop a Personal Life Plan along with their carers and other important people in their lives. The Keyworker system will be developed by Careers Scotland in West Dunbartonshire to provide information, support and guidance to young people in transition.*

### **What have we done?**

The Transition Social Worker has worked with young people in transition, their carers and services on person centred assessments and plans. A member of the learning disability service was involved in the production of the Post School Transition Support guidelines for West Dunbartonshire Schools. Kilpatrick School has a transition meeting each term, which is attended by a health representative from the Learning Disability Service and the Transition Social Worker. New services have been commissioned for young people in transition in day opportunities; supported accommodation; further education; and employment.

**What do you think?**

Transition is a 'big' event for young people and carers. People need support to make decisions and have to be realistic about what can and cannot happen. Young people with learning disabilities want and need learning opportunities as much as any other young people. Life skills courses are valuable for some people but there needs to be a progression on from these courses with greater clarity about the outcomes that are expected. There is a variety in the day activities available now and this is offering a better choice to young people. Help and support is required to keep friendships made at school going.

**What improvements do we plan to make over the next 3 years?**

**We will develop a transition process in partnership with our colleagues within education and children services.**

The development programme for day opportunities will further increase the choices available to young people. We will seek to improve transition supports for students when they are at college and when they leave.

**Direct payments awareness sessions will be delivered to staff working with children and young people so that they can provide relevant information to young people in transition and families.**

**We will change and improve the resource allocation process to make it more accessible to all.**

## **6. Independent Living & Personalised Services**

### **The last PIP said:**

*Direct Payments is money you get from the Council. This means that you can buy your own services, for example short breaks. We plan to help you to do this, if you want to. There will be support and training for you. There will also be training for staff.*

### **What have we done?**

We have made information available on direct payments as part of the Single Shared Assessment process. We are currently making direct payments to nine people within West Dunbartonshire.

We have provided in-depth Direct Payment training to approximately 100 social work field staff. We now also provide refresher courses and ensure that new staff receive appropriate training.

### **What do you think?**

There is still a considerable lack of knowledge about direct payments amongst people with learning disabilities and carers. Whilst people are supportive of the idea of direct payments and that it is available as a choice, they believe that the process will be so complex and involve so much bureaucracy and paperwork that it is not really a viable option. Some carers believe it would be an additional burden on top of caring, or that getting direct payments would have an impact on the welfare benefits they receive. There are also anxieties about the responsibility of employing people, contrasting with the positive benefits people and experience in the support from Learning Disability Service staff including the Independent Living Fund worker.



**What improvements do we plan to make over the next three years?**

Personalisation means putting power and control in the hands of people who use services. We will further develop policies and approaches, including direct payments, which emphasise service users being in control of their lives and the resources they are using.

A review of Direct Payments will be undertaken following the publication of revised Guidance from the Scottish Executive. We will provide Direct Payment Awareness Sessions for people in order to reduce anxiety around processes and paperwork.

We will work with the Direct Payment User Group which is supported by the independent Direct Payment Advocacy Service.

We will establish awareness sessions with the Children with Disabilities Team including the Transitional Worker to enable them to provide relevant information to young people, carers and families.

We will promote work by the Good Life Group identifying customer friendly Banks that would be supportive of people with learning disabilities and carers using direct payments.

We will appoint a Self Directed Care Assistant to work alongside Direct Payments Development Worker and ILF Development Worker.

**We will seek to ensure that service users, carers and staff within Learning Disability Services have up-to-date information, including web-based information, and know how to access advice on Direct Payments.**

## **7. Independent Living Fund (ILF)**

### **The last PIP said:**

*The development programme for housing support services will require maximising Independent Living Fund opportunities.*

### **What have we done?**

A pilot project commenced in June 2005 when an ILF Development Worker was appointed to specifically identify potential ILF applicants and support them throughout the ILF process. A Welfare Rights officer was appointed in June 2005 to work in partnership with the ILF worker to ensure that benefits of both service users and carers are maximised. A simple guide to the ILF has been compiled to help service users and carers understand if someone is eligible to apply to the ILF.

Since the outset of the project, 45 applications have been made to the ILF all of which have been awarded in full. A database of successful applicants has been established indicating the value of the additional support to service users. There have been 56 referrals to the Welfare Rights Officer of which 29 have resulted in an increase in benefits.

### **What do you think?**

People in receipt of ILF payments recognised the benefits from the additional services that can be purchased. However there is concern about the complexity of having different funding sources and their administration. The profile of the Independent Living Fund has been raised within West Dunbartonshire with ILF training and awareness sessions undertaken for all new social workers. Community groups, health professionals and service providers have also been involved in ILF

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awareness sessions. This has resulted in potential applicants being referred to the ILF Development Worker from a variety of sources.

### **What improvements do we plan to make over the next three years?**

We will employ an assistant ILF Worker to improve our ability to maximise the potential use of the Independent Living Fund in West Dunbartonshire.

We will commission an independent support project for ILF recipients. This will be done in partnership with the Lomond and Argyll Advocacy service.

We will continue to work with social workers, health colleagues, community groups and service providers to identify potential ILF applicants.

We will work with ILF recipients and their carers to ensure that ILF awards are maximised as support needs change. We will continue to assist service users to ensure that the application process is as straightforward as possible.

**We will work systematically through the Learning Disability database to target possible future ILF applicants and identify service users who may benefit from a welfare rights entitlement assessment. We will continue to refer service users to the Welfare Rights officer for benefits maximisation.**

## 8. Carers

### **The last PIP said:**

*The purpose of the West Dunbartonshire Carers' Strategy is to ensure carers receive the support they need. The PIP therefore presents commitments about information, advocacy, the assessment of these needs and about access to services, and confirms that the Learning Disability Service will work in partnership with the Carers' Centre. The Learning Disability Service will develop information resources in consultation with service user and carers' groups. Single Shared Assessments will be offered and opportunities to develop a life plan along with carers.*

### **What have we done?**

We have developed positive relationships with carers' groups. We have consulted regularly on a wide range of issues. Carers have been involved in the design of the purpose built respite service and the proposed redevelopment of Auchentoshan. All individual supports are now offered and agreed through consultation and discussion with the individual and carer through Person Centred Planning and Single Shared Assessment.

A library facility is now available to carers, and a carers' consultation group has been working on a Service Directory.

Training sessions on nutrition have been developed, piloted and evaluated.

## **What do you think?**

Carers want to work in partnership with services but need to be well-informed through both verbal and written means. Periods of transition are important for carers. They want to know who they can talk to when they need advice. Carers need to get to know the staff that are providing supports. Local Area Coordination has been of benefit but not all carers know of the service. Carers want to be involved in planning for individuals, but want these plans to be followed through. They have experience of taking on responsibilities when this does not happen. They want the use of Personal Life Plans to be developed to set out what will happen when they are no longer able to care.

## **What improvements do we plan to make over the next 3 years?**

**All carers of people with learning disabilities will be offered a carer's assessment and carer's support plan. We will develop life planning for people with learning disabilities who have older carers.**

We will seek to develop an alternative library facility linked to the Carers' Centre, and available to carers. We will agree the final Directory with the carers' consultation group and publish it.

Further training opportunities will be developed for carers across West Dunbartonshire. A training needs questionnaire will be sent out to determine topics required to be covered.

**We will work with the West Dumbarton Carers' Service to ensure that carers of adults with learning disabilities are fully involved.**

## **9. Respite and Short Breaks**

### **The last PIP said:**

*We offer respite breaks to people on a planned basis. Your respite is provided through dedicated services. In the future, we plan to give you more respite breaks and a new purpose built service in Clydebank will help us do this. We will provide more short breaks for adults.*

### **What have we done?**

We have increased respite services from 1100 nights in 2001 to 1500 nights in 2005/2006. We have involved carers and service users in the design of a purpose built respite service at Dunn Street, Duntocher. This replaces the joint residential respite service previously provided at Marelen House. We have recognised that residential respite is not for everyone, and so we have redesigned the respite services to include a flexible respite fund. We have employed a Respite Resource Worker who makes it easier to gain access to respite services.

### **What do you think?**

Carers feel that respite and short break services are accessible and well coordinated, with some choice in what are very important services to them. Good communications between carers and service providers are seen as essential, and most people are very satisfied with this. There are some communication issues between respite service providers, other providers and carers about the special needs of some service users.

West Dunbartonshire is seen to have good opportunities for short breaks in comparison to some other areas. However, there are some issues about the level of resources available and the knowledge about the services among those who are disconnected from services. The needs of

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both carers of young people with learning disabilities and older carers are significantly increasing the requirement for additional respite and short break services.

#### **What improvements do we plan to make over the next three years?**

We will seek to make the criteria for respite clearer.

We will open a new respite facility at Dunn Street Duntocher providing 2184 nights per year.

We will establish a Service Level Agreement with the provider of the new service, which will include reference to individual planning and service delivery to meet care and health needs.

We will allocate additional resources to respite and short-breaks if they become available over the three-year period of the agreement to meet the projected need for respite of 3,000 nights per year from 2007/2008.

**We will create a flexible budget for those who do not want residential respite. This fund will be used creatively and include support for holidays and other activity breaks. We will work with service users and carers to maximise the potential of this fund.**

## **10. Health Promotion**

### **The last PIP said:**

*Health Promotion issues will be addressed in conjunction with Healthy Living Centres, and Public Health.*

### **What have we done?**

Since the last PIP the delivery of health services have changed significantly. NHS Greater Glasgow and Clyde and West Dunbartonshire Community Care Partnership are responsible for all health services including health promotion.

A library facility of books, videos, health promotion materials and training resources has been developed for use primarily by professionals although it has been used by a small number of paid and unpaid carers.

Links have been made with Health Promotion/Public Health Teams, with active participation on issues concerning older people, mental health and sexual health development.

Two new training sessions have been developed - "Eating, drinking & swallowing difficulties" and "Healthy eating". These have been piloted and evaluated with paid carers.

### **What do you think?**

Lots of work has been done, and it is important that information about the progress made and services available is more widely known.



**What improvements do we plan to make over the next three years?**

A local information resource facility will be established in the Dumbarton Centre to enable people with a learning disability, carers and professionals to be better informed about promoting the health and well being of those with a learning disability. This will be linked with an employment opportunity for a person with a learning disability, now financed by ESF Development funding following a successful partnership bid.

The learning disability psychologist will facilitate group sessions for adults on the autistic spectrum to increase their understanding of mental health issues.

In keeping with national objectives dietetic staff will develop links with our partners to implement health promotion initiatives.

Learning disability day services in partnership with WDC Environmental Services will undertake the Healthy Living Award which is sponsored by the Scottish Executive.

Further work will be undertaken to get health promotion messages in an accessible format for people with learning disabilities. Picture recipes will be developed when future cooking courses are organised. Staff will explore ways to provide educational support to family members who are caring for service users with a nutritional problem, and will consult carers on training to support service users in making food choices.

**There will be joint working with provider organisations to involve them in health promotion activities. Staff from the learning disability service will be involved in all health promotion activity.**

## **11. Primary Health Care and Hospital Services**

### **The last PIP said:**

*Advice booklets will be produced about available services, Health Logs will be developed for use in social care settings and with health professionals, and Health Checks will be provided for all adults with a learning disability, who would like them.*

### **What have we done?**

GP practices in West Dunbartonshire have been supported to identify all the patients in their practice who have a known learning disability. All practices have been furnished with a learning disability resource pack. Various health professionals, including GPs have attended training on Inclusive Communication to help them improve their response to adults with communication difficulties. In total 234 people have attended the foundation course.

A number of people in social care settings now have a health log, which supports the recording and maintenance of health information for adults with a learning disability.

A health check pilot was initiated in some GP practices in Dumbarton and Alexandria which led to people with a learning disability being offered a health check. A number of people with learning disability called the Good Life Group delivered training to medical staff in hospital settings.

### **What do you think?**

The experience of accessing health services is generally positive, although the level of support to people with additional complex needs is of particular concern especially in hospital.

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Information provided by health professional is generally felt to be adequate, although, in common with other professions, abbreviations and jargon can be very confusing.

### **What improvements do we plan to make over the next three years?**

We will offer support and guidance to GP practices in order to support individuals with a learning disability navigate their way successfully through the various health services. We will continue to support the development of GP databases for adults with learning disabilities.

We will support hospitals to care for people with learning disabilities. We will work in partnership with the learning disability nurse consultant and acute care managers to highlight the particular needs of people with a learning disability. All wards will be given information in learning disabilities and a contact person identified for support should they need it.

We will commission a research project to evaluate the implementation of health logs for all people in social care settings.

**We will expand the implementation of health checks across the authority area. A learning disability nurse will be employed with a specific remit of completing health checks with all adults with a learning disability. Health checks will be one of the key local improvement targets for learning disability services.**

## 12. Specialist Learning Disability Health Services

### **The last PIP said:**

*Social Work and Health staff are working together. Some of the things we plan to offer you include information in booklets, healthy eating advice, individual health checks and plans, eye tests with the Realise Project.*

### **What have we done?**

We have built on previous good practice by integrating Health and Social Work staff within the Learning Disabilities Service, working closely with Community Health Partnership staff. Developments have included:

- 60 people trained in Signalong, 62 in Symbols and other AAC (augmentative and alternative communication) and 19 in communication dictionaries and passports;
- Staff supporting local day centres meeting national healthy eating standards by making changes to menus;
- Adults with learning disabilities living in a variety of settings given easy to follow healthy eating recipes, often in pictorial format, allowing them to cook healthy meals with minimum support.
- Improved services to over 110 people with visual impairments through raising awareness, assessment, and support by the Realise Project;
- Improved services to people with ASD, epilepsy and behavioural support needs by adding psychology and a Health Support Worker;

### **What do you think?**

People said they need support to make decisions, and the easy access to and expert advice from the health specialists within the Learning Disability Service can be invaluable. However, people not in receipt of other learning disability services are much less likely to know about and to access these

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specialist services. Health specialists should be included more within the person centred planning process and there should be even better links with mental health services and inpatient services.

### **What improvements do we plan to make over the next three years?**

We will promote the roll of the specialist health services through the learning disability newsletter publication and information sessions.

We will employ a learning disability nurse to deliver a programme of health checks to all adults with a learning disability in West Dumbarton.

We will use the information gathered in Health Checks to inform our planning and services delivery processes.

We will employ a psychiatrist to ensure that mental health services are provided in an integrated setting.

We will improve our services to people on the autistic spectrum by providing psychology led group sessions. These will focus on social, communication and mental health issues such as anxiety and depression.

We will develop and pilot a care pathway for dementia assessment and intervention.

We will pilot the integrated use of single shared assessment with health staff. We will roll this out to all staff.

We will update facilities for physiotherapy intervention at Dumbarton Centre.

**We will work with primary and secondary settings to identify adults with learning disability not currently receiving services.**

**We will strengthen our management structures by integrating more with the C.H.P.**

### **13. People with Multiple and Complex Needs**

#### **The last PIP said:**

*Health checks and Person Centred Planning will be provided to ensure flexibility of services available to individuals. Speech and Language Therapy staff will arrange workshops in Inclusive Communication. Occupational Therapists will be involved in developing services. Primary Health Care will support people with complex needs.*

#### **What have we done?**

We have supported the person centred planning process by involving specialist health staff and putting in support arrangements to meet particular needs. We have supported individuals to have a health log. This ensures all pertinent health information is kept up to date. We have worked in partnership with the acute sector/hospital staff and have supported individuals who have had inpatient hospital treatment.

We have offered training workshops for staff and carers on difficulties in eating drinking and swallowing, and provided one to one support. People with visual difficulties have had support from an RNIB worker.

#### **What do you think?**

Carers feel it is particularly important to receive good information about what is happening. Carers and service staff want people with higher support needs to be involved and consulted. They make very positive comments about many of the services they receive. However, they want attitudes and skills in communication, for example among certain clinicians in hospital settings, to improve.

Leisure and recreational services, and friendships are also very important to people with complex disabilities and need nurturing.

**What improvements do we plan to make over the next 3 years?**

We will continue to look for opportunities to improve the quality of life for people with complex needs, and to offer access to a wide range of services.

We will work in partnership with the C.H.P. to implement national objectives such as Better Health, Better Care.

We will continue to work in partnership with primary and secondary health settings to improve communication with people with complex needs, and to ensure that individuals have their health care needs met. We will ensure people have an opportunity to have a health check, and develop the use of Health Logs.

We will also work closely with our housing partners to develop accessible houses.

**We will provide training on eating drinking and swallowing difficulties and autism awareness. Multi disciplinary staff will also build training packages related to individual needs, such as mobility and behavioural support.**

## **14. Adults Support & Protection**

### **The last PIP said:**

*“Vulnerable Adults” can include people with learning disabilities who need support and could be at risk from harm. We will have one policy for all of our staff to follow. We will train our staff to work together to protect and support all people with a learning disability.*

### **What have we done?**

West Dunbartonshire Council, NHS Greater Glasgow & Clyde and Strathclyde Police now have a joint policy and procedures for vulnerable adults.

West Dunbartonshire Council has established priorities for community care provision, which refer to situations of urgency and risk. There are 4 levels of priority, and the highest level includes emergencies where abuse or neglect has occurred or is likely to occur. The next highest level relates to situations in which people or their carers feel at serious risk in relation to daily living, or where essential daily personal care and nutritional needs are not being met.

Social Work and Health have developed good working relationships with our partners in Health, Housing, Criminal Justice and the Police to protect and safeguard adults who are at risk of harm

### **What do you think?**

Within the consultation process people talked of the need to listen to the views of people with learning disabilities and the difficulties they face daily.



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Carers talked of the need for more training of staff to educate them of the needs of people learning disabilities and the need for honest and practical solution to meet these problems. It was noted that the attitudes of staff are very important in keeping people safe from harm. Carers were confident that staff would receive specific training in policies and procedures concerning the protection of at risk and this would be beneficial to all.

### **What improvements do we plan to make over the next 3 years?**

West Dunbartonshire Council and NHS Greater Glasgow & Clyde will revise the policy and procedures on adults at risk in line with the Adult Support and Protection Act and the new national Code of Practice.

Public information will be produced on the new policy and procedures.

A system of audit will be introduced to provide quality assurance in the delivery of services and the performance of staff in responding to the needs of adults at risk.

**A programme of staff training will be planned and delivered to all relevant staff on the new legislation, policy and procedures.**

## **15. Independent Living**

### **The last PIP said:**

*There will be a continued working partnership with users and carers to identify personal support needs, and continued partnership working involving social work and housing, health, voluntary organisations and housing associations to promote high standards of social and health care.*

### **What have we done?**

Good partnership working has continued to develop to support people with learning disabilities to develop their independent living skills, to access community resources and to enable them to establish meaningful roles with their local communities. Within supported living, tenants meetings and a service user information pack have been developed and there have also been consultations with family carers. Local Area Co-ordinators have worked with professionals in education, health, employment, housing and the voluntary sector to raise the profile of learning disability.

### **What do you think?**

Within the consultation sessions, people with learning disabilities talked about their good experience of supported living, and of the support provided by staff, neighbourhood networks and tenants' meetings. There are some issues about such meetings not happening in certain services, about the balance of control between tenants and staff in some places, about the difficulties caused by staff turnover, about the mix of people in some group living and about the loneliness experienced by some people in independent tenancies. The biggest issue identified was about the awareness and confidence in supported living amongst people with learning disabilities and their carers living at home together. Most people living at home want to stay with their families but it is important to identify

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those who might want to move on and plan as early as possible for situations where this might be necessary because of ageing carers.

### **What improvements do we plan to make over the next three years?**

We will look at whether people are happy in single tenancies. We will also look at how groups are currently matched together and talk with tenants about any alternatives, which might suit them better. We will review patterns of support and seek to develop friendship networks and ways to ensure greater inclusion of tenants in their local communities.

We will consider how we measure the way in which houses/homes are working, and what quality assurance measures are in place.

We will develop information for people with learning disabilities living with family carers about what supported living has to offer, and include these people amongst the priority groups for person centred planning.

We will review training requirements for support staff and work with providers on ways to retain staff to maximise continuity of support.

We will seek to increase supported living over the period of the Agreement as resources permit, and will consider how services can be developed to respond better to emergencies.

**We will review all of our housing support services over the next three years in keeping with the recommendations in this agreement.**

## **16. Further Education**

### **The last PIP said:**

*Clydebank College will work with West Dunbartonshire Council Learning Disabilities Service to review the current courses offered, and to plan courses, which will meet student need and embrace social inclusion principles.*

### **What have we done?**

The college has developed a number of new and revised programmes including the Skills for Employment programme, which aims to enhance employability by providing opportunities in the workplace. In addition part-time and outreach programmes continue to be reviewed regularly.

Clydebank College has introduced an Integrated Course, which maximises the opportunities for successful completion of mainstream programmes by graduates of the Pathways or Directions programmes. The students access a mainstream course (usually at N.C. level) providing they meet the entry requirements. The course lasts for 2 years, and is designed to enhance employability skills, as well as providing opportunities for further training.

### **What do you think?**

Within the consultation exercise, some students said they enjoyed attending a college, felt support was good, their confidence had improved and the Independent Life course was helpful. Positive comments were made by staff about the success of Outreach Courses in the past, which had been delivered within Day Centres. However, most contributions expressed concerns about the approach of the college to people with learning disabilities and the nature of the courses provided. Issues were raised about inclusion in the mainstream sections of the college with physical and cultural separation of the learning disability courses. Issues

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were raised about the choice of courses, the lack of progression to more advanced work, and the links with future employment. There was some concerns about the lack of detailed transition planning, including exit planning, for individual students in relation to the content of courses, the progress they make and the support they require.

#### **What improvements do we plan to make over the next three years?**

Clydebank College will facilitate biannual meetings with WDC, students and other stakeholder partners to review the planned curriculum and ensure the following agendas are addressed: Access; Equality, Worklessness; Citizenship.

Clydebank College will initiate a list of appropriate performance measures with partner agencies over the next three years

As part of a regular review of additional learning needs, Clydebank College will more actively utilise external support networks. They will explore opportunities to make greater use of the support service networks from WDC Learning Disability Services.

Clydebank College will participate in an independent consultation on the service level agreement with WDC Learning Disability Services.

**Clydebank College will promote the use of the new College estate for all students, with programme delivery in the new College estate starting in August 2007.**

## **17. Employment**

### **The last PIP said:**

*Some of you may wish to get full or part time paid jobs. We will give you help and advice so that you do not lose any income. We can help you find a job and give you support when you start.*

### **What have we done?**

Following the appointment of three part-time Employment Support Workers, we have reached all targets including: completing 49 vocational profiles; identifying 35 work related training opportunities; providing supported employment service to 67 people; securing 35 employment opportunities; and supporting people into 24 voluntary work opportunities. We have established Café Connect, a community based café open to the public in Dumbarton Day Centre, providing employment and training opportunities for people with learning disabilities. We have worked in partnership with Dalmuir Park Housing Association

### **What do you think?**

For those who want to have a paid job, employment is seen, not only as something which the boosts income, but also as having a positive effect on confidence, self-esteem and social skills. People are very positive about the supported employment team and the progress, which has taken place. Barriers to the development of people with learning disabilities being employed include the attitudes of some employers, the lack of support resources including job coaches, and the concern of some carers especially about the implications for welfare benefits.

**What improvements do we plan to make over the next three years?**

We will develop the way we work with employers through open days and individual contacts to create positive attitudes, realistic expectations and new job opportunities.

We will develop a Work Connect programme in partnership with HRES and Mental Health Services, which will create 20 new jobs within West Dunbartonshire Council for adults with a learning disability and/or mental health issues.

The work in preparing people for employment will be enhanced through a certificated Employability Course starting in 2008, which will lead to the ASDAM award. We will promote the need for college vocational training courses to become more inclusive and establish greater links with local employers and promote job opportunities. We will develop information on how working will affect welfare benefits.

We will pursue the potential for Café Connect to become a social firm.

We will research sources of funding for more employment support workers, job coaches and transition supports required for students leaving colleges and will consider the availability of employment support from existing day opportunities.

**We will work in partnership with all agencies to promote and contribute to the current 'Worklessness' Agenda.**

## **18. Day Activities**

### **The last PIP said:**

*We will create flexible, individualised day services able to respond to service users' needs and wishes over a seven-day period.*

### **What have we done?**

We have continued to develop the partnership between social work, health, voluntary organisations and the business community. All supports are now offered and agreed through consultation and discussion on an individual basis. The maximisation of alternative sources of finance, including ILF applications continues to provide funding for individual support packages. We have reduced the number of people who are solely dependent on centre based activities and have created locality based services, which provide flexible support. We have changed the model of service delivery across all day services and created day opportunities in partnership with the voluntary sector.

### **What do you think?**

People have seen major changes in day services over the last few years, enjoying what it provides and benefiting from the choices available. Day Centre services are provided through the more modern Dumbarton Day Centre, a resource much used by the local community, which includes Café Connect. The other Day Centre is Auchentoshan, which is in an inaccessible location and needs to be replaced.

Day activities away from Centres have continued to develop. These have offered more choice and flexibility and now provide a very positive experience for many service users in meeting their Person Centred Plans. The lack of community resources has become apparent, especially places with specialist facilities, such as fully adapted toilets, for people with disabilities. There are also financing issues related to the cost of



## **West Dunbartonshire Learning Disability Services**

individuals participating in activities. Some people commented that this has placed an additional pressure on household budgets.

### **What improvements do we plan to make over the next three years?**

We will involve service users, carers and staff in reviewing and planning developments in day services. We will do this annually.

As resources permit, we will increase day opportunities to provide a more comprehensive service to people with a learning disability.

We will continue to move from traditional day services to flexible services, which are available over seven days and outwith traditional hours of 9-5.

We will explore the greater use of flexible budgets, direct payments and alternative funding sources for day activities.

We will provide more information about day opportunities particularly targeting those who do not already receive services. We will provide a directory of services, which identifies day services and activities.

**We will work in partnership to provide a new centre that will be a community resource to replace Auchentoshan. We will involve everyone with an interest in this process.**

## **19. Leisure and Recreation**

### **The last PIP said:**

*Some people need support to help them plan how they spend their leisure time and we will help people to do this. We will support people to do the things that they enjoy and are interested in.*

### **What have we done?**

We have supported people to use and enjoy local sports and leisure facilities and to attend local clubs. We organised 'The Gathering' as a special occasion to meet old friends and new people. We have established a working partnership with the library service, with specialised computers now installed in Dalmuir Library and Concord Resource Centre. We have collected and collated information for a leisure and respite directory.

### **What do you think?**

Consultation comments from service users and staff generally presented a negative picture of this issue. There were positive comments about good experiences at sport centres and the friendly staff at the Playdrome and Meadow Centre, which are both very accessible. Day opportunity staff have developed individual programmes for people using leisure facilities. Service users enjoyed "the Gathering" but it can be difficult to get involved in mainstream clubs and access community leisure facilities e.g. bowling clubs, night clubs; to get to a venue; to find a partner or someone that likes the same sport or other activity; to find the money for activities. Accessing any leisure facility for someone who has no support is very difficult, and there are particular problems for people with poor communication to identify what they want. Restrictions may be imposed on the basis of perceptions. (e.g. fear of someone taking a seizure).

Relationships are really important to people, but people with learning disabilities often don't get to meet up with friends and do things together.

## **West Dunbartonshire Learning Disability Services**

People either spend time with people they live with or do things on their own. It is hard for people with learning disabilities to make friendships with people in the community, and friendship can be hard to maintain.

### **What improvements do we plan to make over the next three years?**

We will support people to form and maintain friendships through the establishment of a friendship project.

We will publish the information we have collated on local facilities in a directory/handbook. We will invite our colleagues from Leisure Services to become a member of the Learning Disability Strategy Group

We will continue to build on the relations developed with providers of community resources and seek out new and alternative resources.

We will provide awareness training for employees of sports, leisure and community facilities. Learning Disability services will be involved in the planning of the new Playdrome e.g. accessible toilets, changing rooms, hoist, information notices.

We will make working hours more flexible to support people's enjoyment of leisure and sporting activities.

We will hold yearly events where people can all get together.

**We will work in partnership with Sports and Leisure Services to introduce new opportunities for people with a learning disability.**

## **20. Transport**

### **The last PIP said:**

*We know that it is hard for some of you to use buses and trains. We will talk to the people who run public transport about your needs and offer to teach their staff how to help you.*

### **What have we done?**

Developments have taken place, which are important to people with learning disabilities. The bus pass system allows for free travel and is felt to be excellent. Although not universally used, the Thistle Card Scheme, which identifies people with special needs, works well when it is known. There have been positive developments in accessible transport including taxis, particularly in Clydebank. The Good Life Group has approached bus companies about access issues, but had a poor response.

### **What do you think?**

Whilst consultation comments recognised the improvements in transport services in recent years, the balance of views expressed were critical, with issues raised about physical access, attitudes and arrangements. There are still major access problems, especially for wheelchair users, with local buses, and certain train stations and with many taxi's especially in Dumbarton and the Vale of Leven. Company policies may be positive, but the attitudes of bus and taxi drivers are sometimes negative. However, administrative arrangements can also be very unhelpful, including having to book wheelchair access to trains in advance, having to change buses because of lack of direct routes; and not being able to use dial-a-bus because of boundary issues. Cost is also a factor – buses may be used rather than trains because they are free to the user, but taxis, the most expensive form of public transport, may have to be used because buses and trains are inaccessible.

**What improvements do we plan to make over the next three years?**

We will seek to gain representation for people with learning disabilities on the West Dunbartonshire Transport Forum.

Through the Transport Forum, we will seek to promote the need for change. We will seek to improve transport services for people with learning disabilities through training in disability awareness for transport employees. We will promote greater use of Thistle Cards and awareness amongst transport providers, better physical access at train stations, and with buses and taxis; and more information about the complaints procedures of transport providers.

We will examine the potential for the criteria in taxi licensing to include disability awareness training and support this process.

We will consider the insurance issues around support staff using service users' vehicles funded through Disability Living Allowance (Mobility) and identify which insurance companies have appropriate flexible policies.

We will support people with learning disabilities to develop their own skills and confidence in using public transport.

**We will ask the Good Life Group to continue to work on transport issues.**

## 21. Staff Training

### **The last PIP said:**

*There are training implications in many of the proposals set out in the PIP, and the partners agencies have agreed a joint training programme for health, social care and voluntary sector staff. It is recognised that people with learning disabilities and family carers are a valuable resource for educating staff.*

### **What have we done?**

A reorganisation of the Council's SVQ (Scottish Vocational Qualifications) Centre was completed in 2006 – the Learning Disability Services has a specialist Training Officer. Workplace Assessors are available in a number of work locations.

A service plan was established for West Dunbartonshire Learning Disability Services (LDS) including specified SVQ targets over a 3-year period. Seven staff members have achieved the A1 award. Progress has been made to ensure compliance with Registration Phase One, which requires service managers to hold a Registered Managers Award (RMA), achieved by SVQ 4. All managers have completed the RMA.

A range of other specialist courses have been delivered to Learning Disability Service staff and others. Issues related to people with a profound and multiple learning disabilities are covered in various workshops.

**What improvements do we plan to make over the next 3 years?**

We will establish a Workforce Development Plan, which will identify training needs and requirements.

West Dunbartonshire Learning Disability Service will develop in line with the Council's Corporate Plan Service Plan

We will ensure all staff members in learning disabilities have a current Performance And Development Plan. We will continue to meet with staff to help them understand the Corporate Service Plan.

We will support staff registration by providing staff with the opportunity to complete the appropriate SVQ level. We will work in partnership with the voluntary and private sectors to share resources, places and funding in order to increase access to training for all who work with adults with a learning disability.

We will continue to meet the requirements of registration through the Work Force Development Plan 2006 – 2009. By 2009, 13 LDS staff will require to achieve SVQ 3, and 9 LDS staff will require to achieve SVQ 2 to stay on target.

**In addition to the current programme, we will develop material and introduce new courses as part of planned programme of multi-disciplinary and multi-agency training and specialist workshops, including : Epilepsy Awareness; Dementia Awareness; Visual Awareness; Nutrition; Autistic Spectrum Disorder; Profound & Multiple Learning Disability; Symbols and other AAC; Communication Passports; Direct Payments; Adult Protection; Mental Health and AWI Awareness Training.**

## 22. Finance and Resourcing

### **The last PIP said:**

*The Council and NHS Partners would fund services from the Supporting People grant; resource transfer; increased social work and health revenue; and resource release through service redesign.*

### **What have we done?**

In the 3 year period 05/07 we have invested a total of £ 9,272,761 from Supporting People grant in services that support 87 people with learning disabilities in single tenancies, group living and living at home with family and carers. In 2007/08 the Council's expenditure on these services is £3,568,27. In order to address funding changes, Service Level Reviews have been undertaken to maximise the cost effectiveness of housing support service delivery.

During the period of the last PIP national financial pressures affecting all local authorities have impacted on the level of funding available for all services. West Dunbartonshire Council has made changes in learning disability services to ensure best value and service delivery.

Over the period since the last PIP £2,044,473 investment has been made to respond to people's needs and wishes by creating new day opportunities through additional funding and reinvestment of existing budgets for traditional services. Despite increasing financial pressures we have continued to invest in supported employment, with additional investment £220,000 realised through partnership and European funding.

We have invested £100,000 in developing respite and short break services and increased the budget by 48% from £383700 in 2004/05 to £568700 in 2007/08.



The council has continued to commit the government's Learning Disability Change Fund allocation to the developments established earlier. Tables on page 102 identify the way that the Change fund is currently allocated.

**What do you think?**

During the consultation events people with learning disabilities, family carers, staff and service providers identified a range of unmet needs, which could only be met by additional investment and these are identified earlier in the PIP. People involved in the consultation events were aware of the current financial pressures facing local partners. However people felt that if carers were to be properly supported, and people with learning disabilities helped to achieve full social inclusion, then additional support of certain kinds would be required.

**What improvements do we plan to make over the next 3 years?**

We will invest in the development of a new respite service and create a flexible respite fund.

We will invest in additional specialist health resources including psychiatry, psychology and community nursing. We will deploy resources to implement the Adult Support And Protection Act.

We will further develop policies and approaches, which emphasise service users being in control of the resources they are using, including an independent support project.

**We will change and improve the resource allocation process to make it more accessible to all.**

## 23. Organisational and Performance

### **The last PIP said:**

*We will establish a joint learning disability service with a single manager.*

*We will take account of national standards and quality indicators in our service planning and management, commissioning and contracting.*

### **What we have done?**

We have integrated health and social work staff in a single location under a joint management structure. We have created a Joint General Management Post in line with the proposals in the previous PIP. The General Manager for this service is responsible to both West Dunbartonshire Council and the Community Health Partnership.

We have addressed the issues of performance development and performance management through a range of measures including: Personal Development Plans; continuing professional development; departmental and service Workforce Development Plans. We have referenced all of these issues within a Continuous Improvement Plan for Learning Disability Services which reflects the Council's promotion of efficient government and best value.

The Council's Service Plan includes full reference to both the needs of people with learning disabilities and family carers. Within the overall planning framework, a Service Plan has also been developed for Social Work Services and a Commissioning Strategy established for learning disability services.

We have engaged with the Care Commission in its regulatory activity to maintain the high quality of care standards within West Dunbartonshire.

## **West Dunbartonshire Learning Disability Services**

We have established Local Improvement Targets for learning disability services within the Governments JPIAF framework. The targets relate to key performance areas including health checks; health logs, Single Shared Assessment; Person Centred Plans; training; and paid employment.

In seeking improvements against the NHS Quality Indicators for learning disabilities we have contributed to health improvement through the establishment of the joint service and the range of health promotion developments identified above.

### **What improvements do we plan to make over the next 3 years?**

We will seek to improve our performance against existing targets and review their relevance to learning disability services within the context of the national framework. We will continue to prioritise performance management as a means to improve services for people with learning disabilities.

We will contribute to the health improvement agenda, by developing our approaches in all the ways described above in the PIP against the NHS Quality Improvement Scotland *Quality Indicators for Learning Disabilities*: involving children and adults with learning disabilities and their family carers through self-representation and independent advocacy; promoting inclusion and wellbeing; meeting general healthcare needs; meeting complex healthcare needs; improving in-patient services – daily life; and planning services and partnership working.

We will implement the proposals set out in the commissioning strategy.

We will integrate the management arrangements for all community care service including learning disability services across West Dunbartonshire Council and Community Health Partnership.

## **West Dunbartonshire Learning Disability Services**

We will implement the newly established workforce development plan in line with national and local policies.

We will ensure that all staff both health and social work have an up to date Personal Development Plan as part of our commitment to continuous professional development.

## West Dunbartonshire Learning Disability Services

### Appendix 1

#### 2007- 08 Budget Allocation £6,388,615

Housing Support	3,121,000
Residential	787,000
Day Support	862,615
Community Inclusion	362,000
Respite Services	699,000
Direct Payments	80,000
Advocacy	43,000
Children with Disabilities	129,000
Adults with Disabilities	305,000
	<b>6,388,615</b>

#### Supporting People

2005 - 2006	£3,783,907
2006 - 2007	£3,611,798
2007 - 2008	£3,568,827

#### Day Supports 2007-08

Day Ops	682,596
Dalmuir Locality Service	201,791
Day Centre 1	590,830
Day Centre 2	569,256
TOTAL	2,044,473

## West Dunbartonshire Learning Disability Services

### Change Fund Scottish Executive Allocations and WDC Expenditure

#### 2007-08 Allocation £374000

PIP Consultancy Fees	£1,512
SmartStart Advocacy	£10,000
Direct Payments Advocacy	£20,417
Changed Days/Goodlife Group/Advocacy	£45,000
Client Housing Adaptations	£6,891
Workconnect Employment Project	£15,000
Training	£136
Carers Centre Funding	£228,605
Client Housing Requirement	£1400
Initial Setup Flexible Respite	£10,000
IT Equipment	£3500
Housing	£4000
Joint Training	£4000
Client Requirements/Development Monies	£10,000
Transitional Service Planning	£5,000

**\*Year to date**

#### 2006 - 2007 - Allocation £32600

GCIL Grant funding	£47,688
Client Housing Requirements	£34,310
Expenses re Health Staff move to Beardmore	£8,941
Our Club	£500
PIP consultancy Fees	£8,448
Adult Protection Consultancy	£5,000
Smartstart Advocacy	£10,000
Direct Payments Funding	£3,500
Quarriers/Carers Centre Funding	£207,600

#### 2005 - 2006 - Allocation £345,000

Creation of Welfare Rights Post	£15,000
Creation of ILF Development Worker	£22,500
Special Olympics Expenses	£3,000
Dalmuir Locality Service Set up	£3,480
Service User's Employment Placement	£2,500
Physio Equipment	£7,042
Dalmuir Locality Service Set up	£9,410
clients adaptations	£33,889
Purchase of IT equipment for Dalmuir Library and Concord	£3,720
Carers Strategy fund	£196,000
Lease of Vehicle adapted for service user use	£1,345
Advocacy - Good life positive attitudes group/Tuesday Club	£14,865
Transitional Services Start up costs	£20,000
Start up costs - Service Users	£11,811

## West Dunbartonshire Learning Disability Services

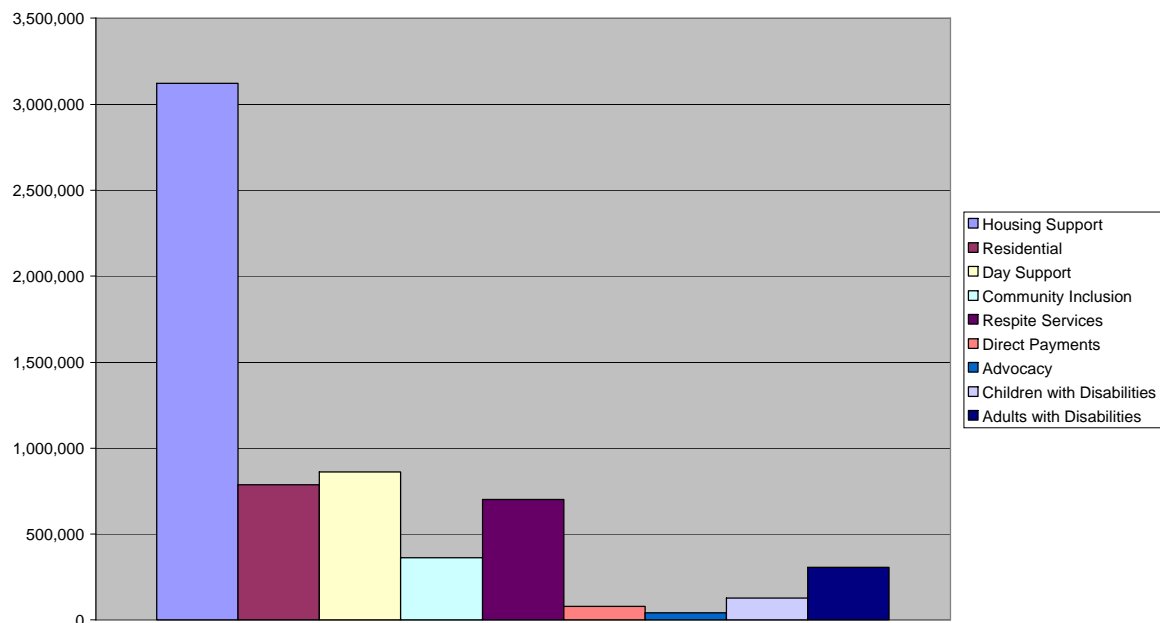
Respite	
Period	No of Nights Used
01/04/2004 - 31/03/2005	1488
01/04/2005 - 31/03/2006	1398
01/04/2006 - 31/03/2007	1783
01/04/2007 - 31/03/2008*	1876

**\*Projected Usage**

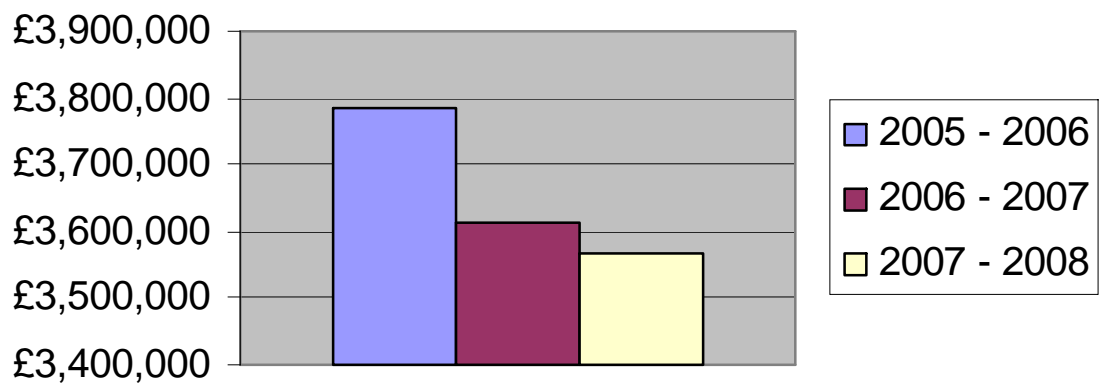
## West Dunbartonshire Learning Disability Services

### Appendix 2

2007 - 2008 Budget Allocation



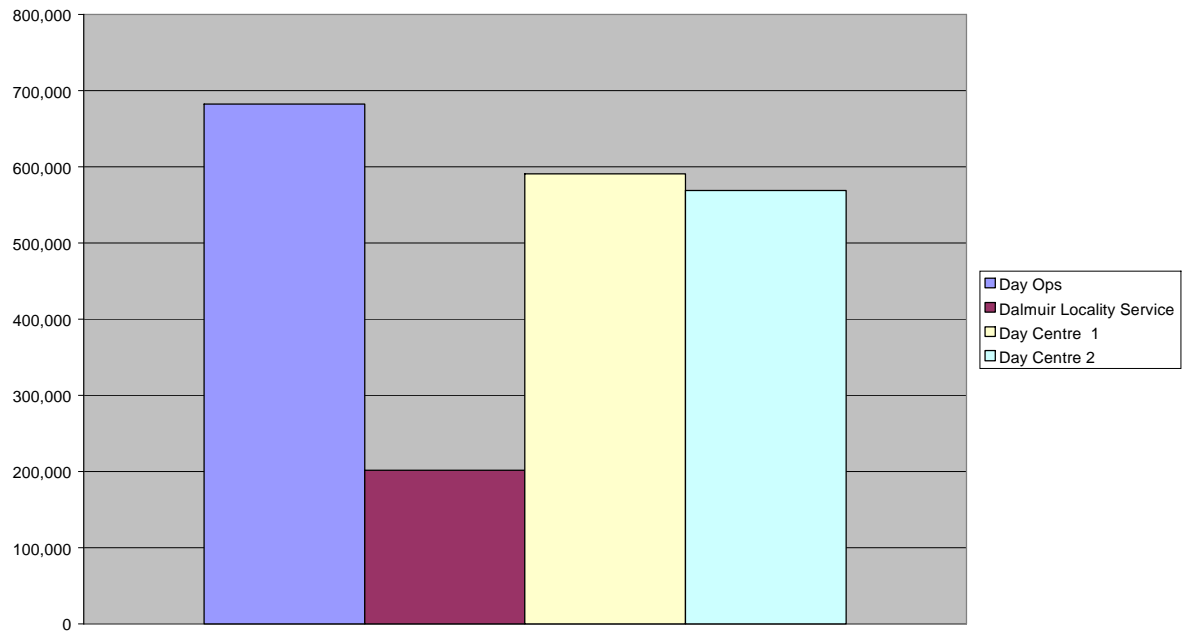
### Supporting People



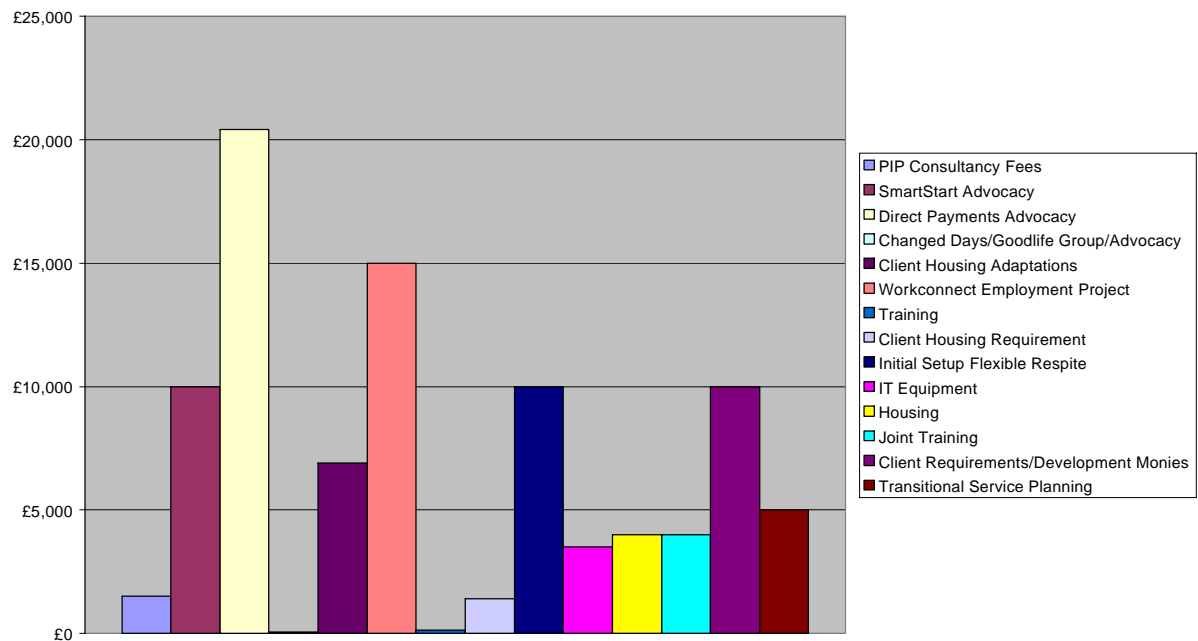


# West Dunbartonshire Learning Disability Services

Day supports 2007 - 08

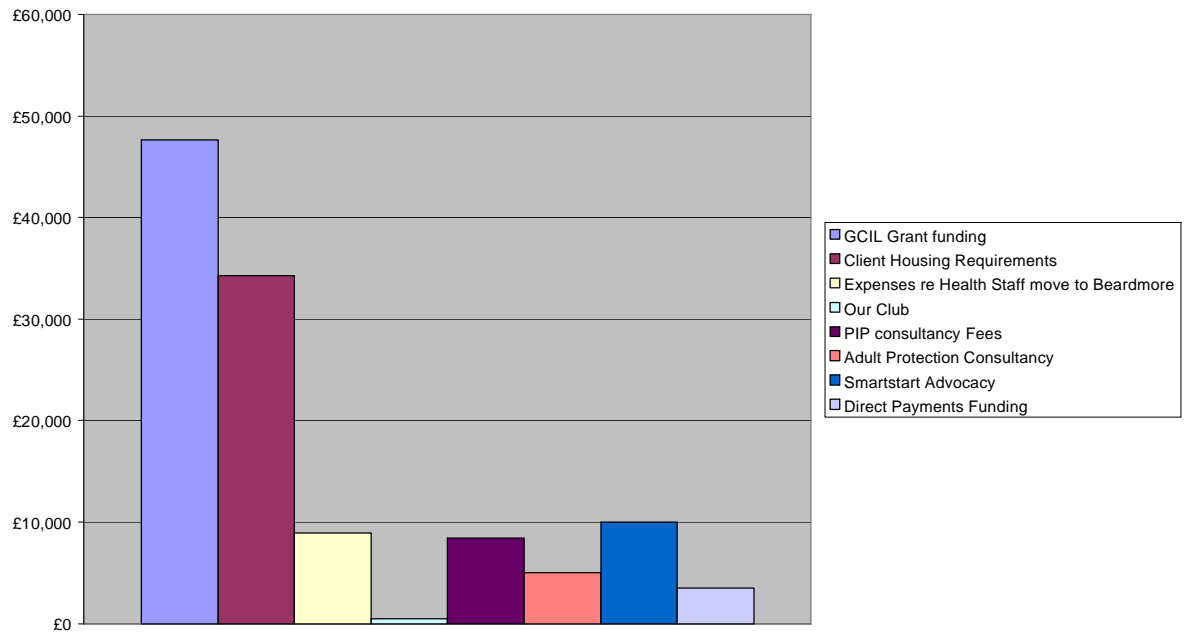


2007 - 08 Allocation

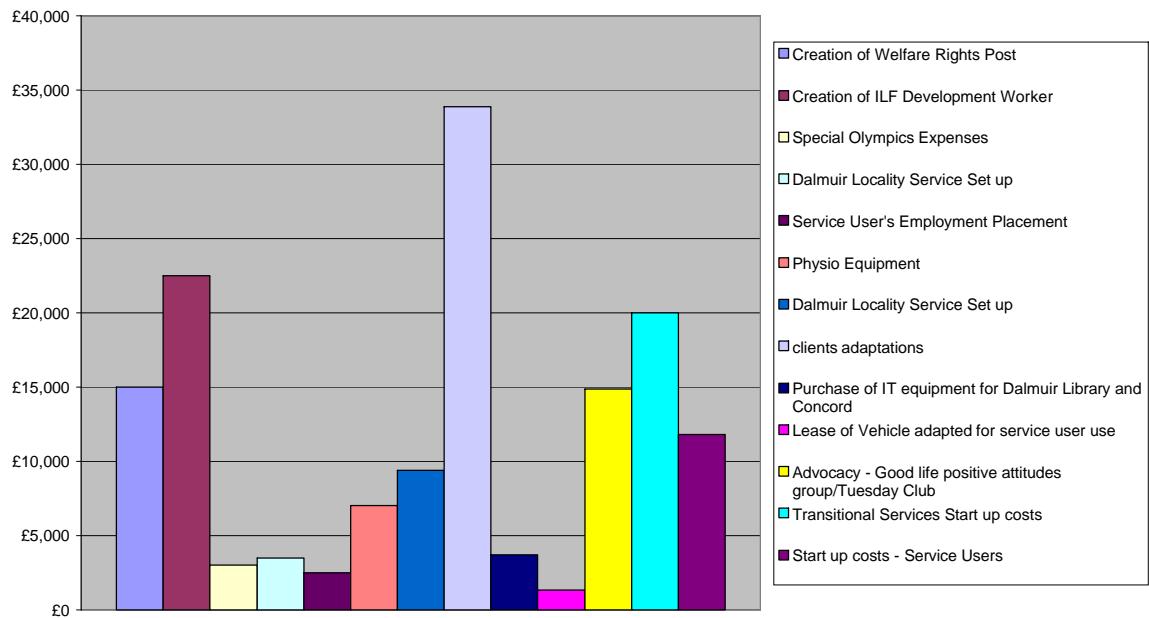


## West Dunbartonshire Learning Disability Services

2006 -07 Allocation



2005 - 06 Allocation



## West Dunbartonshire Learning Disability Services

