

West Dunbartonshire Partnership in Practice Agreement 2007 - 2010

Work Programme



Corporate Theme: Health and Wellbeing
Priority: Targeting Support Care to Vulnerable People
Social Work Objective: Improve Adult Community Care Services
National Outcome: We live longer healthier lives
Improved Health and Wellbeing and Social Inclusion

Issue	Action	Responsibility	Resources	Deadline	Measures
1. Involvement in planning services					
	We will change the way the Learning Disability Strategy Group works to involve people and make it more relevant to service development.	DE / AA / JF		Aug-09	Revise schedule of meetings. Look at remit and structure
	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.	DE / AA / JF		August 08 - ongoing	Respite Steering Group continues to oversee the development of the new Respite Service.
	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.	JF / SW		Feb 08 - ongoing	Speech and Language Therapist co-ordinates communication issues for people with complex 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	JF / SW / SS		Jul-09	Develop new Communication Information Strategy which will continue to include people with learning disabilities in consultations on the services that they use.
	We will establish an annual consultation process to review progress and discuss what we should do next.	DE / AA / JF		Jan-09	Annual Event



Improve Adult Community Care Service
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2. Information and Communication					
	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.	DE / AH		Aug-09	Action plan to be attached to the Information Strategy
	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.	DE / AH		Mar-09	Directory of Social Work and Health Services, Quarterly Newsletter, Development of Website under new corporate guidelines.
	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.	AA / SS / AH		May-09	Annual programme of events to be organised for Learning Disability Week
	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.	AA / SS		Feb 08 onwards	4 events to be held annually.
	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.	DE / AH / K Kerr		Mar-09	Performance information to be transferred to Covellant
	We will pay particular attention to identifying and to getting information to people who don't currently use learning disability services.	AA / AH / SW		Jan-09	Information will be targeted through Council Newsletter, direct contact, local press, dissemination of information



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3. Advocacy					
	We will review all Advocacy Services to ensure that they are fit for purpose.	AA / DE / S. Rorrison		Mar-09	Report Produced
	Lomond & Argyll Advocacy Service (LAAS) will conduct annual consultation events to seek the views on those using services.	AA / DE / S. Rorrison		April 08 ongoing	Report Produced
	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.	AA / S. Rorrison		Aug-08	Create two elected Client Councils
	We will commission LAAS to provide an independent support service for users of direct payments and Independent Living Fund.	DE / S. Rorrison		Aug-08	Service in place by 2008



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4. Person Centred Planning					
	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.	DE / AA / RS		Jan 08 ongoing	PCP in Place. Ongoing monitoring. PCP awareness is included in staff development day. Learning Disability documentation meets National Standards by 2009
	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.	AA / MK / PD		Jan-08	Number of Single Shared Assessments meeting National Standards. Establishment of Transition Resource Group. Work with providers. Quarterly monitoring of numbers and assessments. Service in place across age spectrum.
	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.	AA / SS / SW		Apr-09	Development of joint care management in place. All care management processes to meet national standards.



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5. Transition					
	We will develop a transition process in partnership with our colleagues within education and children services.	AA / Partners		Feb-08	Process agreed and in place.
	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	AA / Partners		Apr-09	Increase the range of choice available. Review annually. Included as part of the National Standards.
	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.	RS / V McK / A Scott		March 08 - ongoing	4 Awareness Sessions per annum
	We will change and improve the resource allocation process to make it more accessible to all.	DE / AA / Partners		Jan-08	Process agreed and in place.



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6. Independent Living & Personalised 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.	DE / AA / AD / AS		Oct-08	Self Directed Support Strategy Group in place.
	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 to reduce anxiety around processes and paperwork.	DP Strategy Group		Jan 08 - Oct 08	Strategy by April 09
	We will work with the Direct Payment User Group which is supported by the independent Direct Payment Advocacy Service.	DP Strategy Group / AA / AS		Jan 08 - Ongoing	Twice yearly review.
	We will promote work by the Good Life Group identify customer friendly Banks that would be supportive of people with learning disabilities and carers using direct payments.	SS		Jan-09	Review number of financial institutions who provide services to adults with learning disability.
	We will appoint a Self Directed Care Assistant to work alongside Direct Payments Development Worker and ILF Development Worker.	DE / AA		2008	Complete
	We will seek to ensure that service users, and carers and staff within Learning Disability Services have up-to-date information, including web-based information, and know how to access advice	DE / JF / AA / SW		May-09	Development of Website along with new Corporate Guidelines



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7. Independent Living Fund (ILF)					
	We will employ an assistant ILF Worker to improve our ability to maximise the potential use of the Independent Living Fund in West Dunbartonshire.	DE / AA / JF		Dec-07	Complete
	We will commission an independent support project for ILF recipients. This will be done in partnership with the Lomond and Argyll Advocacy service.	DE / AD		Jun-08	Complete
	We will continue to work with social workers, health colleagues, community groups and service providers to identify potential ILF applicants.	DE / AA / JF / AD / SW / Health Staff		March 08 / Sept 08 - ongoing	Assess / review Care Management in line with National Standards.
	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	AD		Ongoing	Assess / review Care Management in line with National Standards.
	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	AD / AH		Apr-09	Employ Welfare Rights Officer specific to learning disability. Complete and review all clients and integrate into Care First.



Corporate Theme: Health and Wellbeing
Priority: Improve Support to Carers
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8. Carers					
	All carers of people with learning disabilities will be offered a carers' assessment and carers' support plan. We will develop life planning for people with learning disabilities who have older carers.	DE		Apr-09	In line with National Standards April 09.
	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.	DE		Nov-09	Complete
	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.	RS		Mar-09	Review of Carers' Strategy
	We will work with the West Dumbarton Carers' Service to ensure that carers of adults with learning disabilities are fully involved.	ALL		ongoing	Learning Disability Worker seconded to Carers' Centre.



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9. Respite and Short Breaks					
	We will seek to make the criteria for respite clearer.	MM, DE		Dec-08	Establish eligibility criteria.
	We will open a new respite facility at Dunn Street Duntocher providing 2184 nights per year.	DE		Aug-09	Facility complete.
	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.	DE, MM		Mar-09	Service Level Agreement in place April 09.
	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.	DE		Ongoing	Flexible Respite Fund established. Report annually on the level of respite provided.
	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.	DE, MM		May 08 - ongoing	Complete.



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10. Health Promotion					
	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. This will be linked with an employment opportunity for a person with a learning disability, now financed by ESF Development funding	LD		ongoing	Resource facility established. Employment opportunity filled by April 09.
	The learning disability psychologist will facilitate group sessions for adults on the autistic spectrum to increase their understanding of mental health.	AE		ongoing	4 groups have been established. 13 people have been involved
	Dietetic staff will develop links with our partners to implement health promotion initiatives.	CG		Aug-08	Joint working established.
	Learning disability day services in partnership with WDC Environmental Services will undertake the Healthy Living Award which is sponsored by the Scottish Executive.	DE		Ongoing	50% of meals offered will fall within Healthy Living Guidelines.
	Further work will be undertaken to get health promotion messages in an accessible format. Picture recipes will be developed when future cooking courses are organised. Staff will explore ways to provide educational support to families who are caring for service users with a nutritional problem, and will consult carers on training to support service users in making food choices.	SW		Ongoing	Communication aids developed. Total Communication Support worker appointed May 08. Talking photo albums in use by Jan 09.
	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.	ALL		Ongoing	WDC Joint Working Protocols



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11. Primary Health Care and Hospital Services					
	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.	LR		Ongoing	65% of GP practices have been contacted
	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	LR		Ongoing	Information sheet being developed in line with board wide priorities. Dissemination to all hospitals April 09.
	We will commission a research project to evaluate the implementation of health logs for all people in social care settings.	LR		Apr-09	Secure funding
	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	ST		Nov-07	Learning Disability Nurse to be employed. Learning Disability Services will continue to contribute to C21 Health Checks until review completion date of March 09.



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12. Specialist Learning Disability Health Services					
	We will promote the roll of the specialist health services through the learning disability newsletter publication and information sessions.	JF		Ongoing	Quarterly Newsletter and Directory of Services
	We will employ a learning disability nurse to deliver a programme of health checks to all adults with a learning disability in West Dumbarton.	DE,JF		June 08 - Ongoing	Complete
	We will use the information gathered in Health Checks to inform our planning and services delivery processes.	JF		ongoing	Review will be complete by March 09. NHS GGC will publish findings which will inform service delivery.
	We will employ a psychiatrist to ensure that mental health services are provided in an integrated setting.	DE, JF		Dec-08	Complete
	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	AE		Ongoing	4 groups have been established. 13 people have been involved
	We will pilot the integrated use of single shared assessment with health staff. We will roll this out to all staff.	DE, MS		Ongoing	Pilot complete. Rolled out to staff
	We will work with primary and secondary settings to identify adults with learning disability not currently receiving services.	DE		Dec-09	All Acute Primary and Secondary settings to be contacted by Health Staff.
	We will strengthen our management structures by integrating more with the C.H.P.	DE		Ongoing	Complete WDC Joint Working Protocol..



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13. People with Multiple and Complex Needs					
	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.	DE,JF,AA		Apr-09	All Assessments, Care Plan and Reviews to meet National Standards.
	We will work in partnership with the C.H.P. to implement national objectives such as <u>Better Health, Better Care.</u>	DE,JF,AA		Ongoing	Complete
	We will continue to work in partnership with primary and secondary health settings to improve communication with people with complex needs, and to ensure and 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.	LR, ST, ML		Ongoing	All Acute Primary and Secondary settings to be contacted by Health Staff.
	We will also work closely with our housing partners to develop accessible houses.	DE,AA		Complete	Housing Strategy Officer to attend Learning Disability Strategy Group.
	We will provide training on eating and swallowing difficulties and autism awareness. Multi disciplinary staff will also build training packages related to individual needs, such as mobility and behavioural support	SW, IM, ML		Complete	Continue to develop a specific and appropriate range of materials.



Corporate Theme: Safe and Strong Communities
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14. Adults at Risk of Harm					
	West Dunbartonshire Council and NHS 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.	DE, RS		Interim procedures to be produced 29/10/2008	Procedures to be in place in accordance with new Act.
	Public information will be produced on the new policy and procedures.	DE, AA, JF		Ongoing	Advertise in local newspapers. Develop Adult Support and Protection leaflet.
	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.	DE, RS		Ongoing	An Adult Support and Protection Committee to oversee the procedures in accordance with the new Act.
	A programme of staff training will be planned and delivered to all relevant staff on the new legislation, policy and procedures.	RS		Jan-09	16 Council Officers trained October 08. Roll out three year training plan



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15. Independent Living					
	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.	AA, SS		Ongoing	Assess and review processes in line with National Guidelines.
	We will consider how we measure the way in which houses/homes are working, and what quality assurance measures are in place.	DE, AA, JF			Tie into national outcome measures June 09. Single Level Agreement to be in place by August 09.
	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.	J. Mulroy, SW		Ongoing	Commission a provider organisation to establish a pilot Aug 08.
	We will review training requirements for support staff and work with providers on ways to retain staff to maximise continuity of support.	DE, RS		Ongoing	Learning Disability Services will support provider organisations to seek extra funding to meet specialist training needs in order to retain staff.
	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.	DE, AA, JF		Ongoing	Promote WDC Communication Strategies
	We will review all of our housing support services over the next three years in keeping with the recommendations in this agreement.	DE, JF, AA		Ongoing	Promote WDC Communication Strategies.



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16. Further Education					
	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.	JR, LG		Ongoing	Biannual meetings by August 09.
	Clydebank College will initiate a list of appropriate performance measures with partner agencies over the next three years	JR, LG		Ongoing	Performance measures in place by April 09.
	As part of 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.	JR, LG, DE		Apr-09	To develop through the Learning Disability Strategy Group
	Clydebank College will participate in an independent consultation on the service level agreement with WDC Learning Disability Services.	JR, LG, DE		Aug-09	Independent consultation process.
	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.	JR, LG		Ongoing	Complete



Corporate Theme: Health and Wellbeing
Priority: Increase personal property
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17. Employment					
	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.	LD		Ongoing	Employer awareness programme developed. Evaluation and review May 2009
	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.	LD		Completed	Work Connect Project 2 years E.S.F. funded.
	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	LD		Ongoing	Funding to be secured interim target for 2010 attained. Provision of SVQ in catering and horticulture for 25 people.
	We will pursue the potential for Café Connect to become a social firm.	LD		Ongoing	Proposal to be developed by August 09.
	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	DE, LD		Ongoing	Funding to be secured interim target 2008 - 2010 has been attained.
	We will work in partnership with all agencies to promote and contribute to the current 'Worklessness' Agenda	DE, LD		Ongoing	Work Connect is now part of the "Make it Work in West Dunbartonshire".



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18. Day Activities					
	We will involve service users, carers and staff in reviewing and planning developments in day services. We will do this annually.	DE,AA,JF		Ongoing	Annual Event.
	As resources permit, we will increase day opportunities to provide a more comprehensive service to people with a learning disability.	DE,AA,JF		Ongoing	Service planning development
	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.	DE,AA,JF		Ongoing	Flexible services in place. Partially achieved.
	We will explore the greater use of flexible budgets, direct payments and alternative funding sources for day activities.	AS		Ongoing	Self Directed Care Strategy Group. Measure to show increase in use of Direct Payments.
	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.	DE, SW, AH		Dec-08	Complete - Develop web pages, Directory, brochures and development of Website in line with Corporate guidelines.
	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.	DE, AA		Ongoing	Consultation completed. Ongoing discussions with service users/carers and staff in relation to the future of the building. Revised services in place.



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19. Leisure and Recreation					
	We will support people to form and maintain friendships through the establishment of a <u>friendship project</u> .	SS		Ongoing	Programme established and implemented by April 09
	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.	DE,AH,SW		Jun-09	Phase 1 complete. Web page to be developed in line with corporate guidelines. Learning Disability Strategy Group membership to be revised.
	We will continue to build on the relations developed with providers of community resources and seek out new and alternative resources.	AA		Ongoing	Programme in place. Review annually.
	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.	ALL		Ongoing	Programme in place. Review annually.
	We will make working hours more flexible to support people's enjoyment of leisure and sporting activities.			Ongoing	Flexible working arrangements exist within all Learning Disability establishments. Review annually.
	We will hold yearly events where people can all get together.	SS, AA, SR		Ongoing	Annual event
	We will work in partnership with Sports and Leisure Services to introduce new <u>opportunities for people with a learning</u>	AA, ML		Ongoing	Joint Working and Programme in place. Review annually.



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20. Transport					
	We will seek to gain representation for people with learning disabilities on the West Dunbartonshire Transport Forum.	AA		Apr-09	People with a learning disability to be members of 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	AA		Ongoing	Training programme established. Awareness raising ongoing through Good Life Group. Review April 09
	We will examine the potential for the criteria in taxi licensing to include disability awareness training and support this process.	AA		Apr-09	Draft Report
	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	DE		Apr-09	Draft Report
	We will support people with learning disabilities to develop their own skills and confidence in using public transport.	AA		Ongoing	Report by August 2009
	We will ask the Good Life Group to continue to work on transport issues.	SS, SR, AA		Ongoing	Review April 09



Corporate Theme: An improving Council
Priority: Value our Employees
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Issue	Action	Responsibility	Resources	Deadline	Measures
21. Training					
	We will establish a Workforce Development Plan, which will identify training needs and requirements.	RS		ongoing	Completed. Review annually.
	West Dunbartonshire Learning Disability Service will develop in line with the Council's Corporate Plan Service Plan	DE, RS		Ongoing	Process in place Feb 2009
	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.	DE, RS		monitored ongoing	Process in place Jan/Feb 2009
	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.	RS		ongoing on target	Work Force Development Plan. Continuing Professional Development arrangements. Clinical Governance Structure.
	We will continue to meet the requirements of registration through the Work Force Development Plan 2006 – 2009.	RS		ongoing on target	By March 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 on: Visual Awareness; Nutrition; Autistic Spectrum Disorder, Profound & Multiple Learning Disability; Symbols and Communications; Health Passports; Direct Payments; Adult Protection; Mental Health and AWI Awareness Training.	RS		ongoing	9 specialist training events delivered



Issue	Action	Responsibility	Resources	Deadline	Measures
22 Finance and Resourcing					
	We will invest in the development of a new respite service and create a flexible respite fund.	DE, MM		ongoing	Established . Review annually.
	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.	DE, AA, JF,AMcB		ongoing	Review annually.
	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.	DE, AA		ongoing	Programme developed. Report April 09.
	We will change and improve the resource allocation process to make it more accessible to all.	DE, AA, JF		ongoing	Review complete. April 09



Corporate Theme: An improving Council
Priority: Promote Continuous Improvement and transform service delivery
Social Work Objective: Improve Adult Community Care Services
National Outcome: Improved Public Services
Improved Health and Wellbeing and Social Inclusion

Issue	Action	Responsibility	Resources	Deadline	Measures
23 Performance Management					
	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.	DE, JF, AA		Ongoing	Review January/February 09
	We will continue to prioritise performance management as a means to improve services for people with learning disabilities.	DE, JF, AA		Ongoing	Review January/February 09
	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 <i>Quality Indicators for Learning Disabilities</i> : 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.	DE, JF, AA, AMcB		Ongoing	Integrate into service planning and performance management framework. April 09 - Draft plan
	We will implement the proposals set out in the commissioning strategy.	DE, JF, AA		Ongoing	Strategy in place January 09
	We will integrate the management arrangements for all community care service including Learning Disability Services across West Dunbartonshire Council and Community Health Partnership.	DE, JF, AA			Completed integrated Management arrangements for Learning Disability Services from August 08. Partially completed for WDC and CHP.
	We will implement the newly established workforce development plan in line with national and local policies.	DE, RS		Ongoing	Plan in place January 09
	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.	DE, RS, AA, JF		Ongoing	Audit January 09. Review annually.