

ISLE OF ANGLESEY COUNTY COUNCIL

Committee:	Corporate Scrutiny Committee
Date:	23/04/18
Subject:	Transformation of Learning Disability Service
Purpose of Report:	Update on the Learning Disability Transformation Programme
Scrutiny Chair:	Cllr Aled Morris Jones
Portfolio Holder(s):	Cllr Llinos Medi Huws
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Local Members:	-

1 - Recommendations

- 1.1 The Scrutiny Committee accepts this position statement in respect of the Learning Disability service.
- 1.2 The Scrutiny Committee endorses planned developments to this service.

2 – Link to Council Plan / Other Corporate Priorities

- 2.1 The vision as outlined fully supports the delivery of the objectives of the 2017-2022 Corporate Plan which has identified the priorities for the near future to include:
 - Creating the conditions for everyone to achieve their long-term potential.
 - Support vulnerable adults and families and keep them safe, healthy and as independent as possible.
- 2.2 Key objectives within the Corporate Plan also include:
 - To develop flexible models of accommodation and support for individuals with learning disabilities and mental health needs in order to promote independent living within our communities.
 - To do our very best to create the conditions for local businesses to develop and create good quality jobs in Anglesey. This will include ensuring that Council spending supports local businesses. (= linked to creation of framework for commissioning day services).

3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

- 3.1 Impact the matter has on individuals and communities [**focus on customer/citizen**]
- 3.2 A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [**focus on value**]
- 3.3 A look at any risks [**focus on risk**]
- 3.4 Scrutiny taking a performance monitoring or quality assurance role [**focus on performance & quality**]
- 3.5 Looking at plans and proposals from a perspective of:
- Long term
 - Prevention
 - Integration
 - Collaboration
 - Involvement
- [**focus on wellbeing**]

4 - Key Scrutiny Questions

1. What are the key risks in terms of delivery and what mitigation is planned. Are planned savings achievable?
2. What further improvements are planned in the short/medium term to deliver the transformation programme?
3. What are the key lessons from engagement with stakeholders and how is this information being used to improve Services?

5 – Background / Context

5.0 Overview

- 5.1 This report provides an update of developments in the Learning Disability Service and in particular on the Transformation Programme within the service.
- 5.2 The Transformation Programme is ambitious and cross-cutting and supports the following vision for learning disability services for the future:
- “The overall vision is to have high quality, sustainable, cost effective services that create the conditions for everyone with a learning disability to achieve their long-term potential”*
- 5.3 Transformation Projects that have been completed successfully during the last 12 months include the Relaunch of the Direct Payments Service (DP) for all client groups not just learning disability. We co-produced the changes with service users, focussing on the areas that were deemed to be problematic by current and previous DP recipients. Under their guidance, we improved the help and support given to new DP recipients during the set up and first three months of their DP; we

improved ongoing access to technical advice about being an employer and improved the council's website to give more up to date and useful information about DP. Take up of DP has almost doubled from 59 in September 2016 to 112 in March 2018.

The DP project is now closed but the Service will continue to engage with all current DP users during 2018/19 in order to focus efforts on making further improvements where they deem necessary.

5.4 The Transformation Programme is continuing with the following projects:

5.4.1 Reviewing and re-modelling of both the in-house and external supported living schemes using the co-production methodology.

5.4.2 Reviewing and re-modelling of both the in-house and the externally commissioned day care and work opportunities services.

5.4.3 Setting up the new Llawr y Dref Move On project.

5.5 The work plan for each of the above projects is detailed and comprehensive. See **Appendix 1** for further detail against each project including the impact on stakeholders, activity to date and the next quarter activity.

6 – Equality Impact Assessment [including impacts on the Welsh Language]

EQIAs available for each project – due to be updated during the next quarter

7 – Financial Implications

As detailed in service financial plans

8 – Appendices:

Appendix 1: Detailed summary of each project

9 - Background papers (please contact the author of the Report for any further information):

9.1 Adults Social Care Transformation Board Papers

9.2 PIDS and detailed project plans for all projects

9.3 Adults Services Service Delivery Plan 2018/19

9.4 Programme Risk Register

9.5 Project EQIAs

9.6 Service savings plan

APPENDIX 1

SUMMARY OF EACH PROJECT:

1. Project: In-house supported living

Outline: The aim of this project is to review and re-model the in-house supported living services in order to ensure the service going forward is fit for purpose, maximizes individual wellbeing and promotes the achievement of personal goals. We will ensure the best use of telecare technology and adopt a more positive attitude to risk – maximising each individual's independence and focus on achieving positive outcomes.

Finance: Financial savings will also be considered and the service will be more efficient and financially sustainable for the longer term. The need to progress this work has become essential as changes in Supporting People funding necessitate savings of £287k by April 2019. This is one of the projects affected by these changes.

Stakeholders: 13 service users and circa 50 council staff in 3 locations (Star, Llanerchymedd and Llangefni).

Impact: No impact on accommodation arrangements – the focus is on the level and type of care and support offered to individuals where they currently live.

Key activity to date: In order to facilitate this the council has agreed to place the outsourcing of this service on hold for the medium term. All care packages have been re-assessed and a review of working practices and terms and conditions has taken place with the HR service and Union involvement. Engagement with service users, staff and families is ongoing.

Next quarter activity:

- Formal consultation with staff re the new terms and conditions and working practices.
- Continued engagement with service users and their families to ensure full understanding and agreement to the changes.

Planned end date: 31 October 2018

2. Project: External supported living

Outline: The aim of this project is to work with the current providers and service users to co-design and co-produce a service model that meets both the statutory needs of the service users and ensures the service going forward is fit for purpose, maximizes individual wellbeing and promotes the achievement of personal goals.

Finance: As well as addressing the financial shortfall, we will make the services more efficient and financially sustainable for the longer term. The need to progress this work has become essential as changes in Supporting People funding necessitate savings of £287k by April 2019. This is one of the projects affected by these changes.

Stakeholders: 45 service users supported by 4 external providers (with circa 150 members of staff) in houses across the island.

Impact: No impact on accommodation arrangements – the focus is on the level and type of care and support offered to individuals where they currently live.

Key activity to date:

- In order to facilitate this we have secured an agreement from the Council to defer re-tendering these contracts for a period of up to three years.
- With the help of an external facilitator we have started the co-production work with the providers.
- A steering group will now meet monthly to take this forward.

Next quarter activity:

- Re-assessment of all care packages and a review of working practices by each provider
- Sharing of good practice between providers to maximise the benefits of co-production
- Engagement with service users and their families to ensure full understanding and agreement to the changes.

Planned end date: 31 December 2019

3. Project: In-house day services (Stage 1)

Project outline: To assess the possibilities for alternative methods of delivering the current in house services in order to respond to market developments and to modernize the service in line with the requirements of the Social Services and Well-being (Wales) Act 2014 and the Well-being of Future Generations (Wales) Act 2015.

Stakeholders: Circa 100 service users and circa 40 council staff in 4 locations (Holyhead, Gwalchmai, Llangefni and Llangoed)

Impact: The services will be more outcome focussed and, dependent on the outcome of evaluation, may be delivered in alternative locations.

Key activity to date:

- The ICF funded Progression Project has reviewed all individuals to ensure that their needs are appropriately met in the correct setting.
- A review of the current commutes or “travel to work” arrangements in place for all current service users has taken place which includes information about the modes of transport from home to day services, the distance travelled and daily commute times.

Next quarter activity:

- Further evaluation of all day services to include activities on offer, possible collaborations across different locations, who attends each service and what each individual’s personal aspirations are
- Consultation with service users about the future requirements and locations for the services
- Proposals to be presented to Executive in September 2018 with a PID
- Implementation of the proposals will be Stage 2 of the project.

Planned end date: 31 March 2019

4. Project: External day services and work opportunities

Project outline: The Council is at present informally commissioning services from six providers on an ad-hoc basis. The project involves moving to a formal framework or dynamic purchasing system which is based on an active support model and focuses on progression and increasing choice and control for service users.

Stakeholders: Circa 100 service users with six current providers employing circa 40 members of staff.

Impact: All services will be person-centred and outcome focused, underpinned by a more robust commissioning framework

Key activity to date:

- The new service specification has been drafted and the format of the purchasing system has been agreed.

Next quarter activity:

- Finalise documentation for the purchasing system
- Amend working practices to facilitate the implementation of the new system (referrals, monitoring of outcomes, payment of providers etc)
- Engagement with service users and their families to ensure the new service is fit for purpose.

Planned end date: 31 October 2018

5. **Project: Llawr y Dref Move On**

Project outline: Development of a new service giving individuals with a learning disability the opportunity to be assessed for independent living. The project involves identifying three individuals who are currently either in supported accommodation or living with elderly parents to move into one bed flats in Llawr y Dref for an assessment period of 3 to 18 months. They will be assessed, supported and prepared for moving on to independent living in permanent accommodation. When an individual does move on from the assessment unit another will take their place.

Stakeholders: 3 service users at any one time supported by the in-house home care provider.

Impact: A new project opening up previously unavailable opportunities for individuals to be assessed and supported to live independently.

Key activity to date:

- Llawr y Dref flats are being refurbished by the Housing Service.
- Service users potentially ready for move on assessment are being identified by Social Workers.

Next quarter activity:

- Housing Service to complete the refurbishment of the flats and make the three units available (June/July 2018)
- Social Services to finalise the details of:
 - the support service model
 - the pathways in and out of Llawr y Dref (who is eligible for the unit and what are the move on options following assessment)
 - agree the short term tenancy and housing benefit arrangements

Planned end date: 31 October 2018

End