

Common Framework for Regional Annual Reports on Implementation of *Valuing People Now*

INTRODUCTION

The National Valuing People Now Delivery Plan, 2009/10 set out the expectation that each Regional Learning Disabilities Programme Board would provide an annual report in May 2010 for the National Programme Board.

Local Partnership Boards have been asked to submit Annual Reports to the Regional Programme Boards in March 2010. This regional report has been designed to bring together some key pieces of information that can be collected from the Annual Reports, supplemented by some information gathered by the NHS.

The Regional Report will also summarise each regions delivery plans for 2010/11 on key priority areas outlined in the National Delivery Plan for 2010/11: improving access to health, housing and employment.

REGIONAL SUMMARY

Name of region

North West

Number of Local Partnership Boards

Boards **25**

Blackburn with Darwen	Blackpool
Bolton	Bury
Central Lancashire	Cheshire East
Cheshire West and Chester	Cumbria
East Lancashire	Halton
Knowsley	Liverpool
Manchester	North Lancashire
Oldham	Rochdale
Salford	Sefton
St Helens	Stockport
Tameside	Trafford
Warrington	Wigan
Wirral	

Please note – there are 25 Partnership boards, 24 PCTs , 23 local authorities and some of the enclosed figures relate to 2008/9 when there were 22 Local Authorities.

Halton and St Helens are separate Local Authorities and have a Partnership board each but share one PCT

Lancashire is one Local Authority with 3 PCTs and Partnership Boards are based on PCT areas.

Cheshire Local Authority has been restructured into 2 New Authorities.

WHAT WE WANT TO CELEBRATE IN OUR REGIONAL PROGRAMME:

Please describe three things that have been successful in the regional programme

- 1) We now have the support of all the PCT Chief Executives in the NW, through the NW Health Equalities Group (HEG), to make sure we deliver on the **Health Self Assessment** process this year and a high proportion of GP practices signed up to provide **Annual Health Checks**
- 2) The successful projects helping young people move into employment across the region and the development of a Regional Getting a Life programme to deliver real change for young people across the whole region, specifically in 3-4 localities.
- 3) The low level of people living in **residential care or nursing homes** compared to other regions.
- 4) Families and Self advocates felt it was important to report as a success that:

The NW **Regional Valuing People Now Programme Board** has good support from Elected Self Advocates, Family Carers, and regional Decision Makers.

We have themed meetings to make sure we talk about the Key Priorities in Valuing People Now and has agreed and is planning for a Regional Priority – **Friendships Relationships and Citizenship**

and:

the Regional **Self Advocate Conference**, and the **Family Forum Roadshows**, run by Family Carers have helped us consult and engage with people with a learning disability and families from almost every PB area about the work and plans of the Valuing People Now Programme Board.

WHAT ARE THE BIG CHALLENGES IN THE REGION

Please describe the three biggest risks

- 1) The Numbers of people in real paid jobs where they are in work for more than 16 hours and in particular the even lower numbers working in public sector organisations
- 2) The number of people living in inappropriate settings.
Many people are living with family carers because they have no alternative, we do not yet know how many people from outside the NW have been placed into the NW, particularly into models of care we would not wish to support for NW people and we have some providers which still congregate people in outdated “campus” type settings.
- 3) The relatively slow start we have made to Health Self Assessments and the ground we need to catch up this year.

ESTABLISHING EFFECTIVE PARTNERSHIP BOARDS

Local Partnership Board Annual Reports

1 How many Local Partnership Boards have submitted their Annual Report to the Regional Learning Disability Programme Boards ?

25 out of **25** LPBs have submitted a return

This is **100** % of LPBs in the region

For any outstanding reports what plans are there for submission/follow up?

Although there are no areas which did not submit a report some are incomplete or not widely shared and this has been accepted by those areas. Those areas have agreed the need to improve systems for to fully benefit from future submissions.

2 How many Local Partnership Board Reports were signed off by people with learning disabilities ?

13 out of **25** LPBs have submitted a return signed off by people with a learning disability

This is **52** % of LPBs in the region

12 out of **25** were not signed off by people with a learning disability

3 How many Local Partnership Board Reports were signed off by family carers?

12 out of **25** LPBs have submitted a return signed off by family carers

This is **48** % of LPBs in the region

13 out of **25** were not signed off by family carers

Where they have not been signed off what is the Regional Board doing about that and are they providing any support on the issues raised?

All Boards where there was not “sign off” cited the same issues – the time taken to obtain the information meant there was too little time to make it accessible and then discussed meaningfully prior to the submission deadline.

All have acknowledged the omission and will ensure that reports are submitted to PBs in an accessible format – as the best were, for agreement there, prior to resubmission.

Cheshire E and Cheshire west and Chester had particular issues being new authorities with only access to information about the old authority in most instances.

**RESPONDING TO THE CONCERNS RAISED BY THE PARLIAMENTARY HEALTH OMBUDSMAN
(*Six Lives: the provision of public services for people with learning disabilities*)**

4.1 Have local Learning Disability Partnership Boards reported on NHS and local authority progress in completing reviews within Section 5 of the Partnership Board Annual Report?

Out of **25** Annual Partnership Board Reports in the region, **25** have reported progress on reviews in NHS and local authorities in the Annual Report template. Although these reports were focussed largely on PCTs, all report agreement to undertake the PCT Self Assessment Process, and have agreed timescales for the process.

We are still seeking confirmation from LAs that they have complied – or plan to comply with the Ombudsman’s recommendations.

4.2 Has the SHA led a review of health services using the agreed Self Assessment Framework? Y or N

No : But this is planned now for this autumn. All PCTs have been briefed – a Programme Lead has been appointed and dates agreed for all stages of the process. The Health Equalities Group and the Regional Programme Board will receive detailed feedback, and agree future action plans.

4.3 Have NHS organisations in the region submitted reports to their Boards on the issues raised by the Ombudsman's report?

Out of **24** PCTs in the region, **24** have submitted a report to their Board following the Ombudsmen’s report
We are not sure yet if every Provider Trust has also made reports to their board.

Please indicate the key actions being taken forward by NHS organisations in the region for 2010/11 in response to their reviews of services.

NW PCTs have not yet undertaken the self Assessment Reviews. They will be doing so in the next few months.

4.4 Have local authorities submitted reports to those responsible for their governance on the issues raised by the Ombudsmen's report?

Of **23** local authorities, we are unsure how many have submitted reports to those responsible for their governance following the Ombudsman's report. We are seeking clarification as this section of the annual reports was not well reported and on following up it is not clear if every area has responded.

Please indicate the key actions being taken forward by local authorities for 2010/11 in response to their reviews of services.

Although not every LA responded to this issue, a summary of good practice examples in this and other sections are:

- 1) Engaging with the NW Out of Area Census to make sure they know about people placed away from their area, how long they have been there, when last reviewed, and what plans there are for returning them
- 2) Introduction of better Safeguarding processes are reported in those areas who did respond on this issue.
- 3) Better training for staff has been arranged and delivered in some Local Authorities – especially in Rights and Equalities issues

4.5 What are the main improvements that have been made in commissioning services?

A summary of the main improvements made in commissioning services for people with learning disabilities (17.2 in Annual Partnership Board reports):

Community services, using good person centred planning in both initial commissioning of supports, and in contract monitoring processes

Most areas are taking part in a “Census” of Out of Area Placements. This will mean they (and we) will know much more about who is living where, who placed them there, for how long, how much it costs, plans to move back into area, etc.

Most authorities have modified their Approved or Preferred providers lists to monitor for quality, including person centred practice, making sure they accommodate Personal Budgets – some by people with a learning disability and families

A summary of the improved outcomes that have been made (17.3 in Annual Partnership Board reports)

More support being commissioned from mainstream services – for example, Mental Health services which has led to Improved local commissioning to bring people back from out of area placements.

Better local supports for those people previously at risk of out of area placements.

Greater uptake of Direct Payments and Individual budgets allowing people to “commission” supports for themselves based on person centred support plans.

More and better choices.

Some specific new services being developed in response to identified need – eg Autism and Aspergers

More personally responsive supports

PROGRESS ON IMPROVING ACCESS TO HEALTH CARE

SHA Regional lead (responsible for this part of the regional delivery plan) : Ann Wood

5 How many people with learning disabilities in the region received an annual health check? What % is this of the number of people known to services?

12 out of **24** reports provided relevant data in this area. 3,018 out of 8,500 people represented in those reports have had health checks.

This represents **35.5%** of people in this sample of half the region.

6 Has the local NHS made progress in supporting people to access acute, community and primary care services?

Yes

Although we have not yet had the self assessment process LDPB reports do indicate progress with improvements in access to good health care – there are examples cited in the section of the report of particular good practice, and self advocates and family carers in our two regional focus groups have independently reported good practice.

What progress has been made across the region to improve access in the NHS following the Self Assessment Process?

See 4.3

7 How many people were living in campus homes in March 2010?

There are no NHS Campus Homes in the NW

Has the SHA led a review of progress and is it satisfied that all PCTs will meet the deadline?

NA – see below

If no, is the SHA planning to complete a review?

NA – see below

Please outline how many PCTs are identified as high risk

NA - see below

The SHA has been active in getting confirmation that there is no-one living in an NHS campus – as per the definition. However there is shared concern in the NW Programme Board that there are people living in very similar environments who also need a strategic approach to improve their lives.

8 Please outline briefly the regional delivery plan for improving access to health care in 2010/11:

1)All PCT's have agreed to take part in the health Self Assessment. We have an agreed timetable for it's introduction, analysis and feedback and the SHA is taking a lead role in this process.

2) Health Equalities Group (HEG) are developing a new business plan and chief executives from acute, and mental health trusts have joined the HEG. The HEG now has a Self Advocate Reference Group and a Family Carer Reference Group to ensure real experiences of the system are gathered. These two groups are also helping Patient Opinion to become more accessible.

- 3) Three 'Big Health' Days will be held – one in each sub region. (Lancs/Cumbria, Cheshire/Merseyside and Greater Manchester) which will allow local areas to report on progress and best practice in their areas, and plan for the future.
- 4) We have funded a piece of work to make the “Mindfulness” Mental Health programme (which is part of the programme of Access to Psychological Treatments) accessible to people with a Learning Disability

WHERE PEOPLE LIVE

REGIONAL LEAD: Paulette Campbell

Summary of local progress

9 What is the local profile of use of residential care?

50% of local authorities, ie.. **11** out of **22** local authorities use less than 20% of resources on care homes

100% of local authorities use less than 40% of resources on care homes

0% of local authorities use more than 40% of their resources on care homes

10 Plans to change the provider market

How many local Partnership Boards report that the provider market does not reflect the needs of their current and future population?

18 out of 25 Partnership Boards have plans to change the provider market

Regional support to make the change happen

11 Has the Regional Programme Board agreed a regional programme for 2010/11?

The Regional Programme Board held a themed meeting on Homes on the 21st May where we reviewed the plans.

We are now setting up a regional Housing Task Group to ensure we are getting the best out of the National Housing Programme, that every local area has a Housing Strategy as good as the best and to work at a regional level to make plans for the NW as a whole.

We plan a review of specific options for home ownership and independent living for adults (aged 40*) with learning difficulties living with and cared for by older family members

We have a regional plan to identify good practice examples of partnership working and protocols that impact upon individuals with mental health problems and learning disabilities (information sharing; risk management, etc)

We are working with the National Development Team for Inclusion (NDTi) who are working in Halton and St. Helens to develop both thinking and concrete plans based on good person centred planning to bring people back from out of area placements. 67 people have been identified in this process across both boroughs. This also means people with a learning disability will move from residential care to housing and support options which promote community inclusion.

The North West Regional Supported Housing Strategy Group, together with networks of people who use their services and partners developed the strategic framework to guide the provision of housing support in order to ensure that everybody has an opportunity to contribute to, and benefit from, the development of local sustainable communities and regional prosperity.

The North West Housing Needs Assessment Model has been developed (4NW/HCA/North West Supporting People Strategic Group)

As well as providing an overview of housing support in the North West, the Strategic Framework for Housing Support includes the first regional model for assessing housing support.

DRDs have been asked to work with Directors of Adult Social Services and Joint Improvement Partnerships to agree a regional programme to support local councils to improve their use of resources, with support from CSED and some dedicated regional support. Has this been agreed?

The details are close to being agreed by the housing task group of the regional Programme board working closely with CSED (as members) and the National VP housing Lead

A Housing resource and toolkit for commissioners will be published - are there plans to share this?

Yes

12 Has the Regional Programme Board agreed how it will engage with service providers to make the change happen?

DRDs have been asked to work with regional Housing Federation Networks and make connections with wider regional programme work on provider development. This is in order to i) disseminate the national 'pathway' being developed to support residential care providers to change their provision to housing with support and ii) use regional opportunities on market development to promote the wide range of cost effective housing solutions needed.

Please describe regional approach:

We will check to make sure that housing and support are provided separately to make sure people can change their support without having to move home or move house without having to change their support.

The work of the NWJIP, linking Personalisation, Commissioning, workforce issues across a range of programmes, including VPNow will continue to work with providers from across the NW to deliver more personalised supports and to restructure their organisations.

The shared concern in the NW Programme Board that there are people living in very similar environments to NHS campus' who also need a strategic approach to improve their lives will be addressed by a task and finish group.

The North West Regional Supported Housing Strategy Group, together with networks of people who use their services and partners developed the strategic framework to guide the provision of housing support in order to ensure that everybody has an opportunity to contribute to, and benefit from, the development of local sustainable communities and regional prosperity.

We are working with CSED to make sure we make best use of assistive technology, and to ensure commissioners get good value whilst people get good quality supports.

We are working with family carers who want to be involved in finding homes for their family members.

We will continue to benefit from the advice of Housing Options in both individual and strategic housing plans to make sure we get and can give good advice.

EMPLOYMENT

REGIONAL LEAD: Jerry Oliver

Local progress in 2009/10

13 Do Local Partnership Boards have an up-to date local employment strategy?

11 out of **25** local Partnership Boards report that they have an employment strategy with goals for employing people with learning disabilities.

14 Are Partnership Boards focussing on employment at transition?

9 out of **25** Partnership Boards report that they have person centred reviews at transition, which focus on paid employment as an outcome.

Please describe local good practice examples – include GAL and Project Search sites and whether there are common challenges – eg how successful have Partnership Boards been in working on transition and the National Transition Programme to jointly agree actions.

Manchester and Oldham have both been 'Getting A Life' sites since 2008
Manchester is also a Project Search site working now with Manchester Hospitals Trust

We have recently appointed 2 people to help us spread Getting a Life across the whole region Gill Goodwin is the new regional Getting a Life Lead and will be working across the whole region to spread the learning from the existing sites, to work in a more concerted way with 3-4 local areas, and to develop a regional strategy to ensure all agencies involved have a regional steer. Phil Palmer, a family carer will be supporting Gill, concentrating specifically on working with families.

Connexions services in several Partnership Board areas have now produced their information in Easy Read and are targeting their advice specifically at young people with a learning disability and their families.

Please describe how well local arrangements are working between the Valuing People Now programme and National Transition Programme to agree actions and goals.

There is a regional Transitions group which meets regularly and is attended by the regional Valuing People lead, the new Getting a Life lead, National Transitions Programme leads, Regional Transitions hub lead and the SHA children's leads. This group has agreed terms of reference and a regional action plan. This group supports regional transition events and a regional transitions network. The board reports to the Aiming High Board and Regional Valuing People Programme Board.

Regional support to help 'make it happen' in 2010/11

15 Has the region established a programme to support employment of people with learning disabilities

Please describe how you are working with GOs and SHAs on PSA 16 and regional programme that will help to ensure people with learning disabilities are supported into real jobs:

An employment steering group, reporting to the Valuing People Programme Board is currently being established, and will ensure shared learning, partnership working and avoid duplication of effort between GONW, NHS, supported employment agencies, Job Centre Plus self advocates, Connexions. This group will also link to the DH/GONW board which is developing the employment strand for people in the socially disadvantaged groups.(PSA16)

The Programme board work plan includes delivering a conference to continue to move the employment agenda forward, and to concentrate this follow up to the Valuing Employment Now launch on recruitment, retention, careers, and support within the public sector.

We have been working with Progress Recruitment from Blackpool have been using DH Section 64 money to support the public sector across the region to be better employers of people with Learning Disabilities. The project is in it's 3rd year and is working with a range of public sector agencies including Local Authorities, the Police, Universities and is supporting local supported employment agencies to overcome recruitment barriers with these agencies and get people into

work. We have extended this project with PSA 16 money to ensure more people get jobs in the public sector.

This project and its successes and challenges will be a key feature of the “Valued in Public” conference

We have developed a Conference Friends employment model as a way for people with Learning Disabilities to use the skill they have learnt running their own self advocates conference to help public organisations employ people with learning disabilities to help organise conferences. has helped us learn ways of overcoming aspects of the “benefits trap” for individual workers. We can now pay people to help us run the Valued In Public conference.

We have a regional Getting A Life network which focuses on employment and day service improvement.

Please describe how well local arrangements are working between the Valuing People Now programme and National Transition Programme to agree actions and goals:

There is a regional Transitions group which meets regularly and is attended by the regional Valuing People Transitions lead, National Transitions Programme leads, Regional Transitions hub lead and the SHA children’s leads. The group has an action plan, supports regional transition events and a regional transitions network. The group reports to the Aiming High Board and will now report to Regional Learning Disabilities Programme Board.

16 Has the Regional Programme Board established a programme for transition, to share the learning from the Getting a Life Programme?

see 14

In addition we now have more Children's Services subscribing to the NWTDT alongside adult directorates which is helping to embed the values and principles of Valuing People with staff, to work with families of both "transition" aged young people and younger children and ensure that this continues after the Valuing People Now Programme ends.

PERSONALISATION

17 Have Local Partnership Boards got a current strategy to embed person centred planning and check on the quality of these care plans?

19 out of **25** Partnership Boards report that they have a strategy which is **76%** for the North West

A summary of the impact on commissioning reported by Local Partnership Boards in the region is:

The percentage of people with a learning disability receiving Direct Payments has increased from 6.7% to 18.5% since 2008/9

There is a move away from Block Contracts to individual, Person Centred commissioning from a wider – and growing range of providers.

Boards report strategic commissioning receiving better intelligence about need coming from person centred planning, but also the challenge of balancing commissioning for a population with the variety and responsiveness required for individuals.

The Valuing People lead and the Personalisation lead work closely to ensure there are good connections made at both regional and local levels and that people with a learning disability are well embedded in local and regional personalisation work.

IMPROVING THE WORKFORCE

18 What work is in place to support the development and training of the workforce in VPN ?

Please provide comments on regional programme:

We are working with local areas and personalisation leads to make sure that personal assistants are included in 'Staff' for training and development.

We continue to support NWTDT as subscription organisation so that good training can be offered to staff, families and self advocates from across the whole region.

We have commissioned training materials to support staff in the area of personal relationships for people with Learning Disabilities.

The SHA have just completed an audit of the Learning Disability Health Workforce across the region to help us plan for the future.

The Valuing People Now Board continues to support network for Positive Behavioural Approaches for staff working with people who challenge.

Skills for care as part of the NWJIP are working closely with VPNow in the NW particularly with the "new type of worker" strategy, and the InLaws programme.

QUALITY ASSURANCE AND MONITORING

19 How many Partnership Boards report inclusion of people with learning disabilities and family carers in assessing the quality of care and support in social care and health?

17 out of 25 partnership Boards report this.

20 Safeguarding and performance

10 out of 25 Partnership Boards report that they receive reports from the Adult Safeguarding Boards
7 out of 25 Partnership Boards report that they are informed about poor performance by local providers

REGIONAL PRIORITY

21. Please set out your regional priority:

Please summarise your regional work programme in 2009/10 and plans for 2010/11?

The North West Regional Priority is **Friendships, Relationships and Citizenship**

The Big areas in the regional work programme for the 2009/2010 were:

We commissioned a Regional Training resource for staff to enable best practice to be spread across the NW

We held a regional seminar on Friendships and Relationships for representative of local boards to share good ideas, to hear what the South West are doing, and to agree the plan for 2010/11

We agreed to work with the South West to share our ideas

We supported the NW Positive Behavioural Approaches Network to arrange a Regional training event with Gary LaVigna.

This will help embed a positive way of working with people who's behaviour challenges services.

2010/11

We are developing a Regional Strategy on Hate Crime.

We will establish a Regional travel group to bring together people who can help make travelling easier, cheaper and safer.

We will create a map of Changing Places facilities across the region and promote the development of more.

We will build on the skills of our Self Advocates to develop Peer Advocacy with a toolkit and training.

We will also work to develop Non Instructed Advocacy for those people who need advocacy on their behalf.

We will continue to support the development of the Ethnicity Network and make sure it links the Region in to national strategy.

We will establish a task and finish Regional Sexual Health Group to establish best practice for both the region and local areas.

MAKING IT HAPPEN FOR EVERYONE

22 Valuing People Now asks Partnership Boards to improve outcomes for everyone. Please summarise the improvement and good practice examples from Local Partnership Board reports from across the region on:

- Ensuring all people with learning disabilities, including those from all backgrounds and those with complex needs are involved in programmes and access services
- Supporting carers
- Hate crime
- Transport
- People with learning disabilities as parents
- Offenders

Please describe some of your local and regional successes:

1) People with High supported needs

Central Lancashire Partnership Board has designed a Communications Guide that incorporates person centred planning tools to support and aid understanding of each individual's unique communication methods.

(see <http://www.csrpcp.net/default.aspx?page=24816>)

2) Family Carers

Himmat, with the support of the Partnership Board in Manchester has been working with Asian learning disabled people and their husbands or wives. The project has been funded by Manchester City Council's Third Sector Team. Trust has been established with the extended families, and groups and individual sessions have been held with the couples.

Among other issues they have identified

Intensive individual work is needed with the couples.

Working out who is the main carer.

Claiming benefits and becoming an appointee.

Money and household management.

Setting up home away from the extended family.

They have found similar issues in the Somali and Chinese communities.

3) People who are victims of hate crime

Blackpool Partnership board members are represented on a widespread disability group with other reps from the Police, Blackpool Bsafe, Childrens and Young People's service and others. The group has made links with the Crown Prosecution Service (CPS). The group have developed a third party reporting service for those people who want to report a Hate or other Crime without going to the police themselves.

The Partnership board and Children and Young People Service have worked with a local school to produce a Learning Disability Hate Crime DVD which was launched this month and widely publicised.

4) Better transport for everyone

East Lancashire Partnership Board have been campaigning for both the **Now Card** and the **Companion Card** which give access to subsidised or free Travel across Lancashire, to ensure they are easily available to people with a learning disability and their family carers.

5) People with learning disabilities who are parents

Wigan Partnership Board has developed a new Personal, Relationships, Sex & Sexuality Policy which contains a section dedicated to Parents with learning disabilities outlining:

What the Law says :Key Principles:Case scenario: Points to consider: and an Extensive Resource Section

Their Policy Group have met with the Disabled Parents Network and intend to work more closely with them in the future.

It is an area of interest for Wigan & Leigh People First. They have expressed their intention to focus on this issue as part of their ongoing work regarding Relationships.

6) People with learning disabilities who get in trouble with the police.

Tameside Partnership Board have had the Crown Prosecution Service attending a meeting of the Partnership Board, and Cumbria have launched the Autistic Spectrum Alert Cards with Cumbria Police,

Report compiled by Dave Spencer – supported by Family carers and Self advocates from the two forums and the NW Valuing People Programme Board

28/5/10