

**NORTH WEST TRAINING AND DEVELOPMENT TEAM**



**Director:** Lynn James-Jenkinson



**Date of submission:**

11<sup>th</sup> January 2006

**Subject:**  Update report to Commissioning Group

**Executive summary:**

The following report is a summary of the activity of the NWTDT in the period September to December and the actions taken to implement the Action Plan agreed by the Commissioning Group.

**Recommendations:**

- That the Commissioning Group accept the contents of this report.
- That the Constitution be ratified.
- That Service Level Agreements be pursued with subscribers to NWTDT with the full support of the Commissioning Group.
- That the Commissioning Group establish the budget for the NWTDT for 2006/2007
- The Commissioning Group need to consider how it can support the self-advocate group in light of their comment - **we are disappointed to see that some of the services reporting to the Commissioning group haven't done anything about what we say is important to us** – that was made within their report to the Group.
- That the recommendations relating to relocation of the office accommodation be supported.

## Update Report (3) – North West Training and Development Team – January 2006



(3)

### 2. INTRODUCTION

The previous report has been circulated to Self-Advocates, Health and Social Care Lead Officers and the Family Forum. Self-Advocates have asked that more feedback be available in this report with regard to the 3 big issues they identified at their conference in February 2005 –

- Bullying
- The way doctors and nurses talk to people with a learning disability
- Access issues, particularly transport.

### 3. BUSINESS MANAGEMENT



Lynn

#### UPDATE ON ACTION PLAN SUBMITTED JUNE 2006

- Commissioning Group – The re drafted Constitution needs to be ratified at the Commissioning Group meeting in January 2006. Membership of the Commissioning Group has been reviewed with all stakeholder groups to ensure best representation and strong links to the Regional Task Force.
- Team – The restructure agreed in September is in the process of being implemented and will be achieved by the end of this financial year. With effect from 1<sup>st</sup> April the team will consist of part time, largely freelance

consultants, additional consultants will be 'purchased' on an ad hoc basis subject to demand. All 'core team' consultants will be expected to generate 50% of their costs, this will be written into the individual agreements that will be in place with all consultants. The new 'posts' of Office Manager, Training Manager and links with academic institutions are in the process of being developed along with agreements to accompany these as per the restructure proposals agreed at the last Commissioning Group.

- Budget – Separate report submitted. Financial targets established in April 2005 are being achieved. The Commissioning Group meeting in January needs to establish the budget for the NWTDT for 2006/ 2007 and ratify the Service Level Agreements that have been drafted in order to secure subscriptions for the next 3 years with Local Authorities, Primary Care Trusts and the Care Services Improvement Partnership. A rent review is expected with regard to present office accommodation. The office manager has reviewed our present and potential usage and considered issues @ accessibility etc. and has recommended a relocation, within the Globe site at this time, within current budget. A copy of the report will be available for Commissioning Group members and the team seeks your approval to pursue the relocation of the office as per the office manager's report.
- Communication- The next version of the Newsletter is in the process of being printed ready for distribution. The website has been improved, this is ongoing. A separate section of the website now exists for the –

Commissioning Group  
Regional Task Force  
Self-Advocate Forum  
Family Forum  
Health and Social Care Leads – Regional and local groups.

Meeting notes, constitutions, Business Plans etc. are posted here which can be available to all who access the website. IN addition a separate password protected section exists for members of the above groups where discussion items etc. can be posted. Lynn will circulate password information to members of the Groups mentioned.

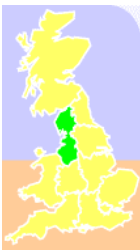
#### **4. INCLUSION**



UPDATE ON ACTION PLAN SUBMITTED JUNE

2006

#### **Regional Task Force**



Lynn

The Regional Task Force has now agreed its Constitution and confirmed its membership.

At the next meeting the Task Force will concentrate on electing co-chairs to work alongside Charlie Barker and will be listening to representation from the Self-Advocates group, the Family Forum, Lead Officers, the Association of Directors of Social Services, Care Services Improvement Partnership/ Valuing People and the NWTDT Commissioning Group in order to develop the priorities for the North West in relation to using the funding available through the Valuing People Learning Disability Development Fund. The Task Force will submit their recommendations to the Commissioning Group at their next meeting in April.

The recommendations leading from the current consultation on 'Breaking the Cycle' will also be presented to the next Task Force meeting.

## **Self Advocates**



Regional task force representatives



Val

We are pleased that the Commissioners support our plan to buy an "Easy Read" software package. We are continuing to look at different packages so that we can recommend the best. We then hope to make this available across services in the North West.

We intend finding finance to use as set up costs to help us turn this service into an independent business. We expect to have a business plan completed before April 2006.

The conference we had been planning took place, hosted by Oldham on the 12<sup>th</sup> October 2005,

Around 100 people attended this meant about 20 Self Advocacy organisations were represented.

Jason Rhodes and Suzanne Marshall worked up a good partnership as co – MC's to keep the audience interested.

Ibrar Riaz gave all the delegates a round up of what happened at the National Forum.



Guest Speaker Mark Shrimpton from the Disability Rights Commission told all the delegates what the commission does and doesn't do and what it is doing at the moment about reviewing access to health care for people with learning disabilities.

This prompted a discussion and everyone told Mark Shrimpton what they personally thought.



The second theme of the day was "Bullying". (Which is a big issue for everyone)

This was started by a live presentation on bullying from Hilary Duff who talked of her experience.



After that the group started to share their experiences of bullying and everyone agreed that it needed to be stopped, FOREVER. So that no – one should have to feel scared or intimidated anymore.



There was also a very good one – time only performance of a script called “No More Bullying” written by the conference organiser Jason Rhodes and performed by the “Truth About Me Drama Group”, who are a Self Advocacy group.



Next the ‘open microphone’ came in to operation and everyone got the chance to get a point of view across to all the other delegates. Gary Barnes and Val Bracken wrote down all the points raised. All the points were taken to the Disability Rights Commission to be included in their review and to the National Forum.

Ibrar Riaz and Lee McDermott have been attending the National Forum meetings and are working hard to improve communication between the two groups.

5 of the 8 elected Regional Task Force reps met to plan and prepare what they wanted to say at the Task Force. They attended the meeting and are delighted to have Paddy Burke as their elected Co Chair who will be working with Charlie Barker and a family rep in the future.

Not all of the elected people representing the Self Advocates in the North West can attend the meetings they are invited to because they can't always get the support they need, this issue needs to be

considered by the Lead Officers Group and the Task Force when identifying priorities for 2006/ 2007.

The feed back from Self Advocates tells us that people want to be involved and enjoy meeting at conferences, we have taken our 3 main issues forward this year and have managed to get our thoughts about Nurses and Doctors needing special training and about stopping bullying linked into national initiatives **but we are disappointed to see that some of the services reporting to the Commissioning group haven't done anything about what we say is important to us.**

### **Family Forum**



Caroline

The Family Forum has not met since the last meeting of the Commissioning Group. The new 8 Family Forum representatives attended the Regional Task Force meeting in November and will feedback to the next Family Forum meeting in February. Olwen Williams, a solicitor, has been asked to talk to the Family Forum in February about Wills and Trusts. The Family Forum will identify the priorities for 2006/2007 at the meeting in February too.



### **Family Leadership in the North West**

Lynne



'Doctors and nurses should be trained in disability awareness' –

Lynne has met with Dr. Philip Dyer, from St. Mary's hospital in Manchester who is interested in developing a course similar to Kindred Spirits which will bring together health professionals with

patients this will help the health professionals improve their awareness of disability equality issues.

The second annual inclusion event was held 21<sup>st</sup> – 23<sup>rd</sup> November. This brought together people from across the country, with the majority of people coming from the North West. (The programme for the event is available on request from Lynne Elwell). The participants included disabled people, parents and relatives of disabled people, service workers from all areas of social services, health and education. Feedback told us that this event had recharged everyone and given a platform for open discussion.

A piece of research has now been completed on Partners in Policymaking in conjunction with Professor Chris Hatton from Lancaster University and Martin Routledge from the Valuing People Support Team, a report has been written and a day held in Manchester giving information on outcomes from Partners In Policymaking courses. (A copy of this report is available from Lynne Elwell on request.)

Two Kindred Spirits courses are currently running, in Cheshire and Lancaster. The participants are family members, service workers from social services, health and education. Disabled young people and adults are part of the programme as tutors. The courses have been well received and evaluations are available. Cheshire and Wyre and Fylde have indicated they want to commission further Kindred Spirits courses. Lynne has invited Partners graduates to work alongside her so that the team can build capacity.

Lynne has completed a two-day course on disability equality for MacIntyre Supported Living service in the Wirral. One day for Salford CVS staff regarding disability equality, this was called Welcoming everyone, One day in Sefton for young people who attend 4 special schools and who wanted to plan their transition to adult life.

Lynne is now on the steering group of the national family leadership network.

A new course – Tomorrows Leaders - was commissioned through Valuing People, this was designed for the national self advocacy

forum. We covered all issues relevant to people with learning difficulties and helped them to understand how they can influence policy making. The course was co facilitated by Lynne and two people who have learning difficulties.

Lynne is now working with Ali Mohammed a member of the new family leadership team to ensure that all our work represents people from minority ethnic communities.

### **Health and Social care leads**



Lynn

Lead Officers met in October to look at the implications of the Secure and Forensic Mental Health and Learning Disability services Commissioning Strategy for the North West 2005-2010 and the draft of 'Breaking the Cycle' which is now available for consultation.

Lead Officers are meeting in January in response to a consultation that is underway regarding Supporting People – 'Creating Sustainable Communities: Supporting Independence' - this will ensure the North West contributes to this national consultation being led by the Office of the Deputy Prime Minister.

The next meeting of Lead Officers in March will concentrate on the Individual Budget Pilots and Phase 2 of In Control in order to share the learning from across the Region.

The local lead officers meetings in each region will be responding separately to the 3 big issues identified as priorities by self-advocates. Lead Officers have said that they have taken these issues back to their areas for discussion through Partnership Boards.

## **Providers**



Lynn

The Commissioning Group and Task Force need to consider how they want to encourage/ support providers. Only 2 providers in the North West have expressed an interest in subscribing to the NWTDT.

### **Care Services Improvement Partnership**

Good links are being developed and meetings planned early in the New Year to consider issues affecting CAMHS and Learning Disability. Lynn is linking with the Social Inclusion Unit and is involved with the Worklessness Forum of the Mental Health Forum.

Positive links continue to be developed; this will be further supported with the Service Level Agreement relating to the Valuing People Support Team funding.

A meeting is scheduled for early in the New Year between NWTDT, Salford Finance and CSIP Performance Management to look at how existing reports can be used to inform CSIP with regard to VPST funding.

## 5. ACTIVITY



UPDATE ON ACTION PLAN SUBMITTED JUNE 2006

### Workforce Planning



Lynn

The Trainers network considered how they could support the wider understanding of the issues identified as priorities by the self-advocates group and heard from Sefton about the work going on locally to involve self-advocates lead training in order to raise awareness with regard particularly to awareness raising.

### Ethnicity and Culture



Nabela

### REGIONAL ETHNICITY NETWORK

The networks aims are to ensure that Learning Disability and Ethnicity issues are shared discussed and acted upon to ensure fair, appropriate services for everyone.

The network met again on the 22<sup>nd</sup> of September again this was very well attended. The meeting created an opportunity for information

sharing across districts and regarding national developments leading to the development of local strategies.

The network has been a good way of keeping people informed in order for change to happen it is encouraging to see the amount of work that is going on across the Region.

The next newsletter from the Network will go out in February, the newsletter refers to information that can be found on the ethnicity section of NWTDT website or elsewhere where we can provide a web link.

### UPDATE ON VALUING ALL PEOPLE

A development support programme ran in 2004 /2005 for nine partnership boards to help them make improvements for people with learning disabilities. NWTDT lead on this programme along side Valuing People. The programme was very successful; the teams who participated have written reports about the many local actions have taken place resulting from their plans. There will be a recall day in 2006 to check how the participating authorities have worked to implement their plans.

Self advocate groups who were involved in developing local plans made sure that the plans included issues which were important to them –

- transport - training for drivers on public transport in working with people with learning difficulties,
- not being called names or bullied.
- The self- advocate groups want people with learning difficulties to be treated with respect and for people to stop using racist words.
- The group thought that videos could be used to make people know that it is wrong to use racist words.
- People who support people with learning disabilities should not be racist or bullied.

## Person Centred Planning



Pauline

### Action Learning sets.

Continue with local districts in Trafford, Liverpool, St Helens. Pauline is developing similar sets linking to Train the Trainer mentoring programmes that work across the region.

Pauline is looking in to potential funding streams that could support the evaluation of Action Learning Sets.

### Person centred Planning.

The majority of Pauline's attention has involved supporting districts to think about how trained facilitators can be supported and encouraged to be powerful change agents in working together with self-advocates and families.

Pauline has finished the person centred communication plan draft training and is looking to pilot this next year; discussions are underway with a number of stakeholders.

A number of people have said they would be happy to share stories about what has happened since they developed their plan; this information has started to be gathered together.

### Implementation.

In order to develop capacity to work within as many different agencies as possible a different approach is needed mentoring new trainers is one way of developing capacity whilst also bringing in new skills and offering a platform for sharing new ideas.

## Health



Janet



'Doctors and nurses should be trained in disability awareness'

1. The Disability Rights Commission (DRC) is conducting a formal investigation into health inequalities in the NHS because of the overwhelming weight of evidence pointing to disparities in health outcomes amongst people with learning disabilities and people with long term mental health problems. Put simply, a lot of the evidence points to the fact that these groups of disabled people have higher mortality rates (i.e. die earlier) than the overall population - not always for reasons related to their impairment. Much of this evidence is alarming and therefore the DRC decided to use its powers to undertake formal investigations to instigate a comprehensive enquiry into this issue. The NWTDT has submitted evidence to the commission gathered from the NW health care network contacts.

For more information and interim report go to

<http://www.drc-gb.org/newsroom/healthinvestigation.asp>

2. The UK health and learning disability network has successfully transferred to the Foundation for people with learning disabilities anyone wanting to subscribe to network can do so by going to:

<http://www.learningdisabilities.org.uk/page.cfm?pagecode=FBFM>

3. Some funding has been secured to train one tutor in postural care in the NW and a bid has been submitted to DfES for further funding to develop opportunities for families to receive training in Postural care. For more on postural care go to

[www.posturalcareskills.com](http://www.posturalcareskills.com)

4. The NWTDT ran a very successful national event looking at the issues relating to Dysphasia in November this was very well attended.

5. You can make a difference: improving hospital services for disabled people is available at:

[www.dh.gov.uk/publications](http://www.dh.gov.uk/publications)

or email Janet Cobb [janet.cobb@nwttdt.com](mailto:janet.cobb@nwttdt.com)

## **Employment**



Lorraine



Lynn

The NWTDT ran a conference - Jobs that Work in November. The NWTDT, Breakthrough UK, First Steps, Valuing People, NIMHE and the Department of Work and Pensions came together with @ 70 people from across the Region to look at the issue of employment and share some good news stories and policy guidance.

The purpose of the conference was to develop a wider understanding of the issues that get in the way of supporting people into real work through -

- Setting the scene in the North West
- Highlighting good practice
- Planning to make a real difference
- Providing an opportunity for Networking and Information sharing

Lancashire/ Cumbria, Greater Manchester and Cheshire/ Merseyside each developed a PATH (Planning Alternative Tomorrows with Hope) for their area in order to identify the actions delegates were going to take together locally. These are in the process of being photographed and put on the NWTDT website.

The whole day was recorded using Graphics, this too is in the process of being photographed so that we can put this on the website for your information.

The 70 places available for the event were 'snapped up' inside 2 weeks and nearly 40 people put their names down to come if anyone dropped out. Clearly this told us that this is a big issue for people in the North West. This is reflected in the Valuing People agenda and in the priorities identified by the Self-Advocate National Task Force too.

Delegates on the day told us they would like the following support in the future to support them implement the actions they had identified in the P.A.T.H's they developed: -

- *More opportunities to network, particularly with Learning Skills Council, Connexions, Colleges etc.*
- *Mailing lists of people working/ interested in this field*
- *More information about good practise and practical support from each other*
- *Regular up to date information and ideas particularly @ policy direction*
- *Success stories*

The NWTDT intend to develop an Employment section on our website (where the P.A.T.H's and Graphics from the day will be posted). Colleagues from across the Region can then use this section of the website to post information/ questions/ stories and network with each other etc.

- *Support to get employment on the agenda for Partnership Boards across the Region*

The Regional Task Force will be informed of the desire for this to be seen as a priority across the Region in relation to Partnership Boards and events

- *More Benefits guidance*

Check out the Valuing People Website, lots of information regarding benefits and employment is available through this

- *More information about using Direct Payments/ individual budget guidance*

Oldham and Manchester have been chosen to pilot Individual Budgets within the North West, it will be interesting to look at how colleagues in these areas use this to support people into employment. Any information will be shared via the Employment Section of the NWTDT website when this is established early in the New Year. In addition at least 9 Local Authorities in the North West are looking at individualising budgets through involvement with In Control, again any information will be posted on the website.



## **Housing**

Lynn

We are in the process of writing to Local Authority Chief Executives and Directors of Social Services with regard to the work we intend doing with regard to securing more appropriate housing for people. Partners Foundation are leading this work, they have a great deal of experience in this area. We will be looking to work with one city council, one county council and one borough council where housing has been identified as a particular issue in relation to supporting people.

## Day Support Services



Paul

## Day Service Modernisation Leads Network



This network has continued to meet on a quarterly basis and has over the past year been attended by representatives from 21 Partnership Boards. As well as providing opportunities for information exchanges and updates, each session addresses one major issue.

The last session focussed on the topic of from large day centres to what.

Main points that came from this session were:

- The importance of ensuring that we don't simply create new mini-institutions
- The realisation that it is generally people requiring lower levels of support who have the opportunities and support to move on from day centres/services – and that all must mean
- That there is therefore a real danger of creating the next generation of special care units
- That it is often easier to focus on setting up small outreach or satellite services just for people with learning disabilities as opposed to create real opportunities for people to be included in generic community settings
- That therefore a crucial part of the role of what is currently seen as Day Service Officer is that of Community Development Worker

We also devoted time to looking at what is necessary to help people to make moves in the right directions. Feedback suggested that this was a very useful session, and it was agreed that clearly there is more work to be done. This is in terms of equipping key people – self-advocates, family members, front-line staff, managers, social workers, commissioners (and that’s just those on the inside!) with further tools to:

- Develop the vision consistent with Valuing People principles
- To be able to do this inclusively, with self-advocates and family members being at the core of the process
- Further practical work on what it takes to turn the vision into reality.

As well as a regular core of people attending – generally modernisation leads, service managers and operational managers, other people, including some self-advocates and family members opt in to appropriate sessions. More recently we have attracted more people with developmental responsibilities in terms of implementing Valuing People. Through the network, numerous requests have come in for follow-up work designed to support districts (currently six) in taking back and implementing issues that come out of the network sessions. This is funded through a mixture of vouchers and payments.

Feedback from participants is very positive both in terms of the range of topics addressed and how useful it is to attend. There is a meeting of a small core group in order to determine future topics for the network. This meeting will also look at how the network can best operate in order to ensure implementation. Over seventy different people have attended the last three network sessions.

### Skills for Best Practice Programme

In order to support implementation, a new programme has been developed and introduced during the past few months. Skills for Best Practice has been run in three different parts of the region, each programme being run for four days over a five month period. This compliments the day service network (which is aimed more at people with a strategic role) and it has given front-line staff, self-advocates

and family members opportunities to come together in small teams to both develop and put into practice the approaches and skills necessary to provide opportunities for people to lead fulfilling lives away from traditional service settings. Part of this programme has entailed participants working together to:

! Develop and implement person-centred plans.

! Develop and implement visions for the future based on person-centred approaches and *Valuing People* principles.

! Develop and implement new roles for staff and support people, including natural supports.

! Develop and implement the necessary approaches and skills in terms of community connecting, door opening and bridge building.

The end result of this programme is that a number of people from a number of districts have now moved on from day services. A total of seventy people have participated in the programme. Demand from subscribers has led to a further three programmes to be set up for the current financial year.

### Alternatives to Special Care Units

One of the major areas where day service modernisation is significantly failing to make an impact is with regards to people seen as having additional or more complex support needs. People who have needs for health or personal care supports, people with additional physical disabilities, or people who don't use speech to communicate are much less likely to be supported in leading fulfilling and inclusive lifestyles. Based on demand from subscriber agencies, a series of workshops will be commencing in July. An initial meeting has been set up to develop an agenda for the workshops, aimed at achieving practical outcomes for people supported.

### District based work

Work has been taking place (some ongoing) in a number of districts around day service modernisation. This has included:

- ! Facilitating change in staff roles
- ! Helping people to move away from day centres
- ! Developing partnerships across the full range of stakeholders
- ! Developing modernisation teams
- ! Support in developing and/or implementing modernisation plans
- ! Running PATH sessions
- ! Support around individual people who are seen as having complex needs
- ! Service reconfiguration

## **West Midlands**

The Valuing People Support Team (West Midlands) commissioned us to set up and run a Day Opportunities Modernisation Network (along similar lines to our own). Although this network is now successfully functioning without our leadership, some time continues to be purchased for consultancy and mentoring support for the network organiser.

## **Short Term Care**



Janet



Lynne

This network has not been funded in this financial year. Some individual district work has taken place to begin to look at issues relating to short-term care.

## Transitions



Pauline

Transition is interwoven, as is ethnicity, to all person centred planning work. Pauline has been invited to facilitate 2 network events focused on transition work across the region. A working group has been set-up to look at the content of these events, it is hoped that they will include stories; examples of positive change and reflect good practice. These events will also be supported by a newsletter and web page.

The first network event was viewed as positive and a success, people commented that it was 'refreshing, just what was needed'. The main thrust of the day was a self-advocates story and good practice sharing from Oldham. There also was good attendance from children's services.

The next event will focus on Families and In Control/ transition.

### **6. RECOMMENDATIONS TO COMMISSIONING GROUP**

- That the Commissioning Group accept the contents of this report.
- That the Constitution be ratified.
- That Service Level Agreements be pursued with subscribers to NWTDT with the full support of the Commissioning Group.
- That the Commissioning Group establish the budget for the NWTDT for 2006/2007
- The Commissioning Group need to consider how it can support the self- advocate group in light of their comment - **we are disappointed to see that some of the services reporting to the Commissioning group haven't done anything about what we say is important to us** – that was made within their report to the Group.

- That the recommendations relating to relocation of the office accommodation be supported.

## 7. CONCLUSION



This has been a very difficult year for the team where a great deal of attention has rightly focused on resolving the financial difficulties the Team were facing and securing the funding and future of the Team, once it had been ascertained from stakeholders across the North West that they wanted to see the NWTDT continue its role in the Region.

The recommended actions for 2005/6 are on schedule to be completed within the financial year (update available on request).

I would like to thank the Commissioning Group, the NWTDT team members, the self-advocates group, the family forum, the Health and Social Care Leads, the Valuing People Support Team and Regional Task Force for their support and guidance. There are still many challenges facing us all but together we have secured the future of the North West Training and Development Team and continue to be the envy of the rest of the country for this reason.

