




<p><u>NORTH WEST TRAINING AND DEVELOPMENT TEAM</u></p> 	<p>Director: Lynn James-Jenkinson</p> 
<p>Date of submission:</p> <p>28th September 2005</p>	 <p>Subject: Update report to Commissioning Group</p>
<p>Executive summary:</p> <p>The following report is a summary of the activity of the NWTDT in the period June to September and the actions taken to implement the Action Plan agreed by the Commissioning Group.</p>	
<p>Recommendations:</p> <ul style="list-style-type: none"> • That the Commissioning Group accept the contents of this report. • That the Constitution be ratified at the next meeting of the Commissioning Group building on the agreed Constitution for the Regional Task Force. • That the 'Rules of Association' be agreed and submitted to Hyndburn/ Ribble Valley Local Authority. • That Service Level Agreements be pursued with subscribers to NWTDT with the full support of the Commissioning Group. • The Steering Group would like the Commissioning Group to agree 'in principle' to identify a small amount of funding to match the little they have available in order to buy an "Easy Read" software package. Jason and Gary are looking at different packages and will advise Lynn of the best product to meet the teams needs. This package should then be used for all communications produced by NWTDT. • The Commissioning Group support the further development of options with regard to research and publication of learning across the Region. • The restructure proposals presented to the Commissioning Group be agreed and support secured to implement. 	

Update Report (2) – North West Training and Development Team - September 2005



(2)

2. INTRODUCTION

The previous reported has been circulated to Self-Advocates, Health and Social Care Lead Officers and will go to the next meeting of the Family Forum in October. The reporting system has been supported by all stakeholder groups as a way of keeping each other in touch with issues that are important to them. Self-Advocates were particularly pleased that all groups supported by NWTDT would be feeding back to them about the 3 things conference delegates had identified as being of most concern to them-

- 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 –



A small advisory group has met with Lynn to begin to draft a new Constitution for the NWTDT. An initial draft of this will be circulated to members of the Commissioning Group at the September meeting for wider discussion at the next meeting in January 2006.

The new constitution for the Regional Task Force will be confirmed at the November meeting of the Task Force and can then be used to ratify the Constitution for NWTDT to ensure they interlink.

The draft circulated is the same as is being developed for the Task Force and so will be able to reflect future relationships with Care Services Improvement Partnership (CSIP).

In addition Lynn circulated some 'Rules of Association', these are required by Hyndburn/ Ribble Valley Local Authority to assist in claiming exemption from liability for Council Tax on the office base in Accrington.

- Team –



A Proposal to restructure the NWTDT will be circulated at the next meeting of the Commissioning Group for discussion.

- Budget –



A Report with regard to the financial situation will be circulated for discussion with the Commissioning Group.

Lynn, Martin, Anne Williams and Liz Dalglish (Wigan and Leigh PCT) have met to develop service level agreements that will be used to confirm subscription levels etc. with subscribers. A draft has been circulated to this 'sub-group' who will take the necessary action via ADSS, PCT Chief Executives and CSIP/VPST to implement this.

Lynn has written to Independent Providers – as identified by Lead Officers as being represented on 'Preferred Provider' lists. Subscription has been offered with effect from 1st April. Lynn will update the Commissioning Group in January with regard to the level of interest expressed by providers in the Region.

- Communication-



The most recent Newsletter was circulated in early summer and is available on the website which is in the process of being updated also. The new calendar is available on the website as are copies of information regarding up and coming events. More improvements are planned.

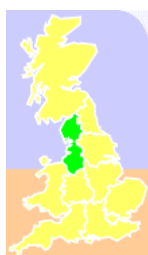
4. INCLUSION



UPDATE ON ACTION PLAN SUBMITTED JUNE

2006

Regional Task Force



Lynn

The draft constitution produced by the Advisory Group for NWTDT has been circulated to Task Force members in order to develop the new Constitution for the Task Force and formalise the relationship also with CSIP. Peter Kinsella is supporting Lynn and the Task Force to develop this.

The role of Providers in the Task Force will be considered at the next meeting as part of the discussion regarding the new Constitution as will issues such as co-chairing of Task Force meetings.

Self Advocates



Regional task force representatives



Val

Over the last three months a meeting was held called 'How Things Work' where Steering Group and Regional Task Force members joined together to learn who does what job.



Work has started to organise a new conference, this will be held at the –

Swallow Bower Hotel in Oldham on 12th October 2005.

Mark Shrimpton from the Disability Rights Commission is coming to talk to the conference about one of our key issues –



‘Doctors and nurses should be trained in disability awareness’.

We are also focusing on another of our key issues –



‘Bullying’.



A drama group called the ‘Truth About Me’ has agreed to put on the play ‘No More Bullying’ written by Jason Rhodes.

A DVD of the conference at Blackpool was sent out with a newsletter to all Self Advocates Groups in the North West.



The Steering Group has met twice and as well as arranging the conference they have devised a new set of rules to work along with the “Common Sense” rules already in place.

Some new members have been introduced from Salford ‘Being Heard’. -We are still looking for more new members.



The Steering Group approved the purchase of a new Computer to help Jason Rhodes and Gary Barnes do their work faster and more effectively.

The Steering Group would like the Commissioning Group to identify a small amount of funding to match the little they have available in order to buy an “Easy Read” software package. Jason and Gary are looking at different packages and will advise Lynn of the best product to meet the teams needs. This package should then be used for all communications produced by NWTDT.



Our joint Chairs Ibrar Riaz and Lee McDermott have attended all the National Forum meetings.

The Regional Task Force representatives are looking forward to meeting to prepare for Task Force meeting that will agree the new Constitution for the Regional Task Force. Our representatives want to be able to contribute fully and are putting a lot of time aside to prepare.



Finally congratulations go to Lee McDermott and



Suzanne Marshall on completing the Tomorrow's Leaders training course. Tricia Nicol (NE Valuing People Support Team) has agreed to hold the next Tomorrow's Leaders programme in the North of England. The details of this are yet to be agreed.

Family Forum



Caroline

The last Family Forum meeting on 9th June at Wigan and focussed on families having their say on the Green Paper.

The next Family Forum meeting on 4th October is going to include the election of representatives to the Regional Task Force.



Lynne Elwell has started in a new post with the Valuing People Support Team aimed at developing family and self-advocacy leadership across the North of England.

This is very exciting and will really support the work Lynne has done in the North West through the NWTDT. Lynne will be doing this work as part of a team, including Ali Mohammed who will be working to ensure that people with different ethnic and cultural backgrounds are included, Molly Mattingly and Christine Burke will be developing the work in the South of England. The team is led by Cally Ward, Valuing People Support Team.

Lynne has begun to put a contact list together of people who might be interested in being involved in developing leadership in their area and would appreciate any additional names.



Family Leadership in the North West

Lynne

The two Kindred Spirits courses are still planned to start in September and October. Lynne is in the process of writing a pack for the courses and will be meeting with the Commissioners in Cheshire on 7th September. Lynne has secured an agreement for Cheshire Social Services to pay Jackie Alexander, a partner's graduate to shadow her on the course, this will support the

development of local capacity. Cheshire has indicated that they want to commission two further courses in other parts of Cheshire.

The Fylde & Wyre/ Lancaster 'Kindred Spirits' course is starting in October.

There has been interest in 'Kindred Spirits' from other parts of the country; Lynne has suggested that Inclusion North East pay expenses for someone to shadow her, this would provide some support for Lynne whilst also building capacity in that area of the Country.

Health and Social care leads



Lynn

One representative each from Lancashire/ Cumbria, Cheshire/ Merseyside and Greater Manchester is meeting with Lynn now to plan the agenda for the Regional Leads meetings. The next one will be 12th October and will focus on secure commissioning plans and effective commissioning/ ordinary residence issues affecting Lead Officers.

Lynn also attends the local Health and Social Care Leads meetings arranged in each area.

Providers



Lynn

Lynn has written to Independent Providers – as identified by Lead Officers as being represented on 'Preferred Provider' lists. Subscription has been offered with effect from 1st April. Lynn will update the Commissioning Group in January with regard to the level of interest expressed by providers in the Region.

5. ACTIVITY



2006

UPDATE ON ACTION PLAN SUBMITTED JUNE

Workforce Planning



Lynn

The most recent meeting of the Trainers Network focussed on the links with regional Workforce Planning Groups and the Trainers network and also on the inclusion of self-advocates and family members in commissioning, delivering and taking part in training alongside staff members.

A group from Sefton – LITES – gave a presentation they have been using about learning disability awareness and Cally Ward and Lynne Elwell talked to the group about involvement of family members locally and nationally.

Greater Manchester Workforce Planning group have identified £10,000 to be matched funded by the 10 Greater Manchester Partnership Boards (@£1,000 each) to develop a clearer focus for the area with regard to Continued Professional Development. Nick Morey is in the process of arranging a project group to oversee this. The NWTDT has been asked to host this development.



GRAPHIC FACILITATION



Nabela

Graphics is a new way of facilitation or planning work by learning how to create a graphic record of meetings events and discussions.

Using pictures, symbols and colour to record peoples' thoughts, dreams, ideas and feelings can help catch a meaning more effectively than the use of words alone. This can help groups and individuals to think more creatively, engaging and involving them. This is an innovative form of communication, translating conversation into imagery, not just words.

Nabela has recently been asked to run graphic facilitation workshops for the Region. A graphic facilitation training workshop will run on October the 14th at the NWTDT office. The workshop will be a small intensive course, which will include learning to truly listen to words and transform them into imagery. The workshop will also focus on learning how to present information through visual language and capture information as it is generated. Participants from previous courses have said "I thought I could not draw, but after coming here I have learned everybody can draw, if you are prepared to listen". Another delegate said "I didn't realise that it could be so much fun".

Ethnicity and Culture



Nabela

REGIONAL ETHNICITY NETWORK

Nabela facilitates the North West regional ethnicity and cultural diversity network, on behalf of the Valuing People Support Team and NWTDT. The last network meeting ran on the 1st of July 2005 at Clayton Park conference centre and was very well attended. The meeting created an opportunity for information sharing across districts and for an update on national developments. There were presentations and discussions focussing on developing a local strategy.

The aims of the network are to make sure that learning disabilities and ethnicity issues are shared, discussed and acted upon to ensure fair appropriate services for everyone across the Region.

Members of the network have told us that its existence has encouraged the sharing of good practice and provided attendees

with more information. The network also provided members with opportunities for discussion and to share training resources. The network has been a good way of keeping people informed in order for change to happen.

A newsletter has been put together to complement the work going on through the network and around the region. 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 - Making Valuing People work for all communities.

This was a development support programme that ran in 2004 /2005 for nine partnership boards to help them make improvements for people with learning disabilities. The NWTDT lead on this programme along side the Valuing People Support Team.

The programme aim was to help local teams develop and start to deliver local plans to improve services. Advice and support was available from people who had expertise in the field and targeted training was in place to help teams become more effective in turning plans into actions. Training was tailored for the needs of specific teams and consultancy was provided between sessions.

Teams who participated said that the programme gave them a chance to gain confidence/knowledge and focus. It was felt that the sharing of good practice on a national and local level plus opportunities to get together gave teams the strength needed to action their plans. Teams found it was useful to work together as local groups. Most of all having the chance for some 'time out' to take this work forward was a great opportunity in it self.

The programme was very successful; the teams who participated have written reports about the many local actions that have taken place resulting from their plans.



UPDATE ON LIVERPOOL EQUAL ACCESS TEAM

The NWTDT were asked to produce an evaluation report for the Equal Access link team. A particular need was identified in Liverpool to improve the support and accessibility of specialist, mainstream and community services. In order to achieve this the Equal Access team looked at using person centred planning as a vehicle for change in developing action plans for people and using person centred approaches with people with learning disabilities from minority ethnic community. The project aims are to support and provide information that will drive improvements forward across all service areas.

A planning day has now been commissioned from NWTDT through the Equal Access team recognizing that this project needs to be linked with mainstream activity.

Person Centred Planning



Pauline

PERSON CENTRED PLANNING / QUALITY ASSURANCE

Some comments from Quality Assurance participants

Of What practical influence was the training to your work role?

“ It helped me to explore my own values, whilst contributing to person centred approaches, with the people I support.”

“Some great ideas and real useful Tools can't wait to go a put it into practice”

“It gave me deeper understanding of what pcp means and how I can be involved in making it work.”

“ The knowledge I acquired on the course has helped me to facilitate person centred team meetings keeping plans alive.”

Did the Training lead to real outcomes for the people you support and further actions with positive outcomes for your organisation?

“ Have been able to work on what we must do and when we will do it so much more from the persons perspective”

“ Have developed greater understanding of what it is like from the persons perspective by acting on what the person teaches us from each new opportunity”

”Have developed new ways of problem solving that moves things on for the person I support, not getting stuck in the problem.



Pauline is developing an ‘Action Learning Tool Kit’; this will include examples of good practice, and opportunities to develop skills in this area.

The main focus for this next step is to provide some qualitative research to demonstrate how some of the work undertaken by the NWTDT with regard to PCP is effective both in changing people’s lives but also in encouraging and facilitating development in organisations. Pauline will use evidence from work over the past 2 years as a platform to share ideas and invite interest about some of the work undertaken by NWTDT. Pauline will be contacting all of the organisations that we have been developing learning supports with to gather some of the information that will be recorded. Informal discussions have already generated quite a lot of interest in pursuing the documenting of this work.

Pauline is also continuing with more in depth work in some districts developing action learning sets e.g. in Trafford, Liverpool, St Helens. Pauline is also in the process of developing Action

Learning for the Train the Trainers mentoring programme that will work across the region.

Lynn and Pauline are looking at various mechanisms and funding streams that could support such evaluation work.

'In principle' support from the Commissioning Group for this kind of research leading to publication is requested.



Person centred Planning

Pauline and Nabela are continuing our 3rd stage of helping Liverpool develop Planning with People, which has been a useful platform for supporting many who are working in Day services to adapt their learning and develop new approaches: comments have included observation that the course has brought a clearer understanding of the role that many of the facilitators could adapt in the future.

ELP district training continues to underpin good practice, adapting this course to become as visual and creative as additional planning tools has been of much benefit. One comment from one participant was

“ it has totally changed my approaches to my work I would recommend it to as many people as possible to think about how we listen to the individuals who have support needs.”

Other organisations that have committed to developing this approach include Bolton, Rochdale, and Oldham, in the New Year.

Pauline's focus for the next couple of months will be to develop some work that focuses more on the events after the course assessing the course as a medium to achieving positive change. More and more people in services are echoing the fact that they want support with 'HOW' to implement person centred approaches rather than the vision of person centeredness, this has to be encouraged. Pauline at present is negotiating with people who have skills in Person Centred Planning and the management of Clinical risk so that this can be built into the training provided.



Families leading planning and mentoring

At present this work is still in the process of developing capacity so that families can support each other. The team will then be able to respond if required where local family lead organisations need independent facilitation. It is important to be clear with commissioners and others with regard to the purpose of supporting families leading planning and how to optimise its effectiveness, in achieving a true working partnership with self advocates and family members.

Health



Janet

Core funding has now been found through the Valuing People Support Team to support the transfer of the UK Health and Learning Disability Network to The Foundation for People with a Learning Disability from 1st October 2005. Janet will continue to facilitate this through the Foundation and as such has reduced her time with the NWTDT.

An event on Postural Care was held at Merseyside Partners on June 29th, this was well attended and has resulted in funding being secured to support the wider development of understanding Postural Care across the North West. This is subject to match funding being identified across the North West totalling £6,000.

Further planned health related events for 2005 include:

- UK network meeting on 9th Sept (all places taken)
- An event on Dysphasia -November (Date not confirmed yet)
- An event on Technology Dependant children and Young People on Oct 6th in York.

A North West response has been submitted to the Disability Rights Commission formal investigation on health inequalities through the NWTDT.

Janet's health related district work since June has included a day on personalised services in Bury, PCP/HAP event in Tameside, Action for Health event in Chorley and a PCP/HAP day in Trafford with planned district work in Oldham, Stockport, Bolton, Sefton, West Lancs and Trafford.

Employment



Lorraine



Lynn

'Jobs that Work' is a conference that will run in November 2005, sponsored by the Valuing People Support Team. Lorraine Gradwell, Breakthrough UK, has worked closely with Lynn to develop the agenda for the day that will focus on supporting mainstream recognition and support for 'supported employment' initiatives. The event is also being supported by Simon Francis (Department of Work and Pensions, currently seconded to NIMHE Social Inclusion Team). All 70 places were filled within one week and a reserve list (currently standing at 30 people) is being held. Clearly this is an area of work the Region feels it requires support with. The NWTDT will further develop this area utilising feedback from the conference.

Housing



Partners Foundation

A Proposal to pilot the development of creatively funding housing options with people has been agreed with the Valuing People Support Team. Lynn and Partners Foundation are due to meet in the next few weeks to develop a clear action plan to take this forward. We will be looking for 1 Metropolitan Borough, 1 City

Council and 1 County Council to assist in more widely developing a range of options relating to 'shared ownership' as have been utilised by Partners Foundation in supporting @40 people identify their own properties and support.

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 two sessions have been on transport issues and on developing effective partnerships between family members and services. 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 have opted in to appropriate sessions. 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 a 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 has been a meeting of a small core group in order to determine future topics for the network. This meeting looked at how the network can best operate in order to ensure implementation – as we are determined to ensure that there is maximum impact in districts and that all of our work is outcome focussed.

TRAINING THE TRAINERS – SELF-ADVOCATES



Paul

We are currently in the process of running 'Training the Trainers' programme for one Partnership Board. This is run for five days over a four-month period. The aim of this programme is to develop and 'skill up' a group of around 20 self-advocates who will become a training collective. Once developed, this group will be instrumental in providing training and facilitation around a range of topics including:

- Self-advocacy development
- Person centred approaches
- Values and induction training
- Fair access to health services – developing capacity within generic NHS provision
- Physical access issues
- Supports for people with more complex needs
- Creating employment opportunities
- Staff roles
- Training for staff working towards NVQ and LDAF.

This represents a different approach to Training the Trainers programmes that have run in the past in that we are developing significant capacity in one district, as opposed to just having three or four trainers in an area. Working closely with the district's Partnership Board, we will facilitate the creation of a robust group which will, with support from key individuals in the PCT, local authority and a voluntary organisation, be in a position to be at the heart of workforce development. It is hoped that the group will be in a position to become a social enterprise and be in a position to provide real wages for a number of people who will act as a resource in the Greater Manchester area.

A request for a similar approach to be taken in another North West district has already been received.

Based on work in the small core group, the sessions we have agreed to run over the next year include:

- People with additional support needs/people needing health interventions
- Older people – best practices
- Transition – stopping the conveyor belt
- College and education – partnerships with providers and the Learning and Skills Council
- Innovative approaches to day centre re: provision
- Developing partnerships with community agencies

Over seventy different people have attended the last three network sessions.

Skills for Best Practice Programme



This newly developed programme has now been completed in three of the four districts that signed up for it. (The final session for the fourth district is to take place shortly). Each of the programmes has been run in different parts of the region, each lasting for four days and being run over a five-month period. It has served to complement the work taking place in 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. Having addressed the following aims:

- ❖ 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.

We have got to the point where we have helped to attain a range of outcomes including:

- More people having life experiences away from traditional day centres.
- More people having natural supports in their lives.
- Significant changes in staff roles – moving away from more traditional ‘day centre officer’ roles and becoming ‘bridge builders’, ‘community connectors’, ‘community developers’, etc.
- And perhaps most importantly, more people being in control of their own lives and the supports they receive.

In total, over 70 people have participated in the four programmes. Interest for the next round of the Skills for Best Practice programmes seems good, with 5 districts currently signed up.

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, two initial workshops were held in July. Over 40 people attended these from around 12 districts. Based on these sessions, an initial report is in the process of being produced which highlights some of the particular issues which need addressing, also suggesting some courses of action that need taking – both in terms of individual people, and corporately.

Further workshop sessions are being planned. Among the topics that will be addressed are:

- Effective supports for people who need health interventions (including working in partnership/developing partnerships with community health services)
- Working with people who communicate non-verbally
- Better planning for the future – people coming through schools, person centred planning, transitions – linking to families lading planning.

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 effective local modernisation teams (sometimes authority wide, sometimes centre based)
- ❖ 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



We continue to provide mentoring support to the Valuing People Support Team (West Midlands) who are now continuing to run the Day Services Modernisation network which the NWTDT helped to establish.

Paul Clarke from the NWTDT spoke at and helped to facilitate NIMHE's recent regional conference around day service modernisation and people with mental health issues. We hope that this relationship is continued.

Lynn has established good links with the Social Inclusion Team that has lead to NIMHE involvement in the Employment Event running in November.

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

Although transition is woven in - as is ethnicity - to all of the person centred planning work, Pauline has been asked – through the Valuing People Support Team - to facilitate 2 network events focused on transition work across the region.

There has been a working group set-up to bring the content of those events together. It is hoped that they will include stories and examples of positive change and reflect good practice. These events will also be supported by a newsletter and web page.

Pauline will update the Commissioning Group after first network event in October, as to how useful and what contributions were shared, so far 40 places taken up, and a number of great examples offered that will go on web page.

6. RECOMMENDATIONS TO COMMISSIONING GROUP

- That the Commissioning Group accept the contents of this report.
- That the Constitution be ratified at the next meeting of the Commissioning Group building on the agreed Constitution for the Regional Task Force.
- That the 'Rules of Association' be agreed and submitted to Hyndburn/ Ribble Valley Local Authority.
- That Service Level Agreements be pursued with subscribers to NWTDT with the full support of the Commissioning Group.
- The Steering Group would like the Commissioning Group to agree 'in principle' to identify a small amount of funding to match the little they have available in order to buy an "Easy Read" software package. Jason and Gary are looking at different packages and will advise Lynn of the best product to meet the teams needs. This package should then be used for all communications produced by NWTDT.
- The Commissioning Group support the further development of options with regard to research and publication of learning across the Region.
- The restructure proposals presented to the Commissioning Group be agreed and support secured to implement.

7. CONCLUSION



The challenges facing the NWTDT are still great BUT with the continued support of the Commissioning Group and wider Stakeholders to implement the required actions with regard to-

- Business Management – the financial security and constitution of the team,
- Inclusion – the real involvement of people across the North West, and
- The development, responsiveness and flexibility of the Training Activity of the Team

the future now looks more secure.