

NORTH WEST TRAINING AND DEVELOPMENT TEAM



Director: Lynn James-Jenkinson



Date of submission:

26th April 2006



Subject: Update report to Commissioning Group

Executive summary:

The following report is a summary of the activity of the NWTDT in the period January to March and the actions taken to implement the Action Plans agreed by the Commissioning Group.

Recommendations:

- That the Commissioning Group accept the contents of this report.
- The Commissioning Group support the initial draft business plan/ work programme for the NWTDT

Update Report (4) – North West Training and Development Team – April 2006



(4)

2. INTRODUCTION

The previous report (3) has been circulated to Self-Advocates, Health and Social Care Lead Officers and the Family Forum. The report is also available on the NWTDT website

3. BUSINESS MANAGEMENT



Lynn

UPDATE ON ACTION PLAN SUBMITTED JUNE 2006

- Commissioning Group – The Constitution has been updated and is available on the NWTDT website. Contact details for Commissioning Group representatives need to be obtained and placed on the website.
- Team – The restructure agreed in September 2005 has been implemented. Individual agreements are in place with each team member. Phil Palmer has taken on the duties of Office Manager on a freelance basis and an agreement is in place. All agreements are for 1 year to run from 1st April 2006 to 31st March 2007. The new 'post' of Learning and Workforce Development Manager is in the process of being recruited to again on a part time/ freelance basis so as not to incur the additional on-costs associated with seconded posts. Links with academic institutions at Lancaster and Manchester are in the process of being developed.

- Budget – Separate report submitted. Financial targets established in April 2005 are being achieved. Service Level agreements have been issued and at the time of writing 18 of the 42 Primary Care Trusts have returned signed Service Level Agreements and 13 of the 21 Local Authorities. This figure is changing daily and the Commissioning Group will receive a further update at the meeting. The Service Level Agreement and final financial settlement with Care Services Improvement Partnership/ Valuing People is in the process of being finalised. The office relocation has taken place. Our new address is –

Suites 4 & 5
TMC Building
The Globe Centre
St James Square
Accrington BB5 0RE

This has been publicised across the Region.

- Communication- The next version of the Newsletter is almost complete and will be circulated shortly

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. Individuals requiring access to the password section can contact Lynn.

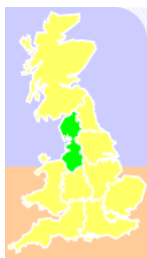
4. INCLUSION



2006

UPDATE ON ACTION PLAN SUBMITTED JUNE

Regional Task Force



Lynn

Patrick Burke and Suzanne Marshall will act as co-chairs representing the Regional Self-Advocates.

Denise Allen and Tony McDermott will act as co-chairs representing the Regional Family Forum.

Charlie Barker will act as co-chair representing the Association of Directors of Social Services in the North West.

Contact details of all Task Force representatives will soon be available on the NWTDT website.

The Task Force received a feedback presentation about the consultation that has happened regarding a piece of work they requested called - 'Breaking the Cycle'. Glynis Murphy gave the presentation and would welcome more comments particularly from self-advocates and families across the Region. No direct responses have been received from Partnership Boards. The co-chairs agreed to write again to Partnership Board leads to ask that they contribute to the feedback.

The Task Force agreed that a major priority for them this year would be looking at how self-advocates and family members could be supported better to get involved. The next meeting of the Task Force – 20th June – will concentrate on whom and how self-

advocates and families should be funded and supported to take part in local and regional events. In addition.....

The Self-Advocate priorities were –

1. Give us the money to buy the services we want. In Control or Direct Payments.



2. We want Independent Advocacy as a right whenever we need it.



3. We want real jobs with the same pay as every one else.



The Family Forum Priorities were –

1. Education and whole life planning
 - Young people – youth advocacy
 - Getting a statement
 - Engaging with children's services to plan
 - Consistency across the regionFamilies getting advice
2. Partnership Boards – linking
 - local partners and regional
 - guidelines LDPB on children
3. Raise the profile of individuals with profound/multiple disabilities
 - family leadership – learning events
 - Partners courses!
4. Information pathways

Lead Officer priorities were –

1. Support self-advocates and families and links to Partnership Boards.
2. 2-way communication between Task Force and Partnership Boards (newsletter?)

3. Breaking the Cycle implementation.
4. How are the Partnership Boards doing against Valuing People?
5. 'Soft' outcomes of performance indicators – quality.
6. CSCI – links to protect independent living model.
7. Self-Advocate Forum.
8. Family Forum.

Valuing People/ Care Services Improvement Partnership Priorities
are –

1. Employment
2. Self-Advocate and Family Leadership
3. Self Directed Support
4. Health
5. Local Services and Local People

Person Centred Planning, Ethnicity and Transition should underpin all activity.

Activity in the North West towards achieving progress linked to the above priorities needs to be clarified with the Valuing People/ Care Services Improvement Partnership once more detail is understood about the budget situation and about the NWTDT contract - which elements of the above should be delivered through NWTDT and which will be commissioned by the North West Regional Advisor within Valuing People/ Care Services Improvement Partnership.

The Commissioning group are asked to support the draft business plan for 2006/2007 for NWTDT.

Self Advocates



Regional task force representatives



Val



We have just held our 2006 3 day annual conference. This year we held it at the Britannia Hotel in Wigan. Again it was well attended by over 90 people each day.



We had some good speakers and workshops that made us think about new ways to improve our lives and get the services we need.

We worked hard.

We had a good disco and karaoke one night and we played hard.



Everyone had a great time and feedback was complementary.

We identified 18 big issues that are important in our lives. We voted and the top 3 issues are =

4. Give us the money to buy the services we want. In Control or Direct Payments.
5. We want Independent Advocacy as a right whenever we need it.
6. We want real jobs with the same pay as every one else.



The National Forum and the Disability Rights Commission say they will take our issues forward as they did last year.

We are asking the Regional Task Force and the NWTDT to take on these issues and help us to make them work. **Last year we felt that important people and organisations in the region did not address the things that were important to us.**

It makes us sad that out of our 10 Regional representatives who we voted in only 5 were at the conference with funded support. 2 came with friends or relatives who offered support as a favour and 3 others couldn't come because their



Local Authority or Independent provider agency couldn't or wouldn't find the funding.



The conference asked us to improve communication and find better ways of involving all self-advocates and self-advocacy organisations in the region. The Regional Steering Group and Jason Rhodes are committed to putting extra effort into this in the coming year.



Family Forum



Caroline

The Family Forum met in February where Rob Gore (Stephenson's Solicitors) gave a very interesting presentation about developing Wills and Trusts. A copy of this presentation is available on the NWTDT website.

The Family Forum has asked for more information about Community Care Assessments and the Law at the next meeting.

The Family Forum also identified their priorities that were reported back to the Regional Task Force and had a presentation about the White Paper – 'Our Health, Our Care, Our Say'.



Family Leadership in the North West

Lynne

Working alongside graduates Partners in Policymaking graduates Lynne is continuing to build capacity through designing values workshops, and working with individual families and self advocates and alongside Merseyside Partners, Wigan and Leigh and Wirral Partners.

Lynne has completed two Kindred Spirits courses, one in Cheshire and one in Lancaster and was 'shadowed' by Partners in Policymaking graduates from Durham, Yorkshire and Cheshire during these courses in order to develop local capacity to deliver Kindred Spirits. A master pack of material has been completed to support delivery in the future.

Next year!

- 2 Kindred Spirits courses have been commissioned by Cheshire.
- A new course – 'Sharing Knowledge' has been written, commissioned by Bolton, for parents who have children going through the 'transition' process. This begins in March.
- Two Partners in Policymaking courses are planned, one co-ordinated by Merseyside partners the second will be NW wide and run by Caroline Tomlinson and myself.

Postural Care

Lynne is involved nationally in supporting the development of knowledge and skills in relation to Postural Care. Lynne is supporting nationally the development a network of families who are knowledgeable about postural care, positioning and equipment. This will support us to assist families to lead on this training.

Health and Social care leads



Lynn

Lead Officers met again in March to share learning and experiences in relation to In Control and the development of Individual Budgets in the North West. All 9 In Control sites and both Individual Budget pilot sites gave presentations about progress locally.

Lorraine Regan, Office of the Deputy Prime Minister, came to talk to Lead Officers about Supporting People. This was in response to

requests at the previous Lead Officers meeting and also in relation to the recent Consultation exercise about Supporting People - 'Creating Sustainable Communities: Supporting Independence'. Lead Officers had responded to the Consultation about Supporting People individually and through a session facilitated by NWTDT to collate a North West response.

Cynthia Fletcher – CAMHS (Children and Adolescents Mental Health Service) who is the North West Lead Officer based within the Care Services Improvement Partnership, came to discuss opportunities for joint working and to listen to the concerns of Lead Officers about the difficulties young people with a learning disability experience when trying to access CAMHS Services. Cynthia acknowledged there was a problem and invited Lead Officers to a regional conference to look at the issues of CAMHS/LD alongside CAMHS staff. This was held 10th March. Lead Officers have requested the NWTDT facilitate a 'think tank' session with CAMHS colleagues to look at joint working to improve access to these services. Anne Jones is the CAMHS/ LD lead in the North West. The North West is the only area that has a dedicated CAMHS/LD lead. The 'think tank' session will be arranged in the first half of the next financial year and will be funded through the regional 'voucher pot'.

Local Lead Officers groups have given a commitment to more actively responding to self-advocate and family priorities in the next year and whilst they all had been working locally to make the changes people had requested admitted they had not been good at feeding that back to self-advocates and families regionally.

Providers



Lynn

Information has been re-circulated to Provider organisations through Lead Officers as requested at the last Commissioning Group meeting. There have been some additional enquiries that Lynn is working through.

Care Services Improvement Partnership

Good links have been made with CAMHS services across the Region and meetings have been planned to examine how the NWTDT can provide support to ensuring that local priorities are met in relation to CAMHS/LD.

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.

5. ACTIVITY



UPDATE ON ACTION PLAN SUBMITTED JUNE

2006

Workforce Planning



Lynn

Dates for the Trainers network have been published on the website.

Lynn has met with the Learning Skills Council lead on the Sector Skills Productivity Alliance for the North West, which brings together Skills for Care, Skills for Health, Learning Skills Council, Association of Directors, Business Link etc. The NWTDT have been invited to take part in the work of the Alliance to influence workforce development across the Region. Further meetings are

planned to develop stronger links with the separate members of the Alliance.

Greater Manchester Partnership

Development work has been undertaken with the Greater Manchester Lead Officers Group in order to set up a Development and Training Partnership across the ten Partnership Boards in this part of the region.

The proposal is intended to enable us to share and develop better provision and practice in terms of training and development and will be match funded by Greater Manchester Strategic Health Authority.

The proposal has been produced and approved by the Lead Officers Group. This project would be scheduled to commence in April 2006, subject to confirmation of funding through Greater Manchester Strategic Health Authority.

Ethnicity and Culture



Nabela

At the moment Nabela have been consulting national and local leaders about the next phase in developing this agenda.

Nabela has been linking with colleagues from Valuing People/ Care Services Improvement Partnership to highlight the need to integrate ethnicity into all 5 priorities agreed for action next year. Action in relation to ethnicity must not be seen as an additional responsibility or something that happens separately from everything else.

The northwest regional network will inform the National Advisory group of evidence of action in relation to ethnicity in the 5 key Valuing People/ Care Services Improvement Partnership areas. Evidence will include examples of developing good practise locally; the north west network will also provide support and opportunities for consultation about future areas of development that relate to developing better practice and outcomes, becoming better at

communicating and sharing information, recording and identifying local knowledge, modelling what we want other to learn.

Current evidence is telling us that people from ethnic minorities are still missing out on better life chances.

It is imperative to seek out, through these networks, what is happening locally and in particular to consult those individuals and family members, experiencing the effects of being marginalized from a particular cultural perspective. It is from listening and beginning to understand these real experiences we create alternative approaches that positively bring diverse change.

It is anticipated that through the opportunities of working at the network, local change agents will increase capacity to build on real experiences to influence and support others how to achieve the necessary change.

Person Centred Planning



Pauline

On reflection of the courses delivered over the past 3 years, we have learned that the culture of person centred planning and person centred thinking has been slow, so the next activities in this area developing across the region have a much stronger emphasis on creating capacity with diverse groups and challenging individuals who use services their carers and for those who work in services

Some of this future work will encourage the building of much more natural opportunities to enhance and develop better outcomes for people that do not always have financial requirements but build on solutions outside of traditional ways of working. One of the main problems highlighted in recent research has been the difficulty in the level of efficiency in maintaining PCP and its implementation, and the effect this has on the life experiences of people with disabilities.

There can be a discomfort in learning new ways of working, so it is anticipated that providing an active visible presence within services will be encouraging and maintain a role of enquiry .

Not only will this process of enquiry be useful in challenging how we can work better together with individuals and those who have relationships and professional responsibility; it will also model working across boundaries including all people for future investment.

I am encouraged and optimistic from the comments and evaluations from recent courses across the region which have included -

- We have now become a team that has a shared purpose to make things happen.
- Person centred planning and community diversity work well together.
- This was not a training course this was the beginning of a real journey.
- For the first time I did not worry about the process of planning coming together to make things happened was what mattered.

We will be supporting localities to look at how they can prioritise working with individuals, and families to develop their own planning and take more control and offering support for leadership in their lives and advising on change.

We will also be supporting people in services to become more comfortable in developing creative person centred thinking and approaches, it is necessary to take a broader approach that does not have a heavy emphasis on process but emphasises more on developing practice.

Health



Janet

National Developments

- From 1st April GPs will be required to establish a register of people with a learning disability under Quality Outcomes Framework (QOF).
- The Royal College of General Practitioners is undertaking some work to look at the role of GP's with special interest in learning disability
- The Royal College of General Practitioners is developing some standards in relation to health checks and people with learning disabilities
- There is a national project on 'better metrics' and learning disability led by The Foundation for People with a Learning Disability. For more on better metrics see www.osha.nhs.uk 6th version, page 79 onwards.
- There is a UK Child and Adolescent Mental Health and Learning Disability network (CAMHS/LD) anyone interested needs to contact Janet Cobb
- There is a UK disabled children's network anyone interested needs to contact Janet Cobb
- There is a UK lecturers network (learning disability) anyone interested needs to contact Janet Cobb

Regional Developments

- Cheshire and Merseyside are working on oral health / dentistry and special needs, NWTDT has representation on working group.
- Warrington / 5 Boroughs NHS Trust are leading on national 'Do Once and Share' (DOAS) initiative about health action plans and people with a learning disability. This work should

lead to an electronic integrated care pathway in primary health care, the NWTDT are Stakeholders in this piece of work.

- A North West conference is planned for people working in secure settings in September 'A practical approach to achieving person centred support in secure environments'. This is a joint event between the NWTDT /RCN
- 'Life by Design' course in Bury & Bolton is leading to the development of individualised budgets and support for a number of people in these districts. NWTDT / Kenn Jupp partnership.
- Developments and training in relation to a postural care infrastructure are underway in the NW this is a partnership initiative between NWTDT and Sarah Hill, www.posturalcareskills.com . Unfortunately a bid for funding to DfES submitted by the NWTDT failed. An appeal has been launched and contact made with Regional Lead Officers and Care Services Improvement Partnerships children's leads to identify how the North West can develop local skills and knowledge in relation to Postural Care with or without the wider funding through DfES.
- NW CAMHs / LD agenda is being led by Ann.Jones@southsefton-pct.nhs.uk and a regional CAMHs /LD event is planned for March 10th in Preston. The NWTDT has made good links with CAMHS leads in the North West and further areas of joint work are currently being developed.

Employment



Lorraine



Lynn

The information from the North West Conference – Jobs that Work – will shortly be on the website and new opportunities to support the development of this agenda across the region will be developed with the Valuing People/ Care Services Improvement

Partnership Regional Advisor. This will be particularly important given that not only is this a priority for Valuing People/ Care Services Improvement Partnership but also for the North West Regional Self-Advocates group.

Work plans will also build on the things that delegates at the conference told us they would like to support them implement the actions they had identified in the P.A.T.H's they developed at the conference: -

- *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*
- *Support to get employment on the agenda for Partnership Boards across the Region*
- *More Benefits guidance*
- *More information about using Direct Payments/ individual budget guidance*



Housing

Lynn

We have written 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. 5 Local Authorities have responded and a meeting is planned to further examine the support they require at the end of April.

Day Support Services



Paul

Day Service Modernisation Leads Network



Since the last report was submitted, there have been two meetings of the regional modernisation leads' network, in total attracting representatives from 15 Partnership Boards. The focus of the network has been much more focussed on action as opposed to just talking about good ideas. We are now at the stage where many people from across the North West have very clear ideas about the directions they need to be moving in and are signed up to good shared visions about what life and supports could look like in the future.

The big issues seem to relate to how, in reality, to get people on board, and how to ensure that plans are translated into positive action that makes real, tangible differences in the lives of people supported. The last session consisted of two presentations.

Colleagues from Bury led us through the process that they had gone through. This was in two parts. The first was an exposition of what we agreed is a really good quality modernisation plan which incorporated the development of a number of locality based supports and bases, as well as an explanation of how the new model would be staffed and resourced. The second part was an explanation of how they had worked on developing effective methods of not just consultation, but really effective involvement people with an interest in the future. The key points on this being:

- Don't just talk about it – actions speak much more loudly than words in terms of demonstrating that you really do want to involve people
- There are many ways of getting people involved – don't just stick to one or two

Follow up – keep people informed at every step along the way – not just in terms of feeding back the results of the consultation

The other presentation was from colleagues from Wirral. This was about developing a small team of staff to work within day services to ensure that person centred planning takes place. Across the region, implementation takes place. There are many facilitators in various person centred planning approaches across the North West, but significant numbers of these are not involved in planning with people. Beyond this, it is a sad reality that there are considerable numbers of people who actually have plans, but that these are not being delivered on. The presentation outlined what needed to be done to make implementation a reality partly through resources and partly through re-designating the roles of existing staff. It also led to a really useful discussion regarding the roles of staff working in day supports. There seems to be a growing agreement that staff should no longer be seen as the universal providers of everything. It is much more the case that we need staff who will be the bridge builders, act as brokers and capacity builders in order to develop inclusive communities.

Copies of the presentations will shortly be available on the NWTDT website. We wish to record our thanks to colleagues from Bury and Wirral.

Skills for Best Practice Programme



This programme is continuing to run in four different districts. We are working towards supporting staff to work in ways that achieve tangible outcomes for people receiving supports. More will follow on the outcomes of these programmes in the next report.

Managing Change Through Innovation

The MCTI programme continues. Our last module was co-facilitated by Lynne Seagle, Executive Director of Hope House Foundation in Virginia and consisted of a two day Organisational Development workshop. As well as supporting teams in working further towards implementing their plans, the workshop gave participants opportunities to focus on the practical processes which they need to undertake as change teams, and gave them a range

of skills and developmental activities which they can take back to their workplaces. There is one more session for the current programme and we are already thinking of the need for further follow-up support

Of the five teams participating, there is one supported living service that is preparing for a tendering process while the other four are working around day service modernisation

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 facilitated 2 network events focused on transition work across the region. These events were also 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 second event focused on Families and In Control/ transition and took place at the end of March, feedback will be provided in a future report along with recommendations for the future.

6. RECOMMENDATIONS TO COMMISSIONING GROUP

- That the Commissioning Group accept the contents of this report.
- The Commissioning Group support the initial draft business plan/ work programme for the NWTDT

7. CONCLUSION



In April 2005 I outlined what I felt to be the challenges facing the North West Training and Development Team Commissioning Group given the feedback from the Region and the fact that there was support to maintain the team.

We agreed that we needed to

- Promote and facilitate inclusion –

We have now got better links with self-advocates, families, lead officers although there is still room for improvement.

We have also managed to raise awareness of Learning Disability services within CSIP through links with CAMHS/ NIMHE and across the Sector Skills Productivity Alliance.

We have revised the voucher system to create more opportunities for joint working and to make some of this time available to families and self-advocates.

The Task Force has been re-energised and developed a Constitution and priorities for 2006/07.

- Manage and develop the business –

The financial situation is not yet resolved but there is confidence that it will be within the timescale given.

The team restructure was agreed and implemented within 6 months with agreements now in place with all team members.

Service Level Agreements have been developed and are well on the way to being in place across the Region.

The NWTDT is now in a better position to respond to the needs of the Region.

NWTDT continues to be involved in the development of In Control across the country and will play a key role in supporting the North West.

The Constitution has been reviewed for the Commissioning Group and the Task Force

- Develop a regional strategy –

We are on the way to developing this through the Regional Task Force and Commissioning Group.

- Be proud of what we have done and what we will do – and tell people about it. -

We have developed the website further and the newsletter.

The report submitted to the Commissioning Group is made available to the Region so there is a wider understanding of the work we are doing.

Whilst this year has been challenging I feel that next year we need to concentrate on how the NWTDT develops and builds a stronger more diverse team which can respond to the needs of the Region and maintain strong links in influencing service development nationally.

- Next Year - Business

We need to continue to be mindful of the financial situation that must be resolved as quickly as possible.

We need to develop the number and range of associates working to the team to meet the needs of the Region and support information/ skill sharing.

We need to think about how the work we do is publicised – the North West Training and Development Team sometimes feels

better known and regarded outside the Region and at times feels invisible in the North West. The Commissioning Group with the team need to raise the local profile of the NWTDT.

We need to develop quality standards in relation to the work we do

- Next Year – Inclusion

We need to identify ongoing support for the Regional Task Force and to pay real attention to how self-advocates and families can be supported properly to take part in meetings including before and after meetings to be involved in the work that arises as a result of meetings.

The Region needs to put more effort in responding actively to the issues identified by the Regional Self-Advocates Conference and Family Forum.

We need to consider how the Region can support the workforce development agenda across the Region.

We need to consider how the NWTDT can support Providers across the Region.

We need to further develop our relationships with external bodies that can support the agenda for Learning Disability.

Team members would like to thank the Commissioning Group for their support and looks forward to building on the more solid foundations we have developed together so that we can achieve our mission –

to facilitate the full inclusion of people with learning disabilities in community life, through partnerships with people with disabilities, families and organisations'

Lynn James-Jenkinson