

Children & Health Overview & Scrutiny Committee Update November 2012
Adults Task and Finish Group

TOPIC - Development of the Centre for Independent Living (CIL)

1. *That the Executive Member demonstrates the accessibility and availability of CIL service for all adults and user groups.*

In April 2012 the CIL Project Board established three Task and Finish Groups:

- Accommodation, Information and Advice
- Resources
- Communications, Partnerships and Governance

The Accommodation, Information and Advice Group has representatives from Care Network, Age UK, MIND, the Carers Service and a service user from the Peer Support Group. The Group have been involved in identifying an appropriate premises for the CIL. As a result of this work, 9 A Town Hall Street, Blackburn has been confirmed as the initial base for the Project. Members of the Group, together with an Occupational Therapist from BwD Independent Living Service have been involved in the detailed design of the layout of the premises to ensure as far as possible that the premises is accessible for all adults and user groups. It is anticipated that the premises will be operational in January 2013.

Following the commissioning of the new service from 9 A Town Hall Street – Phase Two of the project will focus on the development of an extended service model in accessible community settings across the Borough

2. *That the CIL Board markets a vision for the CIL over the next 12 months.*

During the course of the last 12 months the Board has revisited its Vision for the CIL. Feedback from the public and partners has identified that the original CIL name and concept did not fit with the wider vision for an early intervention and prevention service for all sections of the community (i.e. the original CIL concept was too narrow and led the public to feel that the service was only for those people with physical disabilities).

On 5th September 2012, an updated Vision and Communications Plan were agreed by the Board.

As part of the Communications Plan, the Board have agreed to develop a new name and distinct brand as part of the marketing campaign for the service. An

article in the October edition of the Shuttle invited readers to submit suggestions for the name. A shortlist of names for the new service will be considered by the Board at its next meeting on 28th November 2012.

3. *That the Executive Member and the CIL Board explores the appointment of an independent Chair and report back to the Committee with its findings.*

At the CIL Board meeting on 25th July 2012 Board members agreed a job role and person specification for the position of an independent chair for the CIL Board. BwD CVS has been tasked with leading the recruitment process. An article promoting the position appeared in the October edition of the Shuttle. The role has been advertised on an unpaid basis and at the time of writing – no expressions of interest have been received. Discussions are ongoing with BwD CVS in order to progress this issue.

4. *That the Executive Member undertakes a consultation with all stakeholders in 2012/13 and demonstrates that a specific focus is given to service users in developing, delivering and leading the CIL.*

Consultations with stakeholders have been on-going through the meetings of the Board and three Task & Finish Groups. In addition, service users have been consulted via meetings of the Learning Disability Partnership Board, the Older People's Forum, the Peer Support Group, the Carers Service and Health Community Partnership volunteers. Plans are in place to ensure that parents of children and young people with complex needs are also given the opportunity to inform the development of the CIL e.g. joint working with the Apple Trees Disability Service, Kelsall Avenue, Blackburn.

5. *That the Executive Member ensures a multiagency approach in the Project Board and demonstrates partnership in its delivery.*

The CIL Board meets on a monthly basis and includes partner representatives from: Age UK, BwD CVS, Care Network, Older People Forum, 50+ Partnership, MIND, the Carers Service and BwD Care Trust Plus. Three task and finish groups have been set up to lead on the operational delivery of the project. Partners from the above agencies, together with Peer Support Group Volunteers have been actively involved in this work. Partner feedback at Board meetings with regard to the approach undertaken and progress to date has been positive.

6. *That the Executive Member demonstrates how the CIL will run as a competent viable business in its own right.*

In view of the current economic market conditions, the medium term vision for the CIL is that it develops as Community Led Organisation as opposed to a stand alone User Led Organisation. This will involve third sector providers leading on the delivery of the service via a review of existing commissioning arrangements, with the potential to attract additional funding to support the further development of the CIL model.

- 7. That the Executive Member identifies a separate town centre site for the CIL so that the CIL is seen as separate to the Council and reports progress back to the Committee within the next municipal year.***

A bespoke property at 9A Town Hall street has been identified as the CIL base and is currently undergoing refurbishment, with a view to opening in early 2013. The CIL Board has agreed to the development of a new distinct name and partnership branding for the new service so as to distinguish it from the Council.

TOPIC - Personal Budgets

- 1. That the Executive Member and portfolio demonstrate how they are prioritising training of social workers in selling Personalisation.***

Direct Payment citizen training is now mandatory for all internal staff. The training is delivered by Self Directed Support Team.

One to one personalisation support is provided to any internal staff member on request.

The Self Directed Support Team attend all monthly social worker team meetings to offer advice and support on Personalisation.

Personalisation “myth buster” sessions are currently being set up for 2013 to be delivered by Self Directed Support Team.

- 2. That the Executive Member and portfolio set as default position to offer a managed direct payment to all new service users and those when re-assessed.***

The Self Directed Support Team have set up a “managed account” facility with an independent third party provider, whom manage all monies and make payments on behalf of the service user. This is available for adult and children in receipt of a direct payment/personal budget.

3. That the Executive Member demonstrates relationships to the CIL and the development of a service to provide increased peer network/support to users.

The Peer Support Group provide active support and advice for customers at the pilot CIL project currently based in Blackburn Library. The Group are being supported to expand their membership and raise their profile with the production of new marketing materials. The Peer Support Group are keen to continue their work and will continue to off Peer Support when the CIL moves into 9A Town Hall Street.

4. That the Executive Member and portfolio updates its literature regarding personalisation and ensures it is available in an easy to read format.

The following literature is available (Easy Read format available on request):

- Direct payment leaflet – currently being updated
- Peer support group leaflet – available
- Support planning booklet – available
- Personalisation – via Your Support Your Choice website

The CIL “Pilot” Project is operating from the ground floor of Blackburn Central Library. A range of partners and groups have already committed to supporting the delivery of information and advice for residents through the CIL including: the Self Directed Support Service, Blackburn and Darwen Peer Support Group, Support Planning Volunteers, the Sustainable Neighbourhoods Service, MIND, Care Network, the Home Improvement Agency – Decent & Safe Homes Service, Energy Zone, the Personal Assistant Provider Network and the Carers Service. Discussions are ongoing with the Macmillan Cancer Organisation in terms of the potential development of a new community based Cancer Support Service facilitated through the CIL.

5. That the Executive Member demonstrates how working with BwD Clinical Commissioning Group can help in supporting personalisation and the integration with personal health budgets

The Borough already has a small number of personal health budget holders who are funded through the continuing healthcare system. We are planning to build on the positive working relationship with the CCG to develop more access to personal health budgets and exploit the benefits of these being pooled with social care personal budgets to deliver innovative services and better holistic outcomes.

- 6. That the Executive Member and the portfolio explore the options regarding upgrade of the SWIFT computer system, better interface with other systems, to help reduce bureaucracy and give more time to social workers with clients and report findings back to the Committee.**

The Department is exploring a number of options for upgrading the SWIFT system via an ongoing project, including an update to the Northgate IAS system (the successor to SWIFT) or a change to a new system, such as care works, liquid logic and care first. The project is considering improvements to the existing system over both the short and medium term to ensure that opportunities for improving user friendliness and efficiency are maximised.

- 7. That the Executive Member continues to re-negotiate block contracts to spot contracts as part of its on going service transformation and reports progress back to the Committee.**

It is envisaged that all home care provision, including the icare block contract, will be delivered via personal budgets by September 2013 and negotiations to this effect have been undertaken.

Telecare

- 1. That the Portfolio look at accelerating the use of Telecare with existing service users who meet the eligibility criteria.**

The use of Telecare as the default offer, alongside Reablement, remains the position for new users of Adult social care. In addition to this, the Department is targeting 500 existing social users for 2013-15 for Telecare installations via reviews of need. We are also piloting the use of Telecare in care homes as a way of helping improve quality of life for this group of people

- 2. That the Executive Member should actively look at increasing publicity around Telecare for those clients who are eligible to use it.**

Telecare has been the feature of positive communications in the Lancashire Telegraph, the Shuttle and via real life case studies circulated locally. This will be expanded and built on with the opening of the CIL in early 2013, which will also include Telecare demonstration facilities in this town centre base

- 3. That that Portfolio should accelerate the development of the Independent Living Service as a source of information for non eligible clients.**

We are piloting a Telecare offer and demonstration facility in the CIL which will be aimed at the private payer market and geared towards life style choices/ homes safety (e.g. safe walking using a GPS watch) Publicity materials linked to this will be available within the CIL

Re-model of Day Care Services

- 1. That the Committee commend the staff for ensuring a smooth transition and the continued high quality of service delivery for service users following the re-model.***

Noted

- 2. That the Portfolio should explore ways in which it can promote greater uses of personalisation amongst service users who are currently using more 'traditional' ways of accessing services.***

Targeted needs review work by social workers will begin later this month with day services users, in order to further promote the take up of personal budgets and innovate models of support.

Mental Health Service Re-model

- 1. That the Portfolio develops a contingency plan, that allows for the continued smooth running of Mental Health Services should the Care Trust Plus funding come to an end after two years.***

The £300K S256 monies agreed as part of the service remodel implemented in April 2011 are part of an ongoing agreement that is subject to annual review, and for which we are currently seeking confirmation of continued funding in respect of 2013-14. It is anticipated that this funding will continue at the same level as 2012-13. Any potential future reduction would be managed and mitigated within the overall cash limit for the Department.