

Learning Disability Services Strategy 2008 - 2013

Choice and Control
for People with a
Learning Disability

With Dignity, Value, Respect

Community Care Services





Together with:

Kingston Primary Care Trust
South West London & St Georges

South West London and St. George's 
Mental Health NHS Trust

Kingston 
Primary Care Trust

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Appendix 1: Commission for Social Care Action Plan

EXECUTIVE SUMMARY

The Commissioning Strategy describes the Royal Borough of Kingston's (RBK) commitment to improving the lives of people with learning disabilities over the next five years.

The strategy and action plan describe how RBK will shift its approach to commissioning, from block contracts with traditional service providers, to individualised community focused responses to supporting people. This is in line with both the national agenda and in response to local demand.

The priorities for commissioning over the next five years will be:

Personalisation, choice and control

We will make sure that we include the views of people with learning disabilities in the planning of services, by developing the User Parliament.

People with learning disabilities and their families will have more choice over the support they need and how they receive it. People will be involved in all planning and decision making that affects them. The development of Direct Payments and Individual Budgets will ensure that people have real control over their lives. We will offer people a choice in who supports them to make changes in their lives.

Housing

People with learning disabilities will have more choice over where they live and who they live with. More people will be supported to live in their own homes with their own tenancies. People with complex needs or whose behaviour challenges services, will also be supported to live in tenancy-based accommodation with individually tailored support to meet their needs.

Day, evening and weekend activities

People with learning disabilities will have greater opportunities to learn, get a paid job and enjoy leisure opportunities in the community. RBK will move away from block purchasing arrangements, enabling and supporting people with a learning disability to use mainstream leisure and other facilities if they so choose, in addition to providing more flexible and responsive services in the community.

Health

People with learning disabilities will have improved access to health services and be supported by specialist health services when necessary. Commissioning responsibility for Kingston Primary Care Trust's (KPCT) learning disability budgets will be transferred to RBK, with the exception of specialist learning disability healthcare budgets, which will remain with the KPCT, and where commissioning should be in partnership with RBK.

Approaches to commissioning will be individual and outcome focussed, and will promote community development and social inclusion. The Royal Borough of Kingston is committed to making change happen for all people with learning disabilities.

1. INTRODUCTION

The aim of this document is to set out RBK's commissioning plans for people with a learning disability. It will define the principles which underpin our services, and note some national and local guidance and developments for people with a learning disability. It will describe the current services available in RBK, identify future needs, and set out changes we would like to see over the next five years, to reflect the wishes of people with learning disabilities and their families.

Underpinning this strategy are the following principles:

- Maximisation of choice for people
- Domiciliary based options are preferable
- Individual budgets and direct payments should be offered to all
- Risk management should enable people to make informed choices about their own lives
- Services must be of high quality and good value
- Where possible, RBK will commission jointly with other agencies (for example, Kingston Primary Care Trust Supporting People Team)

This document has been through a consultation process, involving the User Parliament, family members and carers, Learning Disability Partnership Board and provider agencies.

2. OUR VALUES

The Royal Borough of Kingston believes that people with learning disabilities have the right to live independently as equal citizens in the community.

We believe that people with learning disabilities should have choice and control over the way they live, be supported with dignity and respect, and enjoy the same rights as everyone else.

We are committed to improving the lives of people with learning disabilities by ensuring that they know their rights. We will only work with organisations, and commission support and services from providers, who believe that people with learning disabilities have the right:

- To be independent
- To be supported
- To choose where they live
- To learn
- To work
- To be safe
- To have relationships
- To be part of their community

We expect everyone across RBK, Kingston Primary Care Trust, voluntary and independent sectors to listen to the views of people with learning disabilities and work together with families and carers to find out what is important to them.

We will work closely with the User Parliament to make sure that people with learning disabilities are involved at all levels of planning and decision- making.

The Royal Borough of Kingston wants to make change happen for everyone with a learning disability.

3. OUR VISION

By 2013, significantly more people with learning disabilities in RBK will have real opportunities to be independent and have increased choice and control over their lives:

- All people with learning disabilities will know what resources they are entitled to for their support
- More people will live independently, hold their own tenancies and have opportunities to own their home
- More people will choose who supports them

- More people will be working
- More people will be at the centre of all decision-making that affects them

This will ensure that people with learning disabilities are regarded as active citizens with valued roles to play in the communities they live in.

4. CONTEXT

The 2001 White Paper “Valuing People: a new strategy for learning disability for the 21st century” provided a national direction for services for people with a learning disability. It is based on people having:

- Rights as citizens
- Inclusion in local communities
- Choice in daily life
- Real chances to be independent

In November 2005 RBK Executive agreed a strategy for the implementation of the “Valuing People” White Paper, aimed at the successful achievement of social inclusion for people with a learning disability.

Valuing People, and other policy documents, such as Improving the Life Chance of Disabled People, have led to significant developments in improving services and support for people with learning disabilities and many people now have much more choice and control over their lives. However, locally and nationally, it is widely agreed that there is still a long way to go to ensure that Valuing People happens for everyone with a learning disability.

Valuing People prompted the In Control project and subsequently the Individual Budgets pilots, and set a new direction for adult social care. RBK signed up to take part in the In Control programme in 2005, and has already seen some positive outcomes as a result for people with learning disabilities.

Putting People First: A shared vision and commitment to the transformation of Adult Social Care and the Department of Health’s (DH) latest Local Authority Circular: Transforming Social Care (LAC (2008) 1) have both committed authorities to making self-directed support and individual budgets a reality for every person using social care by 2011.

RBK welcomes the recent publication of Valuing People Now: From Progress to Transformation, which sets out the main priorities for the provision of services for people with learning disabilities from 2008-2011. These priorities include personalisation, improving health, what people do during the day and improving people's housing situation. One of the most significant priorities of Valuing People Now is the focus on making sure that change happens.

RBK recently had a Commission for Social Care Inspection (CSCI) inspection of its learning disability service. See Appendix 1 for the recommendations/action plan following this inspection.

This strategy also takes into account RBK's key corporate themes. These are:-

- Delivering improvement
- Enhancing the quality of life
- Working in partnership
- Putting people first
- Caring for the environment
- Staff development

Nationally, Primary Care Trusts are undergoing a process of change, which will mean they cease to become providers of services, but become commissioning bodies instead. Valuing People Now is clear that the commissioning lead for services for people with learning disabilities should be the Local Authority.

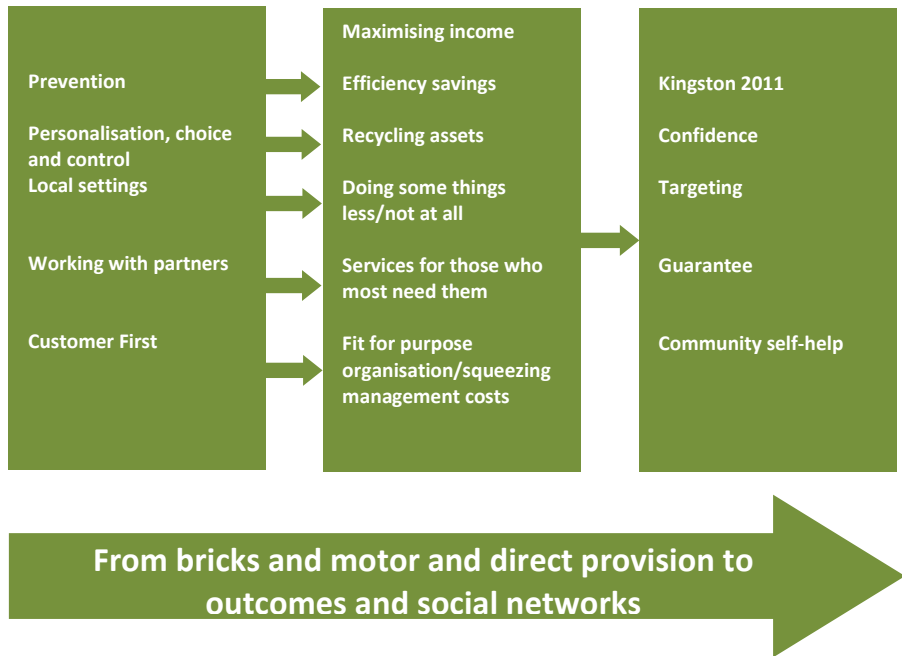
This is a joint commissioning strategy that sets out how the Royal Borough of Kingston and KPCT will develop services in line with both national policy and the local agenda.

5. FINANCIAL CONTEXT

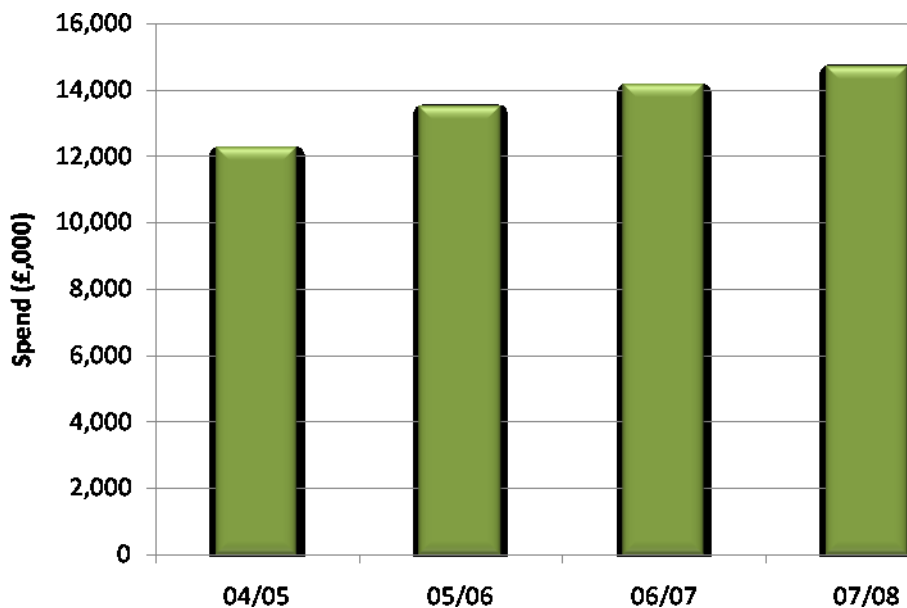
RBK has recently published Destination Kingston 2011, the second edition of our Changing Kingston Choosing our Future Programme. It sets out in RBK's medium term plan to address the issue of increasing pressure on decreasing resources.

RBK's target saving for the next 3 years is £13m of which £4.6m needs to be found over the coming year 08/09.

To ensure that Changing Kingston Choosing our Future is not just about cost cutting but also about Kingston’s residents’ and service users’ changing needs and expectations, RBK has established 5 key Shaping principles and six Supporting Principles:

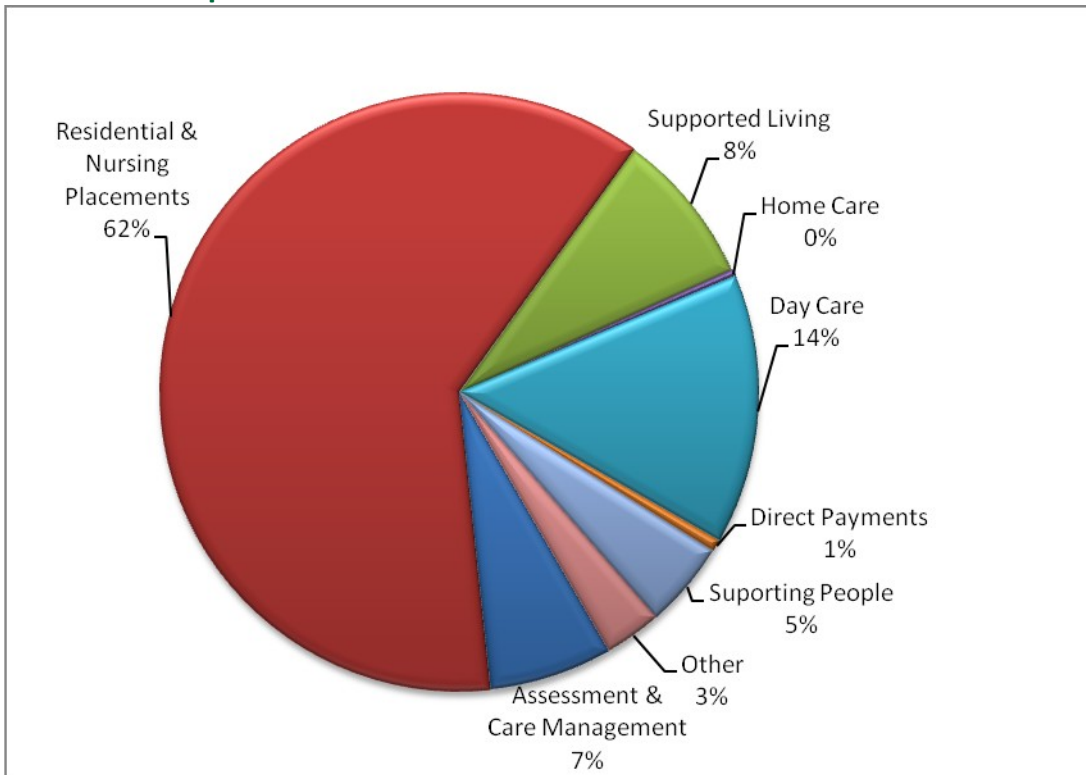


Despite these financial pressures, RBK has increased the spend on Learning Disability over the last few years, from £12,234,000 in 04/05 to £14,702,000 in 07/08, as shown by the following chart:

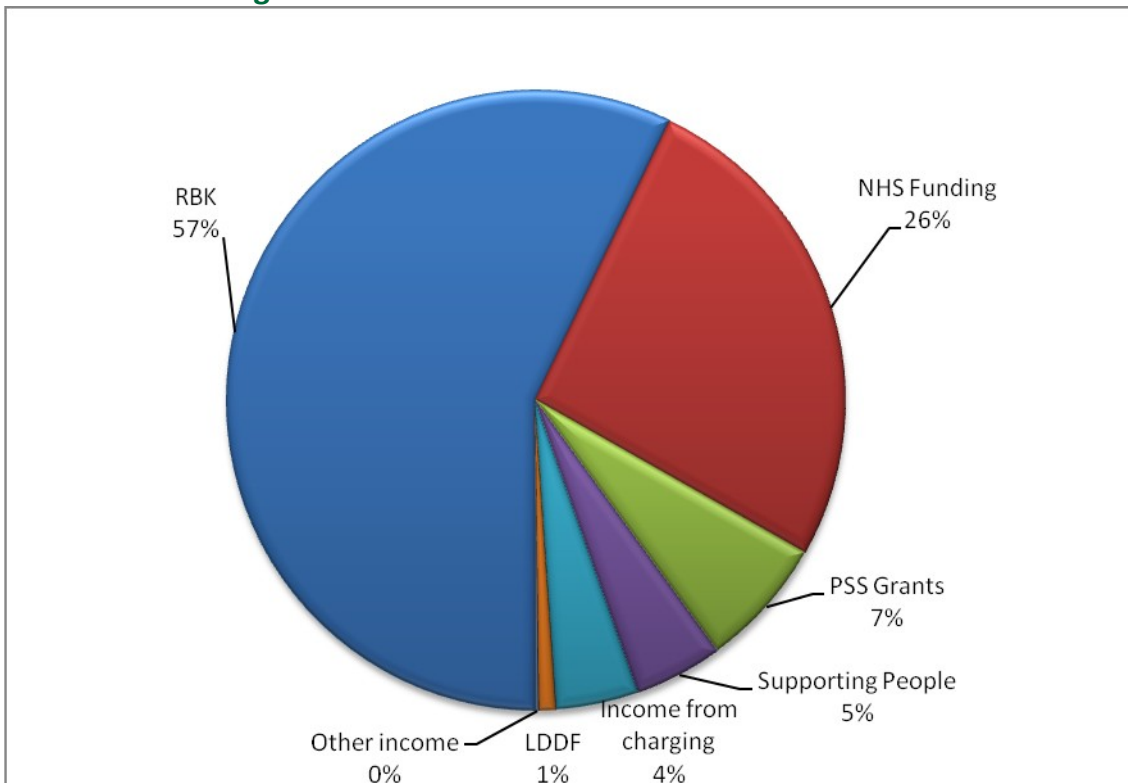


The following charts show the breakdown of how the money was spent, and the funding sources for the year 2006/2007:

Allocation of spend

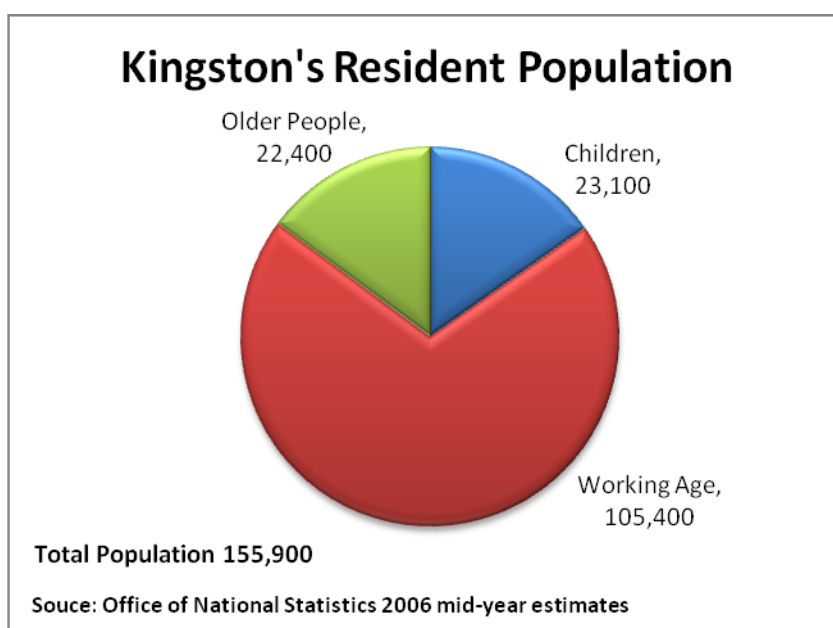


Sources of funding



6. POPULATION DATA

RBK is the smallest of the 32 London Boroughs, with a population of 155,900. It is a relatively affluent borough, with higher than average rates of economic activity, although there are some pockets of deprivation. The development and growth of Kingston University and Kingston College means that there is a population of over 20,000 students in RBK. Kingston is a diverse community, with around 15% of the population from black and minority ethnic groups (2001 census, aged 18+).



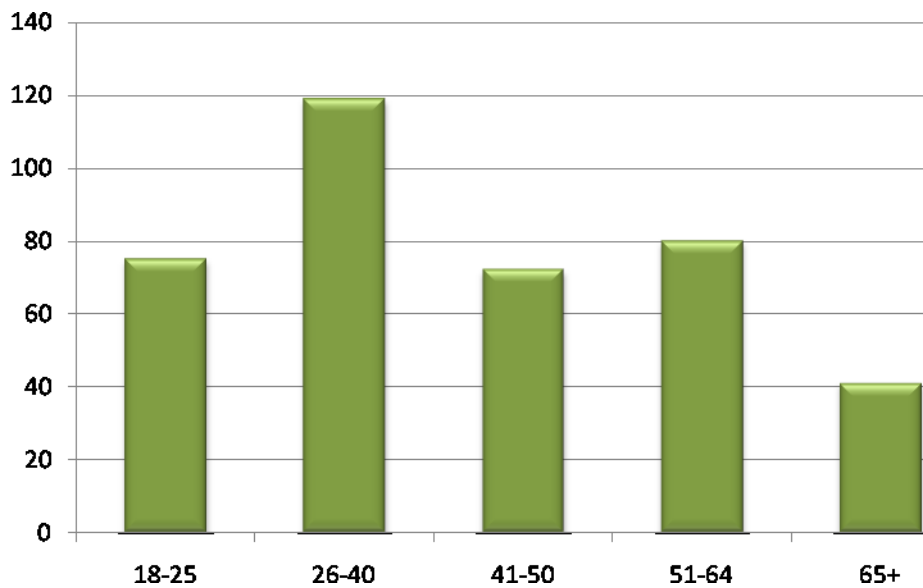
Learning disability population:

As of January 2008, RBK is responsible for 387 adults with a learning disability, over the age of 18. Not all of these people live in RBK. RBK is aware of another 39 people who live in RBK, but who are the financial responsibility of other Authorities; these people do, however, access the specialist health services provided by KPCT.

There is a need for more exploration to identify whether there is an unmet Learning Disability need within the community. Raising the profile of caring and carer's services may identify some need within RBK, especially people who may be living at home with older carers. Work with GPs and the possibility of sharing data between organisations may also be a way to explore whether there is an unmet need within RBK.

Age:

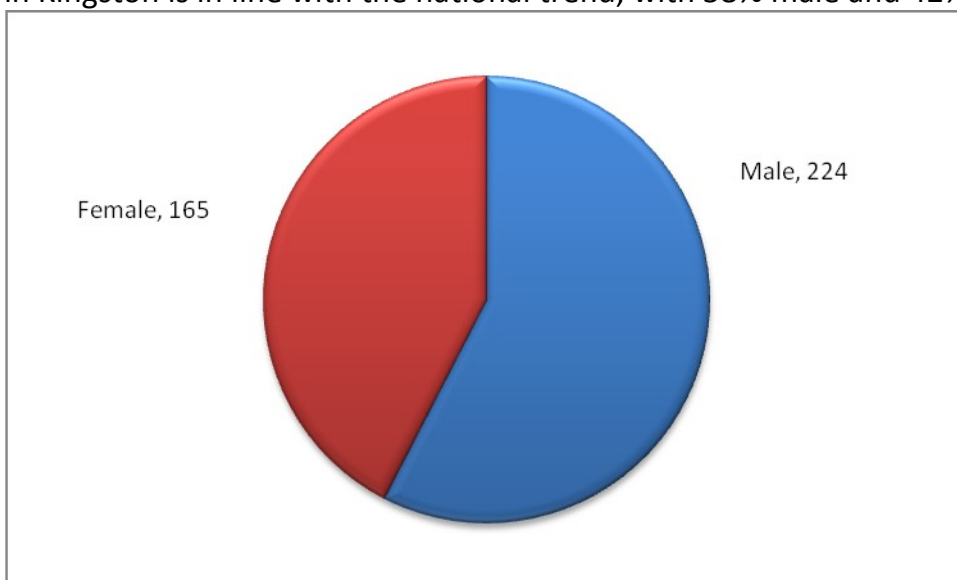
The data showing age distribution, as of January 2008, is shown below:



Advances in health care have led to people with a learning disability living longer, and the above statistics are in line with the national trend. This has important implications for RBK’s future commissioning intentions.

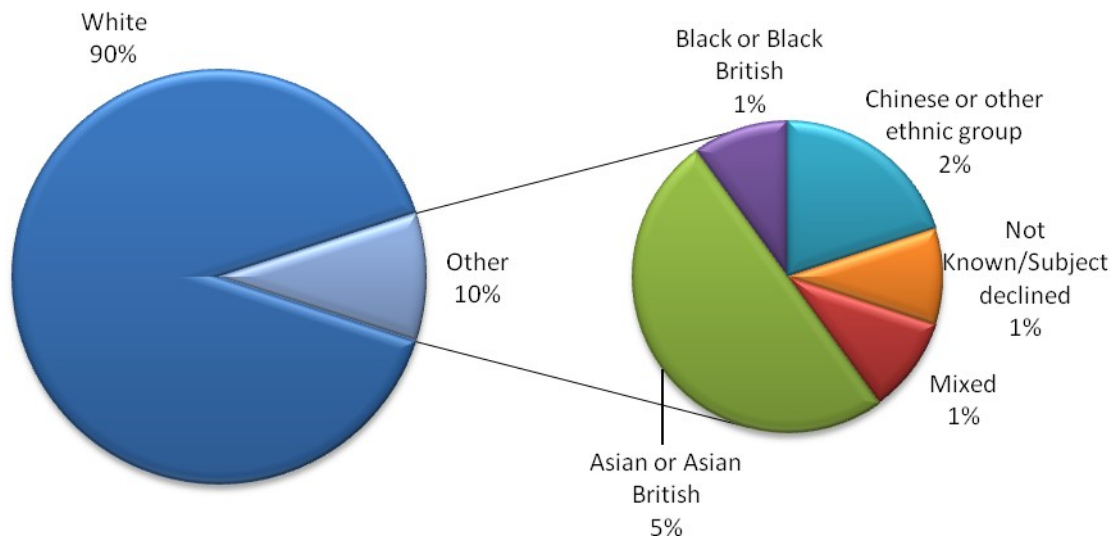
Gender:

There is a higher incidence of learning disability in the male population. The profile in Kingston is in line with the national trend, with 58% male and 42% female.



Ethnicity:

Of the 387 people with a learning disability receiving services from RBK, there are 40 people who are recorded as being from a minority ethnic background. This represents 10.3% as compared to 14% in the overall population (18+) of RBK.



Accommodation:

In line with national policy and trends, RBK has been increasing the number of supported living opportunities for people with a learning disability, and reducing the number of people in residential care.

As of January 2008, the breakdown of where people live is shown below:

	TOTAL	In Borough	Out of Borough
People in residential care	165	90	75

	TOTAL	In tenancies	With family/other
People helped to live at home (18+)	183	90	93

RBK is financially responsible for 287 adults with a learning disability who live in the Borough of Kingston, and is aware of another 39 people who live in RBK, who are the responsibility of other local authorities. These people are able to access opportunities and services provided within RBK.

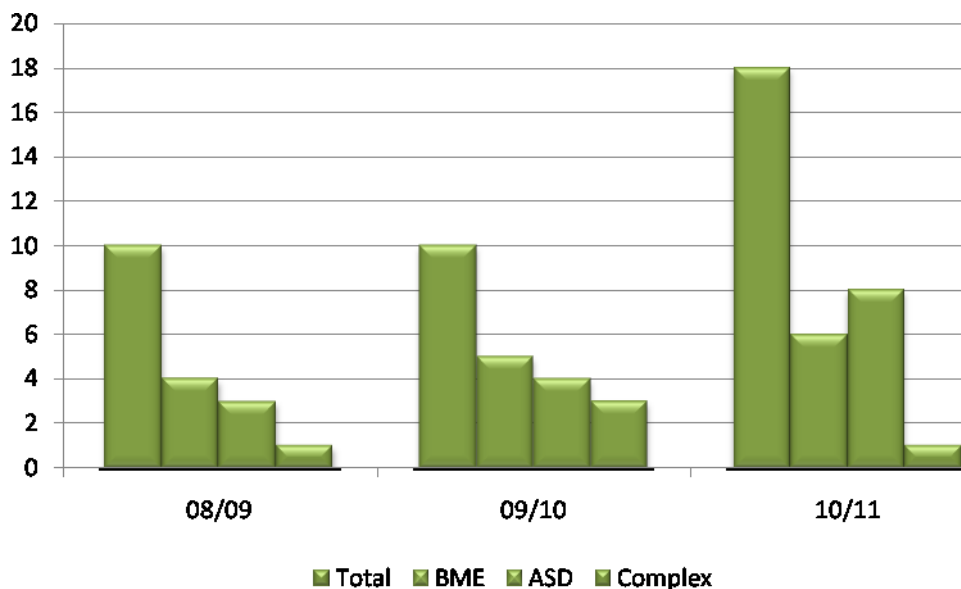
Transition:

At any one time, there are approximately 80 young disabled people aged 14-19 in our transition service. Adult services assume funding responsibility for young people aged 19. It is anticipated that Adult Services will take responsibility for 10 young people during 08/09, 10 during 09/10, and 18 during 2010/2011.

Of the 38 young people expected to access adult services in these three years, 39% are from minority ethnic backgrounds, a figure higher than that of both the general population and the current users of adult services.

The data also indicates an increasing number of young people with Autistic Spectrum Disorder (39%) and with complex disabilities (13%).

The chart below shows this data:



It is important for RBK to take these trends into account when considering future commissioning intentions.

7. PRESENT SERVICES

As of January 2008, RBK provides services to people whose needs fall within the Critical and Substantial bands, in accordance with the Government's Fair Access to Care Services (FACS) guidance. RBK is currently developing its Independence and Wellbeing Strategy 2008-2011 which will inform how we support people whose needs do not fall within these bands.

Community Learning disability Team (CLDT)

The Community Learning Disability Team is comprised of Care Managers and Health Professionals (including, Speech Therapists, Occupational Therapists, Physiotherapists, Psychologists, Psychiatrist and Community Nursing).

RBK has recently made the decision to split the 'brokerage' function from the assessment and review function, and has established a team of Support Brokers. The Support Brokers will work alongside Care Managers to offer practical support to people who want to make changes in their lives.

Day Opportunities

There are two day centres within RBK, one run by RBK, the other commissioned in the Private and Voluntary sector, jointly offering 110 places a day.

Increasingly, RBK is entering into a variety of arrangements with a range of organisations to provide opportunities for people with a learning disability to access a growing number of opportunities in the community.

Employment Opportunities

RBK has a supported employment service, Kingston Workstart, aimed at helping adults with a learning disability to find paid employment. The number of people in paid employment has increased from 20 in April 2004 to 57 in January 2008.

RBK has a discrete service for people with a diagnosis of Asperger Syndrome. The service runs training programmes focussing on personal development and preparing for work, and is available to all people, regardless of whether they meet the eligibility criteria for services. Currently, 33 people access the Asperger Service. There is also a support group for carers of people with Asperger Syndrome, facilitated by a Carers Support Worker.

User Involvement

There is a learning disability Parliament facilitated by 2 part time members of staff. The Parliament makes sure that people with learning disabilities can have a say and are listened to, finds out what is important to people, and ensures they are involved in all decisions that affect their lives.

Members of the Parliament attend the learning disability Partnership Board.

Housing Options

There are a number of residential care homes in RBK, run by several different provider organisations, including one run by the Local Authority.

There are currently 165 people living in residential care homes, 75 of whom live outside of RBK.

An increasing number of people are being supported to live independently in the community with support in tenancy-based accommodation. RBK has its own supported living provider and is beginning to work with external providers to offer supported living options.

The development of supported living options has occurred in partnership with the Supporting People Team, and a new hourly-based contract was agreed last year that will facilitate the move towards personalisation and Individual Budgets.

Allocation Panel

RBK has a Learning Disability Panel, through which funding is agreed for services and support. The Panel is chaired by the Principal Manger of the Placements service who is also the budget holder.

Individual Budgets

As of January 2008, 12 people with learning disability are receiving an Individual Budget, and are directing their own support. This currently equates to approximately £400,000 per annum in total.

8. GAP ANALYSIS

RBK considers the involvement of people with a learning disability in planning and decision-making as critical. Whilst the User Parliament has become increasingly influential over the last two years, there is a need to provide more resources to enable user involvement to become integral within services.

The provision of a wide range of housing options is key to RBK's strategy. RBK has developed supported living options for people with a learning disability, but there is still a large number of people living in residential care environments, both in and outside RBK. RBK intends to continue to develop options using an increasing number of support providers, and examine the possibility of de-registering residential homes within RBK. We need to explore the wishes of people currently placed outside RBK, and arrange for them to move back, if that is their choice.

Historically, people placed outside RBK have been those with challenging or complex needs. Given the trends shown by the population data of an increasingly older group, and a younger group of people with either complex needs or autistic spectrum disorders, it is vital that appropriate housing and support options exist within RBK, in order to ensure that people are not forced to move away.

Appropriate day, evening, and weekend opportunities are necessary, in order to provide people with meaningful opportunities. Kingston Workstart has been successful at increasing the number of people in paid employment, and this progress needs to continue. RBK also needs to ensure people are supported to access work experience and voluntary work placements, with long-term support if necessary.

Working with community-based organisations, RBK has developed several opportunities that are open to all people with a learning disability to access. In order to facilitate the up-take of Individual Budgets and the modernisation of the day services, more opportunities need to be created and supported.

A large amount of resources are invested in the two day centres in RBK, and RBK has commissioned an independent organisation to draw up a modernisation plan. Services need to become more flexible, and able to provide for individual need. Both services have increasingly provided activities in the community, and need to be supported to continue this trend. RBK will seek to move away from block contracts where possible, in order to aid the modernisation process.

As part of the move towards more individualised options for people, RBK has already made Individual Budgets available to people with a learning disability, but this needs to become entrenched in practice. The use of Direct Payments has also increased, especially among people from minority ethnic backgrounds.

This would seem to indicate that RBK is providing individual responses for people from BME communities, but it may also imply that services do not meet the needs of these groups. RBK needs to establish whether there are people who do not access our services because they are not appropriate or responsive to cultural needs. This will involve tracking young people through the education system, as well as engagement with community groups.

The recent Commission for Social Care Inspection (CSCI) inspection report highlighted a number of other issues that need to be addressed. These include:-

- Communication with all stakeholders
- Support for carers and families
- Safeguarding

Actions to address these issues have been included in the Action Plan in response to the Inspection, which is attached at Appendix 1.

9. COMMISSIONING INTENTIONS 2008-2013

The following sections lay out RBK's plans for the development of learning disability provision over the next five years. They cover the main areas highlighted by Valuing People Now as being priorities. The actions that we need to take to make these changes happen are laid out in the table that follows this section, along with target dates for completion.

Personalisation, choice and control:

RBK will promote the involvement of people with a learning disability and their families in the strategic direction of services within RBK. Following the development of the User Parliament, RBK will facilitate increased opportunities for the voice of people with a learning disability to be heard.

- RBK will increase resources dedicated to supporting the development of the User Parliament, so that the capacity of the Parliament to represent people with learning disability is increased

- RBK will commission a self-advocacy service, to support user involvement across services, which will feed into the Parliament, and will support people with learning disability to be involved in service development
- RBK will develop a Communication Strategy, in conjunction with people with learning disability, families, and other partners, so that all stakeholders are aware of developments, and how to input into decision-making processes

RBK will continue to offer Individual Budgets to people with a learning disability who meet its eligibility criteria, as part of the national policy on personalisation. This will enable an increasing number of people to take more control of their own lives, and allow for increased choice in how people's needs and wishes are met. Person-centred approaches are at the heart of the Individual Budget process.

- RBK will develop a transparent Resource Allocation System for people with learning disability
- RBK will offer Individual Budgets to all new users of Learning Disability Services by April 2008
- All people receiving services will know their indicative Individual Budget by April 2009
- RBK will work with existing providers to ensure that provision of services is based on the needs of individuals. This will involve the restructuring of some residential services
- RBK will support individuals to access funding from a wide range of sources, for example, welfare benefits and the Independent Living Fund

As part of the Personalisation agenda, RBK will work with local partner organisations to create a choice of brokerage options, in order to ensure that there is adequate support to enable people with learning disability to make changes to their lives.

- RBK will set up its own Support Brokerage Team
- RBK will work with partner organisations to ensure a range of brokerage providers exist RBK
- RBK will work to ensure person-centred approaches are embedded in all services and support planning

Housing:

In line with both local feedback from person-centred planning and national policy, there will be a continued emphasis on the commissioning of supported living packages, rather than residential care. Supported living is seen as the first choice option for people, and this will reduce the commissioning of placements in residential care. This will therefore lead to a reduction in the need for local residential care services. This will enable people to live as tenants in community settings, with people of their choosing, and in accommodation and a location of their choice.

- RBK will increase the number of people living in the community with their own tenancies
- RBK will reduce the number of people living in residential care
- RBK will commission supported living packages from an increased number of service providers, who will be expected to conform to the REACH standards

RBK wishes to enable people to remain living in RBK, or as close as possible, in order to maintain local and family networks. This will entail developing some specialist support providers, and some accommodation options that meet the specific needs of individuals, through partnership working with Housing Associations. This is of particular relevance to the increasing number of older people with learning disabilities, and the young people with complex needs coming through the Transition process.

- RBK will engage with Housing Associations to ensure appropriate specialist accommodation is available
- RBK will continually review the appropriateness of residential placements outside the RBK, and will enable people to move back, where that is the wish of the person and their family
- RBK will reduce the proportion of people in out-of-Borough residential care placements
- RBK will commission specialist services that meet the needs of older people with a learning disability, providing suitable accommodation and support for people who are becoming increasingly frail, have nursing needs, or who suffer from dementia
- RBK will seek to ensure that the housing and support needs of young people with complex disabilities can be met in RBK

The availability of appropriate respite services within RBK is an essential part of support for families. This will involve a variety of services, such as traditional buildings-based respite care, the provision of support into an individual's own home, or the availability of short breaks, for example:

- RBK will continue to increase the range of respite services available within RBK
- RBK will provide suitable emergency accommodation and support to those people who need such services for a variety of individual reasons

Day, evening and weekend activities:

RBK wishes to ensure that people with a learning disability have a wide range of options available to them during the day, evening and weekends. A number of community-based activities have been created over the last two years, in conjunction with partner organisations; examples are fitness activities at the Hawker centre and the SHOUT café. This development will continue. The increasing emphasis on personalisation will mean that people are able to exercise choice and control over what they do during the day, and the role of RBK will be to work with partners to ensure real choice exists. This will necessitate budgets being moved to areas of need.

RBK's intention is to move away from block purchasing arrangements with partners to create more individualised spot purchase agreements. This will enable RBK to ensure that arrangements for people are increasingly person centred, and that services are targeted at the needs of the individual as much as possible. RBK wishes to enable and support people with learning disability to use mainstream leisure and other facilities if they so choose, in addition to providing more flexible and responsive services in the community.

- RBK will renegotiate the contracts with day service providers, to allow for support for flexible, community-based options
- RBK will seek to progressively reduce funding to traditional day centre services, as other options are developed and taken up
- RBK will continue to examine the possibility of re-providing the Causeway service into a new, more appropriate building, as part of a multi-purpose community facility

RBK will continue to work with local services and organisations to ensure that people with a learning disability are seen as valued members of their communities. This will involve working in a variety of ways to support organisations to provide appropriate services and activities. This will include providing necessary levels of support, including funding, to organisations, in order for this to happen.

- RBK will ensure the development of an increasing range of activities for people with a learning disability to access in the community
- RBK will continue to promote the employment of people with learning disabilities through Kingston Workstart, and will support the development of small businesses involving people with learning disability
- Kingston Workstart will continue to work with Connexions, local schools, and the Transition Service, to enable the employment aspirations of young disabled people to be met

Health:

As part of the national picture, the KPCT is currently reorganising its services for people with a learning disability. RBK and KPCT wish to ensure that people with a learning disability have access to good health care at all levels, and are supported by specialist health staff when necessary.

- Kingston Primary Care Trust and RBK will develop a detailed specification for community health services for people with a learning disability
- Kingston Primary Care Trust and RBK will work with GP services to ensure the experience of people with a learning disability who access these services is improved
- Kingston Primary Care Trust and RBK will work to ensure that people have access to a health facilitator, a health action plan, and regular health checks
- Kingston Primary Care Trust and RBK will ensure adequate provision exists to support people with a learning disability who have additional mental health issues or who have challenging needs in the community

It has long been national policy for the commissioning responsibility for learning disability services to rest with local authorities. Valuing People Now states:

"Kingston Primary Care Trust's learning disability budgets and the associated commissioning responsibility will transfer to local authorities"

with the exception of specialist learning disability healthcare budgets, which will remain with KPCT, and where commissioning should occur in partnership with RBK.

This should have occurred before April 2009.

- Kingston Primary Care Trust and RBK will work to transfer the learning disability budget from KPCT to RBK

Workforce and Market Development:

RBK will only commission services from organisations that accept the key principles of the "Valuing People" White Paper, and we will strive to create a common value base across all organisations in RBK. This will enable RBK's key principles around increased choice and control for people with a learning disability to be disseminated throughout partner organisations in RBK.

This will provide a platform for staff development for people working not only for RBK, but for a range of partner organisations as well.

- RBK will ensure that training opportunities, accessible to all stakeholders, are available
- RBK will hold regular meetings with all providers and stakeholders to ensure effective partnership working and provide a forum for information sharing

RBK increasingly sees its role as stimulating the development of the market, as opposed to directly commissioning services, supporting individuals and communities to create and access their own services, giving them much greater control over their lives.

- RBK will work with local organisations to ensure that opportunities exist to meet the demands of people with learning disabilities in their communities

CSCI Inspection:

The Commission for Social Care Inspection (CSCI) visited our services in July 2007, and produced a report in January 2008, which identified a number of areas where services could be improved. Attached as Appendix 1, is the Action Plan RBK has agreed with CSCI. Areas such as, safeguarding, carers and quality monitoring are dealt with in that action plan. It is important that the Action Plan is seen as an integral part of this commissioning strategy.

- RBK will implement the actions laid out in the attached Action Plan.

Timescales for Commissioning Intentions:

Commissioning Intentions	Tasks	Target Date
Increase support to Parliament	Identify funding and recruit 1 full time member of staff	September 2008
Increase user involvement across services	Commission a self-advocacy service	October 2008
Improve communication with all stakeholders	Develop a communication strategy	September 2008
Increase number of people taking control over their lives	Develop Resource Allocation System	June 2008 (in place)
	Offer all new users an Individual Budget	April 2008 (in place)
	All people receiving services will know their indicative Individual Budget allocation	April 2009
	Renegotiate contracts with residential providers based on Individual Service Funds	March 2011
	Support five people to access the Independent Living Fund	March 2013

Commissioning Intentions	Tasks	Target Date
Create a choice of brokerage options	Set up Support Brokerage team	April 2008 (in place)
	Develop brokerage options within private and voluntary sectors	March 2013
	Ensure all brokerage options provide person-centred responses	April 2009
Develop wider range of accommodation options	Increase the number of people having their own tenancies	March 2013
	Increase number of supported living providers from 3 to 6	October 2009
Develop specialist housing and support options	Increase engagement with Housing Associations	March 2013
	Reduce proportion of people living out of borough in residential care	March 2013
	Develop specialist provision for older people with a learning disability	March 2011
	Provide appropriate housing and support options for young people with complex disabilities	July 2011

Commissioning Intentions	Tasks	Target Date
Provide appropriate respite services for people with learning disabilities and their families/ carers	Increase range of respite options	March 2010
	Provide suitable emergency accommodation	March 2013
Increase the choice of day, evening and weekend activities in the community	Renegotiate contracts with day service providers:	
	- Home Farm Trust	March 2009
	- Causeway	October 2009
	Continue to explore reprovision of Causeway service	On-going
	Continue to expand range of leisure opportunities in community settings	On-going
	Increase number of people in paid employment year on year	On-going
	Develop ways to support people who need on-going support into voluntary work	March 2009
	Create two small businesses, involving people with learning disability	March 2013

Commissioning Intentions	Tasks	Target Date
Improve access to healthcare	Develop specification for community health services	April 2009
	Engage with GP services to improve access	March 2010
	Ensure all people have access to a health facilitator	October 2009
	Increase number of people with Health Action Plans	On-going
Improve access to healthcare	Ensure appropriate assessment and treatment and support services for people with a dual diagnosis	On-going
Local Authority to hold commissioning responsibility for people with learning disability	Transfer of KPCT commissioning budget (section 28a) to Council	March 2009
Create common value base across all organisations	Provide range of training and development opportunities open to all	On-going
	Hold regular meetings with: <ul style="list-style-type: none"> - all providers - other stakeholders 	March 2008 (in place) March 2008 (in place)

Commissioning Intentions	Tasks	Target Date
Stimulate market development	Work with and support community organisations to include people with learning disabilities in their provision	March 2013
Respond to CSCI report, January 2008	Implement action plan, see Appendix 1	March 2009

Review:

This strategy will be reviewed on an annual basis by the Action Group, a sub-group of the Partnership Board.

Action Plan to deliver improvement in Services for People with Learning Disabilities in Kingston upon Thames

In July 2007, CSCI carried out an inspection of RBK's Learning Disability Services. Below are the 27 recommendations that CSCI made in order to improve services and RBK's action plan written in response:

1. RBK and its partners should ensure that the Learning Disability Partnership Board more inclusively and effectively supports the delivery of key outcomes for service users and carers
2. RBK should ensure that service users and carers are fully involved in strategic service planning, development and evaluation to promote their active involvement in modernising services
3. A full commissioning strategy should be developed as soon as possible to assist commissioners and stakeholders to deliver the required range and scale of services
4. RBK should work its partner KPCT to ensure that management arrangements and all aspects of assessment, care management and review have the training, systems, up-to-date policies and procedures to deliver consistent services aligned to Valuing People principles
5. RBK should ensure that arrangements to support the revised eligibility criteria are effective so that people receive timely and responsive referral and assessment services and if necessary signposting to preventative services
6. RBK should develop a strategic approach to communicating regularly and accessibly with all stakeholders to ensure they understand and can contribute to the modernisation of learning disability services
7. RBK should ensure the service has clear management and structural arrangements to effectively promote a shared value base to implement the Valuing People strategy and service modernisation

8. Councillors should be supported by a Development Programme to increase their capacity to promote improvement through understanding and involvement in performance management, quality assurance and scrutiny of learning disability services
9. RBK should ensure that understanding and action to promote equality and diversity are addressed and embedded at strategic, operational and individual levels in learning disability services
10. RBK should ensure that all its departments are responsive to the needs of people with learning disabilities and promote their social inclusion
11. RBK should improve life chances for people with learning disabilities through more actively promoting their recruitment and retention in its own workforce
12. A full commissioning strategy should be developed as soon as possible to assist commissioners and stakeholders to deliver the required range and scale of services
13. RBK should ensure that more people with learning disabilities can maximise their independence and choice through a broader range of services
14. RBK should improve the efficiency, effectiveness and value for money of day opportunities including transport arrangements so that external funding streams are maximised and more people are supported by services that promote their independence
15. RBK and partners should ensure a co-ordinated strategic approach to the implementation of person-centred plans and health action plans for people with learning disabilities
16. RBK should ensure that people have sufficient assistance to access self-directed support thereby enabling the take-up of Direct Payments or Individual Budgets to increase
17. RBK should put in place a strategic programme to promote and develop services in order to increase the low level of take up by under-represented groups

18. Equity for Direct Payments users should be ensured by setting clear, standard payment levels without self-claim top-up allowances
19. RBK should work with its partner KPCT to ensure that people with profound and multiple learning disabilities have the same access to services as others
20. RBK should ensure that the capacity for independent advocacy for individuals is sufficient to be available to all people with learning disabilities
21. Partnership arrangements with the voluntary sector should be developed to increase its capacity to deliver a range of specialist and generic services providing choice and value for money
22. RBK, with its partner agencies, should urgently ensure more effective leadership and strategic management of adult protection arrangements
23. RBK, with its partner agencies, should urgently ensure that adult protection arrangements are supported by efficient performance management and quality assurance systems to collect, analyse and use data to identify potential concerns and improve safeguarding of all people who might be in need of community care services
24. RBK should develop a comprehensive quality assurance strategy to underpin all aspects of the learning disability service, ensuring respect and focus on service user outcomes. This should include arrangements for routinely obtaining feedback from people with learning disabilities and their carers and acting on this info
25. RBK should ensure that information about the revised eligibility criteria and the services people can expect is published and in accessible formats, including circulation of information about the impact to existing service users
26. RBK should ensure that carers of people with learning disabilities are more consistently identified and have better access to relevant information and services to support them in their caring role
27. RBK should ensure that assessment staff consistently and properly promote carers' support mechanisms, including carers' assessments and care plans

Theme	Action	Timescale	Progress
Partnership Board	Update Terms of Reference	03/2008	Agreed at March Board meeting
	Produce Work Plan each year	03/2008	Topics planned
	Form a sub-group, including users and carers, to oversee the implementation of the Commissioning Strategy Action Plan	03/2008	Action Group in place
Commissioning	Produce expanded Commissioning Strategy, including needs analysis and links to KPCT commissioning	04/2008	Strategy drafted and out for consultation
	Present Commissioning Strategy to Partnership Board for agreement and monitoring	03/2008 & 6 monthly	Board to sign-off final version at September meeting
	Produce overall Community Care Strategy	04/2008	Presented at Council Exec in April, to be finalised at Exec in September.
User involvement	Develop Parliament to represent users in all key strategic decisions	06/2008	Newly elected Parliament in place. Profile raised through voting process
	Commission a self-advocacy service	03/2008	Two bids received. Selection process on-going currently.
	Produce a set of standards and statement of expectation, in relation to rights of People with Learning Disabilities (PLD)	06/2008	Incorporated in Commissioning Strategy and in Agreements with Providers

Theme	Action	Timescale	Progress
	Ensure PLD are included in the new Sustainable Community Plan	06/2008	Consultation completed. PLD issues included. To Exec later in year.
Brokerage	Develop brokerage model to deliver Person Centred outcomes for individuals	03/2008	Model agreed by Project Group, and in place
	Create in-house Brokerage service	03/2008	Team in place
	Re-write policies and procedures to take into account new team arrangements.	09/2008	Some procedures written, others on-going
Leadership	Restructure management arrangements to create a single overall manager, responsible for commissioning and overall budgetary control	01/2008	Head of Learning Disability role created, post-holder in place.
	Review Learning Disability service management structure at all levels	09/2008	On-going
	Identify Councillor/s to champion PLD and attend the PLD Partnership board	03/2008	Councillor identified.
	Produce development programme for involvement of Councillors	03/2008	Member's Seminar in May re Personalisation. On-going programme to be developed when "Champion" in place.
Access	Establish access to ongoing training on the revised eligibility criteria for assessment staff	04/2008	Training in place
	Produce information on RBK's Eligibility Criteria in accessible formats	02/2008	Draft leaflet in place. Information on website.

Theme	Action	Timescale	Progress
	Ensure all staff receive ongoing equalities training	04/2008	Training in place
	Include specific equalities targets in team plans	04/2008	Team Plans include equalities target
	Identify young people who have been through education system but have not presented to adult services	03/2008	Meetings with Transition Team occur, to monitor young people coming through
	Improve access to services for people with profound and multiple disabilities	12/2008	Promote individual packages of support
	Work with community groups to identify ways of improving access and take up of services	03/2008	Access officer involved with Community groups
	Simplify Direct Payments process in partnership with Kingston Centre for Independent Living (KCIL)	04/2008	Completed
Learning and Employment Opportunities	Create work experience opportunities for PLD within RBK	04/2008	Local Employment Partnership signed
	Support other directorates and departments to develop paid work opportunities through "Job Carving"	12/2008	As above
	Support at least 8 People with Learning Disability into paid employment with RBK	12/2008	3 people now employed
	Develop broader range of services to enhance independence, choice and control	06/2008	New community-based activities in place.

Theme	Action	Timescale	Progress
Quality Assurance	Develop a 5-year plan for day service modernisation	01/2009	Work on-going – draft expected September
	Identify lead person to develop social enterprises	04/2008	In place
	Expand partnership arrangements with voluntary sector to facilitate development of new services, especially social enterprise	03/2009	Undertake work during Autumn
	Develop mechanisms to collate and scrutinise person centred plans and produce quarterly reports of identified needs that feed into commissioning decisions	06/2008	Completed
	Develop outcome focused monitoring tools	03/2008	In progress
	Review all block contracts and ensure explicit QA requirements	04/2008	Contract negotiation underway
Health	Increase frequency of case file audits	01/2008	To be organised
	Work with KPCT to review the role and function of the joint Community Team	03/2009	On-going
	Ensure no KPCT funded residents remain in Orchard Hill	04/2008	Completed
	Support people in Elmbridge Lodge to move on to appropriate accommodation of their choice	03/2008	Completed
	Re-provide the KPCT challenging needs day service	06/ 2008	Completed

Theme	Action	Timescale	Progress
Safeguarding	Review and re-launch Safeguarding Adults Policy	04/2008	Completed
	Safeguarding Adults Board (SAB) to be chaired by the Head of Community Care Services (HoCCS)	03/2008	In place
	Review SAB Terms of Reference to include:- <ul style="list-style-type: none"> • Domestic Violence (DV) Coordinator and Primary Care provider reps as members • Re-engagement with Kingston Police at SAB • Attendance of CSCI Business Relationship Meeting (BRM) • Regular review of performance and outcome data 	03/2008	Completed
	Consider establishing user group champions	03/2008	Work on-going through SAB
	Record Safeguarding Adults data on Swift, initially in parallel with manual collection	03/2008	Underway. Procurement of new system in 2009/10 will include Safeguarding in the specification
	Review contracts and service specifications to ensure that Safeguarding responsibilities are explicit and that all staff are properly trained	04/2008	Included in contract Spec. Training opportunities are monitored at SAB
	Incorporate Special Case Review outcomes into practice	On-going	Completed
	Agenda items at SAB to include data into action	On-going	Completed
	Share lessons learned from SA investigations	On-going	Completed

Theme	Action	Timescale	Progress
Carers	Produce Communication Strategy	06/2008	Due September 08
	Develop complete mailing list of carers and family members	04/2008	In place
	Develop LD website to include opportunities for feedback	04/2008	In place
	Set up twice-yearly carers events open to all	05/2008	Information day on 3rd Sept.
	Set up bi-monthly drop-in sessions for carers of people in transition	01/2008	To be actioned
	Produce comprehensive transition leaflet for parents/carers	03/2008	Final draft being reviewed. Will be on website.
	Provide further training on carers' assessments, carers' Care Plans and recording	06/2008	Carers' worker to spend time in Care Management Team