

## **DUNDEE CITY COUNCIL**

**REPORT TO: SOCIAL WORK COMMITTEE - 28TH JANUARY 2008**

**REPORT ON: THE PARTNERSHIP IN PRACTICE AGREEMENT - 2007-2010**

**REPORT BY: DIRECTOR OF SOCIAL WORK**

**REPORT NO: 659 - 2007**

### **1.0 PURPOSE OF THE REPORT**

- 1.1 The report advises members of the final draft of the Partnership in Practice Agreement for 2007-2010, which outlines service developments for adults with learning disabilities and their families. The Partnership in Practice Agreement is included as Appendix 1 to this report. A copy will be available in the members' lounge.

### **2.0 RECOMMENDATIONS**

It is recommended that the Social Work Committee:-

- 2.1 Notes and approves the final draft of the Partnership in Practice Agreement.
- 2.2 Instructs the Director of Social Work to advise the Scottish Government of the content of the final Partnership in Practice Agreement.

### **3.0 FINANCIAL IMPLICATIONS**

- 3.1 A number of the recommendations in the Partnership in Practice Agreement involve changing practice or re-provisioning resources and will not have financial implications. Other recommendations will be funded from the Social Work Department Revenue Budget as resources become available.

### **4.0 MAIN TEXT**

Dundee City Council continues to be committed to the development of services for people with learning disabilities. There is a requirement from this that we submit a three yearly Partnership in Practice Agreement outlining how services will be developed to implement the recommendations of the 'Same as You?' During past years progress has been made towards implementing these recommendations. While Committee Report 494/2005 highlights a gap between the revenue budget and resources, and more recent analysis of levels of need confirms this, stakeholders are generally positive about progress to date. The Social Work Department will continue to monitor progress and work with stakeholders to identify priorities and maximise the use of available resources.

As outlined in the User Involvement Policy (Dundee City Council Social Work Department 2007), consultation and involvement is a key part of continuous improvements in service delivery. The development of the Partnership in Practice Agreement 2007-2010 has involved service users, carers, staff and other stakeholders as partners in the this process. In order to do this the Social Work Department held six events and circulated a questionnaire. The information gathered was used to formulate the Agreement and the work plan. This represents full involvement as described in the User Involvement Policy.

In the main stakeholders were very positive about the work that has been done in Dundee. The areas of work highlighted in the agreement are those that emerged through the process. A detailed work plan is outlining how these areas of work will be taken forward is included as Appendix 2 to this report. The following areas were highlighted for development:-

1. Involvement in Planning the Partnership in Practice

The two main pieces of work in this area are around improving information and ensuring stakeholders continue to be involved in planning. A recurring theme of the consultation process is that people would like better information at the time when they need it.

2. Taking Control and Standing Up For Yourself

This group will focus on looking at ways in which people with learning disabilities can be in more control of their own lives.

3. Leaving School

This is a time that people highlighted as being particularly difficult and this group will look at ways to improve the experience.

4. Moving On

Moving into your own home was an area that people with a learning disability felt was a priority. This group will look at developing accommodation with support and ways of making the process more accessible.

5. Living Your Life

Again this was identified as a priority area by people with a learning disability. Due to the range of the work involved there will be two sub-groups working on this issue: Employment and Learning and Leisure and Relationships. The sub-groups will focus in particular on opportunities for employment and supporting people to have a range of meaningful relationships.

6. Supporting Families

This group will focus on short breaks and support for carers.

7. Being Healthy

This group will look at improving specialist services for people with a learning disability and the experience of individuals with a learning disability of mainstream health services.

8. Being Safe

Actions in this area will include improving adult protection and reducing bullying and harassment.

9. Getting About

Various issues have arisen regarding transport and these will be considered by this group.

10. Supporting People with Complex Needs

The specific needs of people with profound and multiple learning disabilities, autistic spectrum disorder and those who challenge services or have forensic needs will be examined in detail.

A Partnership in Practice Implementation Group will oversee the work (with sub-groups being established as outlined in the work plan included as Appendix 2 to this report) to take forward the different work-streams.

There is a planning structure which supports the partnership process for the development of learning disability services. Appendix 3 shows the planning structure as a diagram. Service Users are involved in all aspects of development and have representation on all Partnership in Practice Agreement sub-groups. Other stakeholders' views are similarly gathered throughout the development process in a variety of ways.

The Scottish Government monitor progress through annual returns. The information the Social Work Department is asked to provide includes the number of people in their own home, in employment, at college and in non traditional day services. Progress has been made in Dundee but some areas require further improvement. The recent Social Work inspection notes that the department is in the process of reviewing its strategy and makes a recommendation that progress is reviewed against the 'Same as You?'

## **5.0 POLICY IMPLICATIONS**

This report has been screened for any policy implications in respect of sustainability, strategic environmental assessment, anti poverty and equality impact assessment.

- 5.1 Implementation of the Partnership in Practice Agreement and respective detailed work plan will ensure that available resources are targeted at adults with learning disabilities in a fair and equitable manner.
- 5.2 The implementation of the Agreement and work plan will ensure adults with learning disabilities are able to take more control in their own lives, for example through meaningful employment and maximisation of personal income.
- 5.3 The implementation of the Agreement and work plan will ensure adults with learning disabilities can be part of communities and access mainstream services/education/leisure facilities.

## **6.0 CONSULTATION**

- 6.1 The Chief Executive, Depute Chief Executive (Support Services), Depute Chief Executive (Finance) and Head of Finance have been consulted on this report. Full consultation with adults with learning disabilities, carers, partner organisations and other key stakeholders has been undertaken throughout the development of this Agreement.

## **7.0 BACKGROUND PAPERS**

- 7.1 None

Alan G Baird  
Director of Social Work

Date: 18 January 2008

**THE DEVELOPMENT OF SERVICES FOR PEOPLE WITH  
LEARNING DISABILITIES AND THEIR FAMILIES  
IN THE CITY OF DUNDEE**



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**PARTNERSHIP IN PRACTICE AGREEMENT 2007-2010**

Nov 07

**Dundee Learning Disability Services  
Partnership in Practice Agreement – 2007-10**

**PARTNERS**

**The Partners to this Agreement are:**

- **Dundee City Council**
- **NHS Tayside**
- **Dundee Community Health Partnership**
- **Advocating Together SAY project**
- **Dundee College**
- **Voluntary organisations and private sector agencies who play an essential part in supporting people with a learning disability in Dundee.**

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## **Introduction**

This is the third Partnership In Practice Agreement (or PIP) for Dundee. It is the plan for developing services to support to people with learning disabilities and their families in Dundee from 2007 to 2010.

The Partnership in Practice Agreement (PIP) is an agreement between Dundee City Council, NHS Tayside, Dundee Community Health Partnership and other partners. It sets out plans for care and health services, but it also has plans for improving the support available to people with learning disabilities and their families and carers in other areas, which are important to them. These other areas include housing, education, employment, leisure and transport.

The need for Partnership in Practice Agreements was the first recommendation of the national review of services for learning disabilities in Scotland, which was called "*The Same As You?*"

"*The Same As You?*" said that there were seven principles that should be used to support people with learning disabilities to lead full and active lives. They are the guide for learning disability services in Dundee, and the principles on which this Partnership in Practice Agreement is based.

## **The Seven principles**

People with learning disabilities should:

- be valued in the same way and have the same rights as everyone else;
- be seen as individual people with individual needs like anyone else, and have help with writing, talking and making their ideas heard, if it is needed;
- be asked about the services they need and be involved in making choices about what they want;
- be helped and supported to do everything they can and have services which allow as much freedom as possible;
- be able to use the same local services as everyone else, wherever possible;
- have special services if they need them as well as, and not instead of, general services; and
- Have services, which take account of their age.

The Council, NHS Board and their partners recognise that people with a learning disability and their carers are a diverse group of people and that services need to take account of peoples age, gender, religion, disability, ethnic background and sexual preferences.

The Council, NHS Board and their partners all also recognise the crucial part that carers play in the lives of people with learning disabilities in Dundee. This agreement is also therefore intended



to reflect the core principle in the Scottish Executive Report, “The future of unpaid care in Scotland”, that there should be:

- Recognition and respect for unpaid carers as key partners and providers in the planning, design and delivery of care.

## **1. Involvement in planning the PIP and other services**

### **The last PIP said:**

- We would maintain good links with parents, carers and families through meaningful consultation and involvement in the strategic planning of services
- We would introduce and Involvement strategy and involve service users and carers in the PIP implementation
- We would involve service users and families in training.

### **What have we done?**

- We have published an Involvement Strategy
- We have gathered the views of a large number of groups and individuals to help us write the Partnership in Practice agreement
- We have organised a forum for people who provide services to give their opinion

### **What do you think?**

- People think these events are a good start and would like to see this continue
- People that use services, their carers and other stakeholders would like to see better information about what is available

### **What improvements do we plan to make over the next three years?**

- (a) We will establish a Communication and Engagement group to take the work forward
- (b) We will implement the Involvement Strategy in the Learning Disability Service

- (c) We will look at how to improve communication with stakeholders
- (d) We will facilitate the Providers' Forum
- (e) We will hold annual events to review the PIP agreement
- (f) We will improve information about all areas of the service for service users, carers, families, staff and other agencies. We will provide this information in plain language, in an accessible format and ensure that it contains information about the translation service.
- (g) We will continue to ensure that we actively seek the views of people from all sections of the community and in particular that we seek the views of people of different ages, genders, religions, disabilities, ethnic backgrounds and sexual preferences.

## **2. Taking Control and Standing Up for Yourself**

### **The last PIP said:**

- People should have access to the information and support they need to know the options they have and make their views known.
- People need to have more control over their own lives and if people want to they should be able to access Direct Payments

### **What have we done?**

- In Dundee 283 people with learning disabilities now have personal plans and 3 people are receiving Direct Payments. Some people get money from the Independent Living Fund (ILF)
- We have reviewed Advocacy Services.

- The SAY Group at Advocating Together has been talking with people who are about to leave school about a number of issues, and we have a 'Your Say' newsletter that can provide information to people.

### **What do you think?**

- People with learning disabilities in Dundee think that having independent advocates is a good idea because it helps them speak up for themselves. They also think that self advocacy is a good idea. They would like to see more of both
- Some people have experience of a high turnover of workers and want a longer term commitment from independent advocates.
- There are different views about the role of advocacy. Some people see Advocates as helping people make their views known and others thought they had a role to safeguard peoples rights
- It is seen as positive that Independent Advocacy services have been reviewed so that there will be a better idea of the services that are still needed, and how to organise them.
- Some people with learning disabilities and family carers have not heard of Independent Advocacy or self-advocacy, and do not know what it can do or where to get a service. They would like better information to be available
- There is a lot of support for person centered planning.
- Lots of people with learning disabilities and carers have experience of being involved in planning their support in various ways.
- There needs to be one name adopted for personal plans and people should have one that moves with them.

- People would like more information about direct payments and the Independent Living Fund.
- Concern is expressed that that the amount of money available for Direct Payments is too low and does not take into account things such as training, or a salary structure which enables staff to progress year on year.
- It is also felt that there is too much bureaucracy around Direct Payments.

**What improvements do we plan to make over the next three years?**

- (a) We will set up a sub group of the PIP implementation group around being heard and being in control. This group will feed into the Review of Advocacy Services and take forward the work on advocacy, person centred planning and direct payments.
- (b) We will complete the review of advocacy services and clarify the role and functions of all types advocacy for people will with learning disabilities and their carers in Dundee. This will include self advocacy. We will restructure advocacy services to make the best use of resources, and seek to look at the issues of recruitment and the training of advocates. The communication and involvement sub group will develop information for service users, carers and staff about advocacy services and provide details about where and how to get advocacy.
- (c) We will appoint a Direct Payment/ILF worker to make this available to more people. Along with other services, we will review the procedures and systems for direct payments and simplify these wherever possible. We will look to improve the information we provide about both direct payments and ILF.
- (d) We will review the provision of Person Centered Plans (PCP) in the Learning Disability Service in Dundee and develop a system in which there is one Person Centered

Plan. We will develop a training programme to ensure a more coordinated approach to person centered planning.

- (e) We will continue to support the development of self advocacy as it is particularly important that people with learning disabilities have the confidence and are supported to communicate and speak up for themselves.
- (f) We will continue to look at ways to actively promote equality of opportunity for people to be heard and in control of their lives.

### 3. Leaving School

#### **The last PIP said:**

*Leaving school is a big change in someone's life and people should be supported through leaving school and becoming an adult.*

#### **What have we done?**

- The college have appointed a transition worker
- We have brought a group together to look at the issues for people leaving school.
- The SAY Reps have been talking to people who have just left or are about to leave school to find out what they think.
- Barnardos and Social Work have organised an event for people to get more information.
- We have established a Transition Group.

#### **What do you think?**

- People think it is important that people leaving school are well supported as it is highly stressful time for them.
- People need support to prepare for the future including further education, training, day and leisure activities, supports for daily living, short break services. A range of opportunities and choices is needed. After full-time education, which is wholly funded for young people there are high expectations of future support which can be disappointing.
- It is good that people leaving school are receiving services but there is a need for significant service development.
- More information is needed regarding the transition.

## **What improvements do we plan to make over the next three years?**

- (a) A transition sub group of the PIP implementation group will take the work forward
- (b) We will implement the recommendations of the SAY group report on transition
- (c) We will improve information and include information about specialist health services and about the benefits system and how benefits are affected by further education and employment.
- (d) We will develop procedures and pathways to improve the experience of transition and promote equality of opportunity and diversity
- (e) We will organise opportunities for young people to try out adult resources
- (f) We will look at the possibility of identifying a transition budget by reconfiguring budgets.
- (g) We will develop resources that will support people in their life choices

## **4. Moving On**

### **The last PIP said:**

- We would Develop more accommodation with support for people leaving home
- Support people to leave hospital
- Make sure people leaving hospital are able to access advocacy.

### **What have we done?**



- There are now 126 people living in their own houses with support.
- Plans are underway for 15 people to leave hospital including peer mentoring.
- 30 more houses with support will be developed by 2008.
- We have tried using with Housing with Care and Very Sheltered Housing and are evaluating the success of this.

### **What do you think?**

- People with learning disabilities should be supported for as long as they want to live at home. It is excellent that people are not institutionalised as they were years ago, and that more people are living in the community. Some carers want to continue to support their family members at home, whilst others want their family members settled before the carers become unable to support them.
- More houses need to be available for those with varying degrees of need, including houses with support for people with a profound and multiple learning disabilities. It is felt to be important that as much priority is given to people living at home with older parents as to people in hospital.
- One model does not suit all and there needs to be a range of housing and support to meet people's needs, wishes and ambitions. Some people want their own place - others would find this lonely and want a shared place.
- People who are moving to their own homes should be well prepared for this, and given support to access accommodation, good information and realistic dates to move. Care staff in supported living settings should be trained to support individuals to develop independent living skills and not just do things for people.

## **What improvements do we plan to make over the next three years?**

- (a) We will establish a sub group of the PIP implementation group to look at Moving On.
- (b) The SAY reps will undertake some focused work on this area to identify what people want.
- (c) We will develop 15 accommodations with support places as part of the final phase of Resettlement from Long stay hospital by 2008.
- (d) We will develop 30 additional accommodations with support places by 2008.
- (e) We will extend the very sheltered housing and housing with care pilots to make this another option for people with a learning disability.
- (f) We will develop a commissioning strategy.
- (g) We will develop eligibility criteria and a fair system of allocation of accommodation with support.
- (h) We will improve the information that is available to staff, service users and families about accommodation with support.
- (i) We will continue to monitor the quality of accommodation with support and ensure that services promote equality of opportunity and diversity.

## **5. Living Your Life**

### **The last PIP said:**

- Working, going to college, having fun, going on holiday.....having a life

Services need to be provided in response to Person Centred Planning and support people to be part of the community in a meaningful way.

- If people want to carry on with their education or get a job when they leave school or when they are older there should be opportunities to do that.

### **What have we done?**

- We are working with Dundee College to agree how to support people to go to college in the Partnership Matters agreement. More people with learning disabilities and Autistic Spectrum Disorders are now supported to attend college in Dundee. The college have appointed a transition worker to help people move from school to college.
- A third Out and About service has started.
- We have a new Cafe at Kemback Street that service users work in.
- There is now a Transition Group that looks at how to support people leaving school. We are reviewing all the services that we buy in to support people.
- Advocating Together are helping us to review services. Services being provided at Hawkhill Day Hospital are currently being reviewed. We have increased the number of people receiving an enabler service.

### **What do you think?**

- It is appreciated that a lot of work has gone into helping people live their lives, and many people have benefited from this, but there is still a lot to do to provide a higher quality of life. The life choices presented and available to school leavers with learning disabilities still appear to be

much more limited than for other young people of the same age.

- In the PIP Consultation, many people had attended college and had positive experiences. A number of people with Autistic Spectrum Disorders now attend college studying a wide range of mainstream courses and special programmes. People would like to see this continue to develop.
- People would like to see more opportunities for adult learning in the community in a variety of places.
- It was suggested that stronger links between further education and employment would also be a beneficial development.
- It is good to have day supports, which open up opportunities and staff who think and plan services around individuals.
- People with learning disabilities want much more choice about where they can take holidays.
- More needs to be done about supporting people to access with part and full-time employment and volunteering.

### **What improvements do we plan to make over the next three years?**

We will set up two sub groups of the PIP implementation group to take the work forward.

#### **5.1 Employment and Learning**

- (a) We will establish an employment and learning sub group to take the work forward.
- (b) We will commission an In College Support service to support people at college.

- (c) We will engage with wider community planning to promote more opportunities in work and volunteering.
- (d) We will promote the need for greater variety in adult learning opportunities in the community.
- (e) Dundee College will continue to develop their provision in employability and life long learning.
- (f) We will continue to monitor the quality of support services and promote equality of opportunity and diversity in our services.

## **5.2 Leisure and Relationships**

- (a) We will establish a leisure and relationship sub group to take the work forward
- (b) We will investigate ways to promote a range of meaningful relationships.
- (c) We will review the provision of day opportunities
- (d) We will develop Kemback St to make it accessible for people with PMLD
- (e) We will develop a commissioning strategy for support services
- (f) We will develop eligibility criteria and a fair system of allocation for support services
- (g) We will promote innovative short breaks such as holidays
- (h) We will continue to monitor the quality of support services and promote equality of opportunity and diversity

## **4. Supporting Families**

### **The last PIP said:**

- *We will aim to make sure that carers of a people with a learning disability are treated as partners in providing care and that they are involved in service planning*

## **What have we done?**

- We have been asking carers what they think of services more.
- A Carer's Strategy has been completed.
- There is a Profound and Multiple Learning Disability Carers' Group with representation on our Planning Groups.
- We can pay someone to look after the person cared for and some other expenses to allow carers to attend planning events.
- We have two full time Local Area Co-ordinators who work in Stobswell and Hilltown Areas to support families.
- 41 carers have been offered an assessment of their needs
- Fleuchar Street Respite now open 7 days a week.

## **What do you think?**

- People speak very positively about the progress that has been made with short break services in Dundee and they are very pleased with the Respite Service at Fleuchar Street, but they would like to see something more appropriate for people who need less support.
- The developments have made a good start but there is a long way to go. More short break services are required to meet carers' needs, including special circumstances such as emergencies.
- The strategy for carers including those supporting people with profound and multiple learning disabilities (PMLD) has helped carers understand what services are available, but there are still carers who are unaware how to access support.

- Particular thought needs to be given to how older carers are supported

### **What improvements do we plan to make over the next three years?**

- a. We will set up a supporting families sub group of the PIP implementation group to take the work forward.
- b. We will provide additional short breaks at the White Top Centre.
- c. We will develop an alternative resource for people with mild/moderate learning disabilities to provide breaks 52 weeks a year.
- d. We will develop an emergency service.
- e. We will develop eligibility criteria and an allocation system for short breaks.
- f. We will develop a commissioning strategy.
- g. We will improve information about short breaks.
- h. Continue to ensure a high quality of service and promote equality of opportunity and diversity.
- i. We will look at ways to support people who are caring for someone who are hard to engage.
- j. We will review and develop the Local Area Coordination service.
- k. We will implement caring at home and your plans for the future

## **7 Keeping Healthy**

### **The last PIP said:**

- People with a learning disability should be supported to be as healthy as possible and should be able to get services *they need including specialist services, health promotion, primary care and dentistry.*

### **What have we done?**

- There is a specialist nurse in place to support you if you have to go to hospital.
- We are developing a joint team for Community Learning Disability Nurses, Allied Health Professionals and Social Work Staff.
- Community Learning Disability Nurses organise clinics, health groups, and support you if you have to go to your GP or other Health appointments.
- People with learning disabilities are able to access Health promotion resources and materials.

### **What do you think about community health services?**

- Within the community there appears to be effective co-working between community health staff and other agencies.
- Various specialist resources, such as Well Woman Clinics, dietetics and Health Checks, provide a good service to people with learning disabilities.
- Positive comments were made about contact with some GPs and dentists, but there is scope for improvement in responses from others.
- There is a shortage of Allied Health Professionals in the community, and some people are still falling through the net and don't know about the specialist services available.



### **What improvements do we plan to make over the next three years?**

- a) We will establish a Being Healthy sub group to take the work forward.
- b) We will develop the integrated team.
- c) We will promote good health among most people with learning disabilities and their carers through the provision of health promotion materials in various formats, training, healthy eating and exercise.
- d) We will provide for annual health checks for people with learning disabilities.
- e) we will improve information about services in plain language and accessible format
- f) we will promote equality of opportunity and diversity in health provision

### **What do you think about hospital services?**

- The way in which hospital and community health services work for people with learning disabilities has improved in recent years. The '*All about me*' document has proved to be excellent for use in hospitals.
- Whilst the way many doctors, nurses and health professionals listen to and communicate with people with learning disabilities and their carers, there is still scope for much improvement by some professionals and health services.
- Carers can find that much more support is needed to than is available to attend clinics, within inpatients services and with emergencies.
- There are particular issues with PMLD service users and when there are communication or behaviour problems. There needs to be more training for hospital nurses regarding people with complex needs. The support now

provided by the specialist liaison nurse at Ninewells is good but this needs to be developed and more widely advertised.

**What improvements do we plan to make over the next three years?**

- a) We will continue to work with hospital staff to improve the service provided for people with learning disabilities.
- b) We will promote the need for more training for Health Board staff to deal with people with PLMD when they have to attend hospital.
- c) We will re-evaluate the potential for developing 'hand held records' and 'Health Passports' within the context of a development in information and communication technology which have taken place since the proposals were first considered.

8. **Being Safe**

**The last PIP said:**

- *People with a learning disability should be protected from abuse, exploitation and harm.*

**What have we done?**

- We have carried out a multi-agency case file audit resulting in recommendations for change.
- Risk Management arrangements are in place for people with a learning disability who pose a risk to others.
- Risk Assessment Training has been arranged for staff.
- There is an Appropriate Adult Scheme to support people who are involved with the Police.
- Arrangements have been put in place to protect Vulnerable Adults.

## **What do you think?**

- There are two main issues - protection from abuse and exploitation, and protection from harassment and bullying.
- Risk assessment and risk management need to be used to in personal plans to more effectively protect individuals from abuse.
- There needs to be greater consistency in the way services respond to allegations.
- Training is needed by staff at all levels and in all services about practice and procedures, and staff need good support.
- Service users, carers and service providers need to know more about arrangements to protect vulnerable adults especially for those unable to speak for themselves.
- Work is needed on what needs to be done in Dundee to reduce the amount of name-calling and harassment people with learning disabilities receive in public places.

## **What improvements do we plan to make over the next three years?**

- a) We will establish an Adult Protection Committee and implement the Adult Support and Protection Act and new national Code of Practice. We will implement the recommendations of the local audits and which have been carried out, and use the risk assessment and protection plan formats, which have been developed locally as part of a national project.
- b) We will develop a multi-disciplinary and multi agency training on the new laws and on best practice.
- c) We will develop ways to support people with learning disabilities to protect themselves and be safe.

- d) We will work with agencies we commission services from to ensure that they operate fully within the arrangements for adult protection.
- e) We will work within the Council and with other agencies including the Police and transport providers to raise awareness of the problem and reduce the level of casual harassment in public places. We will ensure that we feed information into the Community Planning groups that meet in local areas about issues affecting people with a learning disability.
- f) We will work with our partners to ensure we meet the needs of people from socially excluded groups.

## 9 **Getting About**

### **The last PIP said:**

- *People with a learning disability need to be able to get about to participate in the community.*

### **What have we done?**

- We have developed a monitoring system for taxi use to make sure we get value for money.
- A Local Authority Best Value Review of Transport has been undertaken by the Planning and Transportation.
- Support Staff and Tayside Police help people travel safely on their own.

### **What do you think?**

- It is important that people with disabilities are given the opportunity to get out and about. It makes them part of the community. Positive steps forward have been made with transport. Positive comments are made about police involvement, although some people question the value of road safety assessments. Some people could be encouraged and supported to travel independently and this would also free up resources for others.

- The attitudes of bus and taxi drivers vary greatly. Many of them are very helpful, especially those who have regular contact with people who have learning disabilities. Awareness raising is required more routinely in these services. The taxi card voucher system is thought to be a very good scheme, but some drivers need to learn more about it. It would be helpful if the taxi card and bus pass systems could be linked, and information was more widely available about both schemes.
- Concerns are expressed about the availability of wheelchair accessible taxis especially at peak times. The experience of lack of accessibility is also found with bus services, which seriously limits some people's independence of travel.
- There is concern about the social stigma of some transport.
- Transport arrangements to and from day care need to be improved. People are sitting on buses for too long periods as they pick up others.

**What improvements do we plan to make over the next three years?**

- a) We will establish a Transport sub group to take forward the work.
- b) We will look at ways in which we can promote independent travel.
- c) We will review the use of mobility allowance.
- d) We will look at the best way to provide transport in day services.
- e) We will link with wider planning for on transport.
- f) We will contribute to work to link bus and taxi operator licensing with disability awareness training and support that training when it takes place.

- g) We will promote the use of operators' complaints systems when particular problems occur.

## **10 Profound And Multiple Learning Disabilities**

### **The last PIP said:**

- Everyone needs to be able to access the support they need and some people will need specialist support.
- People with complex needs should have access to the specialist staffing and resources they need to be a part of the community.
- We will have more short breaks for people with Profound And Multiple Learning Disabilities (PMLD) and develop accommodation with support for people with PMLD.

### **What have we done?**

- We have increased the amount of respite the White Top Centre provides as more people now need support.
- We are developing accommodation and support for four people.
- The Service Manager has regular meetings with families at White Top Centre.
- A Carer is involved in Partnership and Practice and Strategic Planning Groups.
- We are developing Kemback Street to make it accessible to people with Profound and Multiple Learning Disabilities.

### **What do you think?**

- The development of Kemback Street for people with PMLD is seen as positive and will enable a mix of service

users accessing resource and have places available in the future for school leavers. It is beneficial for individuals who have PMLD to integrate with other service users who have differing disabilities.

- There is some concern about the lack of time spent outside the centre, and more generally about the level of resources both in day and respite services and the lack of choice available.
- People would like to see more support available to people with PMLD specialist services, such as the wheelchair service.
- People with PMLD do not have enough places in the community, where they can access their needs for personal care in a safe and dignified manner, for example public toilets have no plinths or hoists.

### **What improvements do we plan to make over the next three years?**

- a) We will develop new ways for service users and carers of people with PMLD to take more control over their services and lives, taking account of direct and ILF payments and other benefits and service charges, and other ways which do not require them to manage monies directly.
- b) We will develop training for carers and staff, including communication training, to support people with PLMD, including staff at Kemback Street.
- c) As the joint equipment store develops, we will consider how best to provide more specialist access/equipment and a means by which carers can borrow and share equipment.
- d) We will promote the need for better communication skills among specialist health and care staff so that people with learning disabilities can be seen on their own more often without having to be accompanied by a carer or key worker, but equally, when necessary that carers are included and their knowledge properly respected.

- e) We will support the PAMIS campaign, *Changing Places - Accessible Loos for All*, to increase facilities for people with learning disabilities in public and commercial places in Dundee.
- f) We will re-commission services to rationalise, improve standards and make them more cost effective, in order to create better quality and choice.
- g) We will ensure that service provision promotes equality of opportunity and diversity

## 11 **Autistic Spectrum Disorder**

### **The last PIP said:**

- *We said we would improve the way services work together; Provide training for staff; provide information about services; develop a strategy; and create more day opportunities.*

### **What have we done?**

- We have commissioned accommodation and support for eight people with Autistic Spectrum disorders and a specialist day service.
- Some people are being supported to attend college.

### **What do you think?**

- Within the consultation process, there were various comments about the positive development of services for people on the autistic spectrum.
- There are still concerns about shortfalls in resources reducing opportunities and choice for younger people and older people who are not diagnosed slipping through the net.



- Improvement in information and training were recognised, but progress is still required in these areas, for example in day services.

### **What improvements do we plan to make over the next three years?**

- a) Further discussion needs to take place to establish who will take a lead in planning for people with Autistic Spectrum Disorders.
- b) We will continue to pursue implementation of the recommendations from the report on ASD services in Dundee.
- c) We will develop training for carers and staff, including communication training, to support people with ASD. We will examine the potential to use National Autistic Society accreditation of training for staff who works with ASD individuals in their own homes.
- d) We will continue to develop Autistic Spectrum Disorder specific services
- e) We will undertake a needs analysis for post school education for people with ASD in partnership with Dundee College.
- f) We will ensure services promote equality of opportunity and diversity

## **12 People With Behaviour that challenges services**

### **The last PIP said:**

- *We said we would review the services that are provided for people who challenge services.*

### **What have we done?**

- We are supporting more people in the community.

- The whole service is being reviewed and there will be more services to help people to stay in their own house.
- We have proposals for the development of specialist community support services.

### **What do you think?**

- People with behaviour that challenges services should not be excluded from the community. This can be achieved if they have the support and resources they need.
- It is important for a service to promote the safety and well being for a person with behaviour that challenges services and services need to give their staff more understanding and training about people with behaviour that challenges services.
- While people with behaviour that challenges services must be protected the needs of the community must also be considered, members of the public must also be protected from the actions of people with behaviour that challenges services.
- There is a need to improve back-up services and support as behaviour that challenges services can be quite stressful.
- Training in formal risk assessment and risk management and in how to respond to violence and aggression is needed both in the statutory and voluntary sectors.
- There is support for the establishment of a specialist support service, which could also offer behavioural intervention programmes.

### **What improvements do we plan to make over the next three years?**

- a) We will develop a Behaviour, Support and Intervention Service.

- b) We will enhance the Community Forensic Learning Disability Nurse Service
- c) We will develop a risk assessment and management system, using the MAPPA system for those who present the greatest risk.

**DUNDEE PARTNERSHIP IN PRACTICE AGREEMENT  
ACTION PLAN 2008-2010**

	Theme	Objective	Actions	Responsible	Timescale	Progress
1	<b>Involvement in the PIP and other services</b>	Ensure that adults with a learning disability, their families and other stakeholders are involved in planning at all levels	(a) Establish Communication and Involvement Sub Group	Joyce Barclay	12/07	
(b) Implement the Involvement Strategy for Learning Disability			Joyce Barclay	Ongoing		
(c) Develop ways to improve communication with stakeholders.			Joyce Barclay	Ongoing		
(d) Facilitate a Providers Forum			Arlene Mitchell	2 x Yearly		
(e) Hold annual consultation events to review the PIP agreement			Joyce Barclay	Annual		
(f) Improve information about all aspects of the service			Joyce Barclay	12/08		
(g) Actively seek news of socially excluded group and individuals.			Joyce Barclay	Ongoing		
(h) Agree outcome measures and monitor progress			Joyce Barclay	03/8		

	Theme	Objective	Actions	Responsible	Timescale	Progress
2	<b>Taking Control and Standing Up for Yourself</b>	Enable adults with a learning disability to have more say in their lives and greater control	(a) Establish a Taking Control Sub Group to take forward the work	Bill Reekie	09/08	
(b) Complete Advocacy Review to:-  (i) Clarify the role and function of advocacy.  (ii) Restructure advocacy services.  (iii) Look at recruitment and retention of independent advocacy.  (iv) Look at eligibility to ensure those who need independent advocacy most are prioritised			Val McFarlane/ Arlene Mitchell	03/08		
(c) Promote a greater uptake of Independent Living Fund (ILF) and Direct Payments by:-  (i) Appointing a direct payment/ILF worker  (ii) Identifying the barriers to accessing direct payments/ILF and improve information to service users families and staff			Dave McKenzie			

	Theme	Objective	Actions	Responsible	Timescale	Progress
2	<b>Taking Control and Standing Up for Yourself</b>	Enable adults with a learning disability to have more say in their lives and greater control	(d) Review the provision of Person Centred Planning (PCP) in Dundee by:- (i) Developing quality assurance mechanisms. (ii) Developing a single shared PCP (iii) Developing PCP training.	Bill Reekie	9/10	
			(e) Develop new ways to promote self advocacy and increased control for service users and families.	Bill Reekie	12/10	
			(f) Actively promote equality of opportunity and diversity.	Bill Reekie	Ongoing	
			(g) Agree outcome measures and monitor progress	Bill Reekie	9/10	

	Theme	Objective	Actions	Responsible	Timescale	Progress
3	<b>Leaving School</b>					
3.1		Support young people to move into adulthood	(a) Develop a transition sub group	Arlene Mitchell/ Michael Holligan	03/07	Forum established
			(b) Implement the recommendations of the SAY group report on transition	Arlene Mitchell/ Michael Holligan Transition Sub Group	06/08	
			(c) Develop information for people leaving school/ their families and staff in both adult and children services	Arlene Mitchell/ Michael Holligan Transition Sub Group	12/08	
			(d) Develop procedures and pathways to improve the process of transition taking.	Arlene Mitchell Transition Sub Group	12/08	
			(e) Arrange taster sessions to adult services	Arlene Mitchell/ Michael Holligan Transition Sub Group	12/08	
			(h) We will seek to develop services that will support people in their life choices	Arlene Mitchell/ Michael Holligan Transition Sub Group	Ongoing	
			(i) Agree outcome measures and monitor progress	Arlene Mitchell/ Michael Holligan Transition Sub Group	03/08	

	Theme	Objective	Actions	Responsible	Timescale	Progress
4	<b>Moving On</b>	Increased opportunities and choices for adults with a learning disability to move into their own home	(a) Establish a Moving On sub group to take the work forward	Jenny Hill	10/07	
	(b) The SAY reps will undertake some research in this area		Carina Mitchell Moving on Sub Group	08		
	(c) Develop 16 places of accommodation with support to complete the final phase of resettlement		Jenny Hill Bridgefoot Resettlement Planning Group			
	(d) Develop 30 more places in accommodation with support		Jenny Hill	10/11		
	(e) Extend the pilot use of very sheltered housing and housing with care		Derek Farrell	12/07	Evaluation to be complete by 12/07	
	(f) Develop Commissioning strategy		Arlene Mitchell	12/08		
	(g) Develop eligibility criteria and a fair system of allocation for accommodation with support		Jenny Hill/ Ronnie McIlquham	12/09		
	(h) Develop information about accommodation and support		Joyce Barclay	12/09		
	(i) Continue to monitor the quality of accommodation with support		Sandra Culley	Ongoing		
	(j) Look always to actively promote equality of opportunity in our services.		Jenny Hill	12/08		



	Theme	Objective	Actions	Responsible	Timescale	Progress
4	<b>Moving On</b>	Increased opportunities and choices for adults with a learning disability to move into their own home	(k) Agree outcome measures and monitor progress	Jenny Hill	03/08	
5	<b>Living your life</b>					
5.1		Provide increased opportunities for people to access learning and employment	(a) Establish a learning and Employment sub group to take the work forward	Bill Reekie	9/7	
			(b) Commission an In College Support Service	Jenny Hill	03/08	
			(c) Engage with wider community planning to provide opportunities for employment and volunteering	Bill Reekie	Ongoing	
			(d) Work with partners to promote greater choice in adult learning	Bill Reekie	Ongoing	
			(e) Dundee college will continue to develop their provision of careers advice, progression opportunities, Employment driver and mentoring and support	Bill Reekie	Ongoing	
			(f) Continue to monitor the quality of services and we will ensure that we promote equality of opportunity and diversity in our services.	Sandra Culley	Ongoing	

	Theme	Objective	Actions	Responsible	Timescale	Progress
5	Living your life					
5.1		Provide increased opportunities for people to access learning and employment	(g) Agree outcome measures and monitor progress	Bill Reekie	03/08	
5.2		Promote relationships and leisure	(a) Establish a Relationship and Leisure Sub Group to take the work forward	Bill Reekie	10/07	
			(b) Investigate ways to promote a range of meaningful relationships	Bill Reekie	Ongoing	
			(c) Review provision of day opportunities	Bill Reekie	06/08	
			(d) Develop Kemback St Adult Resource Centre to make it suitable for people with Profound and Multiple Learning Disabilities (PMLD)	Bill Reekie	01/08	
			(e) Develop a commissioning strategy for support services	Arlene Mitchell	12/08	
			(f) Develop eligibility criteria and a fair system of allocation of support services	Bill Reekie/ Ronnie McIlquham	12/09	
			(g) Promote innovative short breaks eg holidays	Bill Reekie/ Ronnie McIlquham	Ongoing	

	Theme	Objective	Actions	Responsible	Timescale	Progress
5.2		Promote relationships and leisure	(h) Continue to monitor the quality of services and we will ensure that we promote equality of opportunity and diversity in our services.	Sandra Culley	Ongoing	
			(i) Agree outcome measures and monitor progress	Bill Reekie	03/08	
6	<b>Supporting Families</b>		(a) Develop a Supporting Families sub group to take the work forward	Jenny Hill	12/09	
6.1		Ensure families have the support they need to enable them continue to care	(b) Increase respite at White Top Centre	Arlene Mitchell	07/07	Service provision extended
			(c) Develop an alternative short break provision for people with mild/mod learning disability open 52 weeks	Jenny Hill	2010	Capital funding to be identified
			(d) Develop an emergency resource	Jenny Hill	2010	Temple lane site identified
			(e) Develop eligibility criteria and a fair system of allocation	Jenny Hill	2010	
			(f) Develop a commissioning strategy for short breaks	Arlene Mitchell	12/08	
			(g) Improve information about short breaks and carer support	Joyce Barclay	2010	
			(h) Continue to monitor the quality of services and ensure that we promote equality of opportunity and diversity.	Sandra Culley	Ongoing	

	Theme	Objective	Actions	Responsible	Timescale	Progress
6	<b>Supporting Families</b>					
6.1		Ensure families have the support they need to enable them continue to care	(i) Look at ways to support people who are caring for someone who is hard to engage. (j) Review and develop Local Area Coordination (k) Implement caring at home and your plans for the future (l) Look at the best way to support people with a learning who are parents or carers	Ronnie McIlquham Bill Reekie Ronnie McIlquham Ronnie McIlquham	Ongoing 12/08 2010 2010	
7	<b>Being Healthy</b>					
7.1	Promote good health for people who have a learning disability		(a) Establish a Being Healthy Sub Group to take the work forward (b) Develop an integrated team (c) Develop the provision of health promotion materials and staff training on health issues in accessible formats and languages. (d) Provide annual health checks	Health team leader Community Infrastructure Group. Health Team Leader Health Team Leader	12/08 12/08 12/08 Ongoing	

	Theme	Objective	Actions	Responsible	Timescale	Progress
7	<b>Being Healthy</b>					
7.1	Promote good health for people who have a learning disability		(e) Look at ways to promote healthy living for people in socially excluded groups.	Health Team Leader	Ongoing	
7.2	Improve access to Health Care for people with a learning disability.		(a) Continue to work with hospital staff to improve provision and information	Lynda Murdoch	Ongoing	
			(b) Investigate options for developing hand held records.	Health Team Leader	12/08	
			(c) Look at how to better engage with GP's as partners in delivering health care to people with a learning disability	Health Team Leader	12/08	
8	<b>Being Safe</b>					
8.1		Adults with a learning disability offered increased protection from exploitation and harm	(a) Implement the Adult Support and Protection Act and establish committee	Alan Baird		
			(b) Continue to develop training for staff and other stakeholders	Staff Development Service		
			(c) Work with adults with a learning disability on ways they can keep themselves safe	Bill Reekie	Ongoing	
			(d) Review arrangements with commissioned services to ensure they operate fully within adult protection systems	Sandra Culley	Ongoing	

	Theme	Objective	Actions	Responsible	Timescale	Progress
8.2		Adults with a learning disability should not be subjected to bullying and harassment.	(a) We will liaise with local Community Planning Groups to raise issues affecting people with a learning disability.	Arlene Mitchell	Ongoing	
			(b) Work with our partners to ensure we meet the needs of people from socially excluded groups.	Ronnie McIlquham		
9	<b>Getting About</b>					
9.1		People with learning disability should be able to get about easily	(a) Establish a sub group of the PIP Implementation Group to look at getting about	Bill Reekie	12/09	
			(b) Promote independent travel	Bill Reekie/Ronnie McIlquham	Ongoing	
			(c) Look at the use of mobility cars and allowances to improve fairness	Bill Reekie/Ronnie McIlquham	12/09	
			(d) Look at the best way to provide transport to day service including eligibility criteria	Bill Reekie/Ronnie McIlquham	Ongoing	
			(e) Ensure that the views of adults with a learning disability are fed into the Dundee Accessible Transport Action Group (DATAG).	Bill Reekie	Ongoing	
			(f) Work with Travel Dundee to promote training for bus drivers.	Bill Reekie	Ongoing	

	Theme	Objective	Actions	Responsible	Timescale	Progress
10	<b>People with Profound and Multiple Learning Disability (PMLD)</b>		(a) We will look at training to support people with PMLD for carers and staff including communication training.	Maureen Philips	tbc	
			(b) We will look at the best way to provide specialist equipment.	Maureen Philips		
			(c) We will support the PAMIS campaign for accessible changing facilities.	Maureen Philips		
11	<b>People with Autistic Spectrum Disorders (ASD)</b>		(a) Discuss who will take a lead in planning for people with ASD.	Arlene Mitchell	03/08	
			(b) Implement the recommendations of the report on ASD.	Arlene Mitchell	03/08	
			(c) Develop Tayside wide training for staff working with people with ASD.	Joyce Barclay/ Arlene Hirons	12/08	
			(d) Continue to develop ASD specific services	Jenny Hill/Bill Reekie	Ongoing	
			(e) Undertake a needs assessment for people in schools with ASD.	Jenny Hill	12/08	
			(f) We will look at ways to actively promote equality of opportunity and diversity.	Jenny Hill	Ongoing	




	<b>Theme</b>	<b>Objective</b>	<b>Actions</b>	<b>Responsible</b>	<b>Timescale</b>	<b>Progress</b>
12	<b>People with behaviour that presents a risk to themselves or others</b>		(a) Develop a behaviour support and intervention service.	Bill Troup	12/08	
13	<b>People with Forensic Needs</b>		(a) Enhance the Community Forensic Learning Disability Nursing Service.	Bill Troup	In place	
			(b) Develop risk assessment and management systems.	Stuart Storrie	7/8	



# LEARNING DISABILITY STRATEGIC PLANNING

## DIAGRAM

### Legend

PIP THEME -	
PIP SUB GROUP -	
EXISTING PLANNING FORUM -	

### List of Abbreviations

PIP -	Partnership in Practice
DATAG -	Dundee Accessible Transport Action Group
HALAMG -	Health and Local Authority Management Group
SPG -	Strategic Planning Group
ASD -	Autistic Spectrum Disorder
WTC -	White Top Centre
PMLD -	People with Multiple Learning Disabilities
PAMIS -	Profound and Multiple Impairment Service
CCHF -	Community Care Housing Forum

