

<b>Item No.</b> 14.	<b>Classification:</b> Open	<b>Date:</b> 17 January 2013	<b>Meeting Name:</b> Cabinet
<b>Report title:</b>		Consultation Responses (Key Themes) on a Draft Vision for Southwark Day Opportunities for Adults with Learning Disabilities	
<b>Ward(s) or groups affected:</b>		All Wards: Adults with Learning Disabilities and their family/Carers	
<b>Cabinet Member:</b>		Councillor Catherine McDonald, Health and Adult Social Care	

## **FOREWORD – COUNCILLOR CATHERINE MCDONALD, CABINET MEMBER FOR HEALTH AND ADULT SOCIAL CARE**

Last spring the council set out a proposed vision for day opportunities for adults with learning disabilities, which aims to give people with learning disabilities greater choice and control over their lives and sets out the need for a greater range of community supports and opportunities to help people to achieve independent living and social inclusion within their communities. The proposals recognise that the roll out of personalisation across all adult social care services means that people with learning disabilities will have personal budgets, and in order to use them, they need information about what services are available, and these need to be attractive, welcoming, high quality and affordable, and help them to achieve their aspirations. Implementing personalisation means disinvesting from block contracted day services, and giving people budgets to purchase their own support, while working with existing providers to make their business models sustainable and successful within a personalised market. People will have support arrangements that reflect their own interests, needs, and circumstances, rather than accepting from a limited range of services commissioned by the council.

People with learning disabilities tell us that they already value the services they receive, and that they are undertaking sport, leisure, the arts, education and paid employment. However, they want more choice and flexibility and to be able to pursue activities and interests of their own. People tell us they want better education opportunities and progression into paid employment. Friendships, an income and a home of their own are high priorities. Personalisation will help to enable people to achieve these aspirations. However, people told us they need information, time, and support to help them make sense of personal budgets and the choices that they have. Most carers told us they wanted to see better opportunities for their disabled sons and daughters, but many felt overwhelmed and stressed and wanted the council to do more to support and recognise them, and not overburden them with managing personal budgets. The individualised support planning process will allow us to understand and support the role of family carers and advise on how people can make personal budgets work practically for them, including the option for the budget to be managed by a provider on the user's behalf.

This report sets out the response to the consultation, which was very positive. It recommends that the vision is developed in response to the feedback and that the council works corporately to deliver better outcomes for people with learning

disabilities by creating better opportunities for independent living, education and employment in Southwark.

## **RECOMMENDATIONS**

### **Recommendations for the Cabinet**

1. That Cabinet:
  - i. Notes the key themes, issues and concerns raised by users and carers in the consultation on the draft vision for adult learning disability day opportunities;
  - ii. Agrees that council officers will develop the final vision on the basis of the consultation feedback and work with users and carers, providers and community services to transform the way we provide day opportunities for adults with learning disabilities;
  - iii. Requires that officers work across all departments to ensure the final vision is reflected in departmental priorities and corporate strategies.

### **Recommendation for the Leader of the Council**

2. That the Leader of the Council agrees that the approval of the final vision be delegated to the Cabinet Member for Health and Adult Social Care

## **BACKGROUND INFORMATION**

### **Context**

3. In Southwark, there are a number of day services and support for people with learning disabilities including two day centres, a specialist taxi contract, employment support and respite services. Most people accessing these services are eligible for a personal budget. Some services are also open to those who are not eligible for a personal budget and to people from different boroughs.
4. Proposals were published in April 2012 that outlined a draft vision for Southwark day opportunities and community services for adults with learning disabilities. The draft vision consulted upon can be found in Appendix 1.
5. The council's approach to re-shaping day services is considered within the context of wider service transformation across adult social care and the financial position of the council.
6. The budget proposals that were agreed by council assembly in February 2010 require a saving of £2.7m for day services for adults with learning disabilities from an overall budget of £10.8m between 2011 and 2014.
7. The draft vision for learning disabilities day opportunities draws on the overarching vision for all Adult Social Care, based on people using personal budgets to purchase the support of their choice from a diverse range of options, and ensuring the purpose of all social care support is focused on achieving better outcomes for individuals in line with their specific needs and aspirations, including independent living, paid employment, health and wellbeing.

8. The draft vision also recognises that effective community support services, offering information, advice, signposting, and activities for health and wellbeing, are essential for all learning disabled adults, including those with low or moderate needs who are not eligible for personal budgets. Access to mainstream, universal services, is already a reality for many adults with learning disabilities who engage in sport, leisure, education, the arts, and other activities in the community. There is an opportunity for the council to make local services even more attractive, welcoming and inclusive to all adults with learning disabilities and focused on achieving better outcomes.
9. The council is already rolling out personalisation to all adults with social care needs through the process of assessments, support planning, and provision of personal budgets. Adults with learning disabilities and their carers are being offered greater control over their lives as this work progresses, and as they choose to arrange and purchase their own support from a potentially more diverse, inclusive (mainstream) and sustainable range of services and activities. Better individual support will deliver better life outcomes for disabled adults, promoting independence, health, wellbeing, and social inclusion. The need for individual personalised community support rather than institutionalised care is highlighted by the Department of Health review of Winterbourne View.
10. Over time, the introduction of personal budgets will reduce the council's need for direct block funding contracting arrangements with learning disabilities specialist services. Individuals with personal budgets will be the purchasers of their support, directly shaping the market.
11. The consultation process was designed to engage as many adults with learning disabilities as possible, including young people under 18 approaching adult services, and their family carers, as well as local organisations, to understand and comment on our draft vision. A detailed timetable of consultation events, type of feedback and key feedback themes can be found within the 'LD Draft Vision Consultation Outcome Key Themes' report in Appendix 2.
12. Engagement with stakeholders on the principles of 'Personalisation' has been on-going since the publication of 'Putting People First'<sup>1</sup> in 2008.
13. More targeted discussions with carer groups and learning disabilities providers have been taking place since September 2010 when the draft vision was under development. These focused group conversations, and individual discussions through assessment processes have been very significant in helping people understand how personal budgets can help them access other opportunities in the community.
14. The formal consultation took place over a 12 week period, from 30 April to 23 July 2012.

### **Overview of draft vision**

15. In 2011, the Council released a vision for the future of all adult social care, outlining the key priorities for the department and how it plans to achieve them. It recognised the need to support people to be more independent, and promote the opportunities available via personal budgets. The following is an excerpt from the vision. The full vision for all adult social care services is available as a

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<sup>1</sup> 'Putting People First'- DH (2008)

background document or can be found on the Southwark website.

- i. “We want to support people to live independent and fulfilling lives, based on choices that are important to them. Services need to be personalised with a focus on individuals and not institutions, including the continued development of personal budgets as a means for people to exercise choice and control in the support services they decide to access.*
  - ii. To achieve this, we need a fundamental change in the offer to people in Southwark that minimises administrative costs and encourages residents to do more for themselves. We want to find innovative ways of providing support that reduce reliance on formal council services and create financially self sustaining business models. We need to shift the balance of care away from institutional settings such as residential homes or day centres and towards more personalised services in community settings.”*
16. Following on from this vision, we considered how these priorities could be implemented for adults with learning disabilities in Southwark, with regards to day opportunities and community services. Both for those people who are eligible for a personal budget and those who are not, but still have a need for support in their daily lives, for example, those who need some support to maintain a tenancy, or need signposting to local services.
17. The proposal is that the purpose of all day support for adults with learning disabilities funded by adult social care will be to enable independent living and social inclusion. This recognises the right for disabled adults to have control of their own lives and to make use of the range of community services and opportunities available to all people. Independent living recognises that some people need support (services).
18. This means that in the future, learning disabilities day services will focus on delivering better support, opportunities, and outcomes in four primary areas of people’s lives:
  - i. Employment
  - ii. Education
  - iii. Community engagement (friendships and social inclusion)
  - iv. Sport and leisure
19. The consultation focused on 2 key areas – what community services and opportunities people want to access and how they are currently accessing them; and what support people needed to take up personal budgets and the control they offered.

## **KEY ISSUES FOR CONSIDERATION**

### **A Fairer Future for All**

20. The consultation document made reference to the overall Council vision: *A Fairer Future For All* – noting that the Council has promised to create a fairer future for all in Southwark by:
  - protecting the most vulnerable;

- looking after every penny as if it was our own;
  - working with local people, communities and businesses to innovate, improve and transform public services
21. The draft vision consultation document states that our aim is for all day opportunities to be equally open to people with complex and profound disabilities and with behaviours labelled as challenging, and that this will be achieved by giving people personal budgets and facilitating person centred support planning, and by helping mainstream services be more accessible and welcoming.
22. We recognise that each person will contribute to and use community resources and opportunities differently and that everyone's support plan will be unique and a reflection of their own abilities, circumstances, and aspirations.

### **Personalisation**

23. The principles and mechanisms of personalisation and personal budgets are well tested across England and are generally accepted as delivering improved outcomes for individuals, whilst supporting them to live independent, safe and healthy lives by giving them more choice and control over their care – one of the council's 10 key points in 'A Fairer Future for All'.
24. The draft Vision for Southwark Day Opportunities and Community Services for Adults with Learning Disabilities is based on the implementation of personalisation in Southwark.

### **Savings targets**

25. Whilst the draft vision document is about delivering improved outcomes for people, it also acknowledges that the council faces significant financial pressure resulting from central government cuts coupled with rising demand.
26. The total savings target from the transformation of day opportunities and community services is £2.7m from an overall budget of £10.8m. This represents a 25% reduction which is in line with budget reductions in many other council funded services. Funding for people with learning disabilities is not being disproportionately affected by savings.
27. The savings (reduction in spend) will be made over two years;
- 2012/13 - £1m
  - 2013/14 - £1.7m
28. Similar work already completed for day opportunities for older people has evidenced that positive outcomes can be achieved with less money. This is also the case for work undertaken to shift the balance of care away from residential care to independent living in the community for adults with learning disabilities in Southwark.
29. If people are assessed as being eligible for a personal budget, then the budget provided must be sufficient to meet their needs, in order that the council discharges its statutory duty. A process of outcome based assessment, resource allocation, and support planning ensures needs are met in a financially sustainable way, using a broad range of resources, including free as well as purchased activities and supports.

30. The council is already assisting providers to develop their business models to respond to personalisation and offer attractive, flexible, and affordable services to people with personal budgets. This work with providers to develop their services and the market of support remains a priority.

### **Innovation fund**

31. Because market development for personalisation is a priority, the Council decided to create an “innovation fund” to stimulate the market so that more local services are available offering relevant, affordable, and attractive services to people with personal budgets.
32. Adult Social Care has already invested £158,589 in new innovation fund services for adults with learning disabilities this financial year.
33. The funding was granted as one-off payments to organisations that could demonstrate innovation and inclusion, reflecting the philosophy and aims of Personalisation. Services that received funding were predominantly local voluntary and third sector services.
34. The purpose of this funding was to diversify and develop the market of services for people with learning disabilities to create greater choice in the type of support that people with personal budgets can purchase as well as to create more options that every learning disabled adult can access for free. The grants are to pump-prime new services, expand or modernise existing services and bring services that are successful in other parts of London into Southwark.
35. Following from the successes of the innovation funded projects, additional money was allocated to some of these in December 2012 to allow them to deliver at greater scale.

### **SUMMARY OF CONSULTATION PROCESS**

36. The consultation process was designed to engage as many adults with learning disabilities as possible, including young people aged 14 to 17 approaching adult services and their family carers.
37. A letter and questionnaire was sent to all people with learning disabilities and their family carers known to the council (768 people) explaining the consultation process, with the draft vision document, asking for people to complete an accessible feedback form and/or come to one of two public consultation events.
38. A total of 58 written responses were received giving feedback and/ or asking to attend one of the events.
39. During the consultation period, Southwark also visited day services where people with learning disabilities attend to discuss the draft vision and ask for feedback in person.
40. Visits to services meant officers were able to hear from service users and their family carers as well as their support workers. The full list of consultation events during the formal consultation period can be found at paragraph 91.
41. Whilst the formal consultation was for 12 weeks from April to July 2012, engagement with stakeholders on the principles of personalisation, a key

message in the vision document, has been on-going since the publication of 'Putting People First'<sup>2</sup> in 2008 and has continued since the end of the consultation.

42. As time has gone by, more users and carers have shown an interest in the vision and personal budgets. For example, 60 users and carers attended an event on 9 November with an array of support providers, with guest speakers, and parents talking about their experience of using Personal Budgets. (Appendix 3 includes some examples of outcomes achieved by service users with Personal Budgets to date.)
43. More targeted discussions with carer groups and learning disabilities providers have been taking place since September 2010, and feedback from these groups informed the development of the draft vision document.

### CONSULTATION FEEDBACK – RESPONSES

44. Feedback from the consultation was received from various sources:

Source of feedback	Number of responses					
	People with learning disabilities	Person with learning disability with support from Family/ Carers	Person with learning disability with support from paid carer/ support worker	Person with learning disability with support from someone else	Family/ Carers	Total
Postal Feedback	9	12	10	14	13	58
Consultation Events x 2	4				18	22
Discussion groups at services	127				90	217
Individual visits	1				1	2
<b>Total feedback</b>	<b>141</b>	<b>12</b>	<b>10</b>	<b>14</b>	<b>122</b>	<b>299</b>

45. We heard directly from 141 people with learning disabilities and 122 family carers. Some people with learning disabilities were supported to complete their postal feedback form in the ways shown on the table above.

<sup>2</sup> 'Putting People First'- DH (2008)

46. In total we received direct feedback from 299 people. The council considers this an adequate amount of feedback to be satisfied that the views shared are representative of the affected community.

## **CONSULTATION FEEDBACK – THEMES AND CLARIFICATIONS**

A full summary of the feedback received during the consultation is contained in Appendix 2. The following were the key themes raised in the feedback.

### Choice and Control

47. The most prevalent issue people responded to in the consultation was choice. People welcomed the greater choice and opportunities that the proposed vision would introduce into their lives. At the same time, many people felt they needed more time, information, and support to understand the options and choices being offered and what this would mean for them personally as users or carers, and expressed anxiety about change.
48. The philosophy of personalisation is to give choice and control to the individual. Being in control of personal budgets, people will be able to choose and purchase support to access mainstream groups and activities. Something that the old model of block funding learning disability only services could not do – which had the effect of excluding people.

When asked 'What do you like about the Vision? One person said: **“I like the idea that I can get specific support around specific activities which would enable me to gain new skills”**

49. People highlighted their need for information about what services and activities are available in the community so that they can make informed choices about how they support themselves.
50. People also raised the importance of the cost and quality of services available to people with learning disabilities. For example, if people used council contracted services less, then would those that still continued to use those services face higher prices? People questioned how day centres would remain commercially viable and offer quality support if current service users chose not to purchase day centre support.
51. The council is investing significant time and support to help day service providers to develop their business models so that they offer quality, sustainable services. The providers themselves are committed to making changes so that they can meet customer needs in a personalised market place.

### Process

52. People generally accepted that personalisation is a good thing. However, there was uncertainty and suspicion about the process that would be undertaken to implement it.

When asked 'Should support staff working in supported/residential housing help people decide what they want to do' one person said: **“The staff don't decide for me, but they support more and give me more choices and I make the decision myself”**



53. Some people in supported living said:

**“I would like staff working with me to support me to plan other activities that I would enjoy doing”**

54. Some people thought that the changes were about making cuts, and so they expected that there would not be enough money in their personal budgets to meet their needs. However, as the council has a statutory duty to meet people's needs, it must ensure personal budgets are enough to purchase the support required. The assessment, resource allocation, and support planning processes will determine that personal budgets are adequate to cover support costs within the local market, and that the council continues to meet its statutory duties.
55. People questioned how the council will understand what people with learning disabilities really want. Once again, it is the processes of outcome based assessment and support planning that place the person at the centre which will ensure the user's voice is heard, and that carers, family and friends are consulted.
56. The council agrees that in order to offer choice and control, it is critical to understand each person's interests, wishes, and aspirations, and how they wish to be supported in order to access opportunities. This is a far more person centred approach than the historic model of offering a building based service to all regardless of individual needs and preferences. Skilled social work staff will be responsible for the quality and outcome of the process, for keeping the service user at the centre of all assessments and planning and for consulting carers and existing support workers.
57. People highlighted the need for people with learning disabilities to have access to advocacy as part of the process, should they need it. Southwark has an advocacy service for people who lack mental capacity, which is a statutory service. The council also commissions an information, advice, and access service, which has an advocacy function, offering assistance over the phone or via a home visit to resolve any issues, which could include assistance with complaints or accessing relevant services.

### Employment

58. The most common feedback about employment was that adults with learning disabilities want to work in order to feel self esteem, make a contribution, and have friends and a structure to their life. Many parents also want to see employment as a realistic expectation for their disabled son or daughter. Many people service users reported that they did have work, or that they had either lost work or struggled to get full time paid employment.
59. Whilst some respondents thought that employment for people with complex needs is unrealistic, there was also some recognition that people with learning disabilities have unique and valued talents that would be an asset to employers.
60. It is also clear that people feel that there is not enough support to help people with learning disabilities into work, with some saying that there needs to be more help with job coaching, preparing CVs and interview training. Additionally, more support is needed to sustain people in employment (when it is achieved) so that it does not break down.

61. This was echoed by other responses that suggested that more local businesses should provide employment for people with learning disabilities and that the council should 'pressure' them to do so. Also, that the council should employ more people with learning disabilities. The council's economic wellbeing strategy will address these areas for development, and adult social care is sharing information about the numbers and needs of learning disabled adults to help shape the strategic approach.
62. Adult social care will continue to give the council's Innovation Funding to improve the quality and range of services supporting employment in Southwark, and personal budgets mean those who want paid jobs can purchase support to achieve this. An investment over six months to a year to secure a paid job has the potential to transform the life of an adult with learning disability, making them financially secure and independent, helping them live in their own home, while forming friendships and experiencing greater self esteem and wellbeing. Personal budgets will also assist people to arrange the support they need to maintain their job.

When asked 'What help would you like finding a job in the future?' one person said: **"I want people to treat me like everyone else. Normal and with respect."**

#### Education

63. It is clear that a significant number of people with learning disabilities have accessed some form of education, with particular areas of interest being computing (information technology), writing, reading and travel. Education is highly valued in people's lives.
64. People said that they wanted mainstream education to be more inclusive, with support for people with learning disabilities in everyday (non-segregated) classes, although others suggested there should be more places in education that are specialist and separate from mainstream classes.
65. Many people talked about being continually in adult education, going from course to course with no real outcome or achievement. This made people unhappy and they felt colleges needed to do more to tackle this.

When asked what help would you like finding a job in the future?' one person said: **"When special needs people learn for a whole year, learning and doing their best and at the end of the learning cause there is nothing, no job nothing, in the future must have a job after a long learn course, or it's all for nothing."**

#### Community engagement, and sport and leisure

66. It was very clear from the feedback that there are significant numbers of people with learning disabilities who already participate in and value a range of activities, events, and opportunities in the community, across leisure, sport, the arts, and social groups.
67. However, those who do rely on day services for the majority of their activity outside of the home have formed vital friendships through the day centres that they attend, but have limited or no friendships or activities outside of those services.

68. While a significant number of people already access sport and leisure in Southwark, both with and without assistance from social care, they raised the importance of being able to access sport and leisure and the need for more support with this, and help to make individual choices about which community, sport, or leisure activities would be most attractive to them.

When asked 'What help do you get now to access the community opportunities and make/maintain friendships, one person said **"I have a befriender who takes me into the community together at the weekend. We do paid visits to historical heritage sites, museums and London eye etc. where I get to meet new people. Sporting activities, bowling and the gym!"**

69. There was also recognition that there is a very important role undertaken by friends, families and neighbours in supporting people with learning disabilities to access their communities and sport and leisure activities.

### Carers

70. Carers strongly voiced the need for the council to recognise the pressure that they experience in their lives, both financially and emotionally. Some carers felt that the proposed vision, by giving more choice and control to people in receipt of support, would place an additional responsibility on carers. Some feared that managing a personal budget or experiencing a change in support arrangements would change their family caring arrangements. Some carers worried that changes would happen too fast for them to deal with.
71. Another concern was that carers would struggle to manage a personal budget. However, there were also parents and carers who clearly welcomed the opportunity to use a personal budget and shape the support around their son or daughter's needs, and wanted to see more options other than just day centre services.
72. The council is already undertaking the assessments and support planning for existing day service users, and this process is planned to continue until December 2013. This timeframe recognises the need to support people through the process and that time is needed to understand the user's wishes and aspirations and the support options best suited to them, and how they can practically make a personal budget work for them. Social workers understand that carers are crucial within this process.
73. There is a separate Carers Assessment available to carers who want to have their needs assessed separately. Once assessed the social worker or our partners Southwark Carers will carefully consider what support can be offered.
74. Social workers will talk through money management options with carers, and help them decide what will work for them, either managing a personal budget as a direct payment, or having a third party provider manage it on the users behalf. It is evident that a significant number of carers, particularly older carers, would want someone else to manage the personal budgets for them. There are providers in the market in Southwark offering this support.
75. Support plans will reflect the role that carers/families play in supporting the person with learning disabilities, and plan to alleviate as much stress as possible from the carers.

When asked 'What would be the best way to share information about personal budgets' one person wrote: **“Talk to me in person, so I can understand better. I like things to be explained properly to me”**.

### Change

76. A strong message from many users is that they would like to try new things.
77. There was also feedback that understanding how a personal budget works is the main concern when considering any change. Some people understood some of the principles of council funded personal budgets, but did not understand the entire process.
78. There were also a number of people who simply asked 'Why Change?' or stated they 'Don't want change'.

When responding to a question about 'What you don't like about the Vision', one person said: **“Change. I don't cope well with change,”**

79. It was recognised that many people with learning disabilities find change difficult to cope with, especially those with autism.
80. Social workers, support planners and providers will support people with learning disabilities and their carers with any changes that they can see will make a positive difference to people's lives.

### Safeguarding

81. People asked how people using personal budgets to employ PA's would ensure proper safeguards were in place.
82. The use of personal budgets and how they are used to achieve the outcomes identified by the person with learning disabilities is monitored and reviewed regularly by the council.
83. There was concern also noted about the risk of hate crime for people with learning disabilities in the community.
84. Risks and how they are managed and positive risk taking is part of the support planning process and considered by social work managers when the plan is agreed.

### Eligibility

85. There was uncertainty expressed about whether someone is eligible for a personal budget from the council, and if they are not, what support they can get.
86. The council is committed to fair and equitable services. If someone is eligible for a personal budget, the support planning process will begin. People who are not eligible for a personal budget will be signposted and supported to access advice and information and universal services. Some of the services funded by the Learning Disabilities Innovation Fund are open to people who are not eligible for a personal budget. The council continues to fund a range of other community support services to help people live safely and independently, whether or not they have a personal budget. For example, there are services funded by adult

social care to support people with learning disabilities into employment, and many people who have been helped to find a job are not eligible for a personal budget.

## **IMPLEMENTING PERSONALISATION**

87. The council recognises that in order give people with learning disabilities greater choice and control through individual budgets and direct payments, particular support is needed for people to realise the benefits<sup>3</sup>. The right mechanisms must be in place to make sure that they can make the most of the opportunities, and these include:

- i. Person-centred outcome based assessments for people with learning disabilities. These may be a different kind of assessment than those they have experienced in the past;
- ii. Giving sufficient time to support users and carers experiencing assessment and support planning to understand the concept of personal budgets, consider options and make choices. This can sometimes be done more effectively in a one to one or supported by someone they know and trust;
- iii. Development of a diverse provider market in Southwark so there is a range of high quality services available for people to purchase with personal budgets. The council has been doing this by granting one-off grants to innovative organisations to develop their services in Southwark;
- iv. Access to good quality advice and information for people that recognises they may need to access information in different ways so that they can understand and make decisions around care and support and make best use of resources, regardless of whether they receive state support for care. The council funds Leonard Cheshire Disabilities to support people to understand what choices they have and make sure their views can be heard;
- v. A focus on support planning so that people can identify how best to meet their needs and achieve the outcomes they want. The council has developed a pool of skilled support planners that will help the person with learning disabilities to express their aspirations and plan how to achieve them;
- vi. Availability of support and advice on the implications of managing their own money (through a range of providers and support organisations), including payroll and employment requirements, etc. Southwark has been working with existing and new providers of money management services to ensure that, if necessary, there are options for people who cannot manage their own personal budgets.

## **OTHER CONSULTATION ACTIVITIES WITH STAKEHOLDERS**

88. The proposals were developed in partnership with many of the existing organisations providing support for people with learning disabilities and

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<sup>3</sup> *Evaluation of the Individual Budget pilot programme: final report*, Glendinning et al., 2008

carers/parent groups in Southwark.

89. Apart from the feedback detailed above, opinions on the draft vision have also been obtained from other sources. These include:

- i. the consultation paper was published on the council's web site with details of the open access consultation email address for feedback
- ii. the Learning Disabilities Partnership Board, with representatives from Speaking Up
- iii. learning/ workshops, letters, emails and telephone conversations with organisations that provide services to people with learning disabilities in other boroughs, service users and family/friends;
- iv. meetings with voluntary organisations that are currently block funded to deliver services to people with learning disabilities in Southwark.

90. The views obtained from these sources are also considered as part of the overall consultation process.

91. The table below shows the events and activities of the consultation process.

<b>Date</b>	<b>Stakeholder</b>	<b>Consultation event/ activity</b>
21-Dec-10	Market/Providers	Support & Care Market Forum - Vision for Adult Social Care and 'Adapting and Planning for Personalisation' (ACEVO)
28-Jan-11	Service user Provider, Social Care and Health representatives	LD Partnership Board - discussion around Adult Social Care Vision the context of the 'Personalisation'
25-Mar-11	Service user Provider, Social Care and Health representatives	LD Partnership Board - discussion around savings targets in the context of the Vision
29-Jul-11	Service user Provider, Social Care and Health representatives	LD Partnership Board - discussion around savings targets in the context of the Vision
21-Sep-11	Provider	Provider consultation - developing the personalisation model for LD day service
26-Sep-11	Market/Providers	Support & Care Market Forum - Pooling personal budgets and ISF's by Choices
30-Sep-11	Service user Provider, Social Care and Health representatives	LD Partnership Board - discussion around savings targets in the context of the Vision
25-Nov-11	Service user Provider, Social Care and Health representatives	LD Partnership Board - discussion around savings targets in the context of the Vision plus discussions about the upcoming LD consultation process
07-Dec-11	Carers	Riverside Day Centre – development of the Vision for LD day opportunities and community services.
08-Dec-11	Carers	Queens Road Day Centre - development of the Vision for LD day opportunities and community services

<b>Date</b>	<b>Stakeholder</b>	<b>Consultation event/ activity</b>
12-Dec-11	Provider	Provider consultation to discuss progress toward develop a more personalisation service model.
11-Jan-12	Market/Providers	National Development Team for Inclusion (NDTi) facilitated meeting with all existing LD providers to discuss our personalisation and savings plans.
12-Jan-12		<b>LD Innovation Fund Launched</b>
27-Jan-12	Service user Provider, Social Care and Health representatives	LD Partnership Board - discussion around savings targets in the context of the Vision plus discussions about the upcoming LD consultation process
05-Mar-12		
26-Mar-12	Provider	Provider consultation to discuss progress toward develop a more personalisation service model.
26-Mar-12	Provider	Provider consultation to discuss progress toward develop a more personalisation service model.
29-Mar-12	Provider	Social work seniors and Provider interface session
30-Mar-12	Market/Providers	<b>LD Innovation Fund Awarded</b>
05-Apr-12	Provider	Provider consultation to discuss progress toward develop a more personalisation service model.
12-Apr-12	Provider	Provider consultation to discuss progress toward develop a more personalisation service model.
19-Apr-12	Service user and carers	Individual service user and carer meeting
23-Apr-12	Provider	Provider consultation to discuss progress toward develop a more personalisation service model.
30-Apr-12		<b>Public Consultation Launched</b>
30-Apr-12	Provider	Provider consultation to discuss progress toward develop a more personalisation service model.
04-May-12	Provider	Provider consultation to discuss progress toward develop a more personalisation service model.
08-May-12	Provider	Provider consultation to discuss progress toward develop a more personalisation service model.
09-May-12	Service user Provider, Social Care and Health representatives	LD Partnership Board - discussion around savings targets in the context of the Vision plus discussions about the ongoing LD consultation process
12-May-12	Market/Providers	All LD providers' consultation looking at variety of service offers and barriers to achieving outcomes.
14-May-12	Market/Providers	Innovation Fund and Existing Providers, Vision for LD Services Workshop (SRC)
16-May-12	Service users and carers	Open Public sessions - people with learning disabilities and their carers held at the SRC
29-May-12	Service users and carers	19+ Group session with carers and service users (Cambridge House)
31-May-12	Service users and carers	Open Public sessions - people with learning disabilities and their carers held at the SRC

<b>Date</b>	<b>Stakeholder</b>	<b>Consultation event/ activity</b>
07-Jun-12	Service users and carers	Chumleigh Gardens - Group session with carers and service users
19-Jun-12	Service users and carers	Camden Society - Riverside Day Centre
19-Jun-12	Service users and carers	Transition (young people with LD) public meeting at the SRC (evening)
20-Jun-12	Market/Providers	LD Providers/ LD Team Event - service familiarisation (SRC)
26-Jun-12	Service users and carers	Bede DC - 1pm to 3pm + beyond for Carers
27-Jun-12	Service users and carers	Toucan Employment (user group) 5pm till 7pm
29-Jun-12	Service users and carers	Bede DC - 1pm to 3pm
30-Jun-12	Service users and carers	Toucan Employment (Carers' group) SATURDAY 11am to 1pm
02-Jul-12	Service users and carers	Bede DC - 1pm to 3pm + beyond for Carers (included above)
10-Jul-12	Carers/Families	Queens Road Day Centre Family & Carers 5.30pm
20-Jul-12	Service users and carers/ Market/ Providers/ Social care staff	Learning disability provider fair (SRC)
23-Jul-12		<b>Public Consultation Close</b>
30-Jul-12	Provider	Provider meeting to discuss pricing models for personal budgets
31-Jul-12	Social care representatives	Stock take of Support Planning activity to date and future project needs
14-Aug-12 (AM)	Provider	NDTi (National Development Team for Inclusion) facilitated session on Support Planning – process; skills; support required
14-Aug-12 (PM)	Provider	NDTi facilitated session on Support Planning – process; skills; support required
29-Sep-12	Market/Providers	NDTI facilitated event to explore sport & leisure – options; demand; future needs
6-Sep-12	Market/Providers	NDTI facilitated event to explore social inclusion – options; demand; future needs
12-Sep-12	Providers	Social care facilitated event to review Support Planning and identify further support/ training required
17-Sep-12	Market/Providers	NDTI facilitated event to explore adult education – options; demand; future needs



<b>Date</b>	<b>Stakeholder</b>	<b>Consultation event/ activity</b>
20-Sep-12	Provider	Social care facilitated review of support plans completed on the project
9-Oct-12	Provider	Provider meeting to discuss pricing models for personal budgets
9-Nov-12	Service users and carers/ Market/ Providers/ Social care staff	Learning disability provider fair (Cambridge House)

## **Community impact statement**

### *Overview*

92. This community impact statement is an overview of the current position and situation. A draft equality impact assessment can be seen at Appendix 4.
93. Once the draft vision is developed and finally agreed, we will update the equality impact assessment.

### *Summary of key affected groups*

94. The key affected groups are adults with learning disabilities, young people approaching adult services (14 to 17 year olds) and their family carers, whether they are eligible for on-going council support or not.
95. The majority of adults with learning disabilities who received council funding for services in Southwark in 2010/11 were women (almost two thirds of service users<sup>4</sup>). In addition, census information suggests that a majority of people who defined themselves as carers are women, so there is the potential for a particularly significant impact on women users/carers.
96. Provisional data for people who received services during 2010/11 also suggests that the ethnicity profile for service users is as below (where ethnicity information was given/known)<sup>5</sup>.

<b>Ethnicity</b>	<b>Proportion of clients who received services from adult social care</b>
White (inc. White British, Irish, Traveller, Gypsy/Roma, other White background)	76%
Black or Black British	17%
Mixed ethnicity	<1%
Asian or Asian British	2%
Chinese or other ethnic group	2%

<sup>4</sup> DH RAP return 2010/11 (provisional)

<sup>5</sup> DH RAP return 2010/11 (provisional)

97. The ethnicity breakdown of the people who responded to the postal consultation is broadly in keeping with the ethnicity profile for Southwark as a whole, although it would appear that a slightly larger proportion of people who consider themselves to be Black or Black British use learning disabilities services when compared to the general population of Southwark. However, this must be considered in the context of a relatively small response rate to the postal consultation.
98. The current learning disabilities day services offered by the voluntary sector do not include specific provision for specific ethnic communities.
99. 'Personalisation', and changes to the way services are funded, does not adversely affect any ethnic group. People will be able to choose the services that they want to fund through their personal budgets, and select the support staff who work with them. The changes should offer more choice for people if they want to use services or activities that are more culturally appropriate to themselves.

*Action to mitigate possible negative impacts and next steps*

100. People eligible for a personal budget will have choice and control over the care and support they purchase. People who are not eligible for a personal budget will also be signposted and assisted to access a range of universal community services of their choice. The prevailing theme of greater choice and control for all disabled people means that services will need to be able to respond to what people want. Services will need to look at how they can make best use of these individual purchasing arrangements to provide their services. Evidence suggests personal budgets can be particularly beneficial for people from black and minority ethnic (BME) communities, lesbian, gay & bisexual communities and for transgender people in terms of accessing culturally-appropriate services.
101. Adult Social Care is planning to develop proposals for effective, targeted interventions that can provide help and support for carers, recognising the key role that they play, both in delivering care and in preventing people's care needs from increasing. It is also working with carers' representatives to target commissioning activity through a carers' hub. This is anticipated to provide a more effective service and place greater emphasis upon locating and supporting carers who are in crisis and in greatest need.
102. The council is also aware of the importance of effective, evidence-based preventative interventions. Our vision highlights the importance of ongoing work with partners, particularly health, to make sure prevention activity is targeted where it can bring most benefit. In addition, the council already commission a service that supports people with (all) disabilities to access the support that they want by providing accessible information and advice that is focused on helping people to help themselves. This is further mitigating action to support people to regain and remain independent.
103. Finally, the council is supporting existing contracted providers providing transitional funding designed to give them additional time and space to consider how they can look to manage effectively and sustainably in the future with reduced amounts of council funding being available to them, charging individuals rather than block contracting arrangements.
104. We do recognise that work to evaluate individual budgets and direct payments

has outlined that some groups, such as people with learning disabilities or those with mental health needs, may require particular support to access the benefits of personal budgets<sup>6</sup>. It is therefore vital that the right mechanisms are in place to make sure that they can make the most of the opportunities for personal budgets.

105. Adult social care recognises the need to work closely with partners across the council to develop the vision, responding to feedback from users and carers, and shaping council strategies and plans so that the opportunity to achieve better outcomes for learning disabled adults can be realised in Southwark.

### **Resource implications**

106. This proposal is being taken forward as part of a programme of work within the budget for adult social care, accepted by the Council Assembly as part of the overall council budget on 22 February 2011. The implications of this consultation have been discussed with departmental finance colleagues whose comments have been included in this report.

### **Consultation**

107. The consultation process was launched in April 2012 and closed, after 12 weeks, at the end of July 2012. Copies of the proposals were sent directly to affected residents and their carers/families and proposals were also made publicly available via the Southwark Council website. People were asked to consider our vision and feedback either by post or by attending one of the public consultation events.
108. A significant number of additional events were organised at places where services are delivered, to increase the breadth of feedback we received.
109. Consultation responses were received from a range of people with learning disabilities, their carers/families and other stakeholders as detailed in the 'LD Vision consultation Outcome Key Themes' report in Appendix 2.

## **SUPPLEMENTARY ADVICE FROM OTHER OFFICERS**

### **Strategic Director of Finance and Corporate Resources**

110. The report requires the cabinet to note the outcome of the consultation, agree that officers should now proceed to finalise the vision on the basis of the consultation feedback and then work to transform the way that day opportunities are developed for adults with learning disabilities. The report also requires officers to ensure that the final vision is reflected in all the council's departmental priorities and corporate strategies.
111. The consultation that has taken place on the Vision is clearly set out in the body of the report and the appendices. It clearly falls within the requirements of what constitutes good consultation.
112. The Equality Impact Assessment highlights the possible impacts this will have on those with protected characteristics and the steps being taken to lessen the impact.

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<sup>6</sup> *Evaluation of the Individual Budget pilot programme: final report*, Glendinning et al., 2008

113. The leader is being asked to delegate authority for the final vision to be approved by the cabinet member for Health & Adult Social Care

## APPENDICES

No.	Title
Appendix 1	Consultation documents: A Vision for Southwark Day Opportunities and Community Services for Adults with Learning Disabilities'
Appendix 2	Summary of Consultation Feedback – Key Themes and Clarifications (circulated separately and available on the council's website)
Appendix 3	Case studies and examples of outcomes achieved with Personal Budgets to date through personal budgets (circulated separately and available on the council's website)
Appendix 4	Equality Impact Assessment (Draft) (circulated separately and available on the council's website)

## BACKGROUND PAPERS

Background Papers	Held At	Contact
Adult Social Care Vision 2011	Adult Commissioning Unit Children's and Adults Services, 160 Tooley Street London SE1 2QH	Peta Smith 020 7525 3629
Learning Disability Innovation Fund – list of successful organisations and awards	As above.	Peta Smith 020 7525 3629
Response documents: A Vision for Southwark Day Opportunities and Community Services for Adults with Learning Disabilities'	As above.	Peta Smith 020 7525 3629

## AUDIT TRAIL

<b>Cabinet Member</b>	Councillor Catherine McDonald, Health and Adult Social Care	
<b>Lead Officer</b>	Alex Laidler, Head of Disabilities and Independent Living	
<b>Report Author</b>	Peta Smith, Commissioning Manager	
<b>Version</b>	Final	
<b>Dated</b>	17 January 2013	
<b>Key Decision?</b>	Yes	
<b>CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER</b>		
<b>Officer Title</b>	<b>Comments Sought</b>	<b>Comments included</b>
Director of Legal Services	Yes	No
Strategic Director of Communities, Law & Governance	Yes	Yes
<b>Cabinet Member</b>	Yes	Yes
<b>Date final report sent to Constitutional Team</b>	17 January 2013	