

Changing Lives: Service Development Group Meeting held on 28 October 2008

Present:

Nigel Henderson (Chair)
Janet Birks
David Cumming
Ronnie Hill
Andrew Reid

Also in attendance

Wendy Harrington, ADSW
Julie Haslett, IRISS
Cathy Somers, SWIA

Scottish Government

Andy Bruce
Emma Sinclair
Moira Hughes

Apologies

Apologies were received from; Noni Cobban, Phil Robinson, Mike Martin and Catherine Rainey.

Minutes of Previous Meeting

1. The minutes of the meeting held on 25 August were agreed subject to a minor amendment to the first bullet point at paragraph 6 which should read – ‘....personalisation from England – for example, a booklet *on direct payments*

Matters Arising

Janet reported that to date she had received 14 replies to her earlier letter to local authorities. She will pull together all the responses into a paper and circulate to the group. Emma Sinclair confirmed that the Scottish booklet on direct payments is expected to be published within the next month. Emma will advise Moira when a date for publication is announced. With reference to the action point at paragraph 9 of the previous minutes, Andy Bruce agreed to approach Carole Wilkinson to discuss the possibility of a Personalisation Award within the Care Accolades.

ADSW Personalisation event and potential follow-up

2. Nigel introduced Wendy Harrington and Julie Haslett. Wendy leads on personalisation for ADSW and Julie for IRISS.

3. Wendy updated the group on the recent ADSW event which took place on 25 September. Around 150 attended with a good mix of operational and management staff. The aim of the day was to discuss the Personalisation agenda in a Scottish context. The outcomes from the day will be written up and a ‘Roadmap’ produced which will be signed off by ADSW’s President, Alan Baird towards the end of October. Alan Baird will also meet with Elected Members via COSLA, at a date to be confirmed. ADSW will also produce a consultation

paper which will act as a Policy Statement from ADSW outlining their position on Personalisation. Wendy agreed to circulate this for views from the Group.

4. Julie Haslett explained her role within IRISS in relation to the Personalisation agenda. Julie will be looking at the infrastructure to support personalisation, looking at areas of good practice, areas of learning and the Research & Development Strategy. Julie will be working closely with ADSW looking at knowledge transfer and how the knowledge portal can help to inform the workforce. Discussion continued about how positive the event had been and how it had been well timed. Important to set this in the context of the wider citizenship agenda. The agenda includes the part universal services have to play and is not just a social work issue.

5. In terms of next steps, discussions will take place with ADSW, COSLA and with the National Social Work Services Forum. The following points were raised in the discussion that followed:

- ADSW keen to tap into existing networks – e.g. User/Carer Forum
- Future drivers in Scotland e.g. demography, life expectancy etc will need to inform this work. Important to link with the demographic group within CoSLA
- SOLACE need to be represented
- ADSW and IRISS interested in Janet's paper following her letter to LAs
- Useful for ADSW to link with Inspectorate Bodies – e.g. SWIA, Care Commission etc

6. Other Related Activity

Self Directed Support

Emma Sinclair updated the group, reporting that work is underway on a draft strategy with a meeting of the reference group on 30 October. Emma explained that there will be three test sites developed, looking at key themes –

- Cutting Red Tape
- Leadership & Training – both LAs and political
- Investing to Save – issues around double funding

Discussions are currently taking place with COSLA re the test sites.

Funding of £2m for each of the 3 years for Self Directed Support is available with the majority going out in years 2 and 3. Recent stats show that there has been a 14% increase in the take up of self directed support from last year. Brief discussion of take-up rates both in Scotland and South of the Border followed. Issues of identifying options and developing appropriate infrastructures was discussed. Whilst bridging finance was seen as useful to allow this there also needs to be a bigger scheme to move from a buildings-based service provision.

Emma agreed to take these points back to her Division.

Independent Living

Emma gave a brief update, reporting that Independent Living issues sat within the Equality Unit within Scottish Government. To date there have been two meetings of the Disabilities

Group which will identify the priorities they wish to look at. The identified priorities will then be discussed at an Officials group, chaired by the Head of Housing within Scottish Government. Catherine Rainey is also involved with this.

Rehabilitation Framework

Andy informed the group that the Rehabilitation Framework is a joint NHS/Social Work initiative. Both Catherine Rainey and Alexis Jay are on a group with health colleagues to consider guidance on how this joint activity is best taken forward and ensure it chimes with the personalisation principles and themes the group has been developing...

In discussion the group agreed the importance of being aware of the number of different workstreams that relate to the Service Development agenda and also the funding attributed to these. It is recognised that while these initiatives are led in different parts of SG, there is involvement through official groups etc and it is important that we continue to help make the connections and consistency of message re personalisation.

SWIA Evaluation Tools

7. Cathy Somers and David Cumming reported on SWIA's suite of evaluation tools, of which the commissioning tool is one. SWIA have been working with 21 of the 32 councils on the development of this. An e-tool is also being produced along with guides. In early December SWIA will begin work with five of the councils previously identified – Falkirk, Shetland, Highland, Aberdeenshire and Scottish Borders – on the commissioning guide. In discussion the following points were raised:-

- Tool is to help people evaluate their practice
- It is about Strategic Commissioning
- Tool points to examples of good practice, though there has been discussion about highlighting weak practice too
- Important to clarify the definition of Commissioning
- SWIA are linked into the Residential Child Care Review which also looks at commissioning
- SWIA keen that the tools fit across all service areas.

Commissioning for Personalisation (Catherine's Paper)

8. Overall it was felt that both Andrew and Catherine's revised papers were much improved. The Group discussed the possibility of the paper signposting the reader to other information and papers e.g. CIPFA, OLM, English papers etc that contribute to the agenda. The paper needs to sit across all areas and Andy confirmed that the paper would be circulated for comment internally to ensure it reads across. In discussion the following key areas were highlighted:

- The paper needs to stress that this is an agenda being driven by people's expectations of public services. It should therefore bring out the life choices that are available to people, rather than simply the service choices..
- Ability to customise the service people receive. The word 'customise' should be used in the paper.
- Possibility of making the paper more visual, with the Citizen Leadership paper given as an example.

- Drop the term ‘service user’ in favour of ‘people’, though this will need to be prefaced at the beginning of the paper.
- There should be more reference to outcome-based and joint commissioning with an explanation of each.
- There was a good opportunity to reference the Citizen Leadership paper in the section on ‘Who has a Role’
- The paper should make explicit that it applies to all service areas.

Andy and Moira would relay these comments to Catherine who would revise and reissue the paper accordingly.

A Personalised Commissioning Approach – (Andrew’s Paper)

9. The Group discussed some minor points of amendment to Andrew’s paper. These were:

- The two tables in the paper need to make it clearer to the reader that the first table is about how it is now and the second table is about how things may look
- Use a different phrase to ‘care pathways’ in the process diagram
- In order to make table 2 less complicated it may be advisable to consolidate the information so that there are fewer boxes

10. Within the timeframe of 4-6 weeks the re-worked papers should be distributed internally within Scottish Government for comment and approval. Following that they would be issued to key stakeholders in the social work sector, e.g. ADSW, DSWs CEs etc.

Any Other Business

11. It was agreed that the paper should also be sent to the User/Carer Forum for comment.

Date of Next Meeting

12. The next meeting of the Group will be held on 13 January 2009. The main item on the agenda for the January meeting will be Janet’s paper on the examples of practice following her letter to LAs. Moira will canvass for a date in March for a further meeting.