

**Changing Lives Service Development Group  
Minutes of the meeting held on 25 August 2008  
In Conference Room 4, Victoria Quay, Edinburgh**

**Present:**

Janet Birks – Chair  
Nigel Henderson  
Noni Cobban  
Ronnie Hill  
Andrew Reid  
Emma Sinclair

**Scottish Government**

Andy Bruce  
Moira Hughes – Secretariat

**Welcome & Apologies**

1. Janet welcomed all to the meeting and recorded apologies from Phil Robinson, David Cumming and Mike Martin.

**Minutes of Previous Meeting and Matters Arising**

2. The minutes of the meeting held on 30 April were agreed.

**Matters Arising**

3. Emma Sinclair gave an update following the Round Table discussion held in June recorded at item 12 in the previous minutes.

**Future of the Service Development Group**

4. Andy asked the Group to consider the core objectives for the Group with a view to agreeing a timetable for the completion of the core products that the Group was committed to developing. This approach was in keeping with the plans of the other change programmes. The Groups would also need to consider how it intended to share and embed the principles it was developing with key stakeholders both within Scottish Government and externally. There was brief discussion about the expectations of the Group and what is needed to push forward the finalisation of the two remaining products – the practice case studies and the ‘Personalisation and Commissioning’ paper. It was agreed to return to this once items 4 and 5 had been discussed.

**Commissioning Paper and Way Ahead**

5. Nigel informed the Group that the feedback he had received at the National Practitioners’ Conference in June suggested that there was still some way to go in terms of developing the Personalisation agenda. Andrew explained that he had revised his original paper to take on board the detailed comments received on the earlier draft. The paper tries to reflect on the distinction between self directed support, and other approaches to personalisation.

6. Points raised in the discussion that followed were:

- There had been some useful publications on personalisation from England – for example, a booklet on direct payments from CIPFA. A Scottish version will be issued shortly.
- Paper seemed to apply more easily to adult services. The paper should be applicable and relevant to all social work services, including areas of statutory social work.
- Commissioning is more than simply about how social work departments procure services. It should also incorporate strategic planning.

The paper should be in two parts:

- The first part would be a short, high-level statement of vision, key principles and challenges for personalised services. The principles identified in this section should be applicable to all social work services, recognising that the concept of personalisation should be relevant to compulsory services, as well as community care services.
- The second part would offer more detailed information on commissioning. This would avoid being prescriptive and recognise that it would neither be possible, nor appropriate, for this part of the paper to aim to provide all the solutions. In this regard it could helpfully reference other available tools and material that might help key stakeholders adapt to the challenges of personalisation.
- The commissioning paper should build on the principles that were established in the ‘Shared Understanding’ paper, as well as in the Citizen Leadership publication.

**Action: Andrew’s revised paper - previously only issued to Janet, Nigel and Andy - would now be issued to the Group. Comments and suggestions should be returned to Andy by 12 September. A revised paper, incorporating comments, should be brought to the next meeting of the Group on 28 October, with the aim of agreeing a paper for wider consultation. Having consulted with stakeholders, the Group should aim to have this paper signed off within the calendar year.**

### **Engagement with Local Authorities**

7. Janet tabled her letter to local authorities seeking a brief summary of any innovative and exciting developments within their Council with regard to personalisation, such as individualised/personal budgets, self-directed support or the use of the “In Control” model. The responses to this letter would help with the preparation of practice case studies.

### **Future of the Service Development Group**

8. Further discussion of what the Group should aim to achieve followed. Nigel identified that the Practice Case Studies paper needs to be completed and delivered by February. It was agreed that the Group should look to winding up its business by the end of February/March.

9. There followed a brief discussion about the Group hosting an event to highlight their work. This should also include the User/Carer perspective. It was suggested that a Personalisation Award should be put forward for the Care Accolades.

**Action: Carole Wilkinson to be approached to discuss the possibility of a Personalisation Award within the Care Accolades.**

**Identify examples of case studies and publish these, by hard copy, on the website and at the proposed event in February/March.**

#### **Any Other Business**

10. Andy gave a brief update about the SWIA Self Evaluation tool and informed the Group that SWIA's lead officer for this piece of work is Cathy Somers. Andy reiterated the strong connection with SWIA's work and the work of this Group.

11. Ronnie gave a brief update on the new style of inspection being undertaken by the Care Commission. These inspections are now more targeted, and focus more on people who use services, and their carers. It was highlighted that both SWIA and the Care Commission could offer some useful case studies.

#### **Date of Next Meeting**

12. The next meeting of the Group will be held on 28 October from 1.30 until 4.00 p.m. with a light lunch available from 1.00p.m.

**Action: Moira to canvass for future dates in January and March.**