

**Changing Lives Service Development  
Minutes of meeting held on 30 April 2008  
In Conference Room 4, Victoria Quay**

**Present:** Nigel Henderson (Chair)  
Noni Cobban  
David Cumming

**Scottish Government**

Jean McClellan  
Sarah Stewart  
Andy Bruce  
Andrew Reid  
Moira Hughes (Secretariat)

**Welcome and Apologies**

1. Nigel welcomed everyone to the meeting and reported apologies from Phil Robinson, Janet Birks Mike Martin, Catherine Rainey and Ronnie Hill.

**Minutes of Previous Meeting and Matters Arising**

2. The minutes of the last meeting held on 25 February 2008 were agreed subject to adding Ronnie Hill's name to the list of attendees.

3. Andy informed the meeting that the Action Point under paragraph 4 of the previous minutes would be picked up in the Changing Lives newsletter due for publication. Under the Action Point in paragraph 9, Sarah informed the meeting that the round table discussions would take place on 3 June.

**Commissioning – feedback from JIT event (Paper SD1(2)08)**

4. Andrew reported on the JIT event on Commissioning he had attended in March and spoke about the input from Nigel Walker, Senior Commissioning Adviser with the Care Services Improvement Partnership (CSIP) in particular his presentation on the “Three Myths and The Magnificent Seven” (paper tabled at today's meeting and attached at Annex A). Andrew offered his take on the definition of commissioning which he thought was somewhat broader and incorporated strategic planning, workforce planning, procurement and the different relationships between those procuring services and those receiving them in the statutory and private sectors. Andrew also identified the need to increase partnership between providers of social care and health services.

5. The following points were made as part of the discussion:

- The contracting culture is still affected by short timescales;
- The culture of commissioning does currently provide a coherent and sustainable approach to business growth;
- Need to engage communities at all stages – need for communities of interest as well as geographical communities;
- Outcomes continue to be expressed as guaranteed number of hours;

- Concerns around the level of staff within organisations re the contracting/commissioning process;
- More needs to be done with regard to connections with frontline staff and looking at the long-term picture;
- Important to connect to workforce discussions on the capacity of the current workforce and how this relates to training and development and enhancing roles, competence and standing of the workforce.

**Action: Take this to the Chairs meeting and draft a note to the Leadership & Management Group asking how they are looking at this area.**

### **SWIA's development of self-assessment tools**

6. This item was taken ahead of item 4 on the agenda and introduced by David Cumming. David reported that by the Spring of 2009, SWIA will have inspected all 32 local authorities, explaining that the first inspection was about establishing a baseline. It had never been the intention to repeat the cycle of performance inspections, but instead to move to more proportionate inspections. This approach was consistent with the recommendations of the Crerar Review, which also advocated a greater role for self-evaluation. To this end, SWIA is working on a range of self-evaluation tools – a generic guide based on the PIM/EFQM and 3 best practice guides on commissioning, performance management and leadership. The generic self-evaluation guide is currently being tested by 5 local authorities, with a view to publication in the autumn.

7. Questions were raised about how this fits with other self-evaluation models. Nigel reported that this issue was raised at the recent meeting of the National Social Work Services Forum where concern was expressed that we shouldn't simply be replacing an overly burdensome inspection regime with an overly burdensome requirement for self-evaluation.

### **Commissioning for Personalisation**

8. Sarah Stewart was invited to give a quick evaluation of Andrew's paper.

9. In relation to Andrew's Personalised system diagram on page 3 of his paper Sarah reported that it was her understanding from the previous meeting that the Service Development Group would look more at the external factors for delivering a personalised system such as those shown in the outer circle of the diagram, in particular bringing a greater degree of personalisation to 'arranged services', whilst the delivery of the self-directed support package would continue to be led by the health department. As time was limited it was agreed that Sarah would provide a copy of some summary points in relation to Andrew's paper.

10. Nigel thanked Sarah for her comments which it was agreed Andrew would look at in more detail. Nigel said that personalisation is relevant across a whole range of service areas and indeed means different things to different people. Nigel also reminded the group of the paper which the Service Development Group published on personalisation entitled 'PERSONALISATION: An Agreed Understanding'.

11. Andrew delivered a presentation which highlighted the main points of his paper (copies of the presentation were tabled) explaining that the original paper, as it stood, was too broad and general and that he had re-drafted this in light of discussions at the last SD meeting. It should be noted that the paper as it stands has been written by Andrew for adoption by the

Service Development Group, and did not represent the position already adopted by the Service Development Group. The meeting also touched on the shorter paper drawn up by Catherine.

12. Jean informed the meeting that £6m has been allocated from the '07 Spending Review Programme Budget to set up pilots across Scotland. Distribution of this monies will be discussed at the Ministerial Round Table discussion in June. It was agreed that further discussion was needed to clarify Scottish Government terminology in this area.

### **Updates**

13. *Citizen Leadership* – The Citizen Leadership paper was published following the User/Carer Conference which was held on 23 April. The Service Development Group have been approached by Andy Miller with a view to attending the June meeting.

14. *National Social Work Services Forum* – 2 presentations given at the NSWSF held on 29 April; one on the SWIA self evaluation tool delivered by Gill Ottley and the other on the role of mainstream services, delivered by Bernadette Docherty.

### **Date of Next Meeting**

15. The next meeting will be held on 25 August from 1.30p.m. until 4.00 p.m.. at Victoria Quay, Edinburgh