

Changing Lives: Service Development Group Meeting held on 20 February 2007 in Conference Room 6, Scottish Executive, Victoria Quay, Edinburgh

Present:

Janet Birks, (Chair)
Noni Cobban
Nigel Henderson
Ronnie Hill
Phil Robinson

Scottish Executive

Catherine Rainey
Julie Haslett
Moira Hughes (Note Taker)

Apologies

Apologies were received from Terry Finlay and Fiona Hodgkiss.

Minutes of Previous Meeting

1. The Minutes of the previous meeting held on 24 January were agreed.

Matters Arising

2. It was agreed that papers should be circulated one week in advance of Group meetings.

Personalisation

3. Julie Haslett spoke to this item on the Agenda. Following discussion at the meeting on 24 January Julie was asked to come up with an easy read definition of Personalisation. In discussion of the draft paper some minor amendments were suggested. The following were some of the points raised in discussion:

- Many services provided are not about crises e.g. nursery, care at home etc
- Admission to services is very often planned
- Family Support often equals prevention
- Need to include something about difficulties of complex cases, e.g. after care, choice of housing and choice of employment following release from prison
- Paper will be a starter in order to identify issues that need to be looked at locally
- Paper would provide a template for delivering the Personalisation agenda
- Need for a statement of values and principles that underpin this.
- Need to recognise in the paper the contribution made by unpaid carers

4. It was noted that it was important to make connections with the Lisa Curtice, SCLD and also Kuldip Dhesi at the Care Commission to put the paper out through their respective User/Carer networks for views.

Action: Julie agreed to make the necessary amendments to the paper which would be signed off at the Group's next meeting in March along with progress for handling

dissemination of the paper. A draft paper will also be available for the Chairs Workshop on 22/23 February. Julie to discuss with Lisa Curtice and Kuldip Dhesi about their respective inputs from the User and Carer forum and the Care Commission's User and Carer groups ahead of the Group's next meeting in March.

Workplans

5. Janet and Julie spoke to their respective papers previously circulated. Janet explained that it re-stated the Group's aim and its focus around Personalisation and the priorities identified for the Group from the Self Assessment Returns. In discussion the following outcomes, for completion by 31 March 2008 were suggested:

1. An agreed definition and understanding of what Personalisation means in social care.
2. Contribute to the development and promotion of a framework for commissioning and contracting alongside a set of principles for quality assurance which supports Personalisation.
3. Identification and promotion of evidence approaches/techniques that assist organisations to make the shift towards more proactive and preventative work.
4. Identification and promotion of evidence approaches/techniques that make User and Carer involvement a core part of service development of service review and of service management.
5. To have worked with the Performance Improvement Group to ensure that service users and carers have a greater say over services quality.
6. Identification of processes and issues that can get in the way of Personalisation along with evidence examples of how these have been successfully managed in practice.

6. Discussion continued on the phrasing of the six outcomes identified above and how these could further reflect areas of:

- Quality Assurance, both internal and external, which it was suggested should be linked to the framework and principles around commissioning; and
- Contracting and commissioning issues.

7. Julie's grid for the workplan was broken down into 5 areas re Personalisation implementation and incorporated issues highlighted in discussion at the Group's meeting on 24 January. The Plan also makes linkages to the other Change Programmes and policy areas. In discussion the following points were raised:

- Risk needs to be made more explicit in terms of assessment and how risk is managed including assessment and financial management.
- Something over-arching in connection with Risk Management research carried out by Stirling – work should be joined up with the Practice Governance Group;

Julie informed the Group that Fiona Hodgkiss is looking to set up a workshop on this across all the Change Programmes.

- Examples of good practice would be drawn, explored and populated from the self assessment returns and information held by SWIA, Care Commission and JIT in relation to the personalisation agenda.

8. Discussion continued on how the work of the Group will be structured and issues around how the work will be taken forward.

Action: Janet's paper (described as the Group's Statement of Intent) would be revised in light of discussion and placed on the web where people would be able to make comment – though this would not be a consultation exercise. The Group were asked to feed back to Julie any amendments to the Personalisation Themes workplan, particularly in respect of the questions posed, and identify any gaps and if they had a preference for taking any of the areas they would wish to take a lead on. The Group agreed that policy officials should go ahead and populate the plan selecting areas of activity from the self assessment returns which linked with the themes.

Pilot Projects

9. Catherine updated the Group on recent enquiries that were coming in to SWSPD (Social Work Services Policy Division) from organisations setting out pilot projects they were developing with relevance to Changing Lives. The request from Shared Care for funding was tabled at the meeting. Catherine reflected on the discussion held at the Chairs meeting in December in relation to funding and the importance of using the Business Plan template. There was general discussion of how the Group should deal with funding enquiries and indeed whether the Group would wish to commission pieces of work independently. It was agreed that the Group would be better placed to make a decision on this once the analysis from the assessment returns was complete and the workplan populated. Enquiries would also be tracked against the information contained in the assessment returns.

Action: Julie to follow-up with Don Williamson of Shared Care re their enquiry and send him the Business Template to indicate the sort of information that would be required should his project be of interest to the Group at some future date. The group agreed the need to take a strategic approach at this time and look to complete the workplan and identification of work already being done which they might wish to follow up, identify any gaps (whether in geography, service, tone etc before looking at individual projects being proposed for funding.

User and Carer Tool

10. Julie informed the Group that the User Defined Service Evaluation Tool (UDSET) was developed by a research team based at the University of Glasgow in partnership with three service user research organisations and the Joint Improvement Team. The UDSET can be used to find out the extent to which services are delivering the outcomes that users of services and their carers want. This work is useful, in terms of personalisation, and it would be helpful to get input from Joint Improvement Team (JIT) on this, as well as linking with the User and Carer Forum in terms of how this links with their work on Citizen Leadership. Julie reported that the JIT have organised a workshop in March where practitioners will speak about the tool's use. It would be useful for the Group to link into this.

Action: Julie agreed to circulate the date of this workshop and ensure that Performance Improvement Group has sight of papers.

Links with Unpaid Carers

11. Julie reported that following the publication of the Unpaid Carers Report, the Carers Branch within the Health Department, under the guidance of Peter Stapleton, are taking forward the response to the recommendations of the Care 21 report. It would be useful to ensure that their work chimes with Changing Lives and are particularly looking at their work on personalisation and how this connects to the work of this Group.

Action: Julie to liaise with Peter and report progress on this at March meeting.

Planning for March/April Meeting

12. Janet informed the Group that it was hoped that Zoe Van Zwanenberg, Director of Scottish Leadership Foundation, would be able to join the Group at the March meeting to talk through the use of “Appreciative Enquiry”.

13. The meeting scheduled for 25 April will be a full day. It was agreed that “In Control Scotland” would be invited to give a presentation to the Group on their model of Personalisation and Self Directed Support. It was suggested that North Lanarkshire have been engaged with this work and the possibility of holding the meeting in North Lanarkshire was discussed. Nigel reported that this model was already being taken forward in Oldham and that it may be useful to make contact with Oldham Council and extend an invitation to them to join the meeting also. Colleagues in HD involved with Direct Payments should also be invited. The plan being to have a session with presentations and discussions on Self Direct Support in the AM, and the group following up with its own discussion/other work in the PM.

Action: Julie to follow through with contacts at In Control and elsewhere as appropriate.

Any Other Business

14. Julie informed the group of the forthcoming meeting on 5th March on commissioning, co-ordinated by Colin Mair at the Improvement Service. This meeting will focus on how the sector progresses the issues on the commissioning of care, and how it fits with a development of a Centre for Expertise, as per the McClelland report on Public Sector Procurement. Both Janet and Nigel have been invited to this meeting along with representation from SWIA, Care Commission, Scottish Social Services Council etc.

15. Julie reported that she had been approached by ADSW to provide input to it’s conference on Community Care Standards on 16 March on personalisation. It was agreed that Julie and Nigel would attend.

16. Julie also highlighted the Family Group Conferencing evaluation seminar which took place on 19 February which may be useful to the group for information. Local Area Coordination has also recently been evaluated. Julie to circulate once published.

Action: Julie would liaise with ADSW re the timing of the personalisation slot.

Action: Julie agreed to circulate the paper from the Family Group Conferencing seminar and LAC evaluation.

17. Ronnie informed the Group about the forthcoming workshop which brings together representatives from SIRCC, HMIE, Care Commission and Special Schools which will look at evaluation of leadership.

18. The mentoring/Peer programme at Barlinnie Prison was also highlighted as something that may merit further investigation. The Department of Health in England had also provided us with an opportunity to attend a Masterclass on Outcome-based commissioning and contracting on Wednesday 14th March 2007 at the Novotel Motel, East Midlands organised by the CISP. Unfortunately no one from the Group is available to attend.

Action: Julie agreed to investigate the participation of the Care Services Improvement Partnership (CSIP) at the Department of Health, re the work they are doing on commissioning. Contacts Seamus Breen and Janet Crampton

Date of Next Meeting

19. The next meeting of the Service Development Group will take place on **28 March from 2.00 p.m until 5.00 p.m.** in Conference Room 6, Scottish Executive, Victoria Quay, Edinburgh.

SWSPD

February 2007