

## **CHANGING LIVES: SERVICE DEVELOPMENT GROUP MEETING HELD ON 25 FEBRUARY 2008**

### **Present:**

Janet Birks (Chair)  
Nigel Henderson  
Noni Cobban  
Terry Finlay  
Andrew Reid  
Ronnie Hill

### **Scottish Government**

Catherine Rainey  
Jean Maclellan }  
Sarah Stewart } for item 5  
Emma Sinclair }  
Moira Hughes (Secretariat)

### **Apologies**

Apologies were received from David Cumming, Mike Martin and Phil Robinson

### **Welcome & Introduction**

1. Janet welcomed Jean Maclellan, Head of Adult Care and Support - Change Team and her Team members, Sarah Stewart and Emma Sinclair who were attending to give an update on Self Directed Support.

### **Minutes of Meeting and Matters Arising**

2. The minutes of the last meeting held on 28 November 2007 were agreed. Catherine informed the meeting that the composite paper that had been produced on the Appreciative Inquiry and the follow up visits to Oldham paper and N Lanarkshire had not yet been published as we awaited sign off from some contributors.

### **Next Steps**

3. Catherine updated the meeting on the Changing Lives Next Steps paper, explaining that it had been discussed with the Chairs of all five Change Programmes, National Social Work Services Forum and SG Policy Leads. The paper reflects on the work done to date across the five Change Programmes, the new relationship being developed following the Concordat and the financial settlement and looks at what areas we should be focusing on at national level. Catherine informed the meeting that Adam Ingram had confirmed our national work should clearly contribute to the development of:-

- Capacity to deliver personalised services
- A confident, competent, valued workforce

Annex 1 in the paper sets out the key pieces of work to be completed in 2008 whilst Annex 2 sets out additional work. The paper will be widely circulated and will also go on the socialworkscotland website and elements will feature in our next Newsletter and e-bulletin signposting people to the paper.

4. Catherine also updated the group on progress with key stakeholders on improving engagement –

- A number of Local Practitioner Fora are up and running
- SG have funded a post within ADSW to help build capacity to better engage with the Changing Lives agenda. The post holders are Romy Langeland and Wendy Harrington working on a jobshare basis
- Early discussions have taken place with ADSW and initial discussions with officials at CoSLA and steps are being taken to meet with Council Leaders.

In the following discussion it was agreed the paper helpfully pointed the way forward and should be widely circulated, NSWSF members encouraged to circulate this widely within their organisations, and suggestion that it should list each of the five Change Programmes by way of context.

**Action: Catherine agreed to ask a member of her Team to re-read the paper with a fresh eye and to include relevant links**

### **Self-Directed Support Developments**

5. Janet Birks welcomed Jean Maclellan and her staff and thanked them for making the time available to attend. Jean described the workload within her Unit, explaining that Self Directed Support (SDS) was only one aspect of their work.

6. Jean informed the meeting on the take up of self-directed support across three main client groups, issues for each were slightly different:

- *Older people* –well received
- *Mental Health* – some issues on competency to manage self directed support
- *Children* – take up in this category is and continues to be low level This area needs further discussion with policy colleagues in children's services I

7. A piece of research has been commissioned which will look at what works for those choosing self-directed support. The areas identified for the work are Edinburgh, Fife and Scottish Borders. The report is expected to be presented in April. This research will be a small well defined piece of work which will look at around 30 service users. It will be for individual Care Managers to put people forward to participate in the research.

8. A conference entitled “Enabling Risk in Adult Care and Support” will be held on 22 April. It is hoped that the conference will kick off the debate on the kinds of risk averse behaviour around at present. Jean briefly described the programme for the day.

9. Jean also informed the meeting that they are setting up a round table discussion with interested parties in May. The purpose being to consider what more might be done to increase the take up of SDS and look at opportunities for joint working across the relevant stakeholders. This may lead to the setting up of some working groups and it is possible there will be funding available to run some pilot projects across Scotland.. Jean highlighted that 50% of first referrals for social work services come from those requiring equipment and adaptations

**Action: Service Development Group keen to be involved in both the round table discussions and the work groups and Jean agreed to keep in the loop.**

10. Janet Birks thanked Jean for her helpful update and said that it resonates with the work of the Service Development Group. In the discussion that followed the following points were made:

- Personalisation is wider than just where people take control of their own funding – such as within SDS or models such as In Control – but these are helpful mechanisms. Even where people use off-the-shelf services, there should be some voice and choice for them. Eligibility criteria and access to SDS in Scotland is much different to that South of the Border. It is possible to add a health component to the package in Scotland.
- Would be useful for this Group to keep up the links with Jean Maclellan's team to take this agenda forward and to link in with the Enablement conference and the round table discussions.
- Clearly a big cultural shift, and a need for many parts of organisations to be onside if personalisation is to become a reality for all.
- Regulation and Risk issues often cited as a reason for not pursuing.
- An agenda that has relevance across many parts of SG and need to continue to make links.
- Group happy to contribute in some way if pilot projects go ahead.

Jean and her team left the meeting.

**Action: It was agreed that a representative from Jean Maclellan's Team be invited to attend future meetings.**

### **Commissioning Paper**

11. Andrew tabled his paper which had been updated following earlier drafts and discussion at the Group's last meeting. Discussion followed on the detail in the paper. It was agreed that whilst Andrew's paper was good and had helpfully been developed since the last draft, some felt it was rather complicated and too detailed. It was felt the purpose should be to raise awareness and encourage discussion, rather than go into the detail. It was agreed that the first paper – 'A Shared Understanding' provided the vision and values, it would be helpful if the same approach could be taken with revising this paper.. Points made in discussion included:

- With regard to regulation of services for vulnerable people – care standards are what the regulators look to;
- Move to six point scale for inspection by the Care Commission from April;

- National Care Standards in Quality Improvement Services for Children
- For true flexibility just about everything in the current system needs to alter in some way
- Key element is raising awareness, winning hearts and minds
- The role of Care Managers in particular has to be so different
- A strategic commissioning framework would be helpful
- Needs higher level risk enablement
- May need to strengthen links with workforce planning and development
- Important that personalisation is approached from the perspective of enablement – much more likely to transform, as long as people don't get too hooked on current practice issues
- Youth justice model involves very active brokering by care managers.

**Action: The Group were asked to reflect on the paper following today's meeting and provide any further comments. Andrew would produce a revised paper for the next meeting.**

**Action: also agreed useful to consider a paper on what would be the challenges, and to whom, of a personalisation agenda and test with some people/groups/through an event/ café conversations**

#### **Feedback from Organisational Raid**

14 Nigel gave a brief update on the organisation raid he attended with some members of the Performance Improvement Group at Standard Life Investments. Nigel spoke of how Standard Life had transformed their HR Strategy from staff working a 37 hour week to a 40 hour week. Staff stopped clocking in and out, which it was thought led to a more autonomous workforce. They identified people's strengths and played to this. In finding out what made people tick they were sure they were getting more out of their people, who were also happier at their work. The focus was on having excellent people, which then led to excellent performance, good customer satisfaction ..

#### **National Practitioners Conference**

15 Catherine gave a brief update on the next National Practitioner Conference planned for 25 June 2008. The suggestion of having Personalisation as the overall theme for the conference was agreed.

16. Catherine confirmed this was not a meeting of a National Practitioners Forum as referred to in Changing Lives. This has been envisaged as being a meeting of the chairs of all the LPFs ie 32 people. However, there were currently around a dozen or so active LPFs and these met together with SG and were being encouraged to network amongst themselves. The June event would be as last year, a conference for all practitioners from a wide range of settings, whether or not chairing or involved with an LPF.

### **Update on Citizen Leadership**

16. The Citizen Leadership paper will be published at SCLD's conference 'Leading Together' on 23 April and will be badged as part of Changing Lives. SG had also provided some funding for the piloting of training developed by a voluntary sector consortia led by SCLD.

### **Any Other Business**

17. It was agreed that the Group would continue to meet on a bi-monthly basis in Victoria Quay, Edinburgh.

**Action: Moira to canvass dates for future meetings.**

18. Terry Finlay informed the group that this would be his last meeting as he had decided to leave his current post and pursue new interests. Janet formally thanked him on behalf of the group for his very constructive contribution. All wished him well in his new venture and the Chair expressed, on behalf of the Group, her thanks for his valuable input to the Changing Lives Service Development Group.

### **Date of Next Meeting**

The next meeting will take place in Conference Room 4, Victoria Quay on 30 April 1.30 (with lunch available from 1.00) and finish at the latest around 4.00 p.m.