

**Minutes of Service Development Group meeting held on 26 September 2007
in Conference Room 5, Victoria Quay, Edinburgh – 10.00-1.30pm**

Present:

Nigel Henderson (Chair)
Janet Birks
Ronnie Hill
David Cumming
Terry Finlay
Phil Robinson
Noni Cobban
Mike Martin

Scottish Executive
Catherine Rainey
Andrew Reid
Andy Bruce

Apologies

There were no apologies.

Welcome and Introductions

1. Nigel and Janet welcomed everyone to the meeting and ran through an outline of the agenda.

Minutes of Meeting

2. There were no formal minutes of the previous meeting of 25 April, which had been in the form of an Appreciative Inquiry at Cumbernauld College. Rather the report on the work that had been undertaken since the last meeting would be taken under personalisation on the agenda.

Personalisation update

3. Nigel introduced the note of the discussion of the draft *Agreed Understanding* paper at the meeting of the National Social Work Services Forum. Particular points emphasised were:

- That there isn't a single model of how personalisation might work, important not to drive/or be driven down a single route;
- Concern that current discussion has become bureaucratised and can be heavily predicated on adult care models.
- Need to include areas where there is compulsion – should be fleshed out in the paper;
- Would be useful to get out to groups representing young people for their input also;
- Useful to thread through the issue of risk and risk management.

Action point: a revised version of the *Shared Understanding* paper would be brought to the November meeting: Catherine

4. Catherine introduced the paper which reflected the work that had been going on over the summer looking at various aspects of personalisation, models currently in play and developments to help bring the group members up to speed.

5. In the discussion the following points were made:

- Recognition of the tensions that need to be balanced in managing a mixed economy of care;
- The investment (not just money) and commitment that has to be made to secure buy-in, including at a political level;
- Moving to new and flexible approaches will take time, leadership and good management;
- Process can also be important during transition.

Action Point: it was agreed, with some tweaks, this paper might usefully be put on the website for a wider audience to gain an understanding of what the group had been looking at. Catherine agreed to look at.

Presentation on SWIA's findings in respect of commissioning

6. David indicated that, in inspections to date, the main areas where weakness had been found in relation to commissioning and recommendations made were:

- Comprehensive, written commissioning strategies
- Joint Commissioning
- Review of services-voluntary sector
- Balance of Care
- Contract Monitoring
- Up to date service level agreements
- Sound business arrangements
- Compliance with reporting requirements.

7. In discussion the following points were made:

- Strong link to risk – for both providers and users
- Saw this as an area which is pretty undeveloped across Scotland with skills and expertise not at as high level as would wish, and sometimes unsupported
- Some concern over current discussions which seem to reflect the English model – better if Scotland sought to develop a more enabling model
- In any development need to ensure compliance issues don't bang into personalisation agenda
- Where does care planning features – is there a gap in understanding and where do the responsibilities lie
- Front-line experience and user perspective not sufficiently involved in the development of commissioning strategies
- Seemed to be some confusion about terminology
- Useful to think carefully about the use of the word 'service' – perceived as a 'done to' word. 'Platform' used in navy commissioning to describe the specification providers expected to meet – not what this might be, that's left to providers
- Commissioning requires the fostering of innovation and creativity – fostering creative partnerships between commissioners and providers

- SWIA focussed on the whole LA, which was valuable. But wondered if possibility of looking at voluntary sector at a strategic and capacity level – rather than from compliance perspective. Could aid developing partnerships.

8. It was a recognised work had been done by the Joint Improvement Team and it was agreed it would be useful to pull together a paper on *Commissioning for Personalisation* - along the same lines as the *Shared Understanding* paper to pull together some of the issues and signpost. Mike also indicated there was a conference which Jane Crampton was coming up from DoH to run on 9 November. A slot for a speaker from this group or running a workshop could be incorporated.

**Action Point: Catherine and Andrew look at pulling together a *Commissioning for Personalisation* paper.
SG colleagues to confer with Chairs over possible attendance/engagement in the upcoming conference.**

Developing the programme & Workplan

9. Andrew introduced the paper previously circulated posing a number of issues around:
- The new Self-Directed Support guidance
 - The need for coherence and consistency across government
 - In Control Scotland
 - The Self Assessment Returns completed by local authorities at the end of last year
 - The suggested Care Pathway.
10. In particular he suggested there are common themes which need to be explored, such as:
- Self Assessment – is this ruled by a deficit approach
 - Risk and risk enablement and how that is managed
 - Citizen leadership and how this is factored in.
11. Discussion of the paper and the options posed concluded that:
- While a whole system approach would have many advantages, the degree of buy-in, change to be managed and resource would suggest this was not the way to pursue the agenda;
 - Focussing on some key elements such as Single Shared Assessment, self assessment of care planning – as joint pieces of work, for example, could maximise the impact and learning to be shared.
12. It was agreed that it would be useful if more detail could be worked up on Option 2 in the paper on potential specific developments. Recognising the importance of communicating with the wider world and encouraging people to seek their own solutions, it was also agreed that the group should continue to circulate and publish (as part of a family of publications) pieces of work which raise the profile of personalisation

Action Point: it was agreed it would be useful to work up the options related to more modest activity suggested in the paper: Andrew

Workforce & Capacity
November 2007