

Item 5

Initial Progress Update – Review of Access to Services for People with Learning Disability and/or Autism

Appendix 1

No.	Recommendation	Proposed Actions/Progress	Responsibility	Anticipated Completion Date/ Completion Date	Evidence of progress Presented to Committee on 13 June 2017	Assessment of progress Categories 1-4
1	a) Practices performing well on GP-led health checks for people with learning disabilities should share good practice with others in the Borough, and;	The C.C.G nurses will work with practices to identify areas of good practice, and disseminate this through Nurse and GP time outs (development sessions).	Clinical Commissioning Group (CCG)	Q4 16/17	Training provided by TEVV to GP Practices in Stockton, Billingham and Thornaby. All Practices bar 4 received training in 16/17 and one Practice has received training so far in 17/18.	2
	b) Information on the role of Health Facilitators and other sources of support be circulated to all Practices and health providers	<p>Health Facilitator information leaflets to be circulated to all practices.</p> <p>Health Facilitators to work with CCG Nurses to ensure effective communication with regards to their role is communicated to all Practices.</p> <p>In addition, Annual Health checks are included in the draft care home specification. The provider must ensure that people are registered with a GP, attend and support all appointments including Annual Health Checks and ensure that people are supported with Health Action Plans and Hospital Passports.</p>	<p>Clinical Commissioning Group</p> <p>SBC Adult Services</p>	<p>Q3 16/17</p> <p>TBC</p>	<p>Information shared with all Practices. Further development work is being undertaken to produce a newsletter which will be distributed 4 times annually to all Practice Managers to remind them about the role of health facilitation.</p> <p>Annual Health Checks have been included in the draft care home specification. Contracts will be issued following appropriate procurement processes and monitoring of implementation carried out.</p>	2

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2	a) Health check uptake should be included in the performance monitoring processes of the Committee, and the Health and Wellbeing Board system;	<p>CCG receive data on the numbers of reviews carried out by Practices, but this is only meaningful at the end of year with it being an annual review.</p> <p>Health Check data to be included in updated Performance Report to appropriate Health and Wellbeing Board/Group.</p> <p>Health and Wellbeing performance reporting to ASH Committee is due to be reviewed and the refreshed version will include a section on Health Check uptake (performance information is also reported to the Executive prior to Committee).</p>	<p>CCG</p> <p>Democratic Services / Public Health</p>	<p>Annually. 15/16 end of year position to be provided.</p> <p>This will then be reported annually from May 2017.</p>	<p>Uptake performance information included in relevant performance reports on an annual basis. This is reported on RAIDR, and the 2017/18 CCG Workplan includes improved Healthcheck uptake as a priority area.</p> <p>The annual health check performance data will be included in future performance reports that are reported to the Health and Wellbeing Board.</p> <p>Annual health check information to be included in performance information presented to ASCH Committee as part of the annual Overview meetings.</p>	2
	b) the CCG should take steps to address the gap in performance management activity, and	Please refer to the points noted in Actions 1 and 2 above.	Clinical Commissioning Group	Annually. First report as 2.a)	<p>Increased feedback from CCG to Practices on Healthcheck performance</p> <p>The CCG has developed a Sub Group as part of its Action Plan to increase the take up of Annual Health checks in the 2017/18 financial year this will feed into the Health and Wellbeing Board.</p>	2

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	c) Practices should be publicly identified in relation to their health check performance	<p>As stated this is a directed and not mandated service, Stockton has seen a 10% point increase in the number of healthchecks carried out in 15/16, from 35%-45% therefore the CCG would want to work to keep practices engaged in this improvement - publically identifying poor practice may not act as motivator.</p> <p>Performance reporting to be undertaken under rec. 2.a) to identify Practices in relation to their performance.</p> <p>Consideration to be given to publishing details of high performing practices to incentivise others.</p>	Clinical Commissioning Group	Annually. First report as 2.a)	<p>Uptake performance information included in relevant performance reports and public identification of Practices and their performance in relation to Annual Health Checks will be considered.</p> <p>This is being taken forward by the Transforming Care Programme on a wider footprint.</p>	2
3	The new Hartlepool and Stockton-on-Tees (HaSH) GP Federation should work in partnership with its shareholders to make the uptake of the GP-led health checks an early focus of its performance improvement activity	<p>2016-17 is the first year of the Federation's operation. The Federation has been commissioned to provide a range of services in this first year and does not yet have the capacity to assist Practices meet their contractual obligations in this regard, which currently remain between them and NHS England.</p> <p>However the Business Plan</p>	Paul Williams, CEO, HaSH Federation	Review May 2017	<p>Federation Strategy and Business Plan has been recently updated with a key focus on reducing healthcare inequalities, and this will be launched to members at our summer AGM.</p> <p>Federation is now running Extended Access clinics on behalf of General Practice, in the evenings and at weekends from Woodbridge Practice in Ingleby Barwick and Tennant Street in Stockton. We believe this will improve access for patients who may need to be accompanied by a relative or carer. Phase</p>	2

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		<p>contains reference to increasing collaborative working, and contributing to this agenda remains an aspiration for the Federation.</p> <p>The situation will be reviewed for the Federation's work plan for 2017-18.</p>			<p>1 of this service began on 1st April and patients can book via their practice reception team.</p> <p>Phase 2 will involve specific clinics for priority areas and LD Healthchecks is one of the areas we are looking to develop. The extended access service gives us the opportunity to test and develop how we can better reach people who are currently not engaged, and LD is one of our first priorities.</p> <p>Federation appointed a Nurse Strategy lead mid-May and one of her aims is to get these clinics up and running.</p>	
4	Each Practice should have a named clinical lead for Learning Disabilities	<p>The CCG will carry out analysis in the first instance to identify the number of Practices who have a named clinical lead.</p> <p>The CCG nurses will work with Practices to identify a lead in each Practice, the lead will then act as the point of contact for all health/primary care related initiatives.</p>	Clinical Commissioning Group	June 2017	<p>Analysis underway to identify clinical leads in all Practices. Feedback is awaited from some Practices.</p> <p>Clinical lead required to be in place at all Practices who will act as point of contact for ongoing initiatives.</p>	3

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5	Further work to improve communication of Learning Disability status between primary and secondary care should take place	<p>The CCG will carry out an audit to identify if there are any specific Practices where this a problem. CCG will then work with Practices through support visits to identify a mechanism of improving this communication flow. We have looked at this previously to assess if we could generate a template letter for referrals but due to the fact that some Practices are on different systems this was not possible.</p> <p>In addition, SBC Adult Services will take part in a working group including the Trust Liaison Nurse to further improve information sharing between social care and acute and community care, including implementing the Hartlepool model in Stockton.</p> <p>Draft information sharing documents have been produced for review by Inclusion North and self-advocates. Once agreed these will be sent to identified people to ask them if they are happy to share their information with the Hospital.</p>	<p>Clinical Commissioning Group</p> <p>NTH / SBC Adult Services</p>	<p>January 2017</p> <p>TBC</p>	<p>Audit complete</p> <p>Effective mechanisms in place, and this aspect of communication no longer flagged on the Self Assessment Framework.</p> <p>Information sharing documents in place. Draft letters are agreed and have been sent out asking people if they wish to share their information with the Hospital</p> <p>This allows NTHFT to be aware of Stockton clients with Learning Disabilities so that upon admission, an alert and entry to a Virtual Ward is generated in order to better coordinate care.</p>	1

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6	Council Commissioners of relevant universal services (for example, but not limited to, Public Health) should engage with providers and establish a position on what is expected for services to people with Learning Disabilities / Autism, including reasonable adjustments.	<p>To establish a task and finish group with Adults and Health Services to determine expected standards for service delivery, and ensuring adherence to the Equalities Act 2010.</p> <p>Expand to relevant universal services.</p> <p>Consideration will be given to including in service specifications/contracts, where appropriate/necessary.</p> <p>Consideration to be given to training programme for providers on the needs of the client group and appropriate adjustments and improvements.</p>	Adult and Health Services initially, before roll out to commissioners of other services	April 2017	<p>The Public Health team has developed draft Reasonable Adjustment Commissioning Guidance to be agreed between commissioners, which establishes baseline expectations when commissioning services.</p> <p>The guidance has four key steps to support commissioners on what to look for and how to measure. The guidance is being piloted by Public Health commissioners and will be amended and agreed within a wider task and finish group of commissioners.</p> <p>The Equality Act 2010 is expressly referred to in the Special Terms and Condition to ensure providers are following the Act.</p> <p>Development of the Issues Based Theatre Group (refer to recommendation 7) will support this recommendation, and once developed will provide another source of learning and training.</p>	2
7	All relevant/frontline Council community based services should undertake Autism and Learning Disability customer awareness training	<p>Two courses are in development and these will be available to frontline staff (mechanisms to promote and monitor overall take up to be determined):</p> <p>a) The Learning Disability Partnership Board is funding a new Issues Based Theatre Group originally developed in partnership between the Arc and STEPs. Agreement has been</p>	<p>Corporate lead to be determined</p> <p>STEPS</p>	TBC	<p>The Group is established and has identified objectives based on speaking out, self-advocacy, issues of importance to people with a Learning Disability and raising awareness of Learning Disabilities as a</p>	2

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		<p>reached for STEP to fully manage the project.</p> <p>The project will focus on staff training and disability awareness delivered by people with Learning Disabilities and will be available to be accessed by both internal and external frontline services.</p> <p>Six people have been trained to date and the intention is to enable the Group to establish itself as a company able to charge for its services.</p> <p>The project will commence in July 2017 and aims to be ready to deliver Performance Based Training by December 2017.</p> <p>b) HR have entered discussions with Daisy Chain to develop Autism Awareness sessions. These will focus on Library and Customer Service Teams. This will be targeted training for these teams initially, but in future may be available to other teams.</p> <p>A trial session is due to take</p>	HR	April 2017	<p>whole.</p> <p>Initial creative skills have been developed and will be utilised to deliver the original customer service training/raising awareness/improving accessibility objectives.</p> <p>STEPs is to link this work with self-advocacy, where the STEP's service currently facilitates effective representation for people with a Learning Disability, and also reflects their experiences. This will provide several opportunities for the group to be user-led and reflective of lived experiences of the Learning Disabled community in Stockton. The group will be supported by STEP's staff members who will manage an outcome focused action plan and will regularly monitor progress in meeting the group's objectives to become a creative and representative training provider.</p> <p>Between October 2016 and March 2017, 9 courses were delivered to a total of 129 members of staff. These were primarily from the Library and Customer Services teams. Vacancies on the last course enabled it to be widened to all staff.</p> <p>This training programme has been concluded, HR are reviewing this year's training requirements and will give</p>	2

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		<p>place in October, followed by roll out over the year. All staff in Libraries and Customer Services will be required to attend and this will be tracked.</p>			<p>consideration as to whether the training should be held again in future/opened up to other teams.</p> <p>Following on from the training sessions a range of developmental work has been undertaken in Libraries and Customer Services to support implementation. A digest of this work is available.</p>	
8	<p>a) The Council should use its engagement with Public Transport Providers to highlight the needs of those with Learning Disabilities and/or Autism, and this work should include further improvements to accessibility (for example, building on the Fast Pass scheme operated in Yorkshire), and familiarisation visits.</p>	<p>Work is in progress with Network Rail to work with people with Learning Disabilities to use trains; this will include familiarisation trips, additional support from railway staff to explain the process of checking tickets on the train, and extra support if people are anxious about the journey.</p> <p>Work is also in progress with the bus companies Arriva and Stagecoach. Difficult routes have been identified from complaints and the companies have supported a local carers' event to demonstrate how the travel Apps work. The LDPB Your Life Your Choice work stream is working with the Council and the bus companies</p>	<p>Transport Providers with support from Learning Disability Partnership Board (LDPB)</p>	<p>TBC</p>	<p>Initial discussion has taken place within the Your Life Your Choice Group (a sub-group of the Learning Disability Partnership Board). Although options were identified, there was however no groups identified to take part in a journey.</p> <p>This action will be explored again through the Stand Out Speak-Up sub group (a further sub-group of the LDPB), which is a new group established to consider issues important to people with a Learning Disability. This group will feed into the Your Life Your Choice Group and the LDPB.</p> <p>Information on how to complain about experiences using public transport services was discussed and distributed to the Your Life Your Choice group (a sub-group of the LDPB) for wider circulation to networks.</p> <p>Representatives from Arriva and Stagecoach attended a Stockton Carers event to demonstrate how the Apps work.</p>	<p>3</p> <p>1</p> <p>1</p>

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		<p>to raise concerns and improve communication between people using the services and the companies.</p> <p>The Your Life Your Choice work stream are working with people to identify 'champions' for independent travel.</p>			<p>This action is being progressed in collaboration with the Stand Out Speak Up Group to identify support for identifying 'champions' for independent travel.</p>	3
	<p>b) Committee supports the planned client engagement work by Adult Services to better understand the barriers to independent use of public transport</p>	<p>Consultation is planned under the heading 'What makes a Good day For You' with a view to finding out what clients want to do, enjoy doing and also how they travel to the activities. This information will tie in with the information gleaned around travel earlier in the year.</p>	STEPS	November 2016	<p>STEPS is scoping the extent of the consultation which will be designed in collaboration, and outcomes and recommendations discussed and agreed by the Stand Out Speak Up and Your You're your Choice Group (both being sub-groups of the LDPB) before presentation to the LDPB.</p>	3
9	<p>The support provided by DWP to people with Learning Disabilities and/or Autism in receipt of benefits, including Universal Credit, should be specifically monitored by People Committee as part of its ongoing Welfare Reform Monitoring work</p>	<p>People Committee to continue to receive updates on the roll out and impact of Welfare Reform on a six-monthly basis.</p> <p>Specific consideration to be included regarding the impact on potentially vulnerable people.</p>	<p>People Select Committee</p> <p>Business Support and Information/Welfare Rights</p>	Six Monthly	<p>The Welfare Reform Monitoring report has continued to be discussed at six-monthly intervals by the People Select Committee (and Cabinet), and will contain specific information on this issue from Q4 2016-17 (next report scheduled for Cabinet on 12 July 2017).</p>	2

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10	a) Committee supports and encourages the work to further develop and raise awareness of the Safe Place Scheme, and	<p>The governance arrangements for the scheme are being reviewed.</p> <p>An update paper on the Safe Place Scheme and new governance arrangements is planned for presentation to the Teeswide Safeguarding Adults Board in September.</p> <p>Once the new governance arrangements are in place the Safe Place Schemes will be reviewed. A detailed communication plan will be drawn up to ensure that people are aware of the scheme.</p>	Teeswide Safeguarding Adults Board	<p>September 2017</p> <p>December 2017</p>	<p>A proposal was submitted and approved in September 2016 for the Teeswide Safeguarding Adults Board to take on the governance of the Safe Place scheme.</p> <p>Following this, the steering committee updated the Terms of Reference and Guidance for the scheme, which was further reported back to the Board in March 2017. Locations in Stockton-on-Tees have been renewed based on a newly agreed profile or criteria for the scheme, and evaluation visits have started to be delivered to ensure the scheme is working appropriately, and that support is being offered to staff/volunteers in these locations.</p> <p>The scheme is promoted on an ongoing basis through the Board’s website, social media accounts and newsletters, although more work is needed to improve the overall profile of the scheme. This will be helped as Middlesbrough Football Club is about to become a location, and, as such, they will help to improve awareness across the whole of Tees.</p>	<p>2</p> <p>3</p>

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	<p>b) Committee supports work to promote the benefits of having an 'alert card' to indicate to services any particular individual needs that people may have.</p>	<p>A number of alert cards are already available, for example to identify additional support needs whilst using transport, Safe Place Scheme cards, and Autism cards. Feedback from people with Learning Disabilities is that they do not want lots of different cards.</p> <p>It is proposed to review which cards are in use across the Borough and work with providers to ensure that cards can and will be recognised and utilised in different venues. For example if someone has a card identifying needs on Arriva buses this should be accepted in Safe Place Schemes/ recognised by services as a card identifying some additional support/time may be required.</p> <p>The Your Life Your Choice group will work with Stockton Helps All and STEPS to review the cards that are currently in use across the Borough and get feedback to determine actions moving forward.</p>	<p>LD PB Your Life Your Choice Group</p>	<p>End December 2017</p>	<p>It is noted that alert cards are not required at Safe Place venues. The Safe Place scheme has been reviewed and revised documentation made available to the Tees Safeguarding Adults Board.</p> <p>It is intended that this work is progressed through the Stockton Helps All and the Stand Out Speak Up groups, which are subgroups of the Learning Disability Partnership Board.</p>	<p>2</p> <p>3</p>

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11	<p>The Committee supports and encourages the work undertaken by Community Safety and Police to tackle hate crime.</p>	<p>Report has been circulated to Community Safety stakeholders containing expression of support.</p> <p>The Stockton Hate Crime Case Group continues to meet on a monthly basis. This meeting is chaired by Police Inspector and reviews all hate crimes that have been reported to the police and Council and any that have been shared with a third party reporting centre (where there is consent).</p>	<p>Police / Community Safety / PCC</p>	<p>Ongoing</p>	<p>The Hate Crime meeting continues to meet and is chaired by the Police Force (Inspector Broughton) as a partnership meeting. Inspector Broughton also attends the Stockton Independent Advisory Group (IAG) where information from this meeting can be passed when appropriate.</p> <p>Hate crime is one of the areas of focus in the PCC's Police and Crime Plan, and work is ongoing to re-establish the Cleveland Strategic Hate Crime Group.</p> <p>This work will be ongoing.</p>	<p>1</p>
12	<p>Awareness should be raised within the Council of the need for appropriate personal care and changing facilities for people with complex needs in order to improve access to more community based activities. This could be through inclusion in specifications for new developments or changes to existing buildings where appropriate and subject to funding availability.</p>	<p>The importance of changing facilities will be raised within the Council to ensure that the needs of individuals are considered in all developments.</p> <p>The Learning Disability Partnership Board will discuss good practice regarding such facilities including what may be expected in terms of number, location, and standards.</p> <p>This will then be communicated to the wider Council.</p>	<p>LDPB</p>	<p>Meeting date to be determined</p>	<p>This action needs to be progressed with Economic Growth and Development. An initial enquiry has been made to determine the best person to support this going forward.</p>	<p>3</p>

1 – Fully Achieved

2 – On Track

3 – Slipped

4 – Not Achieved