



West Lothian Council

**SERVICE STATEMENT LEARNING DISABILITY
SERVICES
2009 -2011**

Executive Summary

The West Lothian Learning Disability Service Statement aims to set out a clear picture of how services will develop over the next ten years, drawing on national Policy requirements for service provision, and the assessment of local need. The report outlines our key principles and what people with a learning disability can expect from our services. West Lothian Learning Disability Services intend to maintain and develop services that are high quality, based on individual needs and delivered in the wider context of partnership working.

Services to people with a learning disability in West Lothian are provided both directly and through a range of partner agencies. These services are provided for people of all ages and with a range of care and support needs and their carers. Day support services, care homes, housing support and respite are provided by West Lothian Council or commissioned from a range of independent providers. Access to these services is based on an assessment of need, which is carried out by the Learning Disability Social Work Team. Transport arrangements are agreed according to the needs of the individual and independent travel support is provided. People may choose to make their own arrangements to meet their social care needs, and may be able to get a Direct Payment to do this.

Overall we expect that in the next ten years there will be, more people with learning disabilities with a greater access to person-centred / self-directed support. This will include improved opportunities for training, education, employment and daytime / social activities with a wider choice of accommodation and independent living. For people with complex needs, we anticipate a more integrated approach between NHS and council services on the provision of accommodation and care services.

The Service Statement has been circulated for consultation with representatives from West Lothian Council (Social Policy: Adults and Children Services), representatives from Lothian NHS, West Lothian College and independent sector service providers. The report has been discussed and broadly welcomed by key stakeholders at the West Lothian Learning Disability Forum. This group has representation from local carer groups, our local service user group, "Our Voice, Our Choice", Advocacy providers, Care Home providers, Housing Support providers, Information services, Local Area Co-ordination, and the Befriending service. In addition the "Our Voice, Our Choice" Forum and the Physical Disability Forum have also been directly consulted (Appendix D).

This Service Statement confirms the key challenge for our service is to deliver more person centred services within limited resources, whilst assuring quality and choice. Following consultation with key stakeholders this revised report now sets out how West Lothian Council aims to meet this challenge.

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Service Statement Learning Disability Services

1. Introduction

The West Lothian Learning Disability Service Statement (drawing on national Policy requirements for service provision and the assessment of local need) aims to provide:

1. A view on how services may develop over the next ten years.
2. Proposed service development, commissioning over the next three years.

West Lothian Learning Disability Services intend to maintain and develop services that are high quality, based on individual assessed needs and delivered in the wider context of partnership working. The strategy will provide a framework to support the provision of flexible, responsive and equitable services to sustain a broad spectrum of care and support needs.

Further work is required in order to continue the development of our management information and financial planning. This work will be undertaken during the coming year this supported by the Joint Improvement Team. Work is also underway to develop outcome measures and performance measures. This will enable our commissioning approach to become more outcome-focused.

Our Services will aim to be:

- Accessible, comprehensive and integrated
- Person centred & holistic
- Promote empowerment & independence
- Support effective transition
- Financially effective, efficient and transparent

People with a learning disability can expect:

- Safe, flexible and reliable support services.
- Access to a range of information and advocacy.
- A person-centred assessment of their needs, resulting in a personal plan, which enables them to access support appropriate to meet their identified needs.
- Support from staff with the right skills to help them access a range of opportunities, which are available to all citizens.
- Additional “specialist” support in appropriate settings, for people with a severe disability and or complex needs.

2. Background / Approach

The 'Same as you?' (2000) report remains the key document relating to service developments in services for adults with a learning disability. The report set the direction for these services over a ten-year period and initiated several other important documents. In 2004, two short life working group reports were produced by the Scottish Executive following on from the work of 'The same as you?': 'Working for a change?' on employment opportunities and 'Home at last?' on the national hospital closure programme. Then in 2006 the SAY Implementation Group produced three further reports, "Having your say?", regarding advocacy, "Make My Day!" regarding day services and "Changing Childhoods" regarding children. More locally two further reports are important to note, these are the Joint Lothian Learning Disability Draft Strategy Review regarding the development of adult learning Disability Services across the Lothian area and our Local Partnership in Practice Agreement 2008 - 2010.

The Joint Lothian Review aims to take forward the Same as You? recommendations on a Lothian-wide level, focusing on Adult services provision and planning. The report both informs and builds on partnership working and direct developments in services designed to meet the needs of people with profound learning disabilities and or additional physical or mental health needs. While at a local level our Partnership In Practice agreement sets out how the principles of the Same As you? will be implemented in West Lothian.

Services to adults with a learning disability in West Lothian are provided both directly by the council and through a range of partner agencies. Day support services, care homes, housing support and respite are provided by West Lothian Council or commissioned from a range of independent providers. Access to these services is based on an assessment of need, which is carried out by the Learning Disability Social Work Team. Transport arrangements are agreed according to the needs of the individual and independent travel training is provided. People may choose to make their own arrangements to meet their social care needs, and may be able to get a Direct Payment to do this.

Based on UK wide studies, *The same as you?* suggests we could expect that 20 people in every 1,000 have a mild or moderate learning disability and 3–4 people in every 1,000 would have a severe or profound disability. Currently in West Lothian there are 714 people with Learning Disabilities are known to our services.

As well as having access to the usual range of primary health care services, adults with learning disability can access specialist services provided by NHS Lothian. Community Learning Disability Nurses offer health surveillance assessments and help people to use other health services. The West Lothian Community Learning Disability Team includes two Learning Disability Psychiatrists who each work part time in West Lothian. They provide specialist outpatient assessment and treatment either in local health centres or on a domiciliary basis for adults throughout the region. Specialist inpatient or day-patient assessment and treatment services are provided in the William Fraser and Greenbank Centres in Edinburgh and in five rehabilitation houses, three in Edinburgh, one in Broxburn and one in Midlothian. The Challenging Behaviour Team works on an outreach basis offering assessment and support for people with

learning disability, their families and carers. A small number of people from West Lothian reside in the State Hospital at Carstairs.

Lifelong learning opportunities are offered through West Lothian College and colleges in neighbouring local authorities. The college works in collaboration with Social Policy and Education in providing full and part time course to young people and adults with learning disabilities.

(Appendix references B1, B4, B5, B8, B9, B10, C1, C2)

3 Context / Key Principles

In addition to the key recommendations of the 'Same as you?' our core services are also required to meet a range of legislation, national guidance and local policy. Our services are subsequently assessed by a number of independent bodies or processes in relation to meeting their interpretation of the standards and principles required.

Key Principles

Key principles drawn from the above policy documents guide the development of our local services. They are reflected and monitored through our performance management systems such as the West Lothian Assessment Model, Covalent and Chartermark Award achievements.

These incorporate:

- People with learning disabilities should have information about their needs and the services available, so that they can take part, more fully, in decisions about them.
- People with learning disabilities should be supported to develop as individuals, spend time with family and friends, enjoy life including opportunities for employment.
- People with learning disabilities should be included, better understood and supported by the communities in which they live.
- We will endeavour to place our service users at the centre of decision-making and maximise their control over their care.
- People with learning disabilities should be able to use local services wherever possible and special services if they need them.

All service provision will, as appropriate, aim to comply with the above requirements, to maintain quality standards, objectives and develop suitable performance measures relevant to the heading listed below.

1. Enabling and Sustaining Independence
2. Promoting Inclusion
3. Meeting Healthcare Needs
4. Meeting Lifelong Learning Needs
5. Safety and Protection
6. Record Keeping and Communication
7. Developing Partnership Working

8. Leadership and Direction
9. Financial Resource and Information Management
10. Meeting Staff Needs
11. Capacity for Improvement

(Appendix references B1, C6, C7)

4. Ten Year Outlook

Assuming the continuation of the current national Social Policy trends, in the coming ten years Learning Disability Services would expect to see further developments aimed at shifting the balance of care from institutional models of care to those enabling and sustaining greater independence. The on-going challenge will be to deliver more individualised packages of care, while assuring quality and safety within the limited resources. The development of these trends will subsequently shape all areas of our existing services from assessment and care planning to provision.

Overall we expect that in the next ten years there will be, more people with learning disabilities with a greater access to person-centred / self-directed support. This will include improved opportunities for training, education, employment and daytime / social activities with a wider choice of accommodation and independent living. For people with complex needs, we anticipate a more integrated approach between NHS and council services on the provision of accommodation and care services (Appendix C1. The Draft Joint Lothian Learning Disability Strategy Review 2008).

Complex and Continuing Health Care

Increases in the numbers of individuals with complex needs, along side the national agenda for change (e.g. SAY? & Changing Lives 2006 Personalisation) and changes to legislation (e.g. AWI 2000 Act, MH 2003 Act ASP Act 2007) present significant challenges in this area. The demand for services in this area is expected to continue to increase and it is understood that of the young people currently in transition from Children's services to Adults, there are a significant number who will require support. Across Scotland there are increasingly more people with learning disability. The "Same as you?" report (2000) predicted a 1% increase in the learning disability population year on year over a ten-year period. Local experience and national research suggests this was an underestimation. People with learning disabilities are living longer and there are more people with complex needs requiring higher levels of care and support from our services.

West Lothian council Learning Disability services will work with relevant partners at a local and national level to jointly clarify and address these issues.

Person Centred Planning

West Lothian council would expect to increase our provision of Person Centred Plans to ensure "everyone with a Learning Disability who wants one should be able to have a personal life plan. We would expect that the number of people provided with a Person Centred Plan will be at or above the national average. (Appendix C9. Person Centred Planning Information Pack 2008)

Independent Living

The Same as You? (2000) national policy document for learning disability promotes the principles of choice, rights, independence and inclusion. Apart from directing that no one should have a hospital as their home, it does not promote any particular model of supported housing provision. It recommended that a range of options should be

available to meet individual need and preference. It would be expected that a range of housing options, to support more people with independent living will be further expanded. This would include the further development of individual tenancies, houses / flats with on site support and others with assistive technologies and on call support provided within a core and cluster model. (Appendix C10. Support to Individuals with Learning Disability Housing Brief 2008 for further details).

Our objectives in this area would be to:

Increase opportunities for individuals with Learning Disability to be supported in their own tenancies to be at or above the national average.

Develop main stream DDA compliant accommodation through access to appropriate housing.

Develop single tenancy or smaller group homes with additional support as required (Closing the gap in local provision with SAY national average returns).

Self-Directed Support.

A range of opportunities for Self-Directed Support will be expanded in line with current national guidance. In the next ten years the development of greater practical experience of the Direct Payments and “In Control” will contribute to the future shape and uptake of these models. Our objectives would be to increase the number of people using Self-directed Support to manage their care and support needs.

Training & Education

West Lothian council will continue with partners to develop opportunities for lifelong learning for people with learning disabilities in this area. Social Policy Learning Disability Services will maintain and develop links with West Lothian College. We will also aim to develop planning for Transition with relevant partners.

Employment

Social Policy Learning Disability Services has consolidated existing resources in this area to provide more focused employment support services for people with Learning disabilities. The service also aims to develop wider interagency partnerships involving other key parties to expand employment opportunities for people with learning disabilities in West Lothian (Appendix C.8 Employment Support for Adults with Learning Disabilities in West Lothian 2008 Up-date).

Working in partnership with key stakeholders, including people with disabilities, their families/carers should ensure that these developments improve outcomes in this area, keeping the needs and aspirations of people with disabilities at the centre of our service delivery.

(Appendix reference: A5)
Respite & Short Breaks

Learning Disability Services would expect to further develop support for family Carers, short breaks and respite for people with learning disabilities in accordance with recommendation (19) of 'The same as you?' To assist Service Users to participate in the life of the wider community and to be included in ordinary activities as community members with support as required

We will have increased our local provision of planned residential respite care.

We would aim to maintain and develop existing access to local Befriending services, which will provide opportunities to give carers a short break.

Opportunities to expand the provision of respite / short break services linked to developments in Self-Directed Support will also be provided.

Day Services & Alternatives to Day Care

The progressive development of new style day support services with an increasing focus on individual need will be established. This will include:

Our service provision for vulnerable people at the Eliburn centre, providing support for people who have learning disability and complex physical needs.

The development of a new replacement resource centre, with more person centred objectives.

The continued development of support providing alternatives to traditional day opportunities including, employment support through the new Independence Team

Services for people with Aspergers and Autism Spectrum Disorder

Additional demand for services for people with Aspergers and Autism Spectrum Disorder is also evident. Until recently some of these services for people with high functioning Aspergers and Autism Spectrum Disorder were funded on a Lothian wide basis. However future provision in this area will be based upon the development of more locally accessible services.

Information & Involvement

Social Policy Learning Disability Services will continue:

The joint commissioning with Lothian Health of local advocacy services for people with learning disability, to provide on-going support to Service User group Our Voice Our Choice (OVOC).

To maintain access to Information Service for People with Learning Disabilities.

Overall it is believed that in the next ten years there will be a shift towards more people:

- Living in their own tenancy.
- Accessing employment or voluntary placements.
- Choosing to have their support services planned and managed on an individual basis.

With corresponding reductions in the numbers of:

- People living in residential Care.
- Weekly placements in traditional Day Care units.
- Residential placements for short breaks / respite.

(Appendix references C1, B1, B11, C9, C10, C8)

5. Three Year Service Statement.

The following section outlines those services, which we plan to deliver over the next three years. All will be affected to some extent by the key elements of the agenda for change, such as increasing personalisation / individualisation, partnership working and demographic pressures. As part of any interdependent system some will be affected by changes to other services, such as Health service provision. Building on the successes of previous years and working in partnership with our colleagues from other agencies, we intend to consolidate work on existing services along side the development of several new projects. Collectively we believe this programme will further improve the outcomes for people with learning disability and their carers in this area.

5.1 Current Resource / Service Provision across all Adults and Older People service areas.

1. Assessment and Care Management

The Learning Disability Assessment and Care Management Team is responsible for carrying out person centred / needs-led assessments for people with learning disability and for developing appropriate care and support plans as a response to identified need. The Team carries out the ongoing monitoring and review of care and support for people with a learning disability, providing a response to changing needs.

The Team also offers carers' assessments and care management services to carers of people with a learning disability.

The Learning Disability and Care Management Team is part of Adults Services within Social Policy. The team is staffed by Social Workers and Community Care Assistants who work in partnership with other professionals, agencies and with service users and carers to ensure that the support and care services provided are as personalised and flexible as possible.

Developments and Initiatives

Single Shared Assessment (SSA)

The SSA framework and assessment tool used in West Lothian is currently undergoing a complete review. The format for assessment is being redesigned in order to improve information gathering and to enable relevant electronic reporting from the e-Care and eSAY systems. The aim is to also increase the use of the SSA framework by partners in health and housing.

Service Information Pack

A service information pack is to be developed. This would be made available to service users and carers at the point of assessment.

2. Adult Protection

The Social Policy Adults and Older Peoples service is responsible for identifying, assessing and managing adults at risk from harm/abuse, neglect and /or exploitation. Identifying those at risk from harm is a responsibility of all employees of the council and all contracted services have a responsibility and a duty to report any incident or suspicion of harm to Social Policy staff.

West Lothian council along with its multi-agency partners in Lothian and Borders Police Public Protection Unit in Bathgate and NHS Lothian comply with the Edinburgh Lothians and Borders Interagency Guidelines “Protecting Vulnerable Adults – ensuring rights and preventing abuse” (2003). In addition West Lothian council implemented an “Enhanced Adult Protection Guidance and Procedure” for social work practitioners and managers in 2006.

Adults and Older Peoples Assessment and Care Management staff undertake most of the Adult Protection risk assessment and adult support and protection planning activities. This work is supported by a Service Development officer and an Adult Protection Administrative Assistant

The Adult Support and Protection (Scotland) Act 2007 (ASPA) was introduced in October 2008. In addition to creating a legislative framework for adult support and protection practice and procedures, it also introduced a requirement for each council to establish a multi-agency Adult Protection Committee to overview and scrutinise strategy and performance in each local council partnership area.

Each Assessment and Care Management Team is responsible for undertaking inquiries and investigations into all referrals / alerts to situations of actual or suspected harm. The ASPA requires that these tasks are undertaken by “council officers”. West Lothian is developing a register of council officers’ i.e. social workers in the Adults and Older peoples Practice Teams who have been qualified for over one year with at least 12m experience of identifying, assessing and managing adults at risk, and have attended the appropriate council officer training.

Comprehensive guidance and procedure on all activities and processes related to adult protection is included in the “Enhanced Adult Protection Guidance and Procedure” for social work practitioners and managers. A mandatory training programme is in place for all new staff.

The Adult Protection Administrative Assistant co-ordinates minutes and tracks all activities related to professional concerns meetings, case conferences and case conference reviews

An Adult Protection module has been set up on SWIFT where all client related activities are recorded. A Sans Server file, with appropriate client information has been developed for access by the Out of Hours Team (SCET)

Developments and Initiatives

1. An Adult Protection Committee (APC) has been established. Two subcommittees have also been set up to take forward the multi-agency development activities i.e.

Review of the Interagency Referral Discussion (IRD) with the possible adoption of the C me mechanism

- Development of a multi-agency performance reporting and framework
 - Development of a local multi-agency Training Strategy
 - Development of a local multi-agency Training programme
2. The appointment of a multi-agency post to support the activities of the APC and multi-agency operational supports and developments. Funding from ASPA Local Authority allocation for implementation
 3. The appointment of an additional .5 admin support Funding from ASPA Local Authority allocation for implementation

(Appendix references A.4)

3. Risk Assessment

All areas of Adults and Older Peoples services deal with risk assessment and risk management but this is a core function of the Assessment and Care Management Teams. Whilst working with Adults and Risk it is important to reach a position, and often an agreement with the individual themselves, about living with an “acceptable” level of risk. All policy drivers point towards “risk enablement” and inspection reports readily hone in on what is now referred to as “risk averse practices”. In reality it can often be a complex activity reaching and maintaining a level of “acceptable” risk.

The UK agenda that is moving both health and social care services towards “Personalisation” emphasises an individuals’ right of choice and independence. Across all services robust risk assessment and management practices must underpin these rights if vulnerable adults are to be helped to stay safe and be protected from harm.

A Risk Assessment and Management framework has recently been introduced across Adults and Older Peoples services. This works alongside the mainstream assessment and care management tools and processes and an interface is being created with the Single Shared Assessment process. It comprises a 4 level model as follows

Level 1 – Screening. It is recognised practice that every referral received by the Adults and Older People’s Teams is screened and prioritised. This new framework has introduced a level of risk screening at this initial interface with the service.

Level 2 – Basic Risk Assessment. In all cases where a level of risk has been identified a Basic Risk Assessment must be undertaken – the risk may be related to carer stress / care arrangement breaking down; levels of independence: lifestyle choices etc

Level 3 – Specialised Risk Assessments. At present there are two specialist risk assessment tools and processes 1) Adult protection and 2) Capacity /Mental Health.

Level 4 – Enhanced Risk Assessment – usually undertaken by specialist health care staff e.g. forensic psychiatry

This framework is not necessarily incremental manner e.g. following referral screening a situation might require to go direct to Adult Protection. The Team Managers are responsible for making these decisions.

Initiatives and Developments

Further work is underway to streamline this framework with the Single Shared Assessment (SSA) tools and processes

4. Care at Home Service (General)

The personal care at home service works closely with community health services to support people with care needs to remain living independently in their own homes. This service is targeted increasingly to people with complex health and care needs and a range of service developments have resulted in a significant impact on changing the balance of care.

A strong emphasis on both service re-design and partnership with valued independent providers has resulted in West Lothian enjoying one of the most efficient and responsive personal care services in Scotland. Services are delivered seven days a week between the hours of 7.30 a.m. and 10.00 p.m. and are therefore capable of offering customer choice in terms of time and pattern of delivery.

These service developments have required significant investment in training for personal care workers in all sectors and their skills are increasingly focussed on delivering complex personal care interventions. To support this focus, West Lothian has been committed to developing a range of creative and innovative services, which compliment the personal care service and maximise independence.

The development of shopping and frozen meals services have allowed to re-invest personal care services,

A focus on maximising independence and re-enablement has been a theme in service planning and we do this in a number of ways

- Significant investment in a range of housing related services such as care and repair, equipment and adaptations.
- Dedicated teams to support discharge and offer intensive re-enablement services promoting independence and reducing reliance on personal care interventions.
- Telecare and SMART technology have provided a range of options for promoting and maintaining safety which are more robust and less intrusive than 'drop in' visits.

In the next three years we will continue to develop and support in-house staff to develop these specialist skills and services. We will continue to support and promote Personal Direct Funding to maximise choice and independence. As demand requires, resources will be diverted from the purchase of more traditional services to support this.

West Lothian Council is committed to monitoring and reviewing all contractual arrangements to ensure that the services continue to meet the changing and growing needs of people in the community. This will include considering what opportunities are generated by the Single Outcome agreement in terms of streamlining services previously constrained by ring fenced funding streams.

Developments and Initiatives

West Lothian Council is committed to making a further significant impact on shifting the balance of care. We will do this in a number of ways but in terms of Care at Home, we want to improve services specifically in relation to;

- Support to Carers
- Crisis Response and Overnight Care
- Avoidance of Hospital Admission
- Falls Prevention and Response

We have identified two key initiatives

1. We propose to develop an Assisted Care and Technology Service (ACTS) in Partnership with Health which will be expected to respond to emergencies over a 24-hour period.

2. Planned respite at home.

We aspire to improve on current services, which offer planned episodes of respite at home. We will continue to seek to identify opportunities to re-design services but at this point there is no funding for any new initiatives.

5. Support for Carers:

Carers of West Lothian, which is, integrated within the Community Health and Care Partnership Centre at Strathbrock offers a range of services and support. This service has expanded to include:

Information and advice for carers

Carer Support Groups

Carer Training Programmes covering a range of needs and topics

Carer Support Workers

Young Carer Support Worker

Both West Lothian Council and NHS Lothian are key funders of the organisation and remain committed to continuing to be so as well as to participating in future partnership initiatives.

There has been an active campaign to highlight entitlement to carers' assessments and to promote the take up of these. 200,000 Carers' Assessment information leaflets were printed and are widely distributed in public places across the county. There has been a steady increase in the number of carers' assessments being completed and the intention is to show continuous improvement in this area.

The Advice Shop offers a full range of welfare benefits and financial advice and support to carers and staff have participated in carer training programmes.

A carers' forum, Carers Voice, has been established and recently issued its first end of year report that demonstrated how much had been achieved within that time. There is also a well-established Learning Disability Forum, which has carer representation and is chaired by a local carer.

The established spirit of co-operation and collaboration within West Lothian has created an ethos of partnership working when addressing carer issues and there is an on-going commitment to continued joint working amongst all the key stakeholders to support carers and take the carer agenda forward.

6. The Telecare Service

West Lothian Council has developed an extensive Telecare Service focusing on prevention, reducing the need for more extensive services and improving quality of life. The Service aims to promote and sustain independence, offering more effective personal and home safety monitoring mechanisms and improve care management. The Council plans to expand the service for each year over the next three years for the benefit of all care groups including people with Learning Disabilities.

7. Community Occupational Therapy (OT)

As part of a multidisciplinary approach Occupational Therapists offer specialist input to promoting independence for the benefit of people with Learning Disabilities when appropriate. Occupational Therapy services are offered by both community and hospital based staff and are delivered to people who have a temporary or permanent physical, mental or learning difficulty. There is an established commitment from both health and council staff working in partnership to deliver these services.

They provide assessment of everyday tasks and the environment to find the most suitable means of maintaining people in the community on an individual basis. The service also offers advice and professional guidance, recommendations for alternations to make facilities more accessible and the provision of equipment to improve independence.

Based in St John's Hospital the Community Equipment Store (CES) provides a range of equipment and specialist items to enable people to remain living within their own home. The equipment ranges from simple items such as dressing aids to specialist beds, seating and hoists.

8. SDS / Direct Payments

Since the Community Care (Direct Payment) Act (1996), local authorities have been allowed to make payments directly to disabled people eligible for a community care service to employ their own personal assistants or buy care directly from an independent provider and in 1997, West Lothian Council was one of the first Scottish Councils to set up a Direct Payments Scheme. The range of people eligible to receive direct payments has grown since then and the West Lothian Scheme has been reviewed and amended to reflect these changes.

Recipients can use a direct payment to buy support for personal care, daytime activities, respite care and temporary adaptations and equipment. The only community care service that cannot be funded by a direct payment is permanent residential care.

Service users and carers are given the opportunity to consider whether they would wish to receive a direct payment instead of direct service provision at the point of assessment and developing their care and support plan.

The Social Policy Learning Disability Assessment and Care Management Team carries out assessments and arranges and monitors direct payments for adults with physical and/or complex disability or sensory impairment.

West Lothian Council has recognised that becoming an employer can be a daunting prospect for people even if they are keen to have the flexibility and control over their own care delivery that direct payments can offer. Therefore, West Lothian Council commissions and funds training and support services from the Lothian Centre for Independent Living which include preparing and supporting people as they take on the role of an employer; supporting people as they recruit and hire personal assistants; a training programme for recipients of direct payments and ongoing information, advice and support in managing a direct payment.

There has been ongoing promotion of the availability of Direct Payments and a range of information leaflets have been produced and distributed to inform potential service users and carers of this service option.

Developments and Initiatives

The national policy agenda of shifting the balance of care and the management of long-term conditions within local communities will clearly require the increased personalisation of services and the recent Scottish Government revised guidance on self directed support endorses this.

Despite the availability of Direct Payments as an alternative to direct service provision, the take up in West Lothian has been limited. It is anticipated that this situation will change and that there will be a growing demand for Direct Payments and personalised care. There are no extra resources attached to the introduction of the new guidance with the government expecting that the move to a greater level of self-directed support will be funded from service re-design. However, many service users and carers are likely to opt for direct service provision and the challenge will be for the Council and key partners to manage these competing demands and the transition into alternative forms of service delivery.

Service users and carers who choose Direct Payments will require a range of supports to manage these including training on becoming an employer, recruitment issues, financial management and so on. The Council has commissioned additional services from a local support organisation in the voluntary sector to provide these services and we will continue to work with this organisation as we develop our self-directed support opportunities. This is in line with the new Guidance and government policy.

Service pressures and developments in the area of self-directed support include:

- Revision of the West Lothian Direct Payments policy, guidance and procedures in line with the new national guidance for Self-Directed Support published in 2007. (Funded by Social Policy)
- Staff training on the revised guidance and procedures
- Provision of service user and carer training and support to manage a Direct Payment
- Commissioning of services to deliver the training and support to service users and carers
- Information and promotion of self directed support services

(Appendix references A8, B13)

5.2 Current Resource / Learning Disability Specific Provision

1. Services for Autism Spectrum Disorders (ASD)

The following services are available in addition to existing Assessment and Care Management, Day Care and specialist Residential Care support provided or commissioned by West Lothian council.

Number 6:

NHS Lothian and partners previously awarded a contract to Autism Initiatives for the establishment of a pilot one-stop-shop service for high-functioning people with Aspergers and Autistic Spectrum Disorder. This service, which was based in Edinburgh, provides a

range of information, training, employment, carer support and outreach services across the whole area. People come into the centre to access the range of activities and support available there. Individual outreach visits to West Lothian were made as required. Free training for NHS and Social Care professionals is provided at Number 6.

While the service was originally funded from August 2004 until March 2008, following changes to its Lothian wide Local Authority funding, it is planned that this service will have a West Lothian base and Autism Initiatives have recently opened an office in Bathgate. Initially this will act as a base for the Outreach team but it will also be used to deliver some of the Number 6 services more locally. In particular the 1:1 advisory, sign-posting and information service can be delivered from this base and the possibility of developing social / activity groups will be explored in response to requests. An up-dated joint Service Level Agreement with NHS Lothian is being drafted to take account of our new requirements.

2. Advocacy

ACE Advocacy started in April 2003, employing a Project Co-ordinator and an Advocacy Co-ordinator in November 2003. The project will continue to be funded jointly with Lothian NHS Board to provide citizen advocacy, group advocacy and self-advocacy support to people with learning disabilities. ACE Advocacy has successfully re-established West Lothian's collective advocacy group, Our Voice Our Choice (OVOC). This group is now meeting regularly and has continued to increase its membership, which is currently now over 70 individuals. Representatives of OVOC are supported as full members of the West Lothian Learning Disability Forum. The following future developments have been identified:

Increasing demands for Independent Advocacy related to new legislation particularly the Adult Support and Protection (Scotland) 2007 Act and Adults with Incapacity Act are anticipated over the coming three years. In addition appropriate support to assist service user involvement in key planning activities/service reviews as requested by West Lothian Council will require to be resourced.

Initiatives

A review of all Independent Advocacy Services is proposed to consider the implications of the changing legislation and how best to support these services.

(Appendix references A4)

3. Employment

The Same as You? national implementation group on Employment (Working for a change? 2003) confirmed that people with a learning disability, like everyone else, have an expectation of employment. It went on to recommend that agencies and employers work together effectively to provide continuity and person-centred support on and off the job.

In response to '*Working for a change?*' (2004), West Lothian Council has reviewed its Employment Strategy for people with Learning Disability. Having considered a range of possible options Social Policy Learning Disability Services has subsequently consolidated existing resources within a restructured Independence Team. This will establish more focused support services for people with Learning disabilities targeted at developing greater support for independent living.

The development brings together five existing areas of provision under one manager and establishes a new "Independence Team". Within this team staff working in Housing Support, Adult Carers, Local Area Co-ordination, Employment Support and Person Centred Planning will collectively bring greater focus to enabling and sustaining independent living for people with learning disabilities.

It is believed that the development of the Independence Team will offer a significant contribution to the development of person centred approaches and choices for individuals with learning disability in West Lothian.

A number of other organisations provide work-based opportunities and training to people with learning disabilities. One of these is the Café Mistura, located in the Strathbrock Partnership Centre, also provides training and work placements for people with learning disabilities.

(Appendix references B1, B4, C8)

4. Local Area Co-ordination

Local Area Co-ordinators provide support for individuals to access person centred opportunities including employment. The team has been in operation since April 2003, and during 2006 provided support to 74 people. Now located within the Independence Team our Local Area Co-ordination staff, continue to work in partnership with key stakeholders, service users and their families / carers to improve outcomes in this area.

5. Independent/Private Registered Care Homes in West Lothian

There are currently 14 Independent or Private Care Homes providing registered care home services in West Lothian. These units provide 24 hour 7 day accommodation with care and support and or nursing services, which are registered and regulated by the Care Commission as 'care homes'. Over one hundred Care Home placements are purchased for people with Learning Disability or Autism Spectrum Disorders. Only one unit currently operating in West Lothian was commissioned to provide care home

services to individuals with mental health/autistic spectrum/severe and challenging behaviour.

It is recognised that a number of placements are currently purchased out of area for younger people with complex care needs.

Developments and Initiatives:

It is planned that during 2009 – 11, linked to the Lothian Wide Review of services, that consideration will be given to whether:

- The current range of Care Home provision will continue to be appropriate to meet the needs of the community over the next ten to twenty years.
- There is a need to consider the commissioning of additional Care Home provision for individuals with complex needs.

6. Independent Living / Supported Housing / Support and Care at Home

During September 2008, there were 230 people with learning disabilities known to be living in their own tenancies. Support for individuals living in their own tenancies is provided via a range of different routes, which has included, tenancy support services, Care at Home, Housing with Care and the Independence Team. Work is continuing to increase both the range of housing with on site care (including personal care) support and the opportunities for individuals with a learning disability to be supported in individual tenancies through the provision of visiting care (including personal care) and support services. The incorporation of new technology is increasingly used to support these arrangements maximising opportunities for individuals to live independently. At the same time access to individual tenancies for people with learning disabilities is prioritised through an existing "Special Lets" scheme. The development of the Independence Team will also offer greater opportunities for supporting individuals in their own tenancies. West Lothian Council has developed a Housing Support Service, managed through the Independence Team to provide support to people living in shared tenancies (leased from Almond Housing Association) and a further small number of people living in dispersed tenancies. The existing Adult Placement Service will continue to provide short to medium stay placements to benefit people aiming to move into their own tenancies. This project was established in July 2004 and currently supports around 20 individuals. It aims to provide tenancy support to key groups of individuals including people moving on from their family homes and people moving to their own tenancy from care homes.

Our objectives in this area would be to:

- Increase opportunities for individuals with Learning Disability to be supported in their own tenancies to be at or above the national average.
- Develop mainstream DDA compliant accommodation through access to appropriate housing. Single tenancy or smaller group homes with additional support as required.

- Develop social inclusion and more independent living options for people with learning disability.
- Close the gap in local provision with SAY national average returns.
- Improve the quality of life for people with learning disability in this area.

Within a service approach that promotes independence and individual services, access to good quality housing, in areas of individual choice, will continue to present challenges to Housing Providers both in the council and through partnership with Registered Social Landlord (RSLs).

Developments and Initiatives:

Discussions have taken place between Adult Learning Disability Services and Housing Services to provide improved access to a range of new housing developments for individuals with learning disability. This would include some individual tenancies, houses / flats with on site support, others with on call support provided within a small geographical area. It is anticipated that at least one specialist unit (2 bedded X2) providing services to individuals with mental health/autistic spectrum/severe and challenging behaviour will be required within the next three years.

(Appendix reference A5)

7. New Deans House

Deans house provides residential accommodation and care for adults with learning disabilities. The unit provides an assessment offering detailed information on an individual's capabilities and needs. This is a short stay service enabling long term planning and resource finding. The service has recently moved to a new purpose built unit comprising of 6 bedrooms and 4 adjoining 'flats'. In addition to providing a significantly improved quality of accommodation this development will offer better preparation for independent living complementing a full range of service provision in this area.

8. Day Opportunities

The higher incidence of people with special needs has generated significant changes in the nature and operation of day centres, including increased joint working with the NHS, improved management of risk and higher staffing ratios.

These include people with multiple and complex disabilities, conditions and needs such as help with the social and/or clinical management of:

- diabetes, epilepsy
- assisted feeding, special diets
- incontinence
- mobility
- hearing and visual impairments
- dual diagnosis (mental illness and learning disabilities)
- socially unacceptable or risky challenging behaviours
- Autistic spectrum disorders
- Pre-senile dementia and premature ageing

The fabric and facilities of two of the local authority day centres are increasingly inadequate for the task they are now being asked to perform. This includes, new care standards and compliance with the DDA in respect of disabled access.

An extensive consultation was carried out asking people with learning disabilities, their families and workers about the future shape of day opportunities in West Lothian. The consultation with users and carers indicated an expressed preference for a physical base from which to access diverse social, educational and therapeutic activities across the whole of West Lothian.

While West Lothian remains above the “Same As You?” national average, in providing alternatives to Day centres, the council recognises the need to ensure that Day services continue to be customer focused and person centred.

The proposed changes are:

- the closure of Clarendon and Blackburn day centres,
- development of a new replacement Resource Centre in a central location
- further development of outreach and the community support.

8.1 Eliburn Day Centre

During 2006 we refurbished and expanded our service provision for vulnerable adults at the Eliburn centre. The service provides a range of day activities for people who have a learning disability and complex needs. Eliburn has continued its development as a specialist day resource centre for up to 55 adults with complex physical and health care needs in closer partnership with health. The service works closely with families and health care staff to ensure a high quality and continuity of care. In addition to the range of day activities available for service users the centre provides a regular and reliable break for carers. Developing our partnership working, the expanded service now has a nurse, based at the centre along with capacity to accommodate other visiting professionals.

8.2 The New Resource Centre

Over the next three years, the following developments are planned to further enhance day opportunities. The closure of two older day centres and the provision of a new-build day resource centre in 2008/9.

Our future plans for our Day Services represents a fundamental change in the way these services are provided. Increasingly services will no longer focused on buildings, aiming

to develop better, more flexible and individualised day opportunities and providing safe, reliable respite for carers. We will at the same time continue to develop alternatives to Day Care and further increase employment and lifelong learning opportunities.

A New Build Advisory Group is currently in place, which includes representatives from users and carers, advocacy, the Design team and relevant managers.

A likely project completion date would therefore be between late 2009 and 2010. The project continues to have the strong support of our local Learning Disability Forum, which is keen to see this work progress.

8.3 Local Independent Sector Provider

A limited number of Day placements are purchased from Choices at An Carina for people with a wide range of support needs, challenging behaviour and complex disabilities.

8.4 Alternatives to Day Services

We have continued to develop the Community Inclusion Team to provide alternatives to traditional day opportunities. The Community Inclusion Team provides, workshop placements, outreach groups, and support to access leisure and recreational opportunities. During 2007 a total of 122 men and 97 women received alternative, community based day opportunities run by West Lothian Council. A number of them also attending West Lothian College courses.

9. Information and Involvement

A Learning Disability Information Worker (LDW) is employed part-time 21 hours per week to provide an information service for people with learning disabilities, their families and professionals. The main focus of the role is to ensure that the information provided is accessible to the target group and to support other relevant groups as appropriate.

The LDW has developed a group called "Jargon- Busters". This is a group of people with a learning disability looking at other organisations leaflets and reporting back on how accessible it is.

A Communication Group comprising of service providers across West Lothian is also in place. The focus of the group is to promote communication across West Lothian. The group is facilitated by the Information Worker and is working with the development of a communication directory.

The LDW is also part of the West Lothian Learning Disability Forum, up-dating this group regarding information issues as appropriate. The LDW has built up resources of accessible materials for people with learning disabilities and their families, professionals.

During the next three years, the service will continue to explore alternative ways of providing information for people with learning disabilities and how service users can be

involved in its development. The service will remain committed to providing support to the Communication Group in West Lothian involving service providers in providing and promoting accessible information for people with a learning disability.

10. Personal Life Plans

Person Centred Planning is an approach, which enables the service user to have greater control over the development of their own 'life plan' by ensuring that they are at the centre of the planning process. West Lothian Council has provided Person Centred Planning training for key social work and social care staff and has recently reviewed and revised our Person Centred Planning strategy.

In 2007, there were 52 people known to the local authority to have had personal life plans, developed through person centred planning. During the period 2008 -10 we will expand the provision of person centred planning for adults with learning disabilities. This is a key element within the Same as You? Learning Disability review report (2000) and the Joint Lothian Strategy Review Report. This work will enable West Lothian Council to progressively move towards meeting the expectations of both these reports.

(Appendix references B1, C1, C9)

11. Support for Family Carers Short Breaks and Respite

Family carers are supported through a range of provision. In accordance with recent legislation, West Lothian Council is offering carers assessments to all carers. Individuals can receive a sitter service in their own homes from Crossroads, and independent providers. Direct Payments are also an available option for short breaks either within the family home or whilst on holiday.

Respite provision is being developed to increase the number of people who can receive a respite package per year. Respite is provided in a range of settings. People with profound and multiple disabilities have placements at Letham Court, Livingston, run by Leonard Cheshire.

People with moderate learning disabilities attend Burnside, run by West Lothian Council. Burnside house is a social work service, which currently provides overnight stays for up to 3 adults with learning disabilities at any one time. The unit is sited in a three-bedded flat in a housing association development in Uphall, close to shops and other amenities. It offers a break for Carer's and the chance to take part in a range of activities for individuals staying at the unit. Respite provision from this service has recently almost doubled following its expansion to adjacent accommodation and the recruitment of additional staff.

12. Volunteer befriending

This service provides opportunities to give carers a short break and access a range of inclusive social and leisure activities on a one-to-one basis. Currently there are twenty-seven pairs in place which are supported by a co-ordinator post (28hrs) managed by the Volunteer centre West Lothian based in Bathgate. The service continues to be very popular and maintains a waiting list, which it continues to review.

6. ACTION PLAN / PRIORITIES

All Local authority Learning Disability services are affected by increases in population, greater numbers of individuals with complex needs, an ageing carer population and more people with special needs (e.g. ASD). Across the whole of Scotland there are increasingly more people with learning disability. People with learning disabilities are living longer and there are more people with complex needs requiring higher levels of care and support from Local Authority services.

Simultaneously additional pressures arise from, policies within the context of the national agenda for change (e.g. SAY? 2000 & Changing Lives 2006, Personalisation), changing legislation (e.g. AWI 2000 Act, MH 2003 Act ASP Act 2007) and users and carers asking for more individualised, flexible and responsive services.

1. Individualised/Personalised Care Services

The local authorities are committed to delivering the outcomes identified in Changing Lives (2006). This National Policy document outlines the proposed future direction of social care in Scotland. One area identified is the move towards developing personalised services. This can be understood as a move toward providing greater individual choice and control over the services he/she requires.

Personalisation has generated a national debate regarding the possibility of new and potentially innovative approaches to the assessment, allocation and self-management of individual care services such as "In Control". All local authorities will be expected to further consider the development of such models for service provision in the coming years.

It has also been recognised for some years that as services become more specialised and continue to respond to individual needs, that the costs of these services have continued to rise significantly. Some of the challenges that the local authorities will face when working towards delivering this agenda include:

- Fundamental shifts in policies and changing culture within organisations.
- Workforce capacity
- Working within current financial budgets
- Developing more joint working between health and social work
- Access to quality housing through housing providers, the council and social landlords

2. Adult Support and Protection (Scotland) Act 2007 and Risk Management.

Following the introduction of the (ASPA), Social Policy Adults and Older Peoples service is responsible for identifying, assessing and managing adults at risk from harm/abuse, neglect and /or exploitation. Along with a range of developments linked directly with supporting this legislation, there will need to be a more robust approach to risk enablement.

(Appendix references: B1, B11, A1, A2, A4,)

3. Data Collection.

As part of continuous improvement, discussions between Social Policy staff and our Information Services Unit to monitor, review and develop social policy Same as You (SAY) information are on going. It is recognised however that not all of the SAY information is readily available to Social Policy services and work continues to improve the capture of such information.

NHS Lothian and West Lothian council will continue to develop opportunities for health and social work to share information to benefit the development of appropriate services. More recently it has been agreed that the Joint Improvement Team (JIT) Learning Disability workbook will be adopted in order to progressively capture reliable capacity planning information. Representatives from East Lothian, Edinburgh, Midlothian, West Lothian, and NHS Lothian have agreed that this work will be carried out over the next 12 months, to be concluded by September 2009 to support strategic long-term Commissioning for learning disability services.

Appendix C.1: The Draft Joint Lothian Learning Disability Strategy Review (2008).

4. Inclusion / Involvement.

Inclusion is dependent upon appropriate information, opportunities for consultation and support. West Lothian council commissions and supports a range of services and groups to assist the involvement of key stakeholders. These include the Learning Disability Forum, the commissioning of Advocacy services, Carers for West Lothian and a Learning Disability Information Worker.

With regard to the provision of Advocacy / Service User Involvement/ Information services we will:

- (a) Continue our joint funding with NHS Lothian of local advocacy services for up to 120 people.
- (b) Maintain our support to Service User involvement group Our Voice Our Choice (OVOC).
- (c) Maintain our support through the Information Service for People with Learning Disabilities.
- (d) Develop further the use of person centred planning approaches to service provision.
- (e) Develop a service information pack. This would be made available to service users and carers at the point of assessment.

5. Transition Planning

Processes have been developed to ensure that these children with a learning disability transfer to appropriate services for adults as seamlessly as possible.

Regular meetings between relevant staff in Social Policy were established to support multi-agency discussion, and enhance the service for young people in transition from childhood to adult hood. The Transition Group includes representation from both children's and adult's services in Social Policy, education services and health services. This group aims to ensure that the needs of individuals are fully considered and that the most appropriate individual plans are formed for each young person. The group also promotes the advance management of information to inform future planning.

6. Further Education.

West Lothian Council continues to promote inclusion for pupils with disabilities. For children with special needs a co-ordinated approach will continue to be taken to deliver care, working in partnership with other agencies, including integrated assessment, co-ordination of care, joint care plan documentation and jointly provided packages.

We will continue to develop opportunities for lifelong learning with Further Education establishments in line with recommendation (15) of 'The Same as You?'. Maintaining our Links with West Lothian College via our local, Learning Disability Forum, Transition Planning Group and Service Integration Group we will seek to develop more flexible and responsive services, which support people in the community through lifelong learning.

(Appendix references: B1)

7. Training Opportunities.

A range of voluntary training opportunities is available for people in this area, provided or commissioned from independent service providers along with our Community Inclusion Team. An example of this is placements within the Café Mistura, which provides restaurant and take away services to the public and CHCP staff at our Partnership Headquarters. For those individuals on placement this offers an opportunity to obtain Food and Hygiene training with qualifications.

Social Policy staff have reviewed placements supported by the Community Inclusion team and have refocused this work to develop these opportunities further. The Volunteer centre West Lothian currently commissioned to provide support for a small number of placements are also seeking to attract additional funding to expand this work.

8. Community Short Breaks.

Respite support will continue to be provided in West Lothian through a range of units, which support individuals to remain at home. Respite support from the service at Burnside has recently increased by 40% following its expansion into adjacent accommodation. The unit now provide additional residential respite care/break from

caring on a planned basis for 54 people with further capacity to increase this during the coming year.

Funding will be maintained to provide access to local Befriending services up to 33 people.

A review of our Direct Payment arrangements is also underway to ensure consistency with national guidance for Self-Directed Support, which offers alternative provision in this area.

We would also aim to develop further opportunities to have a short break for people living at home.

9. ACCOMMODATION AND SUPPORT

9.1 Adults Living in Their Own Tenancies

Work will continue to improve the range of housing and support available in the community for people with learning disabilities. The development of the Independence Team will also offer greater opportunities for supporting individuals in their own tenancies. In addition to existing housing with support provision and tenancy support services, a new development of residential accommodation (Deans) incorporating individual flats is now available. As well as providing a greatly improved quality of accommodation, this will offer better support for helping people develop more independent living skills.

A review is planned of all commissioned residential care accommodation for people with learning disability to ensure these services will continue to be needed in future years.

Discussions have also taken place between Adult Learning Disability Services and Housing Services management to provide improved access to a range of new housing developments for individuals with learning disability. This would include some individual tenancies, houses / flats with on site support, others with on call support provided within a small geographical area.

Initiatives

- Promote the case for housing for people with a learning disability through the Housing Strategy
- Promote the option of Housing with Care Units accepting nomination for individuals with a learning disability at 50 years

See Appendix: C.10 Support to Individuals with Learning Disability Housing Brief (2008).

9.2 Adults Living in Care Homes

There will remain a requirement to provide Registered Care Home placements for some people who:

Have lived in this type of accommodation for many years are not able or equipped to live in a more independent setting

Have an intensity and complexity of need and/or high-risk behaviours that make independent living difficult to maintain

Have a level of incapacity that makes it difficult, with assistance, to exercise control or make informed decisions

The outcome of the Joint Lothian Learning Disability Strategy will inform these developments.

Initiatives

- Work with the Joint Partners to develop Phase 2 of the Joint Lothian Learning Disability Strategy
- Review the needs and care plans current residents of all Care Home registered care homes
- Develop a Specification for a small Care Home for individuals with Challenging Behaviours/Autism in West Lothian

10. Day Care & Alternatives.

Services for adults recently completed the refurbishment and consolidation of our service provision for vulnerable adults at the Eliburn centre. The service now provides a range of day activities for people who have a learning disability and complex needs.

Eliburn works closely with families and health care staff to ensure a high quality and continuity of care. Over 96% of carers providing feedback rated the service as good, very good or excellent. Developing our partnership working with Health Services, the expanded service now has a nurse, based at the centre along with capacity to accommodate other visiting professionals.

Planning is at an advanced stage for the development of a new Resource Centre. The new Resource, which will replace two older Day Care Centres is due for completion during 2010 and will aim to provide a more person centred and community focused service.

The next phase of this development will be directed at setting out clear service specifications committed to offering a range of support, which help people develop fully as individuals and be supported in the community. Putting people at the centre of the planning of their support and providing services that are responsive to service user needs and wishes.

We will continue to develop the Community Inclusion Team (CIT) to provide alternatives to traditional day services. Alongside the proposed changes to Day Care services it is

anticipated that the this service will be reviewed to ensure it remains consistent with our strategic aims

Initiatives

- Complete the specification of the services to be provided or co-ordinated from the New Resource Centre
- Consider the future best use of the Workshop at Fairbairn Road
- Seek to recruit additional staff required to open the final room at Eliburn

11. Employment

The Same as You? national implementation group on Employment (Working for a change? 2003) supported the view that people with a learning disability, like everyone else, have an expectation of employment. It recommended that agencies and employers work together effectively to provide continuity and person-centred support on and off the job. These aspirations can also be seen within the Lothian's Joint Learning Disability Strategy 2008 which acknowledges the need to establish a range of work initiatives, such as co- operatives, social firms and supported employment. This approach is also promoted within West Lothian through the recent developments of our Independence Team. In addition discussions are underway with partners to consider options for the development of a Social Firm. This would aim to offer an alternative to mainstream employment in a supportive working environment without reducing any sense of social inclusion. It would provide a real working environment to provide training and personal development but with a greater understanding of the support needs of individuals with learning disabilities. The project would aim to ensure that an emphasis is maintained to develop people's employability with the potential to develop employment opportunities within the project itself.

Initiatives

- Work with current partners to promote the development of a Social Firm
- Consider how the current Training service at Café Mistura could in future relate to any additional services that may be developed.

(Appendix references: B1, B4, C1, C8)

7. LEARNING DISABILITY SERVICE STATEMENT & INITIATIVE TABLES

ASSESSMENT AND CARE MANAGEMENT

Service	Capacity	Current Service Pressures Changes & Improvements
Assessment & Care Management Team	<p>Service capacity for this team is dependent upon a number of factors. These include:</p> <p>Number of staff in team (1 Team Manager, 8 Social Workers) The “urgency and intensity” of service user/carer need in each case The volume of cases requiring attention. The volume of care plan reviews and other demands on the team.</p> <p>The experience and individual capacity of each Team Member</p>	<ul style="list-style-type: none"> • Service area affected by increasing, population and numbers of individuals with complex needs, ageing carer population. • National agenda for change (e.g. Policy documents such as the SAY? 2000 & Changing Lives 2006 Personalisation), changes to legislation (e.g. AWI 2000 Act, MH 2003 Act ASP Act 2007) and increasing user and carer expectations. • In recognition of greater opportunities for Person Centred Planning recent approval has been given for one additional social worker post to carry out reviews and provision of PCP's.

Specific Initiatives
<p>Single Shared Assessment format to be redesigned to improve information gathering and to enable relevant electronic reporting. Service Information Pack</p> <p>A service information pack is to be developed. This would be made available to service users and carers at the point of assessment.</p>

ADULT PROTECTION

Service	Capacity	Current Service Pressures Changes & Improvements
Adult Protection	Adults and Older Peoples Assessment and Care Management staff undertake most of the Adult Protection risk assessment and adult support and protection planning activities. This work is supported by a Service Development officer and an Adult Protection Administrative Assistant	Each Assessment and Care Management Team is responsible for undertaking inquiries and investigations into all referrals / alerts to situations of actual or suspected harm. The ASPA requires that these tasks are undertaken by "council officers".

Specific Initiatives
<p>1. An Adult Protection Committee (APC) has been established. Two subcommittees have also been set up to take forward the multi-agency development activities i.e.</p> <p>Review of the Interagency Referral Discussion (IRD) with the possible adoption of the C me mechanism</p> <ul style="list-style-type: none"> • Development of a multi-agency performance reporting and framework • Development of a local multi-agency Training Strategy • Development of a local multi-agency Training programme <p>2.The appointment of a multi-agency post to support the activities of the APC and multi-agency operational supports and developments. Funding from ASPA Local Authority allocation for implementation</p> <p>3. The appointment of an additional .5 admin support Funding from ASPA Local Authority allocation for implementation</p>

Service	Service Capacity	Current Service Pressures Changes & Improvements
Occupational Therapy (OT) Services	OT Services are offered by both community and hospital based staff and are delivered to people who have a temporary or permanent physical, mental or learning difficulty.	There is an established commitment from both health and council staff working in partnership to deliver OT and rehabilitation services. This has successfully seen a reduction in duplicated work, with processes in place allowing Council and NHS staff access to Community equipment store disability equipment. This multi-agency approach to service delivery is underpinned by the more recent development of joint service objectives and by joint staff training and development

Specific Initiatives
<p>A new Single Shared Assessment tool, will be used by all occupational therapy staff and partners across social policy, health and housing.</p> <p>Scottish Government Equipment and Adaptations guidance, standards to be implemented with partners across Social Policy, Housing and the NHS.</p> <p>Outcome measures are planned for 2009 to gain feedback from service users and to seek improvements in service delivery.</p> <p>Occupational therapy will work with partners in Housing to develop West Lothian guidance to assist with the provision of disability adaptations.</p> <p>Improved stock control and re-cycling of equipment will help to meet increased demand.</p> <p>Localising the supply and delivery of continence and urology products to independent care homes in West Lothian.</p> <p>Recent completion of GPRS hand held devices project allows equipment delivery drivers in the field to update requisitioners on progress of deliveries. Updates will be made direct to requisitioners' PCs</p> <p>There has been a recent review of the equipment range provided for hearing impaired service users, in consultation with Deaf Action ensuring best value for service users.</p>

SUPPORT AT HOME

Service Description	Service Capacity	Current Service Pressures Changes & Improvements
<p>Individual Care & Support at Home Packages including Supporting People</p> <p>(See also Home Support services within the Independence Team).</p>	<p>At present the budget for these services is part of the wider care at home purchasing budget. A range of factors including demand from other service areas controls service capacity. Consideration is being given to separation of these budgets to clarify the service capacity. For the purposes of the SAY returns</p> <p>A total of 233 individuals with Learning Disabilities known to our services have been identified as living in their own tenancies. This remains below the national average.</p> <p>The expectation would be to maintain and develop tenancy support and where required additional care services to individuals with learning disability who are resident in supported housing units or resident in their own tenancy for an additional twenty-five people.</p>	<p>Several service pressures have been identified regarding the future accommodation needs of people with Learning disability in this area. The Draft Lothian Review suggests an increasing prevalence of younger people with ASD, individuals with challenging behaviour and individuals currently living with older carers. Currently around one third of adults with learning disabilities known to the council are over the age of fifty. The expansion of the range of accommodation with support would be consistent with national policy for social inclusion and with local sustainability objectives.</p> <p>The objectives would be to:</p> <p>Increase opportunities for individuals with Learning Disability to be supported in their own tenancies and family homes.</p> <p>Close the gap in local provision with SAY national average returns.</p> <p>Improve the quality of life for people with learning disability in this area.</p> <p>The estimated additional annual care and support costs for 19 new places supporting a range of people with Mild / Moderate care needs, High care needs and High / Complex care needs £479k using a core & cluster model.</p>

SUPPORT AT HOME

Specific Initiatives
<p>Promote the case for housing for people with a learning disability through the Housing Strategy</p> <p>Promote the option of Housing with Care Units accepting nomination for individuals with a learning disability at 50 years</p> <p>Enable and encourage greater options for individual support arrangements through clearer identification of the budget available for such schemes.</p> <p>To use Telecare and the Assisted Care and Technology Service (ACTS) to allow people either to remain longer in their chosen environment or access independent housing options.</p>

DIRECT PAYMENTS

Service Description	Service Capacity	Current Service Pressures Changes & Improvements
Direct Payments	There is no current restriction on service capacity other than the budget allocated to provide Direct Payments. A review of DP guidance and eligibility criteria will be undertaken to ensure compatibility with new national Self-directed Support guidance.	<p>Increased personalisation agenda including "In Control". Any proposed Increased spending in this area directly correspond to budget pressures in other service provision. A projected annual increase of 15% in the numbers of people with learning disabilities in receipt of Self-Directed Support in this area is targeted for over the coming three years.</p> <p>Based on an average DP of £16.4k per person the annual shift in spending per year on year would be approximately £30k. Estimated total over three years £110k.</p>

Specific Initiatives

A review of our Direct Payment arrangements is also underway to ensure consistency with national guidance for Self-Directed Support, which offers alternative provision in this area.

We would aim to develop additional opportunities for community short breaks in this area.

DAY CARE

Service Description	Service Capacity	Current Service Pressures Changes & Improvements
Blackburn and Clarendon Day Support Services	Current service capacity between both locations is 90 daily places. This is effectively controlled (1) in Blackburn by building capacity and staffing levels and (2) in Clarendon by staffing level.	The management of proposed changes between existing provision and the development of a new replacement resource centre, with more person centred objectives. The progressive development of new style day services with an increasing focus on individual need.
Eliburn Day Support Services	Current service capacity is 47 places. The service has recently been refurbished and expanded to provide specific support for people who have learning disability and complex physical needs.	Increasing number of individuals with complex care needs along with developing personalisation agenda.
An Carina (Commissioned from Choices Ltd)	The service is contracted to provide up to 14 places in this centre. West Lothian Block purchases 8 places and currently purchases additional 4 places.	This Independent day unit was commissioned to provide services for 14 people with a learning disability with challenging behaviour / A S D. Any increase in the numbers of people within this care group being supported in this area will need corresponding funding.

DAY CARE

Specific Initiatives
<p>Complete the specification of the services to be provided or co-ordinated from the New Resource Centre</p> <p>Seek to recruit additional staff required to open the final room at Eliburn</p>

ALTERNATIVES TO DAY CARE

Service Description	Service Capacity	Current Service Pressures Changes & Improvements
<p>Community Inclusion Team</p>	<p>The Conservation Team providing service to 8 – 10 individuals per day. The Workshops offer places to between 12 – 15 per day and the Leisure and Recreation offer between 12 – 20 opportunities per day dependant on the type of activity.</p> <p>At present the Outreach Service, is currently providing services to 40 people but could provide to an additional 6 - 8 individuals. The service capacity is dependent on the level of staffing. For the workshops this also includes specific Health and Safety controls and the capabilities of the individual service users in each area of the service.</p> <p>The Team has 14 staff, which includes the Team leader and part-time clerical support of (30hrs).</p>	<p>The Continued development of the Community Inclusion Team (CIT) to provide alternatives to traditional day opportunities for up to 120 people.</p> <p>Along side the proposed changes to Day Care services it is anticipated that the service will be reviewed to ensure it remains consistent with our strategic aims.</p>

ALTERNATIVES TO DAY CARE

<p>Specific Initiatives</p>
<p>Consider the future best use of the Workshop at Fairbairn Road</p>

RESPITE/BREAKS FROM CARING

Service Description	Service Capacity	Current Service Pressures Changes & Improvements
Burnside residential respite	The unit is comprised of 2 adjoining flats both with 3 bedrooms. In the original flat there is an office/staff bedroom allowing for staff to be on-site and the adjoining flat while having no resident staff has access via an alarm system. Service is planned based on the known needs of the individuals to attempt to ensure compatibility.	During the coming year the service aims to provide additional residential respite care/break from caring on a planned basis for 60 people. Over a three-year period this unit has potential to support up to 70 individuals.
Letham Court (Commissioned from Leonard Cheshire) Residential Respite/Short Stay Care Unit enabling short breaks from caring.	This unit currently has 5 respite care and 1 urgent/emergency admission bed.	Providing respite support to around 40 people.
Currie Hostel (Edinburgh) A small number (currently 3) people go to Currie Hostel in Edinburgh for respite care. Beeches (Midlothian) Residential Respite for one person.	N/A N/A	These out of area placements are on going because of individuals prior links with these units. It is not anticipated that any new respite placements would be agreed outwith this area.

RESPITE/BREAKS FROM CARING

Specific Initiatives
Develop increased opportunities to have a short break at home.

RESIDENTIAL CARE HOMES

Service Description	Service Capacity	Current Service Pressures Changes & Improvements
<p>Deans House Admissions unit dealing with crisis admissions and planned admissions; provides an Assessment review offering detailed information on an individual's capabilities and needs; provides short stay service enabling long term planning and resource funding</p>	<p>Will provide 6 bedrooms and 4 adjoining 'flats' providing preparation for independent living.</p> <p>11.5 WTE Staff</p>	<p>Increased personalisation agenda along with more service user and carer expectations for independent living.</p> <p>These new facilities can offer a better quality of life and a greater capacity to support individuals more towards more independent living.</p>

Service Description	Service Capacity	Current Service Pressures Changes & Improvements
<p>Independent/Private Registered Care Homes in West Lothian 24 hour 7 day accommodation with care and support services, which are registered and regulated by the Care Commission as 'care homes'.</p> <p>Only one unit currently operating in West Lothian was commissioned to provide care home services to individuals with mental health/autistic spectrum/severe and challenging behaviour.</p>	<p>There are currently 14 Independent or Private Care Homes providing registered care home services in West Lothian. 90 Care Home placements purchased.</p>	<p>People increasingly requiring support because of high, complex, physical needs which these units were not originally designed for.</p> <p>A planned review of this provision and related contracts will be undertaken to consider whether current services continue to be appropriate and consistent with best practice.</p>

RESIDENTIAL CARE HOMES (Contd.)

Service Description	Service Capacity	Current Service Pressures Changes & Improvements
Independent/Private Registered Care Homes in West Lothian	N/A	See above.
<p>Specialist Care Home Placements These placements are purchased to meet the needs of individuals whose needs:</p> <p>Cannot be met in a resource available in West Lothian; as a result of Autism Spectrum Disorder or mental health problems or Challenging Behaviour require a service that is appropriate, skilled and resourced.</p> <p>These placements are very high cost. Individuals who have a profound learning disability, accompanied by either mental health problems or are in the Autism Spectrum or profound physical disability or whose behaviours present significant difficulties to manage in non-specialist settings.</p>	N/A	Increasing numbers of people with specialist care needs requiring more secure accommodation (e.g. individuals with ADS).

RESIDENTIAL CARE HOMES (Contd.)

Specific Initiatives

Work with the Joint Partners to develop Phase 2 of the Joint Lothian Learning Disability Strategy.

Consider the future requirements for Care Home provision in West Lothian.

Review the care plans of all current residents of all Care Home registered care homes.

Develop a Specification for a small Care Home for individuals with Challenging Behaviours/Autism in West Lothian.

LD INDEPENDENCE TEAM SERVICES

Service Description	Service Capacity	Current Service Pressures Changes & Improvements
<p>Local Area Co-ordination Team</p>	<p>Capacity is limited in a similar way to that identified in Assessment and Care Management i.e. an equation of a number of factors including staff availability, level of demand of individuals currently using the service and ability to discharge/end involvement with service users. Two WTE LAC staff.</p>	<p>Service area affected by increasing, population, numbers of individuals with complex needs, ageing carer population. Nation agenda for change policy (e.g. SAY? & Changing Lives 2006 Personalisation), changes to legislation (e.g. AWI 2000 Act, MH 2003 Act ASP Act 2007) and increasing user and carer expectations. 1. Consolidation of LAC services within the new Independence Team. 2. Provide LAC services for 75 people.</p>
<p>Supported Housing Services provides tenancy support and where required additional care services to individuals with learning disability who are: Resident in their own tenancy.</p>	<p>This service provides 273 hours per week (when fully staffed) of housing support. The number of people who are supported is dependent on the needs of individuals seeking a service and whether this can be met from the staff resource available. 8.48 WTE Housing Support Staff. Plus 0.834 WTE Senior Housing Support Worker (30hrs) & 1 WTE Resource Worker Post.</p>	<p>The estimated additional annual care and support costs for 19 new places supporting a range of people with Mild / Moderate care needs, High care needs and High / Complex care needs £479,698 (See Individual Care & Support at Home above). With a 3% uplift based on an increase of 19 new places each year (6 with High / Complex care needs or High care needs and 13 with mild to moderate care needs). Estimated additional revenue costs would be £1.48M by year three. Excluding: Specific Health Care or Local Authority Day Care, Social Activity costs. Capital Accommodation Costs.</p>

INDEPENDENCE TEAM (Continued)

Service Description	Service Capacity	Current Service Pressures Changes & Improvements
<p>Person Centred Planning To enable the development of individual PCP's.</p>	<p>During 2006, there were 52 people known to the local authority to have had personal life plans, developed through person centred planning.</p> <p>The capacity to provide such services will grow as the result of the planned expansion of this service. One WTE PCP support worker.</p>	<p>Establishment of a new "Independence Team" targeting greater support for the development of independent living. Direct additional resources towards the development and co-ordination of individual PCP's, consistent with our service's principles, purpose, best practice and the SAY? Develop agreed standards for PCP Update our provision of SDS in view of new guidance. Enable the development of 100 additional PCP's</p>
<p>Employment Support Team To develop and provide employment focused support services for people with Learning Disabilities.</p>	<p>During 2005-06, West Lothian Council provided support to 52 people in voluntary work placements, 31 people in voluntary work placements, 31 people in non-open (sheltered) employment and 6 people in open paid employment. 3 WTE staff.</p>	<p>Development of employment support through the new Independence Team. The capacity to provide such services will grow as the result of the planned expansion of this service. The team initially aims to prepare and support an additional 20 people with learning disabilities to take up paid work during the coming year.</p>

INDEPENDENCE TEAM (Contd.)

Service Description	Service Capacity	Current Service Pressures Changes & Improvements
<p>Adult Carer Placement Service provides placements with recruited paid carers</p>	<p>Currently there are 8 carers providing 9 placements.</p> <p>0.75 WTE (27hr) part time worker.</p>	<p>This service is reducing its capacity as carers retire/stop working, demand reduces as individuals seeking services look to supported housing options and recruitment in recent years has not brought additional resources.</p>

Specific Initiatives
<p>Work with current partners to promote the development of a Social Firm</p> <p>Consider how the current Training service at Café Mistura could in future relate to any additional services that may be developed</p> <p>During the period 2009 -11 we will expand the provision of person centred planning for adults with learning disabilities.</p> <p>Further development of a more locally accessible Autism service.</p>

**LEARNING DISABILITY
OTHER SERVICES**

Service Description	Service Capacity	Current Service Pressures Changes & Improvements
<p>Ace Advocacy Provides independent citizen advocacy, group advocacy and self-advocacy support.</p>	<p>Aims to provide support to a group of between 100 to 120 individuals per year.</p>	<p>Continue joint commissioning with Lothian Health of local advocacy services for 120 people with learning disability.</p> <p>Provide on-going support to Service User group Our Voice Our Choice (OVOC).</p> <p>A review of all Independent Advocacy Services is proposed to consider the implications of the changing legislation and how best to support these services.</p>
<p>Information Worker (attached to Disability West Lothian) Provides appropriate information to individuals with a learning disability and their family/carers. Individuals with a learning disability and their family/carers.</p> <p>Volunteer Befriending To provide Service Users with befriending support. Individuals with a mild to moderate learning disability.</p>	<p>Part time worker 20 hours per week.</p> <p>During 2006 there are 27 befriending pairs in place.</p>	<p>Maintain access to Information Service for People with Learning Disabilities (150).</p> <p>During the coming year the service aims to maintain and develop existing access to local Befriending services for 33 people. To provide opportunities to give carers a short break and access a range of inclusive social and leisure activities on a one-to-one basis.</p>
<p>Number 6 West Lothian Services for people with ASD & Aspergers. This service is available in addition to existing Assessment and Care Management, Day Care and specialist Residential Care support provided or commissioned by West Lothian council</p>	<p>Service Specification to be confirmed.</p>	<p>The service was originally funded from August 2004 until March 2008, however following changes to its Lothian wide Local Authority funding its continuation in this area will be based upon the development of a more locally accessible service. Autism Initiatives has more recently opened an office in Bathgate. Initially this will act as a base for the Outreach team but it will also be used to deliver some of the Number 6 services more locally.</p>

**LEARNING DISABILITY
OTHER SERVICES (Contd.)**

Specific Initiatives

Review of all Independent Advocacy Services to consider the implications of the changing legislation and how best to support these services.

To develop existing access to local Befriending services for 33 people which will provide opportunities to give carers a short break.

8. PERFORMANCE MEASURES 2009/10

SERVICE: CHCP AND SOCIAL POLICY

WLAM TEAM: ADULTS AND PLANNING - LEARNING DISABILITIES

Activity	Objective	Corporate Planning Priority	Performance Measure and Target 2009/10	Projected Output Narrative for 2009/10	Projected Output Unit for 2009/10
Assessment and Care Management Services	To provide assessment and care management services to adults with learning disabilities, their families and carers	Improving The Health And Wellbeing Of Communities	All assessments allocated within 13 wks of referral	No. of Assessments completed	250
Assessment and Care Management Services	To provide assessment and care management services to adults with learning disabilities, their families and carers	Improving The Health And Wellbeing Of Communities	60% of user assessments completed within target timescale	Increasing % of user assessments completed within target timescale	60% of user assessments completed within target timescale
Assessment and Care Management Services	To provide assessment and care management services to adults with learning disabilities, their families and carers	Improving The Health And Wellbeing Of Communities	60% of care plans reviewed within target timescale	Increasing % of care plans reviewed within target timescale	60% of care plans reviewed within target timescale
Assessment and Care Management Services	To provide assessment and care management services to adults with learning disabilities, their families and carers	Improving The Health And Wellbeing Of Communities	60% of carers' assessments completed within target timescale	Increasing % of carers' assessments completed within target timescale	60% of carers' assessments completed within target timescale
Assessment and Care Management Adult Protection	To provide support and protection for adults with learning disabilities.	Improving The Health And Wellbeing Of Communities	100 % of AP cases with an allocated worker.	% of AP cases with an allocated worker.	100 % of AP cases with an allocated worker.
Assessment and Care Management Adult Protection	To provide support and protection for adults with learning disabilities.	Improving The Health And Wellbeing Of Communities	100% of case conferences that have resulted in AP action plans.	% of case conferences that have resulted in AP action plans.	100% of case conferences that have resulted in AP action plans.

Activity	Objective	Corporate Planning Priority	Performance Measure and Target 2009/10	Projected Output Narrative for 2009/10	Projected Output Unit for 2009/10
Independence Team (Accommodation and adult placements)	Provision of 24hr accommodation and adult placements in the home of a paid carer.	Improving The Health And Wellbeing Of Communities	Provision of placement within 3months of request	Number of adult placements	8
Independence Team (Housing Support)	Provision of Housing Support Services	Improving The Health And Wellbeing Of Communities	No of people who provided with support to sustain their tenancy throughout the year	Number of people provided with support to sustain tenancy	15
Independence Team (Person Centred Plans)	To enable the development of individual Person Centred Plan's	Improving The Health And Wellbeing Of Communities	That the number of people with a Person Centred Plan increases	Number of Person Centred Plans completed	30
Independence Team (Local Area Co-ordination)	To provide a Local Area Co-ordination Service to individuals	Improving The Health And Wellbeing Of Communities	Number of people requesting a service increase	Number of people provided with a service	75
Independence Team (Employment)	To develop and provide employment focused support services for people with Learning Disabilities	Improving The Health And Wellbeing Of Communities	Increase in the number of people provided with employment support service	Number of people provided with employment support	40
Independence Team (Employment)	To develop and provide employment focused support services for people with Learning Disabilities	Improving The Health And Wellbeing Of Communities	Increase in number of people completing Training Programme.	Number of people completing Training Programme.	50 People completing Training Programme.
Independence Team (Employment)	To develop and provide employment focused support services for people with Learning Disabilities	Improving The Health And Wellbeing Of Communities	Increase in number of people being supported in Open Employment (-15 hrs)	Number of people being supported in Open Employment (-15 hrs)	24 People being supported in Open Employment (-15 hrs)
Independence Team (Employment)	To develop and provide employment focused support services for people with Learning Disabilities	Improving The Health And Wellbeing Of Communities	Increase in number of people being supported in Open Employment (+15hrs)	Number of people being supported in Open Employment (+15hrs)	8 People being supported in Open Employment (+15hrs)

Activity	Objective	Corporate Planning Priority	Performance Measure and Target 2009/10	Projected Output Narrative for 2009/10	Projected Output Unit for 2009/10
Care Home Placement Service (Purchased)	Purchase of Care Home Placements	Improving The Health And Wellbeing Of Communities	Placement is available when required	Care Home placements purchased	90
Care Home Placement Service (WLC Provision)	Provision of Care Home Placements	Improving The Health And Wellbeing Of Communities	Placement is available when required	No. of Care Home placements provided	10
Learning Disability Information Service	Provision of a Learning Disability Information Service	Improving The Health And Wellbeing Of Communities	Increase in the number of people provided with a service	No. of people accessing a service	200 people provided with a service
Befriending	Provision of a volunteer befriending service	Improving The Health And Wellbeing Of Communities	Number of people provided with a service is as specified in contract	No. of people receiving a service at any one time	35 people receiving a service
Direct Payments	To provide Personal Direct Payments to adults with learning disabilities	Improving The Health And Wellbeing Of Communities	Increase in the number of people receiving direct payments	People receiving direct payment	20 people receive a Direct Payment
Advocacy Service	To purchase an independent advocacy service for people who have a learning disability	Improving The Health And Wellbeing Of Communities	Number of people provided with a service is as specified in contract	People receiving a service per annum	120 people receive a service
Short Breaks from Caring	Provision of short breaks from caring in registered accommodation	Improving The Health And Wellbeing Of Communities	That the unit operates at a minimum of 90% occupancy	Number of people receiving a service	60
Short Breaks from Caring	Access to short breaks from caring.	Improving The Health And Wellbeing Of Communities	Increase number of people with a learning disability for whom residential respite was purchased	Number of people with a learning disability for whom residential respite was purchased	Residential respite purchased for 60 people with a learning disability

Activity	Objective	Corporate Planning Priority	Performance Measure and Target 2009/10	Projected Output Narrative for 2009/10	Projected Output Unit for 2009/10
Short Breaks from Caring	Purchase of short breaks from caring in registered accommodation	Improving The Health And Wellbeing Of Communities	That demand for short breaks for caring is met within available resource	No of nights purchased	2000
Support at Home Services	Care at Home	Improving The Health And Wellbeing Of Communities		Included in Older Peoples Activity Budget	
Support at Home Services	Care at Home	Improving The Health And Wellbeing Of Communities	Increase number of people with a client category of learning disability receiving personal care at home (provided)	Number of people with a client category of learning disability receiving personal care at home (provided)	15 people with a client category of learning disability receiving personal care at home (provided)
Support at Home Services	Care at Home	Improving The Health And Wellbeing Of Communities	Increase number of people with a client category of learning disability receiving personal care at home (purchased)	Number of people with a client category of learning disability receiving personal care at home (purchased)	90 people with a client category of learning disability receiving personal care at home (purchased)
Support at Home Services	Care at Home	Improving The Health And Wellbeing Of Communities	Increase number of hours of personal care at home provided for people with a client category of learning disability	Number of hours of personal care at home provided for people with a client category of learning disability	50.000 hours of personal care at home provided for people with a client category of learning disability
Support at Home Services	Care at Home	Improving The Health And Wellbeing Of Communities	Increase number of hours of personal care at home purchased for people with a client category of learning disability	Number of hours of personal care at home purchased for people with a client category of learning disability	2,000 hours of personal care at home purchased for people with a client category of learning disability
Shifting the balance of care. Individual Tenancies.	Supporting people at home	Improving The Health And Wellbeing Of Communities	Increasing number of people with a client category of learning disability who are living in their own tenancy.	Number of people with a client category of learning disability who are living in their own tenancy.	235 people with a client category of learning disability who are living in their own tenancy.

Activity	Objective	Corporate Planning Priority	Performance Measure and Target 2009/10	Projected Output Narrative for 2009/10	Projected Output Unit for 2009/10
Shifting the balance of care: Telecare	Supporting people at home	Improving The Health And Wellbeing Of Communities	Increasing number of people with a client category of learning disability who are using Telecare	Number of people with a client category of learning disability who are using Telecare	Number of people with a client category of learning disability who are using Telecare
Day Care and Community Support Services	Preparation and support to engage in training, volunteering and employment opportunities and the provision of day services for people with complex needs	Improving The Health And Wellbeing Of Communities	That service is available when required	No of people receiving a service	240
Day Care and Community Support Services	Provision or purchase of day services for people with challenging behaviour / complex needs.	Improving The Health And Wellbeing Of Communities	Number of people receiving a service as specified in contract	No of people receiving a service	14
Non-centre based day services (CIT).	Provision of day services / meaningful activity for people with a learning disability	Improving The Health And Wellbeing Of Communities	Number of people with a learning disability receiving a non-centre based day service in a week.(provided)	No. of people receiving a service	Included in Centre based day services.
	Total :-				

NB The measures highlighted in green are the additional measures to be gathered in future as part of the continuous development of outcomes focussed reporting

Appendix A.

Legislation:

1. Adults with Incapacity (Scotland) Act 2000,
2. Mental Health (care & treatment) (Scotland) Act 2003
3. The Education (Additional Support for Learning) (Scotland) Act 2005,
4. Adult Support & Protection (Scotland) Act 2007,
5. Equalities Legislation including, Disability Discrimination Acts (DDA) 1995 & 2005,
6. Race Relations Acts 1976 & 2000, Age Discrimination, Gender Duty,
7. The Equality Act 2006.
8. Community Care (Direct Payment) Act (1996
9. Education (Additional Support for Learning) (Scotland) Act 2004

Appendix B.

National Policies:

1. "The Same as You?" (2000)
2. A Joint Future (2001) Scottish Executive.
3. "Partnership for Care", Scotland's Health White Paper (2003)
4. 'Working for a change?' (2004). Short life working group report on employment opportunities
5. 'Home at last?' (2004) report on the national hospital closure programme.
6. The Health Needs Assessment "People with Learning Disabilities in Scotland" (2004).
7. "Delivering For Health" (2005) Kerr Report
8. "Having your say?", (2006) report regarding advocacy,
9. "Make My Day!" (2006) report regarding day services
10. "Changing Childhoods" (2006) report regarding children.
11. Changing Lives (2006) The 21st Century Social Work Review,
12. "Transforming Public Services" The Next phase of Reform (2006)
13. "Self-Directed Support", New National Guidance (2007)
14. Concordat between National and Local Government (2007)
15. HEAT (Health Efficiency, Access and Treatment) Targets (2007&2008)
16. "Seizing the Opportunity", Scottish Telecare Strategy 2008-2010
17. National Minimum Information Standards for Assessment and Care Planning for All Adults (2008)
18. eSAY Guidance to Local Authorities on Providing data (2008)

Appendix C.

Local Policies:

1. The Draft Joint Lothian Learning Disability Strategy Review (2008).
2. West Lothian Partnership in Practice Report 2008 – 2010.
3. Social Policy Learning and Development Strategy 2008-2011
4. West Lothian Single Outcome Agreement – 2008-2011 (SOA)
5. West Lothian Locality Planning Process
Inspection Agencies / Quality Reports:
Quality Inspection Service (QIS), Social Work Inspection Agency (SWIA), Care Commission for Scotland (CCS), Mental Welfare Commission MWC, Audit Scotland,
6. National Outcome Measures, Chartermark (the Government's Customer Service Excellence standard), the West Lothian Assessment Model (WLAM),
7. Covalent Corporate Performance Management System.
8. Employment Support for Adults with Learning Disabilities in West Lothian 2008
9. Person Centred Planning Information Pack 2008.
10. Support to Individuals with Learning Disability Housing Brief (2008).

Appendix D

Consultation

Social Policy Services has an established practice of consulting with key stakeholders, as part of our strategic planning. This is evident in our practical and financial support to such groups as the West Lothian Learning Disability Forum, Ace Advocacy, Our Voice Our Choice, Carers of West Lothian, user and carer groups linked to particular service units and other individual project advisory groups. Many of these groups have previously been involved in consultation on matters such as the Joint Lothian Learning Disability Strategy 2008, our Partnership in Practice Report 2008 and more recently with regard to this report.

West Lothian Council accepts the Care Commission's position that "better outcomes for people are evident in services that seek to involve people who use the service". Service user meetings across a range of locations and consultation with carers routinely inform service planning and development in this area. Consultation with individuals is a central to this process in all settings and at all stages from initial referral, to assessment and review. This is underpinned further by our reporting to external scrutiny bodies such as the Social Work Inspection Agency and the Customer Service Excellence (CSE) previously Charter Mark Assessment Service.

Many people have an interest in the provision of Social Policy Learning Disability services for adults. These include people who use our services, their carers, service providers, statutory and voluntary organisations, etc. The following key stakeholders were consulted regarding our draft report as outlined below.

People who use our services through "Our Voice Our Choice" and the Learning Disability Forum with the support of Ace Advocacy.
Relatives / carers of people who use our services through the Learning Disability Forum and the Service Integration Group.
Service providers and voluntary organisations through the Learning Disability Forum.
Social Policy staff and other statutory partners such as NHS Lothian through the Service Integration Group and Learning Disability Management Group.

The above consultation has provided an opportunity for key stakeholders to make their views known regarding our proposed service provision. It has also enabled these views to be taken into account in particular with regard to our future service priorities.

Social Policy Learning Disability Services acknowledges and values the contribution of all feedback received during this process and would like to take this opportunity to thank all of those who contributed to this process. Feedback received from key stakeholders indicates that the Learning Disability Service Statement has been broadly welcomed. In the words of one local provider the report is seen as "a highly positive document, providing guidance and leadership towards quality services". Many other groups have commented on the report's consistency with relevant national and local policy drivers with only a small number of comments suggesting minor adjustments. Overall the majority of respondents have commented positively on the report's core direction. The report has subsequently been revised in response to all comments received.

Consultation Table

Stakeholder / Group	Contact / Link	Format
Learning Disability Forum	Learning Disability Forum (Chair)	Forum Meeting E-mail
Carers of West Lothian & Carers Voice	Sent for Consideration Representatives on Learning Disability Forum	Meeting E-mail
Local Area Co-ordinators	Sent for Consideration Representative on Learning Disability Forum	Meeting E-mail
Information Worker	Sent for Consideration Representative on Learning Disability Forum	Meeting E-mail
ACE Advocacy	Sent for Consideration Representative on Learning Disability Forum	Meeting E-mail
Befriending	Sent for Consideration Representative on Learning Disability Forum	Meeting E-mail
WL College	Sent for Consideration Representative on Learning Disability Forum	Meeting E-mail
Independent Sector Representatives	Sent for Consideration to Representatives on Learning Disability Forum	Meeting E-mail
OVOC (User Reps)	Sent for Consideration Representative on Learning Disability Forum	Meeting E-mail
LD Management Group Plus Staff Group	Sent for Consideration	Meetings E-mail
Senior Management Group Social Policy	Sent for Consideration	E-mail
West Lothian SIG including Lothian Health Representatives	Sent for Consideration	Meetings E-mail
Physical Disability Forum	Sent for Consideration Discussed at Forum Meeting	Meeting
Carers of W L Centre	Sent for Consideration	E-mail