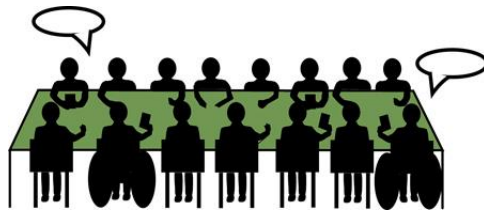


Learning Disability Partnership Board

The Heart of Learning Disability in Hertfordshire



(Working Draft) Work Plan
Version 9
April 2014 – March 2019

Working together to improve the lives of
People with Learning Disabilities
and their families.

Website: <http://www.hertfordshire.gov.uk/ldpb>

Email: LearningDisability.PartnershipBoard@hertfordshire.gov.uk

The work plan

This plan tells you what the Learning Disability Partnership Board and local forums plan to work with our partners to influence and make a positive difference to over the next 5 years.

- **In everything we do we will consider:**

- All people with learning disabilities including people with profound and multiple learning disabilities
 - Family Carer/ Supporters
 - Personalisation: choice and control
 - The Equality Duty
 - Promoting health equalities
 - Transitions for all life events for example from Children to Adults, as a parent, older age and end of life.
 - Quality and Consistency of what is available across Hertfordshire.
 - Purple star strategy
 - Raise awareness of T.E.A.C.H principles (Timing, Environment, Attitude, Accessible communication, Help/and where to go for this)
 - Co - Production
- There are 6 big areas of work that are included in this plan. Details are on pages 4 – 16.
 - There will be reviews of the work plan. The first review will be in October 2015 and then annually after this. Reviews can take place at any other time, if the board agrees there is a need or reason to do this. For example we might be told about new areas by government or hear about them through our partners and the local forums.
 - Board members will continue to receive reports and issues from local forums and other areas. These will be discussed at a board meeting. Actions, information and outcomes will be reported.

- The Partnership Board will promote the Think Local Act Personal information about co-production for everyone to have a shared understanding of this.
- Board members and all members of task and finish groups and sub groups to work to the principles of Co-production.
- We want every member of our partnership board and all other groups to be valued and respected for their different skills, strengths and experiences that they bring.
- We want to make a positive difference to help improve the quality of life for all people with learning disabilities and their families. We want to make sure we include the following people in all we do-people:
 - with profound and multiple learning disabilities
 - with early onset Dementia
 - with additional physical, sensory and / or mental health disabilities
 - under the Mental Health Act in secure services
 - within forensic services and the criminal justice system
 - that don't meet Fair Access to Care criteria
 - from ethnic minority groups
 - who are Lesbian, Gay, Bi-sexual or Transgender
 - with Mental Health issues

The 6 areas of work

These are of equal importance.

- Good Networks, Information and Communication
- Leading a meaningful life in the community
- Feeling and Keeping Safe
- Transport
- Life long learning
- Improving Health and Lives. (IHAL)

Information about the 6 areas of work

- Under each heading you will find more details of each work area and what the Learning Disability Partnership Board and local forums plan to work with our partners to influence and make a positive difference to over the next 5 years.
- There will be more areas that are not listed under each heading that are important to people, we will continue to listen to these and work with our partners to help improve them.
- In each area we want to promote co-production and encourage good involvement.

Good Networks, Information and Communication

We know that Hertfordshire is a big County with many things happening for people with learning disabilities. Lots of the things are good and some could be better. Sometimes people don't know where to find out what is happening or how to raise issues. Sometimes people can't get involved because the communication isn't right for them.

We aim to work with Local forums, Partners, Health and Social Care colleagues, County, District, Town and Parish Councils and their Councillors to improve information and communication, help people to have good networks and not disadvantage people through the type of communication used.

We will link to HCC communications team and press office to raise awareness by using the wider press and newspapers.

Better and clearer information, communication plans and networking. This will include things like:

- Information about the Learning Disability Partnership Board and a communication plan.
- Partnership Board Member information including roles and responsibilities, Partnership Board Members strengths and who they represent.

Good links and clear information about roles and responsibilities of other boards, groups and services. Finding out who makes decisions and who can influence decisions.

- Ideally Partnership Board Members to have good links with other areas regionally/nationally to share good practice and feed back information to the other Partnership Board Members and our wider networks.

- Networking and linking with different areas for example linking with Mental Health, Sensory and Physical Disability services and commissioners to raise awareness of the needs of people that have learning disabilities.
- Information about and support for local forums, their roles and working together better.
- Mapping information about services and what to do if someone has a concern or when things go wrong and who to contact.
- Self-advocate and Carer's involvement and views, including those with recent college experience and those that have moved from Children's to adult's services.
- Easy read signposting information for people not eligible for services ('Fair Access to Care').

How information, news and consultations are communicated. This will include things like:

- Ongoing improvements to make Hertfordshire County Councils web pages more accessible for people with learning disabilities.
- Different ways of communicating including using social media and safety awareness around this, meetings, newsletters, easy read information.
- Development of guidance for easy read information standards to improve equality of communication in consultations and other information.
- Good networks for engaging with people with learning disabilities and their families for their views and ideas to help shape the right services and support.
- Awareness of all support options including things like Herts Help to support choice and control.

- Better user friendly and easy read / accessible communication - for example when invoices and reminders are sent out.

Raising the profile of people with learning disabilities as valued citizens and to inspire other people.

- Promote achievements that people with Learning Disabilities have made. Inspire other people and encourage inclusion by changing people's ideas about someone with a learning disability.

Preventative work. This is work that happens to prevent or slow down something from happening. This could be health and wellbeing or safety related.

- Work with partners to find out what preventative work is happening and to help raise awareness of this.
- Work with partners to raise awareness of the gaps and what is needed.
- Networking and information sharing through the local forums.
- Signposting for people not eligible for services ('Fair access to Care')

Leading a meaningful life in the community

We will include all people with learning disabilities including those with profound and multiple learning disabilities and family carer/ supporters from the beginning and will work with our partners to make this happen.

We aim to work with Local forums, Partners, Health and Social Care colleagues, County, District, Town and Parish Councils and their Councillors to raise awareness of issues, and work together as partners to enable people to have the choice and control to be part of their local community.

Areas this includes:

- Accessibility 'Changing Places' across Hertfordshire.
<http://www.changing-places.org>
- Issues relating to Housing.
- Needs and gaps in day and evening activities across the county.
- Understanding and using Personal Budgets and Direct Payments.
- Voluntary and paid work opportunities.
- Support and guidance to help stay in a voluntary or paid job.
- Having friendships, adult relationships and families.
- For all life events for example from Children to Adults, as a parent, older age and end of life.
- Education and life long learning.

- Better communication and information of what is already happening and how people can find out about these.
- Awareness of all support options including things Herts help and how to use these to support choice and control.
- Understanding of Hertfordshire County Council Health and Community Services assessment processes and how they reach their decisions.

Feeling and keeping safe

We will include all people with learning disabilities including those with profound and multiple learning disabilities and family carers / supporters from the beginning and will work with our partners to make this happen.

We aim to work with Local forums, Partners, Health and Social Care colleagues, County, District, Town and Parish Councils and their Councillors to raise awareness of issues, and aim to work together to overcome barriers that prevent people with learning disabilities from feeling and being safe at home and in the community.

Areas this includes:

- Health and wellbeing
- Issues relating to inequality in Health services.
- Using the purple folder as part of the purple star strategy and professional's role in completing this.
- Raising awareness of the need to change attitudes and reduce anti-social behaviour and hate crime aimed at people with learning disabilities.
- Awareness and support for people with learning disabilities or their family carers/ supporters experiencing (Domestic) Violence and / or Abuse.
- Safeguarding Training for people with Learning disabilities and their families to help them keep themselves safe.
- Safeguarding training for providers and people who support people with learning disabilities. Link to Herts safeguarding adult board.

- The 'no secret' definition of safeguarding needs to be considered when developing training and awareness raising linked to 'Safeguarding'.
- Networking and cross cutting. This is when different areas are working on the same theme of work and could link together for better outcomes. This will be things like linking with Mental Health, Sensory and Physical Disability services and commissioners to raise awareness of the needs of people that have learning disabilities.
- More avenues / support and information for people to feel safe when something goes wrong or if people want to report something – We will promote a culture of openness.
- The preventative work that is already happening, who and how to access these. For example:-
 - 'Keep Safe Community Safety Scheme'
 - Fire Brigade
 - Local police
 - Drugs and Alcohol awareness and support
 - Dementia support services
 - Health checks
 - Purple Folder Training

Transport

We will include all people with learning disabilities including those with profound and multiple learning disabilities and family carers / supporters from the beginning and will work with our partners to make this happen.

We aim to work with Local forums, Partners, Health and Social Care colleagues, County, District, Town and Parish Councils and their Councillors to raise awareness of issues, we aim to work together to overcome barriers that prevent people with learning disabilities from having choice and control relating to transport.

Areas this includes:

- Accessing public transport.
- Having equally good taxi services across the county.
Overcoming difficulties such as poor taxi services with higher costs in some areas.
- Better communication and information of what is already happening and how people can access these. For example understanding different ways of applying for funding and how funding decisions around Travel are made.
- Work with partners to raise awareness of gaps and what is needed. Work together in finding new ideas and solutions.
- Access to travel training and support (Travel Wallets).
- Work with partners and encourage them to offer appropriate training for taxi and public transport drivers about making reasonable adjustments and raise awareness when driving and communicating with people with learning disabilities.

Life long learning

We will include all people with learning disabilities including those with profound and multiple learning disabilities and family carers / supporters from the beginning and will work with our partners to make this happen.

We aim to work with Local forums, Partners, Health and Social Care colleagues, County, District, Town and Parish Councils and their Councillors to raise awareness of issues. We aim to work together to overcome barriers that prevent people with learning disabilities from accessing the learning of their choice.

Areas this includes:

- Availability and support to access vocational, educational and life skills courses and apprenticeships.
- Valuing Carers / Supporters involvement and their training needs for example how processes work within Health and Social Care.
- Work with all people with learning disabilities, carers /supporters and partners to raise awareness of gaps and what other training people need and identify any barriers to accessing services. Things like:
 - Understanding benefits and changes to systems.
 - Training after the age of 25.
 - Training to support transitions for all life events for example from Children to Adults, as a parent, older age and end of life.
 - Voluntary work and work taster / work experience opportunities.

- Support and guidance to find and stay in work.
- Good training for professionals for them to learn their roles and understand responsibilities.
- Safeguarding Training for people with Learning disabilities and their families to help them keep themselves safe.
- Safeguarding training for providers and people who support people with learning disabilities. Link to Herts safeguarding adult board.
- The 'no secret' definition of safeguarding needs to be considered when developing training and awareness raising linked to 'Safeguarding'.
- Awareness and continuous development as things change. For example The Care Act.
- Involvement of all colleges.
- Networking and cross cutting. This is when different areas are working on the same theme of work and could link together for better outcomes. This will be things like linking with Mental Health, Sensory and Physical Disability services and commissioners to raise awareness of the needs of people that have learning disabilities.

Improving Health and Lives. (IHAL)

(www.improvinghealthandlives.org.uk/about)

Background information.

For some time Learning Disability Partnership Boards across the country have been checking how well services are doing to make sure that people with learning disabilities and their families can have full lives as citizens in their communities.

Two main ways they have been doing this has been through the Health Self-Assessment Framework and the Valuing People Now Partnership Board Return. Lots of people said that these should be joined together so that people were not asked the same questions twice and to make sure that health and social care can work together in the best way possible.

Nationally in 2013, the reports were joined together and were replaced with the Joint Health and Social Care Learning Disability Self Assessment Framework (JHSCSAF).

The Joint Health and Social Care Learning Disability Self Assessment Framework (JHSCSAF).

- The LDPB have an important role in reviewing and having a say in the annual self assessment ratings allocated by Health and Social Care and in the sign off of the Joint Health and Social Care LD self assessment framework.

In preparation for our role in having a say on the ratings and developing our recommendations we will be:

- Considering feedback, reports and information from various places to find out what is happening and experiences people are having.

- Developing a good understanding of what is working well and what could be better. Examples of what we will be considering are:
 - What are people's experiences of GPs, Acute hospitals and other services/providers
 - How services/providers monitor their services
 - the choice and control that people have
 - the quality of support and services provided
 - what is happening in Hertfordshire after any relevant national enquiry has taken place for example Winterbourne View and Transforming care.
 - The Care Act and any other relevant new Acts of Parliament.
- Encourage both good and not so good stories about services to be shared so that learning and good practise can come from these.
- We will work with commissioners:-
 - Fulfil our role and have a say in the review of the annual self assessment ratings allocated by Health and Social Care and in the sign off of the Joint Health and Social Care LD self assessment framework.
 - Highlight recommendations and have a say in the monitoring of the improvement plan.

Action plan & Time line

Our aims in year one

- Partnership Board task and finish groups will be organised. They will develop action plans for each of the big areas of work in the work plan.
- Develop communication plans and board information in line with the Work plan including the role of members and local forums.
- Engage with partners and services for updates; themed groups provide feedback and guidance where appropriate.
- Joint Health and Care Self Assessment Framework review of self assessment rating and board agreement of signing off appropriate areas, highlighting recommendations and monitor the improvement plan.
- Support and work together to improve communications. Raise awareness of the Learning Disability Partnership Board, the work plan and local forums.
- Ongoing updates and improvements to Hertfordshire County Council web pages and Learning Disability Partnership Board web pages.
- Review membership of Learning Disability Partnership Board including the recruitment of Co-Chair, Self Advocate and Family carer/ supporter members to fill new 3 year term slots.
- Work through all other relevant issues that are brought to the attention of the Learning Disability Partnership Board or signpost on.
- Recognise and raise awareness of the positive work that is happening and achievements of people with Learning Disabilities.

Year 2 onwards

- Joint Health and Care Self Assessment Framework review of self assessment rating and board agreement signing off appropriate areas, highlight recommendations and monitor improvement plan.
- Action plans for the big areas of work will be developed during year one and reviewed annually. Appropriate sub groups or task and finish groups will be developed and reported on.
- Review plan in September 2015 and then annually or sooner if the board members agree that there is an appropriate reason to do so.
- Work through all other issues that are brought to the attention of the Learning Disability Partnership Board.

• Year five

- Joint Health and Care Self Assessment Framework review of self assessment rating and board agreement of signing off relevant areas and highlight recommendations and monitor improvement plan.
- Action plans for the big areas of work will be updated and developed during year four. Appropriate sub groups or task and finish groups will be developed and reported on.
- Preparation for development of 2019 – 2024 work plan.