



**Meeting: Policy Development and Decision  
Group (Joint Commissioning Team)**

**Date: 16 April 2018**

**Wards Affected: All**

**Report Title: Learning Disability Action Plan**

**Is the decision a key decision? No**

**When does the decision need to be implemented?**

**Executive Lead Contact Details:** Cllr Julien Parrott, Executive Lead for Adults and Children, tel: ext 7113, [julien.parrot@torbay.gov.uk](mailto:julien.parrot@torbay.gov.uk)

**Supporting Officer Contact Details:** Mr. Justin Wiggin, Strategic Commissioning Officer, 01803 208792, [justin.wiggin@torbay.gov.uk](mailto:justin.wiggin@torbay.gov.uk)

---

## **1. Proposal and Introduction**

1.1 During October and November 2017 the Local Government Association were asked to undertake a peer review of learning disability services in Torbay. The peer review team were asked to focus on two key areas:

- Do current health and care commissioning arrangements ensure a provider market that delivers the range and quality of local services needed to promote independence and quality of life for people with learning disabilities, as well as provide value for money?
- Do the new locality teams comprise sufficient staff with the appropriate skills and knowledge to meet to the full range of needs of people with learning disabilities?

1.2 Appendix 1 of the following document provides feedback relayed to Torbay Council and its partners on areas for further consideration.

1.3 Following feedback from the Local Government Association Peer Review Team, Section 4 of the following document sets out the Torbay Learning Disability Action Plan. The Action Plan focuses on six themes to drive forwards improvements in services and improve outcomes for adults with a learning disability living in Torbay:

- Information and Needs Assessment
- Training and Workforce Strategy
- Employment
- User Engagement and Partnership Board
- Commissioning and Market for the Future

- Working in Partnership

## **2. Reason for Proposal**

- 2.1 The 'Wider Devon – Sustainability and Transformation Plan' was published on the 4th November 2016. It sets out a clear 5 year ambition to create a 'clinically, socially and financially sustainable health and care system that will improve the health wellbeing and care of the populations we serve.' The Plan (STP) includes a priority for transforming health, care and support services for people with Learning disabilities addressing the triple aims through 3 areas of focus:
- Tackling health inequalities.
  - Promoting citizenship and maximising independence.
  - Transforming care for people who have a learning disability and/or autism who have behaviours that challenge.
- 2.2 The national and local picture demonstrate that in reviewing the current services for people with learning disability there is significant scope for improvement. People with learning disabilities experience poorer health outcomes and lower life expectancy than the general population.
- 2.3 The experience of care for people with learning disability across different settings, both in and out of Devon, has been shown to be variable resulting in the need to ensure services provide safe and appropriate quality of care.
- 2.4 The process of undertaking the Peer Review has supported Torbay Council and its partners to identify key areas where improvements can be made.

## **3. Recommendation(s) / Proposed Decision**

- 3.1 That the Elected Mayor be recommended to approve the Torbay Learning Disability Action Plan set in section 4 of the following report.

# Torbay Learning Disability Action Plan



“We all hope that the Learning Disability Action Plan will make services even better in Torbay. It’s important to us that we are part of our community and can choose services that help us to be independent.

Now we want to see action! “



“It was important to us that we were part of the Peer Review. There are lots of good things for people with learning disabilities in Torbay. We want to keep making Torbay better by helping people to get jobs, choose where we live and who supports us.

We all want to learn new skills and to be part of our community. It’s important that we keep making things better so that we can have the lives we want and be a real part of our community.

We hope that everyone will work together to make the Action Plan happen and that money is spent on what is important. By monitoring services we can make sure that services get better and better.”

Jamie, SPOT

# 1. Introduction

---

Torbay Council, Torbay South Devon NHS Foundation Trust and South Devon and Torbay Clinical Commissioning Group have high ambitions for people with Learning Disabilities who live in Torbay, which is a great place to live, work and visit. We want people with Learning Disabilities to be able to live independently, have a job and a great quality of life.

To enable us to deliver this the Local Government Association were asked to undertake a Peer Review, November 2017, the scope of which was:

- Do current health and care commissioning arrangements ensure a provider market that delivers the range and quality of local services needed to promote independence and quality of life for people with learning disabilities, as well as provide value for money?
- Do the new locality teams comprise sufficient staff with the appropriate skills and knowledge to meet to the full range of needs of people with learning disabilities?

The Peer Review was undertaken over a period of three days with interviews and site visits helping the review team to understand how learning disability services operate in Torbay. Six topics were identified for further consideration. These areas were explored in more detail during a development workshop, November 2017 which started the process of developing the Torbay Learning Disability Action Plan. The Learning Disability Action Plan can be found in section 4 of this document. The action plan covers the following key themes:

- Information and Needs Assessment
- Training and Workforce Strategy
- Employment
- User Engagement and Partnership Board
- Commissioning and Market for the Future
- Working in Partnership

The Learning Disability Action Plan is Torbay's response to the Local Government Association Peer Review. The Devon wide Learning Disability Sustainable Transformation Partnership is working to improve outcomes for people with a learning disability. Living Well with a Learning Disability in Devon 2014 -17, the joint commissioning strategy is now being refreshed. Torbay's Learning Disability Action Plan will influence and shape the new Learning Disability Commissioning Strategy. Upon completion the Torbay LD Action Plan will be broadened to meet additional requirements of the STP and will form Torbay's approach to delivering Learning Disability services.

## 2. About Learning Disability Services in Torbay

---

### **How we deliver our services and work with our partners**

The Council's adults social care services are delivered through an Integrated Care Organisation (ICO) which is one of the innovative models described in the NHS Five Year Forward View. A history of good performance in adults services has been strengthened by national opportunities to be a pioneer for integration and more recently a vanguard site for acute and out of hospital care. The ICO is supported by a capitated budget and risk share arrangement between the Council, the Clinical Commissioning Group (CCG), and the ICO.

Learning Disability Services are delivered by generic health and social care integrated teams, with support planning and micro commissioning delivered by a user lead voluntary sector partner 'SPACE'. Specialist Clinical services are provided by Devon Partnership Trust.

The 'Wider Devon – Sustainability and Transformation Plan' was published on the 4<sup>th</sup> November 2016. It sets out a clear 5 year ambition to create a 'clinically, socially and financially sustainable health and care system that will improve the health wellbeing and care of the populations we serve.' The Plan (STP) includes a priority for transforming health, care and support services for people with Learning disabilities addressing the triple aims through 3 areas of focus:

1. Tackling health inequalities.
2. Promoting citizenship and maximising independence.
3. Transforming care for people who have a learning disability and/or autism who have behaviours that challenge.

The work of the Transforming Care Programme has focused on a small but complex cohort of people who have a Learning Disability and / or Autism and behaviours that challenge. It is recognised that much of the work which needs to be progressed with this cohort is equally relevant to the broader Learning Disability / Autism population.

The national and local picture demonstrate that in reviewing the current services for people with learning disability there is significant scope for improvement in each of the triple aims:

1. Promoting population health and wellbeing.
2. Addressing variability in the quality and experience of care.
3. Financial sustainability and addressing the cost effectiveness of health and care spend for this population.

People with learning disability experience poorer health outcomes and lower life expectancy than the general population.

The experience of care for people with learning disability across different settings, both in and out of Devon, has been shown to be variable resulting in the need to ensure services provide safe and appropriate quality of care.

In recognition of the work which has been undertaken by Devon TCP and the broader demand a mandate has been agreed, June 2017 by the Sustainable Transformation Partnership for a new Learning Disability Programme to be established. Caroline Taylor, DASS, Torbay Council has taken the role of Senior Reporting Officer for the LD STP programme within Devon STP.

**Four priorities have been identified:**

- |                   |   |
|-------------------|---|
| <b>Priority 1</b> | <b>Tackling health inequalities</b>   |
| <b>Priority 2</b> | <b>Services promote citizenship and optimise the independence of people who have a learning disability and / or autism</b>          |
| <b>Priority 3</b> | <b>Transforming care for people (TCP) who have a learning disability and/or autism who have behaviours that challenge services.</b> |
| <b>Priority 4</b> | <b>Autism</b>   |

Living Well with a Learning Disability in Devon 2014-17, the Joint Commissioning Strategy is currently being refreshed. The Torbay learning disability action plan will support the development of the new Devon wide Joint Commissioning Strategy. Upon completion the Torbay learning disability action plan will be broadened to meet additional requirements of the STP. This will form Torbay approach to delivering Learning Disability services.

### **3. Measures from the Adult Social Care Outcomes Framework**

---

Around 2% (1.1 million) of people in the UK are estimated to have one. This means they can have difficulty:

- understanding new or complex information;
- learning new skills;
- coping independently.

Around a third of people with a LD have autism. Autism is a lifelong, spectrum condition with varying degrees of severity. Those living with autism tend to share difficulty with social communication, interaction and imagination.

The Adult Social Care Outcomes Framework (ASCOF) measures how well care and support services achieve the outcomes that matter most to people. The measures are grouped into four domains which are typically reviewed in terms of movement over time. Data is provided at council, regional and national level.

#### **1E: Proportion of adults with learning disabilities in paid employment**

The proportion of adults with a learning disability in paid employment varies across each region in England. London (7.2 per cent) and Eastern (7.1 per cent) have the highest proportion, North West, East Midlands and West Midlands have the lowest proportion of adults with a learning disability in paid employment at 4.2 per cent. The South West average for adults with a learning disability sits at 5.8 per cent with Torbay reaching 3.7 per cent 2016-17.

Nationally, the proportion of adults with learning disabilities in paid employment has fallen each year over the last three years, from 6.0 per cent in 2014-15 to 5.8 per cent in 2015-16 and then 5.7 per cent in 2016-17.

#### **1G: Proportion of adults with a primary support reason of learning disability support who live in their own home or with their family**

76.2 per cent of adults in England receiving long term learning disability support were reported as living in their own home or with their family in 2016-17.

The North West has the greatest proportion of adults with a learning disability living in their own home or with their family (88.0 per cent). The lowest proportions are in West Midlands (70.3 per cent), London (71.3 per cent) and South East (71.3 per cent). Within the South West the proportion of adults with a learning disability who live in their own home or with their family is 73.7 per cent. 2016-17 figures show Torbay surpassing regional benchmarking with a greater portion of individual's living independently (77.1 per cent). The proportion of adults with a learning disability living in their own home or with family has risen each year from 2015-16 by 7.1 per cent.

The Council's Corporate Plan sets out our commitment to ensure the best outcomes for all,

addressing the inequalities of health, wealth and opportunity. We have ensured that this golden thread runs through all of our other strategies and plans including those relating to people with learning disabilities, such as the Annual Strategic Agreement with the Clinical Commissioning Group and Torbay and South Devon NHS Foundation Trust, our Learning Disability and Autism Strategy and this Action Plan.

We ensure that our key decisions, policies and performance with respect to our services for people with learning disabilities are subject to robust scrutiny and oversight through the Council's decision making and scrutiny processes.

With our partner organisations, in particular those delivering services on our behalf, we will work towards developing a set of commitments to those in our community with learning disabilities in order that we can champion the diversity of every individual and ensure that they lead happy, healthy and safe lives.



## 4. Torbay Learning Disability Action Plan

| Theme                                      | Action  | Progress update quarterly | Accountability   | Delivery Date | RAG | Open/<br>Closed |
|--|---|---------------------------|--|---------------|-----|-----------------|
| <b>1. Information and Needs Assessment</b> |   |                           |  |               |     |                 |
| 1.1  | Undertake specific robust needs assessment of the learning disability population – to include workforce, accommodation/housing needs, employment and education and training |                           | KIT / Sarah Knight                                       | July 2018     |     |                 |
| 1.2  | Gather qualitative information around LD users experiences and perceptions  |                           | Si Langridge   | April 2018    |     |                 |
| 1.3  | Utilise information/data available from services who work with children with LD to inform needs analysis  |                           | Justin Wiggin / children's commissioner / Russell Knight | May 2018      |     |                 |
| 1.4  | Undertake LD census based on data from DPT wards and inpatient activity   |                           | Rony Arafin  | May 2018      |     |                 |

|   |  |  |                                |             |  |  |
|---|--|--|--------------------------------|-------------|--|--|
| 1.5                                     | Obtain access to primary care data to enrich needs assessment  |  | Shona Charlton                 | April 2018  |  |  |
| 1.6                                     | Consider flagging LD users on Torbay's health and social care systems but especially acute hospital so healthcare professionals are aware of LD needs                        |  | Mark Willis / Ros Erskin Grey  | April 2018  |  |  |
| <b>2. Training / Workforce Strategy</b> |  |  |                                |             |  |  |
| 2.1                                     | Identify all Learning Disability, Autism and Transforming Care workforce providers   |  | Lorraine Webber / Simon Porter | August 2017 |  |  |
| 2.2                                     | Identify education / training providers relevant to Learning Disability, Autism and Transforming Care  |  | Lorraine Webber / Simon Porter | Sept 2017   |  |  |
| 2.3                                     | Define competencies for tiers of training from national frameworks   |  | Lorraine Webber / Simon Porter | August 2017 |  |  |
| 2.4                                     | Identify and map which workforce / staff require training across the three tiers.<br><br>Training to be available to providers, voluntary sector and public sector partners. |  | Lorraine Webber / Simon Porter | March 2018  |  |  |

|                      |  |  |                                |            |  |  |
|----------------------|--|--|--------------------------------|------------|--|--|
| 2.5                  | Develop education and training framework and materials for Tiers 1, 2 and 3.   |  | Lorraine Webber / Simon Porter | July 2018  |  |  |
| 2.6                  | Recruit Devon wide training coordinator for LD, Autism and Transforming Care via Devon Partnership Trust   |  | Lorraine Webber / Simon Porter | March 2018 |  |  |
| 2.7                  | Develop a Workforce Strategy and Delivery Plan that ensures that LD staff have the right roles and skillset to meet the needs of the LD population   |  | Lorraine Webber                | Sept 2018  |  |  |
| 2.8                  | Undertake training on safeguarding on learning disability to make it more personal   |  | Jon Anthony                    | Jan 2018   |  |  |
| <b>3. Employment</b> |  |  |                                |            |  |  |
| 3.1                  | Identify current employment support activities and their limitations for people with Learning Disability, Autism and Mental Health. Develop a business case for investment.  |  | Justin Wiggin                  | April 2018 |  |  |
| 3.2                  | Broaden Project Aspire (18-24 year olds) concept to other employers including: <ul style="list-style-type: none"> <li><input type="checkbox"/> Torbay Council,</li> <li><input type="checkbox"/> South Devon &amp; Torbay CCG</li> <li><input type="checkbox"/> Torbay &amp; South Devon NHS Foundation Trust</li> <li><input type="checkbox"/> Care homes and hospitality industry</li> </ul> |  | Justin Wiggin to progress      | Sept 2018  |  |  |

|     |  |  |  |               |  |  |
|-----|--|--|--|---------------|--|--|
| 3.3 | Torbay Council to review potential work areas and roles which would be suitable for a people with a Learning Disability, Autism or Mental Health condition to develop work placements within the Local Authority.  |  | Justin Wiggin /<br>Emma Dudley                 | June<br>2018  |  |  |
| 3.4 | Working with Local employers, Chamber of Commerce, Local Business Forums and TDA explore opportunities of employment for people with LD, Autism and Mental Health. Identify and remove barriers with employers by identifying reasonable adjustments to be made.<br><br>Gather data on LD, Autism and Mental Health clients to match their skills, knowledge and experience to employment opportunities. |  | Justin Wiggin /<br>TDA/ Chamber<br>of Commerce | March<br>2019 |  |  |
| 3.5 | Work more closely with Jobcentre Plus to do more to support paid employment for people with learning disabilities  |  | Jason Creed /<br>Justin Wiggin                 | Sept<br>2018  |  |  |
| 3.6 | Work more closely with TDA to do more to support paid employment for people with learning disabilities   |  | Justin Wiggin                                  | Sept<br>2018  |  |  |
| 3.7 | Actively promote positives of employing a person with LD   |  | Justin Wiggin                                  | May<br>2018   |  |  |

|   |  |  |                                   |            |  |  |
|---|--|--|-----------------------------------|------------|--|--|
| 3.8   | Actively pursue apprenticeships for people with LD   |  | Justin Wiggin                     | Sept 2018  |  |  |
| <b>4. User Engagement and Partnership Board</b> |  |  |                                   |            |  |  |
| 4.1   | Establish an effective Learning Disability Partnership Board with clear terms of reference   |  | Justin Wiggin                     | March 2018 |  |  |
| 4.2   | Deepen and strengthen user engagement to inform service delivery and improvement, move towards stronger co-production and establish user reference groups that are co-ordinated                          |  | Si Langridge / Healthwatch Torbay | June 2018  |  |  |
| 4.3   | Strengthen engagement and consultation with service users and their families to help design commissioning priorities and commissioning strategy e.g. use of assistive technology to support independence |  | Si Langridge / Healthwatch Torbay | March 2018 |  |  |
| 4.4   | Review adults social care complaints process with service users  |  | Si Langridge/ Jo Williams         | Sept 2018  |  |  |
| 4.5   | Ensure holistic assessment experienced by all service users  |  | Si Langridge / Simon Porter       | Aug 2018   |  |  |

|   |   |  |                                   |            |  |  |
|---|---|--|-----------------------------------|------------|--|--|
| 4.6   | Service users trained to undertake research and quality checkers in order to provide recommendations to partnership board |  | Si Langridge / Healthwatch Torbay | Dec 2018   |  |  |
| <b>5. Commissioning and Market for the Future</b> |   |  |                                   |            |  |  |
| 5.1   | Develop a strong delivery plan for the partnership vision of Learning Disability services                                 |  | Caroline Taylor                   | April 2018 |  |  |
| 5.2   | Ensure commissioning priorities are focused on learning disability needs and innovation and use of technology             |  | Sarah Jones                       | April 2018 |  |  |
| 5.3   | Ensure that people with LD can choose from a range of high quality services that they want                                |  | Justin Wiggin                     | March 2019 |  |  |
| 5.4   | Improve performance on people with LD using Direct Payments   |  | Steve Honeywill / Jo Williams     | June 2018  |  |  |
| 5.5   | Work with Housing Company to reshape and develop local housing provision for people with learning disabilities            |  | Caroline Taylor                   | April 2019 |  |  |

|     |  |  |                                |            |  |  |
|-----|--|--|--------------------------------|------------|--|--|
| 5.6 | Create an integrated commissioning function (between health and social care) to deliver simplified, joined-up commissioning that avoids duplication and overlap            |  | Fran Mason/Simon Tapley        | April 2018 |  |  |
| 5.7 | Address gaps in the local provider market by implementing the local Market Management Strategy, including the Supported Living Framework via strengthened user engagement. |  | Fran Mason                     | March 2019 |  |  |
| 5.8 | Address gaps in acute specialist services and community based services that create the need for out of area placements (Transforming Care Partnership)                     |  | Shona Charlton / Justin Wiggin | March 2019 |  |  |
| 5.9 | Review 'out of county' placements to identify if user can be placed back in Torbay (Transforming Care Partnership)   |  | Shona Charlton/Justin Wiggin   | March 2019 |  |  |

|                                  |   |  |                                |             |  |  |
|----------------------------------|---|--|--------------------------------|-------------|--|--|
| 5.10                             | <p>Develop better understanding of best practice in relation to managing demand and implement accordingly:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Explore expanding the range of choice and support services</li> <li><input type="checkbox"/> Address gap in replacement care</li> <li><input type="checkbox"/> Address gap in lack of support for Housing Choices and securing tenancies.</li> </ul> |  | Fran Mason                     | May 2018    |  |  |
| 5.11                             | Review provider engagement structures across Devon  |  | Judy Grant                     | July 2018   |  |  |
| 5.12                             | Address feeling of isolation of people with Additional Learning Needs (ALN) and their carers (strategy)   |  | Katie Heard                    | Oct 2018    |  |  |
| <b>6. Working in Partnership</b> |   |  |                                |             |  |  |
| 6.1                              | Ensure health and care partnership are clear about its future commissioning priorities for learning disability (New LD STP commissioning strategy)  |  | Caroline Taylor                | April 2018  |  |  |
| 6.2                              | Improve corporate ownership of Learning Disability agenda in Torbay Council by developing a set of corporate commitments.   |  | Caroline Taylor / Kate Spencer | August 2018 |  |  |



|     |   |  |   |            |  |  |
|-----|---|--|---|------------|--|--|
| 6.3 | Refresh and improve working relationship between ICO and Devon Partnership Trust on learning disabilities with particular emphasis on managing the joint workforce, roles and responsibilities and regular interfaces between operational and strategic staff |  | Caroline Taylor/Jo Williams/Liz Davenport | Sept 2018  |  |  |
| 6.4 | Determine and clarify TSDFT approach to delivering Learning Disability services within generic social care teams, including requirements of the Annual Strategic Agreement  |  | Jo Williams/Justin Wiggin                 | Jan 2018   |  |  |
| 6.5 | Address issues of clarity over role of IAPT/specialist team particularly in relation to eligibility and access  |  | Shona Charlton                            | March 2018 |  |  |
| 6.6 | Refresh all LD teams on roles and responsibilities in LD service delivery in Torbay and ensure all new staff are inducted to understand these roles and responsibilities  |  | Delia Wainwright / Cathy Williams         | May 2018   |  |  |
| 6.7 | Ensure high quality assessments for people with Learning Disability and Autism within Adult Social Care.  |  | Jo Williams / Simon Porter                | May 2018   |  |  |
| 6.8 | Develop a Resource Allocation System (RAS) tool to measure needs based assessments  |  | Simon Porter                              | April 2018 |  |  |

|      |  |  |                |             |  |  |
|------|--|--|----------------|-------------|--|--|
| 6.10 | Review operation of LD Occupational Therapy as currently adding financial pressure and delays in care also explore need for specialist OT for LD |  | Cathy Williams | June 2018   |  |  |
| 6.11 | ICO and DPT consider introducing CHEST team in LD  |  | Cathy Williams | August 2018 |  |  |
| 6.12 | Address multiple hand-offs of service users between social workers   |  | Simon Porter   | Jan 2018    |  |  |

## **Appendix**

**LGA Peer Review, Feedback Presentation, 13 October 2017**

# **Torbay Learning Disability Peer Challenge**

Feedback presentation  
13<sup>th</sup> October 2017

## Feedback agenda

- Peer challenge explanation
- The Peer Team
- The process
- The challenge you set us
- Feedback
- Your reflections and questions

---

[www.local.gov.uk](http://www.local.gov.uk)

## Peer Challenge explanation

- Sector Led Improvement Peer Challenge process
- Invited in as 'critical friends' with 'no surprises'
- Non-attributable information collection
- People have been open and honest
- Looked after and made to feel very welcome
- Recommendations based on the triangulation of what we've read, heard and seen

---

[www.local.gov.uk](http://www.local.gov.uk)

## Peer Challenge Team

- **Joanne David** - LGA Associate
- **Mayor Kate Allsop**, Executive Elected Mayor of Mansfield, Mansfield District Council
- **Gavin Harding**, Learning Disability Adviser, NHS England
- **Dave Williams**, Clinical Nurse Specialist, Salford Foundation Trust
- **Emma Bewes**, General Manager (Brixham & Paignton) Torbay & South Devon NHS Foundation Trust
- **Kay Burkett**, Challenge Manager, Care & Health Improvement Programme, LGA
- **Jane Alltimes & Steve Mbara**, Supporters

---

[www.local.gov.uk](http://www.local.gov.uk)

## The process

- Scoping
- 30+ key documents
- Timetable – 75+ people over 2.5 days
- Feedback
- Workshop 13 November

---

[www.local.gov.uk](http://www.local.gov.uk)

## The scope

1. Do current health and care commissioning arrangements ensure a provider market that delivers the range and quality of local services needed to promote independence and quality of life for people with learning disabilities, as well as provide value for money?
2. Do the new locality teams comprise sufficient staff with the appropriate skills and knowledge to meet to the full range of needs of people with learning disabilities?

---

[www.local.gov.uk](http://www.local.gov.uk)

## How we will feedback

- Strengths
- Areas for further consideration

---

[www.local.gov.uk](http://www.local.gov.uk)

## Context - 1

- Everyone very open, upbeat and energetic - even when identifying things that need resolving
- Strong political support, ambition, confidence and pride in adult social care
- Key local authority partners very keen to support adult social care and the provisions of services for people with LD e.g. Housing Company, FE college – is this an opportunity to start to build strong corporate ownership of this agenda
- Severe financial pressure – local authority has seen a budget reduction since 2011 of £80m
- Complex planning, governance & commissioning footprints for health and social care
- Commissioning priorities have – perhaps understandably had a very strong focus on the new care model - now needs to ensure LD needs are prioritised

---

[www.local.gov.uk](http://www.local.gov.uk)

## Context - 2

- Significant budget reductions appear to have impacted on corporate coherence around LD
- Absence of robust needs assessment of the LD population - workforce, accommodation, employment, education and training - critical to underpin business planning and commissioning
- Working relationship between ICO and DPT a significant issue - potentially a risk for both organisations
- Employment and training - challenge to the local authority that it has not been a strong partner for the FE in supporting work placements - significant opportunity. FE college confident it can support a much stronger employment offer for people with LD

---

[www.local.gov.uk](http://www.local.gov.uk)



**1. Do current health and care commissioning arrangements ensure a provider market that delivers the range and quality of local services needed to promote independence and quality of life for people with learning disabilities, as well as provide value for money?**

**User experience**

**Strengths**

- Investment in support planning & SPACE has had a positive effect on service user engagement
- Strong commitment from key partners to co-produce services
- Employment and training support for young people with LD is improving
- Better transition help for CYP moving to adulthood
- Recognition by the LSAB considering how to enable more of a focus on people with LD

---

[www.local.gov.uk](http://www.local.gov.uk)

**1. Do current health and care commissioning arrangements ensure a provider market that delivers the range and quality of local services needed to promote independence and quality of life for people with learning disabilities, as well as provide value for money?**

**User experience**

**Areas for further consideration**

- Lack of effective LDPB – strong support for it to be reshaped and reinvigorated
- Local authority could provide stronger leadership for employment and training with key partners
- More to be done to help local employers to make reasonable adjustments to employ people with LD and Autism
- Evidence that people with LD cannot access the range, choice or quality of services that they would like
- Increase performance on Direct Payments for people with LD
- Gap in respite services and no choice – even if people are unhappy with the service they are receiving
- Lack of support for Housing Choices and securing tenancies

---

[www.local.gov.uk](http://www.local.gov.uk)

## **1. Do current health and care commissioning arrangements ensure a provider market that delivers the range and quality of local services needed to promote independence and quality of life for people with learning disabilities, as well as provide value for money?**

### **Predicting and managing demand**

#### **Strengths**

- Recognition of need to intervene in the market which has failed to meet local housing need
- Housing company has significant potential to support the reshaping of local housing provision for people with LD
- Investment in transition to support long term planning and build trust and confidence with services users and their families
- Initial steps to create an integrated commission function should deliver simplified, joined up commissioning and remove duplication and overlap
- Recognition that commissioning structures/landscape is complex and needs to be simplified and joined up across health and social care
- Progress on developing a provider forum – now includes a specialist LD meeting with providers
- Work has begun on developing a comprehensive needs analysis – LGA support matched by Torbay
- South Devon College a key education & training one of the best in the country – outstanding rating and ambitious to do more to support paid employment for people with LD
- Recognition that more is needed to deepen and strengthen user engagement in order to inform the supported living review and strong co-production – aspiration to set up user reference groups

---

[www.local.gov.uk](http://www.local.gov.uk)

## **1. Do current health and care commissioning arrangements ensure a provider market that delivers the range and quality of local services needed to promote independence and quality of life for people with learning disabilities, as well as provide value for money?**

### **Predicting and managing demand**

#### **Areas for further consideration**

- Robust LD needs analysis not evidence in key planning and strategy documents, including the JSNA (strong health focus) and MPS – this is an essential building block for effective commissioning
- Lack of housing needs data has thus far prevented housing service from planning and delivering housing for people with LD
- Strengthening user engagement and market shaping will be needed to address gaps in the local provider market – need to spend time with providers in developing new models of supported living
- Gaps in some acute specialist services as well as some community based services result in too many out of borough placements – how can this addressed through commissioning
- Key roles and skills in the local care & health workforce will be critical to meet the needs of people with LD – how will the partnership ensure it develops a workforce strategy and deliver plan
- Understanding of best practice of what works to manage demand would support commissioning
- Engagement with service users could be strengthened to help design commissioning priorities e.g. to support the effective use of assistive technology to support independence

---

[www.local.gov.uk](http://www.local.gov.uk)

**1. Do current health and care commissioning arrangements ensure a provider market that delivers the range and quality of local services needed to promote independence and quality of life for people with learning disabilities, as well as provide value for money?**

## **Leadership and governance**

### **Strengths**

- Good evidence in plans and strategy documents that the whole system is committed to delivering the high quality personalised care & support that underpins independence and wellbeing for people with LD
- Strong, embedded and trusting relationships between the senior managers in health and care

### **Areas for further consideration**

- Despite strong senior relationships these are sometimes more fragile among middle managers and front line staff
- How will the partnership ensure a strong delivery plan for its vision for LD?

---

[www.local.gov.uk](http://www.local.gov.uk)

**2. Do the new locality teams comprise sufficient staff with the appropriate skills and knowledge to meet to the full range of needs of people with learning disabilities?**

## **User experience**

### **Strengths**

- Recently introduced achievement books at Hollocombe are valued and could feed into outcome based, person-centred reviews
- Discharge planning working well
- Some very high quality services which are highly valued by service users
  - Robert Owen
  - Dawlish Garden Centre

---

[www.local.gov.uk](http://www.local.gov.uk)

## 2. Do the new locality teams comprise sufficient staff with the appropriate skills and knowledge to meet to the full range of needs of people with learning disabilities?

### User experience

#### Areas for further consideration

- Continuity/multiple hand offs of SWs and lack of choice
- Unease about the loss of the old CLDT and a feeling that the locality teams need more specialist LD SW
- Concern about the quality of assessments within the ICO – social care support as well financial assessment and use of Power of Attorney
- Route for complaints are unclear
- Reduction in LD services are problems for some service users
- Unclear about how to get these issues addressed
- The care model for holistic assessment not always experienced by service users
- Limited range and choice of support services
- Recruitment and retention issues within the team could lead to a delay in service provision

---

[www.local.gov.uk](http://www.local.gov.uk)

## 2. Do the new locality teams comprise sufficient staff with the appropriate skills and knowledge to meet to the full range of needs of people with learning disabilities?

### Experience of staff

#### Strengths

- Director of Nursing leading on review of acute and community liaison roles
- Social workers confident in using the new support planning service and can expand its role in relation to LD
- The ambition and direction of the ICO is clear, but what is missing is the delivery plan which would further engage staff
- Staff from the Zones feel the changes are working within the team
- Positivity around the new transition post
- Good experience of adult safeguarding training, but more should be provided for LD to make safeguarding personal

---

[www.local.gov.uk](http://www.local.gov.uk)

## 2. Do the new locality teams comprise sufficient staff with the appropriate skills and knowledge to meet to the full range of needs of people with learning disabilities?

### Experience of staff

#### Areas for further consideration

- Staff feel their expertise and knowledge is not utilised – limited contact with commissioners
- Issues of clarity of the roles of the IATT/specialist team particularly in relation to eligibility and access
- Is there a clear commissioning agreement with Devon Partnership Trust for IATT – specifically for Torbay
- Services are struggling to meet DOLS targets and a backlog exists
- Explore the requirements of LD occupational therapy because this is adding financial pressure and delays in care – assessments are currently private provision
- Because of recruitment and retention issues within certain roles consideration for 'grow your own' – to develop talent and career pathways
- Since the ICO significant change has occurred, e.g. changes in senior management from the community side, including some key staff due to leave

---

[www.local.gov.uk](http://www.local.gov.uk)

## Next steps

- Commission the right support to develop a robust needs assessment for the whole LD population
- Ensure the health and care partnership is clear about its future commissioning priorities for LD
- Start to build strong partnerships within the council and external partners to help deliver commissioning priorities for LD services
- Consider how best to develop strong corporate ownership of the LD agenda
- Take immediate steps to review and strengthen arrangements for user engagement
- New Housing Company significant opportunity for people with a LD

---

[www.local.gov.uk](http://www.local.gov.uk)