Southend Borough Council – Learning Disability Service  
Action Plan in response to CSCI Inspection in February 2006

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| 1              | To effectively engage with all service-users and carers.  
• To achieve improved service-user and carer satisfaction levels. | • Self-advocates are better informed, more able to represent themselves and the future of support for this work is made more secure.  
• The views of minority communities are effectively represented and considered at Partnership Board.  
• Service users and carers report satisfaction with regard to their views being taken into account and acted upon.  
• Service users and carers more effectively engaged in next stages of service modernisation.  
• Views of service users and carers inform commissioning activity. | • SHIELDSS Councillors will have copies of papers to consider before each Partnership Board.  
• SHIELDSS secures charitable status and secures external funding.  
• Produce multi-faith calendar for 2007.  
• Carers Meetings & Carers Reference Group continue to meet quarterly.  
• Written feedback requested from carers after each carers meeting.  
• Survey carers satisfaction following LD information evening.  
• Review Making it Happen and continue to publish bi-monthly.  
• Improve information available through SBC website.  
• LDPB Celebration & Consultation. | Linda Blackburn, Karen Bailey with SHIELDSS  
Carol Cranfield  
Karen Bailey | Jun 2006  
Mar 2007  
Oct 2006  
Ongoing  
Jun 2006  
May 2006  
Sep 2006  
Nov 2006 |
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<td>2</td>
<td>● To ensure that the views of all people who have learning disabilities and their carers are included in all of Southend Borough Council's planning processes.</td>
<td>● The views of people who have a learning disability and their carers are acted upon in all areas of Council activity.</td>
<td>● Ensure that service users and carers are consistently represented on the LDPB and each of its sub groups.</td>
<td>Carol Cranfield</td>
<td>Sep 2006</td>
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<td></td>
<td></td>
<td>● Reported levels of user and carer satisfaction increase and are evidenced.</td>
<td>● Written feedback requested from carers after each carers meeting.</td>
<td>Carol Cranfield</td>
<td>Ongoing</td>
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<td></td>
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<td>● Councillors to attend occasional carers meeting.</td>
<td>Phil Stepney</td>
<td>Oct 2006</td>
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<td></td>
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<td>● LDPB minutes are copied to Corporate Management Team.</td>
<td>Phil Stepney</td>
<td>Jun 2006</td>
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<td></td>
<td></td>
<td></td>
<td>● LDPB Consultation Event</td>
<td>Phil Stepney</td>
<td>Nov 2006</td>
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<td></td>
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<td>● Person Centred Planning rolled out at Yr 9 reviews.</td>
<td>Sarah Range</td>
<td>Oct 2006</td>
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<td></td>
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<td>● SHIELD roll out “Talking Point” drop-in surgeries throughout day services.</td>
<td>Karen Bailey with SHIELDS</td>
<td>July 2006</td>
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<td></td>
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<td>● The views of people with learning disabilities are reflected in the Commissioning Strategy.</td>
<td>Trevor Saxon</td>
<td>Dec 2006</td>
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| 3              | • The co-location of learning disability social work assessment staff, community nursing and therapy staff in order to provide an easily accessible, responsive service to people who have learning disabilities and their carers.  
• To improve the effectiveness of funding arrangements.  
• To maximise the efficiency of CTPLD processes and procedures in order to avoid duplication and free up resources.  
• To improve the way in which general and specialist health needs of people who have learning disabilities are met. | • Users and carers have one point of contact for the learning disability team.  
• Agreed joint health and social care CTPLD operational policy with single line management.  
• Pooled budget health and social care budget for learning disability services as part of the Section 31 Health Act 1999 agreement.  
• Improve information sharing and communication between services and reduce duplication.  
• Specialist learning disability health staff work effectively with mainstream services, including NHS services, so that the needs of people with learning disabilities are appropriately met. | • To agree a joint strategy to deliver seamless services in line with Valuing People Support Team guidance.  
• Joint electronic communication and record keeping accessible to all team members. | Morag Cuthbertson and Denise Cook with Carol Cranfield Trevor Saxon & Karen Bailey | Mar 2007  
Oct 2006  
Jun 2008 |

The Council and its health partners should ensure the timely integration and co-location of the community team for people with learning disabilities processes and functions, taking full account of the findings of the 2003-4 review and the recent review of the joint team. (1.5)
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| 4              | - To assure the quality of all learning disability services purchased by or provided by the Council.  
- To ensure that services purchased or provided represent best value, are strategically relevant and demonstrate improved outcomes for service-users and carers. | - Contracts are in place for all providers which reflect the Council’s expectations in relation to delivering Valuing People outcomes.  
- Service Level agreements are in place for all directly provided services which reflect the Council’s commitment to delivering Valuing People outcomes.  
- Purchased and directly provided services adhere to and are monitored against the same standards.  
- Regular monitoring of all purchased services with annual review of all contracts.  
- Learning from compliments and complaints are evident in practice. | - Agree a quality monitoring specification that compliments that of CSCI.  
- Continue to meet quarterly with local providers.  
- SHIELDSD conduct quality monitoring reports in care home and day service provision.  
- Review the role of the members visiting panel with a view to including externally purchased services.  
- Apply to Getting to Grips  
- Develop the way in which compliments and complaints are used as learning points, with quarterly monitoring to DMT.  
- Contribute to the Eastern Region work on effective procurement of | Trevor Saxon, Janice White and Karen Peters  
Trevor Saxon  
Karen Peters  
Trevor Saxon and Karen Bailey with SHIELDS  
Phil Stepney and Carol Cranfield with Councillors  
Trevor Saxon  
Carol Cranfield | Dec 2006  
Dec 2006  
Sep 2006  
Dec 2006  
Aug 2006  
Dec 2006 |
- Supporting People Strategy and delivery of supporting people services properly accounts for the needs of people with learning disabilities.

<p>| Nick Corrigan | Dec 2006 |</p>
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|  | The Council should ensure that a mechanism for the recording and retrieval of unmet need is developed. (2.2) | • To effectively plan and commission services that appropriately meet eligible need.  
• To use unmet need to inform work with the voluntary sector and to inform future service development and commissioning activity. | • The council commissions services that meet all eligible needs appropriately.  
• The voluntary sector is provided with information about unmet need, that is needs that are ineligible for council funded services, that assists it in planning and targeting its services. | • Unmet need and needs that are not met in the most appropriate way are properly recorded on care first.  
• Quarterly reports on unmet need are provided to Head of Service and LD Joint Commissioner.  
• The LD commissioning strategy is updated to take account of unmet need.  
• Reports on unmet need are shared with voluntary sector organisations. | Michael Barrett & Paul Palmer with Carol Cranfield & Trevor Saxon | Mar 2007 |
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<td>6</td>
<td>Community Services should ensure that a robust asset management strategy is developed in a timely manner taking account of the modernisation of learning disability services. (2.6)</td>
<td>• To manage assets effectively across all service area priorities. • Service-users and carers are kept informed of how the council’s assets are being utilised in the development of services. • A good match is achieved between identified needs and the use of available assets.</td>
<td>• The production of a departmental asset management strategy linked to the corporate asset management strategy that sets out how departmental assets will be managed. • Fully utilise LD Commissioning Strategy in informing asset management decisions.</td>
<td>Phil Stepney Trevor Saxon</td>
<td>Jun 2006 Ongoing</td>
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| 7              | - To offer a direct payments scheme that is easy for both service-users and carers to use. | - Numbers of service users using direct payments increases.  
- Numbers of carers using direct payments increases.  
- Service users and carers are able to understand direct payments information. | - Increase the numbers of service users using direct payments by 10 in 06/07.  
- Increase the numbers of carers using direct payments by 5 in 06/07.  
- Produce accessible information leaflet about direct payments.  
- Start Southend “In-control” pilot.  
- Produce accessible information about Fair Access to Care Eligibility Criteria.  
- Direct payments worker employed using LDDF to promote and support direct payments.  
- Continuous review of the Council’s direct payments scheme to ensure changes are made to its administration to ensure ease and flexibility of use. | Carol Cranfield with CTLPD  
Trevor Saxon with Carol Cranfield  
Janice White | Mar 2007  
Aug 2006  
Mar 2007  
Jun 2006  
Sep 2006 |
The Council should build on the good work already undertaken through the Southend Community in Harmony Partnership, to ensure the delivery of culturally sensitive and flexible services that respond to diverse needs. (3.2)

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| 8              | • To positively promote the needs and wishes of people with learning disabilities who are from minority communities.  
• To ensure that service delivery reflects the needs and wishes of minority communities. | • Increased understanding of different faiths and cultures.  
• Day and accommodation based services deliver culturally appropriate activities. | • The production and circulation of a multi-faith calendar showing people who have learning disabilities at their places of worship.  
• Service-user and service provider representation on the Southend Ethnic Minority Forum.  
• LD Service participates in Southend Community in Harmony Open Air Event 2007.  
• The Council achieves Level 2 of the Local Government Equalities Standard.  
• People of minority communities are one of the priorities for person centred planning.  
• Develop ethnicity plan based on the suggested actions for LDPB’s from the VPST.  
• Develop use of direct payments as a way of enabling the support needs of people of minority communities to be appropriately met. | Karen Bailey with Day Services  
Linda Walsh  
Linda Walsh  
Janice White  
Sarah Range  
Carol Cranfield  
Carol Cranfield | Oct 2007  
Sep 2006  
July 2006  
Mar 2007  
Sep 2006  
Dec 2006  
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| 9              | - To protect vulnerable adults through pro-active action to minimise the potential for abuse to occur and through robust action where abuse is suspected or occurs. | - Adults who have learning disabilities know how to raise a concern about abuse through:  
- The actions identified in the 2004-5 adult protection consultancy report are implemented.  
- Recruitment of Adult Protection Co-ordinator | - Produce accessible information about how to report an adult protection concern.  
- Promote the protection of vulnerable adults procedures with service-users and carers.  
- Recruit to the position of Adult Protection Coordinator.  
- Enhance the reporting of adult protection statistics.  
- Implement the actions in the 2004/5 Adult Protection consultancy report  
- Adult Protection is a priority activity for advocacy services commissioned by the Council. | Carol Cranfield | July 2006 |
|                |            |          |         | Trevor Saxon | Jan 2007 |
|                |            |          |         |            | Oct 2006 |
|                |            |          |         |            | Mar 2007 |
|                |            |          |         |            | Oct 2007 |
|                |            |          |         |            | June 2007 |

The position of adult protection co-ordinator should be recruited to as soon as is practicable to ensure that a robust system for managing and reporting on adult protection matters is maintained and to co-ordinate the actions identified in the 2004-5 consultancy report of Southend adult protection systems. (3.4)
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| The Council and Health partners should ensure that person centred planning and health action plans move forward to widespread implementation and deliver improved outcomes for people with learning disabilities and their carers. (4.1) | - Everyone with a learning disability who wants one has a person centred plan that is appropriately implemented.  
- Everyone with a learning disability who wants one has a health action plan that is appropriately facilitated.  
- People live healthy lives with choice and control over where and how they live. | - Day Services are delivered locally and in line with the actions contained in person centred plans.  
- The Southend Learning Disability Health Action Plan is updated and included in an overarching Southend Learning Disability Strategy.  
- The numbers of people with Person Centred Plans and / or Health Action Plans increase year on year.  
- Service commissioning demonstrably reflects learning from person centred planning and health action plans that lead to better services and improved health. | Services change to reflect plans, measured by:  
- More people are supported to live independently locally.  
- More people with complex needs reside in supported living.  
- The Southend Person Centred Planning Strategy is updated.  
- The Commissioning Strategy is updated to become an overarching Southend Learning Disability Strategy.  
- Work with specialist health services (SEPT:NHS Trust), GP’s, hospitals and community health services to achieve effective health facilitation and improved health outcomes. | Trevor Saxon, and Carol Cranfield with CTPLD Karen Bailey | Sep 2006  
Dec 2006  
Aug 2006  
Dec 2006  
Ongoing |
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| 11             | - Service quality is routinely assessed and accredited.  
- Best practice is shared in order to improve services. | - The publication of a Community Services Quality Framework.  
- Community Services Department obtains external validation of its quality assurance measures. | - Produce a Community Services Quality Framework.  
- Apply for external validation of departmental quality measures.  
- Review the LDPB Quality Assurance Framework in light of the above.  
- SHIELDS commence quality assurance visits to care homes and day services | Nick Corrigan  
“  
Trevor Saxon  
Karen Bailey | Jun 2007  
<p>|  | (4.2) | | | | |</p>
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<td>12</td>
<td>• To meet the learning disability service information needs of users and carers using appropriate formats and methods. &lt;br&gt; (&lt;4.4&gt;)</td>
<td>• All Community Services information that may be required by people who have learning disabilities is available in appropriate varying accessible formats. &lt;br&gt; • A system is in place through which service-users can obtain support in understanding information. &lt;br&gt; • Assessments and care plans are produced in formats that are appropriate to each individual. &lt;br&gt; • Information Strategy agreed with all stakeholders. &lt;br&gt; • All services produce information in appropriate forms and communicate it in appropriate ways.</td>
<td>• Review all current information leaflets that may be of use to people who have learning disabilities. &lt;br&gt; • Establish system through which assistance in understanding information is assured. &lt;br&gt; • Learning from SHIELD Quality Inspections is used to develop information formats. &lt;br&gt; • Agree support input from SEPT Speech and Language Service to ensure that information is produced in a consistent format and linked with the regional inclusive communication group. &lt;br&gt; • All contracts require communication needs are well met. &lt;br&gt; • Ensure appropriate use of LDDF funding to support inclusive communication. &lt;br&gt; • Ensure that records of the LDPB and associated meetings are communicated effectively to people who use services.</td>
<td>Jenny Fowers with Carol Cranfield Henry Watson, Karen Bailey &amp; SHIELD &amp; Trevor Saxon</td>
<td>Dec 2006</td>
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The Council should work with partners including service-users and carers to map accessible information needs and develop and accessible information strategy. This in turn should deliver a consistent and readily available range of information, such as assessments, care plans, minutes of meetings and other relevant documents in accessible formats.
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| 13             | - To ensure the full participation of service-users from minority communities.  
                 - To ensure that service commissioning and service delivery meets the needs of people from minority communities.  
                 - To meet the Council’s legal obligations under the Race Relations (Amendment) Act. | - Corporate achievement of Level 2 of the Local Government Equalities Standard and progress towards Level 3.  
                 - Implementation of Corporate Equalities Framework.  
                 - Equality Impact Assessments conducted in relation to each of Southend LDPB’s strategies.  
                 - Update LD Commissioning Strategy.  
                 - Check that when produced, the LD ethnicity plan is consistent with and informs the above. | Named person in Chief Execs ? Carol Cranfield  
Trevor Saxon | Mar 2006  
Dec 2006 |
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| The Council should work with advocacy agencies to promote self-advocacy more widely. (5.5) | • To promote self-advocacy as the preferred route to hearing the views of people who have learning disabilities.  
• To be clear about the types of information people who have learning disabilities in Southend require.  
• For people with learning disabilities to be heard in order to make a difference. | • All information relevant to people who have learning disabilities is available in accessible formats.  
• SHIELDS are supported to hold regular meetings with service-users in order to promote self-advocacy.  
• Self-advocacy support is available to anyone who wants it.  
• The Council and its LDPB partner organisations ensure that self-advocates are consulted in all planning decisions. | • Review all current information that may needed by people who have learning disabilities and ensure that such information is available in accessible formats.  
• Support SHIELDS in achieving charitable status and external funding in order to assure its long term future.  
• Copy LDPB Minutes to CMT and the Local Strategic Partnership and advise them of the user consultation route available through the LDPB.  
• Ensure contracts with advocacy services support and promote self advocacy.  
• Review provided and commissioned services to ensure that they are delivered in a way that promotes self advocacy. | Jenny Fowers  
Karen Bailey  
Phil Stepney  
Trevor Saxon  
Trevor Saxon | Dec 2006  
Mar 2007  
Jun 2006  
Mar 2007  
Mar 2007 |
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| 15             | To improve performance and capacity through disseminating performance information to appropriate managers in a way that enables informed and timely planning and service delivery decisions to be made. | • LD Management Team provided with monthly reports against LD Performance Indicators.  
• Quarterly performance reports against LD performance indicators provided to first line management level.  
• The Care First LD Report process is developed so that the LD Service is able to know how many people with a learning disability are known to the council, how old they are, their ethnicity, their level of dependency, whether they are a parent, whether they have additional disabilities, what services they are in receipt of, what type of accommodation they live in, and whether they have Person Centred and/or Health Action Plans. Likewise with information on carers of people with a learning disability and Adult Placement Carers. | • Produce monthly management reports against LD performance indicators and regular reports of commissioning strategy and service delivery targets.  
• LD Management Team to review performance against PI’s quarterly.  
• All staff in the Learning Disability Service are annually appraised and have a development plan linked to council priorities. | Nick Corrigan with Michael Barratt and Carol Cranfield | Oct 2006  
Nov 2006  
Oct 2006 |

The Council should develop further its drive to build capacity of the Council through developing and embedding effective performance management and quality systems to achieve continuous improvement. (6.3)
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| 16 | - To increase the number of people who have learning disabilities who are in paid work.  
- To influence the Council’s partner organisations in employing more people who have learning disabilities. | - Number of people with a learning disability in paid work increases. | - The Council increases the numbers of people with a learning disability it employs by 3 in 06/07.  
- LDPB partners report on the numbers of people with learning disability employed they employ and set targets to increase this.  
- Local Strategic Partnership organisations report on the numbers of people with learning disability employed they employ and set targets to increase this.  
- Continued commitment to the employment co-ordinator role and shifting resources to support employment.  
- Monitor Mencap Pathways employment contract and review as appropriate to ensure targets are achieved. | Linda Walsh  
Carol Cranfield with HR Lead | Mar 2006  
Jan 2007 |

The Council should continue and further improve in its aim to lead by example, by promoting the recruitment of people with learning disabilities in meaningful employment both within Council services and with external partners and local business. (6.4)
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| The Council should ensure that it has a workforce that is of sufficient size, skill mix and stability. Key-workstreams should include:  
  • The development of a Community Services Workforce Strategy.  
  • Addressing the actions identified in the Learning Disability Workforce Plan.  
  • Conducting a timely analysis of the workforce development needs across learning disability services.  
  • Ensuring that | • The production of a workforce development plan that seeks to skill all staff (regardless of employer) appropriately for the tasks they undertake.  
  • A learning disability workforce who are skilled to undertake the tasks for which they are employed.  
  • The implementation of a workforce development plan in line with the recommendations of the Valuing People Support Team and the Eastern Region Workforce Development Group. | • The Council produces an over-arching workforce development strategy that includes the workforce development needs of the Learning Disability Service.  
  • The actions in the existing learning disability workforce development plan are implemented.  
  • Human Resource produce regular management information on staff skill & qualification levels, staff ethnicity and attendance / sickness. | Joanna Ruffle & Eleanor Wilson with Carol Cranfield, Henry Watson & Ann Boulton, also include wider providers | Jun 2007 |
| | | | | Oct 2006 |
Appraisals act as a means to improve performance and meeting council priorities.

- Human Resources should produce regular routine management information.

Please note; our Lead Inspector at CSCI Sandra Miller has agreed this Action Plan.

This Action Plan has been developed on the basis it is SMART- Specific, Measurable, Achievable, Realistic, and Timely.

**Evaluating the Risks**

The only reasons we will not be able to meet these targets are for the following reasons

1) Should any key people to this ACTION plan, leave this department.
2) Recruitment & Retention Issues
3) Capacity Issues.

Should we have any problems we would report them to Sandra and Janet Ortega the Business relationship Manager at CSCI to keep them informed. All of the above have been discussed and approved by Sandra Miller.

**How we will measure the outcomes**

We will keep evidence of the work completed and catalogue this in a folder so that can be shown to CSCI at any time. Future inspections will hopefully prove we have improved once we have been observed.