



Social Care Services Board  
9 July 2015

## Learning Disability Public Value Review Report

**Purpose of the report:** Policy Review and Development

In 2012 the learning disability public value review was identified as being appropriate to address the need for personalised services for individuals who were being supported by Adult Social Care. The three year project has now ended and this report details the outcomes.

### Introduction:

1. On 14 July 2009 the Cabinet agreed to undertake a three-year programme of Public Value Reviews (PVRs) including a review of services for people with learning disabilities.
2. This PVR identified the need for a strategic shift in the way that services for people with learning disabilities are commissioned and delivered in Surrey. Services reflected historical patterns of commissioning and did not offer choice, value for money or the improved outcomes sought by people with learning disabilities, their families and carers.

### Outcomes of Recommendations from the PVR

3. Nine overarching areas for recommendations were identified through the PVR. The objectives and outcomes for each area are outlined below. Further details are contained in the Project Closure Report, listed as Annex 1 to this report.

### Personalisation

4. **Objective:** Develop personalised support options by completing a coordinated programme of reviews linked to key areas.

5. **Outcomes:**

- Pivotal in achieving this was the development of a dedicated Personalisation Team and PVR Team to carry out reviews and reassessments. Both teams worked closely with commissioning managers, ensuring liaison with providers.
- A number of workstreams have resulted in people with learning disabilities having a new personalised assessment and support plan with recognised and audited costs.
- The Personalisation Team supported Surrey County Council's (SCC) in-house services to move individuals to more appropriate, independent accommodation.
- The team also reviewed high cost placements. Housing related support has aligned with Adult Social Care (ASC) to ensure packages are an accurate reflection of need and do not exceed 10 hours per week, with additional ASC provision if required.
- Remaining outcomes detailed in this recommendation are covered in the areas below.

**Accommodation**

6. **Objective:** Develop personalised accommodation options delivering a shift from residential to individualised community accommodation options. This included ensuring that people who were supported by SCC but legally resident in another host local authority were funded by those authorities.

7. **Outcomes:**

- Through the work of the PVR team more than 50% of the individuals in tenanted accommodation, living away from Surrey, have had their costs transferred to their host local authority. This has also resulted in individuals accessing their local community services to a greater degree.
- Seven residential homes have been re-registered as supported living giving people their own tenancies and personalising their support.
- The referrals process for individuals seeking accommodation has been clarified for providers resulting in an improvement in occupancy levels.
- Commissioning managers have developed or are developing a range of new cost effective, bespoke and supported living services.

**Health**

8. **Objective:** Develop integrated commissioning with Health.

**9. Outcomes:**

- The ASC Commissioning Team made significant developments with health colleagues in order to foster a joint approach to supporting individuals with a learning disability (LD) and associated health needs.
- Collaborative working with the LD leads for the Surrey Clinical Commissioning Groups (CCGs) to develop a joint LD Strategy.
- An option appraisal was completed for integrated learning disability commissioning with the CCGs.
- A Transforming Care work stream was developed with health led steering boards, such as the Health Care Planning Board, to ensure a joint approach to on-going work. This includes supporting the care and treatment review, a national initiative arising from the government response to Winterbourne View Hospital where extremely disturbing abuse was revealed.

**Transition**

10. **Objective:** Influence the way in which services are planned and delivered for young people and ensure that people over the age of 65 and those with early onset dementia are supported to access mainstream support.

**11. Outcomes:**

- The ASC Commissioning Team worked very closely with the ASC Transitions Team to improve awareness about supported living and employment opportunities among young people and their family/carers.
- Work has been carried out with service providers to develop services for young people, particularly people with autism.
- Since 2013 new housing services have been developed or re-designed leading to opportunities for 88 more young people.
- The Commissioning Team have worked with older people's service providers, to improve their recognition that they can provide services for older people with learning disabilities when the individuals needs can best be met in that environment.

**Respite**

12. **Objective:** Cease to commission respite and short breaks in residential services where people have permanent homes.

**13. Outcomes:**

- This objective has been supported by the Learning Disability Partnership Board. It has been clearly shared with the Surrey provider

market through meetings and update sessions with the Surrey Care Association, our Surrey Strategic Provider network and individual providers.

- Commissioners and practitioners used the opportunity to maximise personal budgets from Health or Social care to deliver real and lasting positive change for individuals. Further to this there has been some change in the market with the loss of one service but with a more local short breaks unit opening.

## **Quality Assurance**

**14. Objective:** Implement a standard approach to quality assurance and contract monitoring across commissioned services.

**15. Outcomes:**

- The LD Commissioning Team developed a holistic approach to quality assurance for people with a learning disability by conducting regular Quality Assurance (QA) and Safeguarding meetings. Representatives at the meetings include QA, Safeguarding, Procurement, Customer Relations, Business Intelligence and LD Commissioning. This work has now become embedded for all individuals and is not limited to those with a learning disability.
- Jointly, Procurement and the ASC Commissioning Team, developed strategic relationships with over 40 suppliers and ensured yearly reviews. The majority of these suppliers account for a large proportion of ASC spend and placements in relation to support to people with a learning disability.

## **Information and Communication**

**16. Objective:** Improve sources of accessible information relating to services and support.

**17. Outcomes:**

- The Surrey Learning Disability Partnership Board has worked closely across organisations within Surrey, such as the Police and South East Coast Ambulance Service (SECAmb), to improve accessible information. This has resulted in a number of helpful changes in how information is provided.
- [www.surreypb.org](http://www.surreypb.org) is regularly updated and includes a range of information for people with a learning disability and autism on current topics and useful links. [www.surreyhealthaction.org.uk](http://www.surreyhealthaction.org.uk) provides information in an accessible format on key health information including hospital passports, accessible appointment letters and health check guides.

## Stronger Partnerships

**18. Objective:** Shape and develop the existing market by working with our partners.

**19. Outcomes:**

- Through the work of the PVR, links with our partners have been strengthened. Key stake holders are part of our Learning Disability Partnership Board and have signed up to working in partnership.
- Bulletins are sent out to over 3,000 people and information is held on SCC's website.
- Relationships have been developed with learning disability providers to support them to strategically develop the market.
- Commissioners established monthly surgeries open to providers, practitioners and families, to discuss ideas/issues and create an open dialogue.
- An Autism Champions Network, which is free for providers, has been created.
- A Positive Behaviour Support Network has been established to help develop skills to support individuals who have behaviour that can challenge. The network was launched in March with the support of national key note speakers. 100 individuals have joined the network.

## Savings

**20. Objective:** The savings target links to recommendations 1 and 2. The total expected savings were £8.1m (Personalisation £4.5m, (including the £2m from Transport) and Accommodation £2.4m). In addition to this total there were a further £1.2m savings from 2011/12 Management. This gives a total full year effect saving of £8.1m.

**21. Outcome:**

- The actual savings achieved by the PLD PVR was £7.11m, £0.99m short of the expected target. (Annex 1 Section 4.1.10)

<b>Conclusions:</b>
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22. The Commissioning Team has used the recommendations from the PLD PVR report to act as a framework for developing the necessary structures and processes for people with a learning disability to enable them to receive better services and support. Key to this was developing closer links with partners both internally e.g. Transition Team and Procurement and externally e.g. providers and Health. Another factor key to the

project's success was the establishment of a Personalisation Team and the PVR Team who were able to carry out the necessary reviews.

23. With these structures in place the ASC Commissioning Team was able to achieve the outcomes described in the previous section including a saving of £7.11m. The Commissioning Team recognises that the progress made over the past three years must be continued and further developed and the East Surrey Commissioning Team, which has the lead for learning disabilities, will ensure this happens.

#### **Recommendations:**

24. It is recommended that the Committee:

- Notes the significant achievements of the PVR and continues to recognise and support the needs of people with a learning disability as a priority for SCC under the national Transforming Care Agenda and the recommendations of the Green Paper consultation.
- Endorse the continued work of Learning Disability Commissioning with Advocacy services to develop and enhance their provision for people with a learning disability.
- Receive a further report in 12 months time to provide an update on the work started by the PLD PVR, with particular focus on the next steps detailed below.

#### **Next steps:**

25. The realignment of commissioning staff with CCGs has supported closer integration with Health and the East Surrey Commissioning Team, which is leading on Learning Disability. This will ensure work supporting people with a learning disability is taken forward by all the commissioning teams.

26. A number of individuals who reside outside of Surrey, and are 'Ordinarily Resident' in those places, have not yet had their care, support and funding responsibility transferred to the local authorities where they live. This work will be continued by the locality teams, led by practitioners who have transferred from the PVR team. This work will be monitored centrally by the North West Area Team. There is a savings target of £2m within Medium Term Financial Plan (MTFP) for 2015/16 attached to this work.

27. Areas within the PLD PVR are ongoing. These include residential accommodation reviews, developing local housing options and re-registration.

28. Additional work remains to finalise and seek approval of the Joint Health and Social Care Commissioning Strategy.

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**Sources/background papers:**

- Annex 1 : People with Learning disabilities Public Value Review (PLD PVR) Project Closure Report
- Cabinet Meeting Documents - Tuesday, 27 March 2012 - Item 10 - Public Value Review of Services for People with Learning Disabilities ([http://mycouncil.surreycc.gov.uk/celistdocuments.aspx?MID=481&DF=27%2f03%2f2012&A=1&R=0&F=embed\\$Item%2010%20-%20Public%20Value%20Review%20of%20Services%20for%20Peple%20with%20Learning%20Disabilities.htm](http://mycouncil.surreycc.gov.uk/celistdocuments.aspx?MID=481&DF=27%2f03%2f2012&A=1&R=0&F=embed$Item%2010%20-%20Public%20Value%20Review%20of%20Services%20for%20Peple%20with%20Learning%20Disabilities.htm))

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