

# TRANSFORMING ADULT SOCIAL CARE - PERSONALISATION AND COMMISSIONING PLAN 2011 - 2015: OUTCOME OF CONSULTATION

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<b>Cabinet Portfolio</b>	Social Services, Health and Housing
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<b>Papers with report</b>	Appendix 1 - summary of consultation feedback

## 1. HEADLINE INFORMATION

<b>Summary</b>	<p>This report provides Cabinet with details of the consultation that has taken place on the proposals contained within the Adult Social Care Personalisation and Commissioning Plan discussed by Cabinet in September 2011.</p> <p>The report identifies the proposed changes to the plan arising from the consultation process and seeks Cabinet approval for a number of recommendations relating to them.</p>
<b>Contribution to our plans and strategies</b>	The Adult Social Care Personalisation and Commissioning Plan supports the objectives of the Sustainable Community Strategy and the draft Health and Wellbeing Strategy.
<b>Financial Cost</b>	At the September Cabinet it was stated that there are no additional costs to existing budget provision as a result of approving this plan as the presented draft was consistent with the then MTF. Whilst the MTF has been revised it remains the case that the changes proposed in this report remain consistent with the MTF and that there are no additional costs proposed.
<b>Relevant Policy Overview Committee</b>	Social Services, Health and Housing
<b>Ward(s) affected</b>	All

## 2. RECOMMENDATIONS

That the Cabinet:

1. **Note the report on consultation regarding the Adult Social Care Personalisation and Commissioning Plan (attached as Appendix 1)**
2. **Approve the amendments to the Adult Social Care Personalisation and Commissioning Plan resulting from the consultation process as set out in this report and authorise officers to implement the Plan.**

## **Reasons for recommendation**

The delivery of the Adult Social Care Personalisation and Commissioning Plan will:

- Improve access to information, advocacy and advice services
- Increase the number of people able to use personal budgets to purchase community based services of their choice
- Increase the choice of services available from the voluntary sector to assist service users and carers with support planning
- Increase the extent and range of supported housing available for people in the borough
- Ensure that buildings-based services support those with the most complex needs

## **Alternative options considered/risk management**

Cabinet could decide not to agree the proposed amendments set out in this report and/or instruct officers to make other changes.

## **Policy Overview Committee comments**

None at this stage

## **3. INFORMATION**

### **Supporting Information**

1. At its meeting on the 27<sup>th</sup> September 2011 Cabinet gave in-principle approval for the Transforming Adult Social Care: Personalisation and Commissioning Plan 2011 – 2015, subject to consultation. This report provides Cabinet with the results of the consultation process and sets out the resulting proposed changes to the plan.

2. The Transforming Adult Social Care: Personalisation and Commissioning Plan 2011 – 2015 sets out high level direction of travel for adult social care services. This plan is supported by the Disabilities Commissioning Plan 2011 – 2015 which contains more detailed proposals for the modernisation of services specific to people with learning disabilities and adults of working age with physical disabilities. Both plans have been subject to consultation, the results of which will be considered jointly by Cabinet at its January meeting. The plan is also supported by the Joint Carers Commissioning Plan 2011 – 2015 which Cabinet approved at its October 2011 meeting. An Older People's Commissioning Plan is being developed jointly with NHS partners and is expected to be considered by Cabinet later in 2012.

### **Feedback from Consultation and Proposed Response**

3. Appendix 1 summarises:

- The key proposals from the Transforming Adult Social Care: Personalisation and Commissioning Plan
- Feedback from the consultation process
- Response to the points raised by service users, carers and other stakeholders during the consultation process.

## **Summary of Changes to the Plan**

4. A large number of constructive comments, suggestions and requests have been made as a result of the consultation process. There are a number of actions that officers propose to take as a result of resident feedback. These are summarised below and will also be set out in a revised Plan:

### *Personalisation*

- a) The role of the online directory in enabling residents to use their Personal Budgets will be widely publicised through media such as Hillingdon People, partner newsletters and posters in places such as GP surgeries. Officers will work with the West London Alliance (WLA) to develop a facility that will enable service users to upload reviews of the services they are considering whether to purchase. This will act as a very powerful guide in helping people to decide how best to spend their Personal Budgets. Library staff will be able to assist people to do this where they do not have access to computers or where they need support to do so.
- b) Information will be available online and provided directly by care managers on the availability of externally provided support planning and brokerage services designed to enable residents eligible for community care services to make the best use of their Personal Budgets.
- c) Information about personalisation will make it clear that there are a number of options available to residents as to how they use their Personal Budgets are managed, e.g. direct payment or managed by the Council on their behalf.
- d) The Council will set out for service users, their carers and other stakeholders how vulnerable adults will be safeguarded in circumstances where residents are contracting directly with providers, e.g. setting minimum quality standards for inclusion on the online Directory, removal option where standards are not met, inspection by the Council.

### *Advice and Information*

- e) Officers will explore ways of ensuring that the information contained in the online Directory is accessible to people from Hillingdon's diverse communities. Officers will also ensure that organisations commissioned to provide information and advice (which will be primarily from the voluntary and community sector) are accessible by residents with a range of needs. This will be achieved through inclusion of equalities requirements within service specifications and equalities monitoring as part of the Council's contract monitoring process.
- f) Library staff will be equipped to assist Hillingdon's diverse communities and support their independence.
- g) Officers will work with partner agencies to link up the different directories that exist to provide a single, comprehensive directory of services. This will avoid residents having to go to different places in order to obtain the information and advice they require.

### *Modernisation of Day Services*

- h) Officers will ensure that users and carers who have expressed an interest in being involved in the design of the Queens Walk Resource Centre will be able to contribute their views.
- i) The Council will work with and support private and voluntary providers of residential care to ensure that current users of day centres have a tailored programme of community based activities.

### *Transport*

- j) The availability of accessible transport will be considered when assessing users for the Queens Walk Resource Centre.

### *Supported Housing*

- k) The Council will work with partners to ensure that the development of supported housing schemes is accompanied by access to day activities and appropriate community equipment. This will assist with the transition as some people move from residential accommodation to more independent supported living arrangements.
- l) Arrangements with housing providers will be explored in order to address the practicalities of people moving from residential care into their own home, such as the provision of furniture packages.
- m) Officers will create working groups of disabled residents and their carers to discuss proposals for supported housing schemes.
  
- n) Officers will explore the potential for enabling residents to “stay the night” in a supported housing scheme to help with the decision-making concerning moving

### *Transition from Children’s to Adults’ Services*

- o) Officers will establish regular open meetings to give young people and their carers the opportunity to be informed about developments in meeting the needs of young people in transition from children’s to adults’ services. The frequency of meetings will be determined in consultation with young people and their carers.

## **Financial Implications**

5. At the September Cabinet it was stated that there are no additional costs to existing budget provision as a result of approving this plan as the presented draft was consistent with the then MTF. Whilst the MTF has been revised it remains the case that the changes proposed in this report remain consistent with the MTF and that there are no additional costs proposed.

## **4. EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES**

### **What will be the effect of the recommendation?**

6. People will be given control on how money is spent on social care services through the use of personal budgets. Disabled people will be supported to live independently in the community where this is appropriate, with housing and support services tailored to their needs. The development of more supported housing within Hillingdon will enable people to live in their own homes for as long as they wish. Buildings-based services will continue to support people with complex needs.

7. Should Cabinet approve the recommendations in this report the Transforming Adult Social Care: Personalisation and Commissioning Plan 2011 – 2015 will provide the framework for the adult social care aspects of future commissioning plans for the period up to 2015.

### **Consultation Carried Out or Required**

8. Appendix 1 summarises the consultation process and the proposed changes to the Transforming Adult Social Care: Personalisation and Commissioning Plan 2011 – 2015 are set out in paragraph 4 of this report.

## **5. CORPORATE IMPLICATIONS**

### **Corporate Finance**

9. Corporate Finance has reviewed this report and is satisfied that the changes proposed to the plan are consistent with the revised MTFF assumptions and that there are no additional costs associated with these proposed changes.

### **Legal**

10. The Report shows that all service users/their carers were invited to participate in the consultation and that there was a 3 month period to submit views. Further, the Council has modified a number of its proposals to accommodate views expressed by consultees.

11. The Borough Solicitor therefore confirms that legal requirements relating to consultation have been complied with and that there are no legal impediments to Cabinet approving this strategy.

### **Corporate Property and Construction**

12. None

### **Relevant Service Groups**

13. Comments are reflected in the report.

## **6. BACKGROUND PAPERS**

Cabinet report – 27<sup>th</sup> September 2011

## **Consultation Report**

### **Transforming Adult Social Care: Personalisation and Commissioning Plan 2011 - 2015**

#### **Methods of consultation**

1. The Transforming Adult Social Care: Personalisation and Commissioning Plan sets out the direction of travel and priorities for adult social care provision up to 2015. This, in turn, informs the commissioning plans for specific client groups (such as the Disabilities Commissioning Plan).

2. This summary represents the views and opinions of over 220 individuals including service users, carers and service providers who work with relevant groups including the Disablement Association for Hillingdon; Age UK; the Local Involvement Network; the Society for People with Multiple Sclerosis (SAMS); the Stroke Association; Hillingdon Centre for Independent Living; Ear4U and Perfect Start. The chart below gives details of all of the activities and events that took place to give stakeholders the maximum opportunity to give their views on this overarching Plan. *Specific consultation on the Disabilities Commissioning Plan is covered in a separate report to Cabinet although large portions of the issues covered are relevant to both.*

<b>Date w/c</b>	<b>Consultation Activity</b>
26 <sup>th</sup> September 2011	Presentation to the Long-term Conditions Delivery Group, a sub-group of the Health and Wellbeing Board that includes representatives from different Council services and representatives from the NHS, voluntary sector and also service users.
3 <sup>rd</sup> October	Transforming Adult Social Care: Personalisation and Commissioning Plan published on the 'Have Your Say' web pages with emailed link sent to over 900 stakeholders
14 <sup>th</sup> October	All carers/service users written to with information on how to access the information on line and how to request a paper copy
10 <sup>th</sup> October	Consultation with the Disability Assembly (92 people in attendance)
25 <sup>th</sup> October	Consultation with Learning Disabilities Partnership Board Group – key themes presented in easy read version (15+ people in attendance)
1 <sup>st</sup> November	Consultation with the Parent Carer Reference Group
10 <sup>th</sup> November	Special meeting of the Disability Assembly to discuss key themes from disabilities plan (120+ people in attendance)
17 <sup>th</sup> November	Presentation to the Mental Health Delivery Group, a sub-group of the Health and Wellbeing Board that includes representatives from different Council services and representatives from the NHS, voluntary sector and also service users.
23 <sup>rd</sup> November	Carers Meeting (35 people in attendance)
8 <sup>th</sup> December	Special meeting of the Older People's Assembly (50 in attendance).
22 <sup>nd</sup> December	Meeting with Parents and Carers of children in Transition.

## **Personalisation**

### Key proposals

3. The key proposals are:
  - a) All users will have a personal budget by April 2013 that will give them greater choice and control over how their care and support needs are met.
  - b) There will be increased choice available from the voluntary sector to assist service users and carers with support planning.

### Outcome of consultation

4. The majority of people who commented on personalisation felt that personal budgets create greater choice and independence for some individuals. Responses to the Commissioning Plan acknowledged that personal budgets enable people to:
  - Create increased independence, control, choice and flexibility
  - Encourage the development of services and support being in the community that may not have been available before
  - Recruit and employ staff, leading to greater continuity
  - Employ people who have the right skills and training to meet the identified need
  - Enable access to universal services such as community activities, libraries, swimming and leisure services
5. Residents recognised that a directory of services was a vital part of helping people to exercise choice and control as was a greater range of support and assistance available in the social care “marketplace” including personal assistants. The Council was encouraged to work with the voluntary sector so that organisations were in a position to offer day activities for groups and individuals.
6. A number of comments made during the consultation process strongly suggest that people do not fully understand personal budgets and how they will work. There were many calls for greater clarity about personal budgets, the process and procedures, as well as the support that will be available to enable people to access and use personal budgets. There is also a general concern around safeguarding vulnerable people who may receive personal budgets to ensure they are not subject to financial abuse and to ensure that the money is used to meet care needs identified in assessments. It is unlikely at this point in time that people understand the positive opportunities that will be opened up by the introduction of personal budgets.
7. There were also concerns and anxieties expressed regarding the process of managing a personal budget for a family member who has complex needs or regarding older carers who do not want the responsibility of managing a personal budget on behalf of the cared for person. Some carers were concerned that if they have to manage a personal budget *and* the package of care, they will not be able to continue to cope with their caring role.
8. Other concerns from carers focused on people with disabilities accessing public transport and universal services. Some carers reported a general feeling that some residents do not tolerate people with disabilities on buses, in libraries and other community settings. Community facilities

were said not to always have suitable toileting facilities for disabled people while the new swimming pools at Uxbridge and Hayes were said to not be suitable for some disabled people.

9. It is clear that many carers value the option of purchasing day centre services for their dependants due to the dual benefit of respite for them as well as the social interaction these provide.

10. There were specific requests for:

- A list of day services that people can access with clarity about what services are available
- Greater information about how to use personal budgets, how flexible they are in terms of what they can be used to purchase and whether they will cover the actual cost of activities needed by the service user
- Support for people who cannot choose or manage a personal budget independently
- Support for those who can manage a personal budget but who may be fearful of organising national insurance and tax or entering into contracts with personal assistants
- Help for people to pool budgets as a group in order to get better value out of purchasing services
- Personal budgets to be used to access days centres
- The development of the right kind of services that people will want to purchase including qualified, experienced personal assistants
- Good financial systems within the Council to protect vulnerable service users with a personal budget including safeguarding them from financial abuse

11. In terms of care assessments, the Council was asked to:

- Ensure assessments are robust, carried out at an appropriate time (regular) and identify the aspirations of service users.
- Involve front line staff in assessments as they will know the client and their situation.
- Improve skills of staff carrying out assessments.

### Response to consultation

12. A range of information on services, support and activities will be available to residents, service users and carers within the online directory of services (currently called 'Careplace'), which is due to be launched early in the New Year.

13. One of the main emerging roles of the Council will be to work with other west London authorities, the voluntary sector and other external providers to develop services that people want to purchase with their personal budgets. Sharing information with service providers about the kinds of activities that people are using their personal budgets to fund will help to stimulate the market and meet needs that may not be addressed adequately at the present time. This will not be an overnight process but the start of a gradual transformation of social care. For a number of respondents, particularly carers, this is difficult to envisage at the present time and therefore is the subject of anxiety but the changes will lead to service users having greater choice and control about how their needs are met.

14. Support for people using personal budgets is a critical area too – giving people the practical support they need to manage their finances as well as helping people to plan their support and find the right services and activities to meet their needs. Across the country, this support will increasingly be available from the voluntary sector, commissioned by local authorities. In



Hillingdon, the Council is tendering for a service to provide financial advice, support planning and brokerage for personal budget holders which will be available in the early part of 2012. Support planning will stimulate and support the imaginative use of personal budgets as well as helping people to get greater value for money by pooling budgets (e.g. for travel). Experienced support planners will help service users tap into community centres and other existing community facilities.

15. Where service users do not wish to manage their personal budget, the new personalised system will be flexible. If requested, the Council will manage the personal budgets of service users which should help to ease the anxieties that have been expressed by carers during consultation. Overall, this will not be a dramatic process of sudden change but one phased over a period of time. Personal budgets will be introduced for new service users from late-January 2012. For existing service users, personal budgets will be introduced from the point of their care review. By April 2013, all service users will be in receipt of a personal budget (including those managed by the Council).

16. Effective support planning and brokerage services will ensure that a personal budget is sufficient to cover the cost of activities identified to meet a service user's needs. Council expenditure on social care has never been unlimited and, similarly, personal budgets will need to be managed so that the cost of activities is contained within the available resource. Experience in other areas of the country more advanced in the use of personal budgets shows that this is more than possible and capable of meeting the needs of people effectively but with greater flexibility and value for money than the current system of a local authority determining how social care needs can be met within a limited range of traditional services.

17. Financial systems will be in place to help the Council to protect personal budget holders. Personal budget holders will use a pre-paid card that is capable of alerting the Council very quickly to spend that does not fit the agreed support plan which will enable appropriate action to be taken. Personal budgets will not however enable a person to purchase services from day centres unless this has been approved as part of an individual needs assessment.

## **Information, Advice and Advocacy**

### Key proposals

18. The key proposals are:

- a) There will be an on-line information directory that will be found on the council's website.
- b) The contact centre and local libraries will be developed as local information hubs.
- c) A range of voluntary sector organisations will provide specialist information and advice.
- d) A generic advocacy service will be in place that will support people who lack capacity but who are not eligible for assistance through the Independent Mental Health Advocacy (IMCA) Service. The service will be available to people in care homes, regardless of whether they are funding their own care. It will be a service that is jointly commissioned by a number of west London councils.

### Outcome of consultation

19. All of the comments in this area were supportive of the Council's proposals.

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20. A number of suggestions were made about how best the Council can ensure that the Information and Advice Directory will be comprehensive and accessible to all of Hillingdon's residents.

21. Amongst the key issues raised were:

- The Directory should be comprehensive and include details of universal services, services and activities across borough boundaries as well as information held by other partners on existing directories.
- The Directory should be developed in easy read with picture options for people with a learning difficulty; in audio for visually impaired and British Sign Language (BSL) for the deaf and hard of hearing. Provision also needs to be made for people who do not read English or where their reading ability is poor.
- The Council should consider designing the directory with an on-line mechanism for residents to feedback on services.
- A communications campaign will be needed to raise awareness of the Directory including Hillingdon People. The campaign should also be in easy read format and sign-post residents to where they can get further information.
- Telephone contact was seen as being the preferred choice as a means of accessing information and advice for the majority of older people, as it was the most accessible and convenient for the target audience.
- There should be a Contact Centre freephone number that residents can use so that any delays in answering the phone do not cause expense for residents
- Accessing specialist systems (e.g. talking books, learning disability packs) in libraries will need staff who are sufficiently trained.

22. A number of suggestions were made during the consultation concerning the Council's proposals for advocacy including the need for the council to:

- Support voluntary and community groups to provide more services for Hillingdon residents including advocacy services which are available for people with personal budgets
- Look at the costs of current services and evaluate whether they are they best value for service users.
- Develop advocacy services that can be accessed by all residents, whether or not they qualify for services.

### Response to consultation

23. The need for a single directory combining all the information from other partners' directories is recognised, although it may take time to achieve this in full. The Directory has been developed by the West London Alliance (WLA) and will initially include organisations, services and activities available across West London with information drawn from the databanks of local authorities.

24. All of the options for making the information available in different formats will be explored.

25. Enabling service users to provide on-line feedback on services they have received is planned as part of the Council's development of the Directory, although it will not be available immediately.

26. All of the suggestions concerning the awareness campaign are accepted and agreed.

27. Providing a Freephone number for the Council's Contact Centre would not be affordable in the current financial climate. The Contact Centre is being reviewed to ensure that residents receive a quick response as well as a good outcome to their query.

28. Library staff will be given disability awareness training, including effective communication with people with learning disabilities.

29. The Council will work with voluntary sector organisations to develop services that help people identify the support they need ("Support Planning") and identify services and activities that can meet needs ("Brokerage"). This service will also provide independent advocacy for people receiving or who might want to receive personal budgets. This is currently being tendered and should become operational in the late spring 2012.

30. The Council is undergoing a fundamental review of all internal and external services to ensure that they are focused on achieving the right outcomes for Hillingdon's residents as well as being value for money.

31. The Council unfortunately does not have the resources to be able to fund advocacy services for people who do not qualify for services. It will, however, help to promote services provided by the voluntary sector that are universally available.

## **Reablement**

### Key Proposals

32. The key proposals are:

- a) To deliver a specialist reablement service to help people maximise their ability to live independently and within their own home
- b) To make best use of all intermediate care facilities across health and social care as a stepping stone between leaving hospital and going home and to prevent unnecessary admission to hospital.

### Outcome of the Consultation

33. Adequate provision should be made to ensure that support was provided to people after the initial six week period of reablement/intermediate care if required.

### Response to Consultation

34. Where continued support is required after the six week period of reablement/intermediate care this would generally be provided by the private and voluntary sector. However, the Council will consider each case on its merits.

## **Modernisation of Day Services**

### Key Proposals

35. The key proposals are:

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- a) Day opportunity services will be banded into three levels of need:
  - *Level 1*: high dependency, complex needs, e.g. dementia, requiring a buildings-based service;
  - *Level 2*: reablement/rehabilitation requiring a combination of building and community based services for a time limited period;
  - *Level 3*: socialisation needs only, which will be addressed through community-based services.
- b) All existing users of in-house buildings based day services will have their needs reassessed to identify which of these service levels are appropriate.
- c) Those people with needs that are primarily concerned with socialisation will be supported into community-based services.
- d) An updated Older People's Plan and a new Disabilities Plan will be developed and these will consider the need for day opportunity services as part of a general exploration of what is required to support vulnerable adults, including people with complex needs, in a community rather than an institutional care setting.
- e) Buildings-based services will be used to support people with the greatest needs and where a short-term reablement or rehabilitation intervention is required.

### Outcome of Consultation

36. Specific proposals on the future of day opportunity services for people with learning disabilities received a significant response and these comments are considered in a separate report on the consultation programme regarding the Disabilities Commissioning Plan. However, there are a number of more strategic comments that are reflected below:

- Consideration should be given to the demand on day opportunity services of more people moving from residential care into supported housing;
- Alternatives to Council-provided day opportunity services need to be widely publicised so that people are able to exercise choice about how they use their Personal Budgets;
- All Council leisure services currently lack changing facilities for people with profound disabilities which reduces access opportunities.
- People should have the option of using their Personal Budgets to attend Council-provided day care services
- The transport implications for service users should be taken into consideration when developing day care proposals.
- For older people unable or reluctant to leave their own home some form of befriending service could be set up but this would need to be regulated by the Council.
- The Council should provide venues for social clubs for older people, i.e. community centres. Care workers should also be made available to support those with personal care needs. The Council should also promote the social clubs.

### Response to Consultation

37. The Council is seeking to transform the way that social care services are provided. For Hillingdon this means a major shift away from institutional care provision to support in the community. Unlike the direction of travel taken in other local authorities, the Council is retaining some buildings-based services for people with complex needs but over time the majority of people will be able to use their Personal Budgets to access services in the community. The Council will work with residents and voluntary and community organisations to further develop these services. Some of this entails redirecting resources that are currently locked into buildings-based services into the community. This is a considerable challenge at a time of austerity where the resources available to the public sector are reducing.

38. Improving access to the Council's leisure facilities is essential to enable residents with more profound disabilities to be able to use them. Although the design of all leisure facilities complied with statutory requirements, the Council is seeking to undertake the works necessary to improve accessibility when the opportunities arise, e.g. planned refurbishment.

39. The forthcoming refurbishment of Highgrove Pool in the spring of 2012 will see, subject to Cabinet approval, a number of improvements including the following:

- Disabled parking spaces will be included within a reconfigured parking area.
- A ramped access fully accessible for wheelchairs to the new entrance to be constructed.
- Provision of automatic entrance doors with a minimum 1m wide clear width.
- Reception desk to be provided with a dropped level and recessed area and with a 'hearing loop'.
- Specific wheelchair group entrance lane provided as part of the turnstiles access facility.
- Provision of internal car lift providing access to both the swimming pool changing rooms and the spectator gallery from the ground floor entrance past the turnstiles with a minimum of 900mm clear door width for access.
- Provision of specific Changing Places - changing room fully equipped with an access hoist to the swimming pool for disabled users.
- One disabled toilet will be provided for each toilet block

40. Following feedback from disabled users at Hillingdon Sports & Leisure Complex, the Council's Sport & Leisure Team are working with Fusion that manage the facility to improve the level of access and equipment available to assist disabled people. While the facility does meet the minimum requirements of approved document M - Access to and use of Buildings, it is acknowledged that there are some difficulties experienced by people, particularly those with more profound disabilities in accessing the swimming facilities. The proposed modifications are currently being finalised in response to specific feedback from disabled users.

## **Transport**

### Key proposals

41. The key proposals are:

- a) Transport that is provided and funded by the Council will be available to those in the greatest need.
- b) People on benefits with a mobility element will be asked to make alternative arrangements and will be signposted to other options.

### Outcome of consultation

42. There were a number of issues regarding transport that were related to the specific proposals contained within the Disabilities Commissioning Plan which is the subject of a separate report to Cabinet.

43. Some carers and service users wanted to pursue supervised travel with the aim of working towards independent travel where this was suitable. Personal budgets were mentioned as a way of achieving this.

44. Other comments were received from carers concerning service users who would not necessarily have the ability to take a bus or tube train just because they were eligible for a Freedom pass or receive DLA/Mobility Allowance. Some service users would not be able to access public transport due to a physical disability or behavioural problems. A number of carers reported their concerns about service users having to use public transport as they had previously experienced verbal abuse from other passengers and no longer felt comfortable using this option. Other issues raised related to the use of taxis (including the cost and reliability) and the lack of wheelchair access at some stations including Uxbridge. The lack of taxis suitable to transport people in wheelchairs working under the Taxicard Service was also raised.

45. Under Section 73 (14) of the Social Security Contribution and Benefits Act 1992 the mobility element of a service user's benefit entitlement should be disregarded for the purposes of assessing their means.

46. Older people identified a number of issues as being an important factor to their having the confidence that they can complete their journey and these include:

- Pavements and footways being in good repair.
- Dropped kerbs for people with mobility problems to enable them to cross roads.
- Public transport running a regular service which does not leave people stood waiting in the cold or in the dark.
- Buses pulling up to the kerb so that passengers can get on easily.
- Other passengers not blocking the wheelchair space with prams or shopping.
- Older people do not feeling intimidated by the behaviour of other passengers.

#### Response to consultation

47. The Council will take the availability of accessible transport into consideration when devising any proposals concerning the future of Council provided or funded services. The variety of circumstances faced by service users of Council provided or funded services makes a blanket approach to transport difficult. This means that the Council will consider the needs of individuals for accessible transport on a case by case basis as part of the community care assessment process. The availability to service users of the mobility component of a state benefit is one of the factors that will be taken into consideration as well as whether it is possible for a user to access any other form of transport.

48. Residents can be assured that the Council is complying with the Social Security Contribution and Benefits Act 1992 by not taking the mobility component of a state benefit into consideration when undertaking a financial assessment.

49. The Council recognises the importance of keeping its pavements in good repair and will respond as promptly as possible to address disrepair issues. The availability of resources and the level of risk to the public are factors that will affect how promptly the Council is able to complete repairs. The Council has developed a Highways Inspection Regime which follows guidance set out in the Department for Transport's '*Well Maintained Highways Code of Practice for Highway Maintenance Management*'. In addition to undertaking a planned regime of highway inspections, highways engineers also carry out responsive and reactive inspections generated from public and Member Enquiries.

50. The Council co-ordinates and services an Access & Mobility Forum that includes representatives from the bus companies operating in the borough as well as Council officers and representatives of local residents and voluntary organisations. This meets on a quarterly

basis and once a year Transport for London (TfL), which has responsibility for delivering the Mayor's transport strategy in partnership with London boroughs, also attends. This group provides an opportunity to raise concerns and issues about public transport provision in the borough. Meetings are also attended by the Safer Transport Team, which is a partnership between TfL and the Metropolitan Police and is concerned about issues such as anti-social behaviour on public transport.

## **Community Equipment Model**

### Key proposal

51. The key proposal is:

- a) The introduction of a retail model for equipment services will provide service users and carers with greater choice in how their needs for Simple Aids to Daily Living are met.

### Consultation Outcome

52. All of the people who commented were in support of the proposals for the retail model. A number of suggestions were made about how the equipment service could work and other matters for the Council to consider including:

- Develop an accessible catalogue of items
- Promote the range of providers that are in place to provide community equipment
- Reduce waiting times for an assessment for equipment to avoid accidents, possible hospital admissions and reductions in independent living
- Increase advertisements about equipment, including hosting exhibitions to increase awareness and produce a DVD
- Tell service users at the point of assessment the type of equipment which is available
- Work with hospitals to ensure that people are discharged with the equipment they need

53. There were queries about:

- The process for requesting an assessment
- Whether providers were already in place to provide equipment
- Service users who may be unable to go to a retailer in order to choose the equipment they require
- How service users would access equipment if they were in a hospital
- Whether suppliers outside of the borough could be accessed for those people who live on the borders of the borough
- Whether equipment could be traded or exchanged if a persons needs change in order to make best use of resources

### Response to consultation

54. Assessments can be requested through Hillingdon Social Care Direct (HSCD) - the Council's contact centre for social care services - or at HCIL in Hayes. Anyone receiving an equipment prescription following an assessment will receive information about other types of

equipment that they may wish to consider. This information will also be written on the prescription form.

55. The catalogue of available items is already accessible to all service users. Information available on the Council's website and in leaflet form signposts service users to all of the available community equipment retailers spread across the borough. The information advises residents that retailers may be able to deliver equipment if they are unable to and also explains that they can approach any accredited retailer to redeem their prescription. Service users are asked to contact the Council's special delivery service if the equipment is no longer required.

56. The suggestions for an exhibition facility have already been taken on board. Residents can see the types of equipment that are available by visiting the Hillingdon Centre for Independent Living (HCIL).

57. The Council is intending to introduce more trusted assessors which will enable occupational therapist (OT) resources to be focused on the assessment of people with more complex equipment needs. Trusted assessors are trained by the Disabled Living Foundation to prescribe items of equipment of low risk.

58. These are very early days for the new prescription service but it is intended that over the next few months it will be introduced into the Hospital. This will mean that family or friends of people in hospital will be able to collect the desired equipment on their behalf before they return home.

## **Supported Housing**

### Key proposals

59. The key proposals are:

- a) To work with private and registered providers to make the best use of the housing supply to address need, including developing and expanding supported housing models such as extra care

### Outcome of consultation

60. All of the people who commented on the proposals for increasing the supply of supported housing were in support. A number of suggestions were made for the Council to consider including:

- Ensure that residents have access to a range of activities
- Ensure that 24 hour support is available
- Install equipment and minor adaptations based on the assessed needs of each resident
- Ensure care and support needs are met, including shopping and money management
- Develop a buddy service to show new tenants around
- Ensure transition plans are in place for those moving from residential to supported housing/extra care
- Give potential residents the opportunity to stay in a placement overnight to see if it suits their needs
- Increase promotion of the available schemes, including on the internet



- Increase the ability to move from private to public sector housing for people who need supported housing or extra care facilities
- Create communal areas for people to meet and socialise
- Ensure there are adequate staff to support people moving in
- Ensure that support staff take into account mental health as well as physical needs
- Ensure that staff working in the Community Mental Health Teams fully understand the implications of the supported housing proposals for adults with mental health needs
- Involve disabled people in the design and planning of schemes
- Consider employing service users with low and moderate needs to work in the reception areas

61. There were queries in a number areas too including:

- Provision of furniture for those moving into an empty apartment
- Whether there would be access for couples who live together but only one is disabled
- Eligibility for people who own their own home but who need supported housing or extra care housing
- Over night care

### Response to consultation

62. The Council will consider all of these positive and constructive comments as part of the development of each supported housing scheme. “Supported housing” covers a wide spectrum of models including those that are suitable for independent and semi-independent living. What this means is that not all housing will require 24 hour on site support, although all extra care housing will certainly have this as part of a standard package of services available to residents.

63. The suggestion of enabling potential residents to “stay the night” in a supported housing scheme as part of the decision-making concerning moving in is a most interesting suggestion with great potential. This will be explored across all schemes.

64. The requests for residents to be able to purchase supported housing is not surprising considering the high proportion of owner occupiers in Hillingdon, particularly amongst older people. As a result, the Council will be working with providers to ensure there is a supply of supported and extra care housing available for residents to purchase on a shared ownership basis for those with some capital or to purchase outright.

65. The Council will also continue to include a number of two bedroom properties in supported housing and extra care developments to reflect situations where the disability of one person in a couple prevents the sharing of a room.

66. It is clear that a number of people moving into supported and extra care housing will not have adequate furniture. The Council will therefore work with housing providers to ensure that furniture starter packs are available if required and these packs will also include crockery and cutlery.

## **Transition**

### Key proposals

67. A simple pathway through transition will be in place that is agreed by all agencies. This will enable all those involved in transition including young people and their families to know how to access information, what is likely to happen and when, and with whom, things are likely to happen.

68. Reduced funding will be available for 3-year placements at residential colleges. Instead young people in transition will have services provided within the borough.

### Outcome of consultation

69. A number of specific queries were raised by young people during the consultation period.

- How to access supported housing.
- The timescales for the development of college courses with accommodation for Hillingdon.
- Whether there will be any future information sessions to keep young people and their parents informed of developments.
- Whether special educational facilities will be developed locally to prevent young people with complex needs having to be placed outside of the borough.
- How professionals in adult social care become aware of the needs of children being supported by children's social care services.
- How the Council will ensure that supported housing is available only for Hillingdon residents and not people from other boroughs.
- Whether carers's assessments are carried out at the same time as the assessment for the person with disabilities.
- Whether the most is being made of services outside of the borough, i.e. whether we are using existing services in neighbouring boroughs that might be nearer than other parts of Hillingdon or not available at all locally.

### Response to consultation

70. The comments made during the consultation process show that there is a need to improve communication between the Council and young people and their carers. This will be addressed by arranging more opportunities for young people and carers to meet with Council officers to discuss the transition process, the modernisation of social care and the implications of this.

71. Integral to the modernisation process is the provision of supported housing rather than residential placements that are invariably outside of the borough. Generally supported housing developments will be for people with higher needs (although some housing developments will cater for people with lower needs). The Council will nominate people to supported housing schemes and schemes will only be available to Hillingdon residents.

72. The Council is working to prevent the need to make out of borough placements in residential colleges. The number of young people with more complex needs such as autism is increasing and we will explore how personal budgets can address needs more effectively. Discussions are in progress with local colleges to identify specific courses required. By July 2012 we plan to be able to meet the needs of people currently in out of borough college places who will be leaving in 2012. Firm proposals will be in place for people who would otherwise have to be placed outside of the borough.

73. It is recognised that there are some users who have difficulties in expressing their choice and the Council is seeking to address this by putting appropriate support services in place. A

support planning and brokerage service is currently being tendered and will be provided by an external organisation with experience in assisting people in these circumstances.

74. Early planning is the key to ensuring a smooth transition from children's to adults' services. The Council's Transition Team acts as a conduit between children's and adults' services and has a central role in the planning process. The planning process, which currently starts from around age 16, will start earlier at age 14.

75. Supporting carers is critical to enabling vulnerable young people to remain independent. Identification of the support needs of carers is achieved through the carer assessment process. The assessment of the carer's needs is something that should be offered to the carer by the social worker at the time of the user's assessment.

76. The Council is aware that neighbouring boroughs have a range of services that Hillingdon residents may wish to access. The online information directory which is being developed in partnership with neighbouring London boroughs will include services, clubs and societies that are available across the region. This will not initially include services that are available across the border in Hertfordshire and Buckinghamshire but this is something that can be developed once the directory is established.