

London Borough of Hillingdon

**SOCIAL SERVICES, HEALTH & HOUSING
POLICY OVERVIEW COMMITTEE**

2009/10

REVIEW SCOPING REPORT

Proposed review title:

HILLINGDON CENTRE FOR INDEPENDENT LIVING

Aim of the Review

To examine the Hillingdon Centre for Independent Living (HCIL) as a case study of the modernisation process and to make recommendations that will strengthen the delivery of services to people with physical and sensory disabilities.

Terms of Reference

1. To review how the existing HCIL arrangements in Hillingdon are working, including, services, (provision to) client groups and access to information, advice and guidance
2. To identify opportunities to strengthen the role and function of HCIL arrangements in Hillingdon
3. To make recommendations that will help officers and partners address any identified gaps on the role and function of HCIL to improve access to services.
4. To make recommendations to Cabinet / Cabinet members based upon the findings of this review.

Background and importance

Joint work undertaken by Social Services & Housing and Hillingdon Primary Care Trust (PCT) as part of the 2002 Best Value Review of Aids and Adaptations identified the need for an enhanced Independent Living Centre for Hillingdon residents with a disability.

In August 2007 Cordis Bright consulting produced a report identifying a range of service models for an enhanced centre for independent living as a replacement for the existing service that started in 1993.

HCIL aspires to provide a one-stop shop for people with physical and sensory disability of all ages. Services currently on offer at HCIL include:

- assessment services for equipment related needs
- advice and information about equipment and services and how to obtain them.
- opportunities to try out aids and equipment, including telecare

The following services are available through the Disablement Association Hillingdon (which is based on the same site as HCIL, but are not provided under the HCIL umbrella:

- access to information about direct payments
- advice and information about a range of disability issues
- information about services provided for disabled people and/or their carers by statutory and/or third sector organisations.
- Direct Payments Support Service

Potential services on offer at HCIL include:

- access to and support with self-assessment
- access to an equipment retail facility
- pre-employment brokerage support and advice
- opportunities to try out equipment that would support disabled people in employment
- short term rehabilitation programmes and training for carers
- information regarding a range of statutory and voluntary services for users and their carers.
- volunteering and employment opportunities for disabled people
- user led and run provision, such as an internet café

The implementation of HCIL addresses key Government objectives arising from 'Modernising Social Services' (1998) the NHS Plan (1999), the Green Paper 'Independence, Wellbeing & Choice' (2005), Cabinet Office report 'Improving Life chances for Disabled People' (2005), the White Paper 'Our Health, Our Care, Our Say' (2006) and the Office for Disability Issues' 'Independent Living Strategy' (2008). The 2007 government concordat focuses on the reform of the adult social care system in England and Wales, emphasising the need for personalised services that promote choice and independence. The 2009 Green Paper- 'Shaping the Future of Care Together' emphasised the importance to many older and disabled people of being able to live independently in their own homes.

HCIL also contributes to the delivery of the objectives contained within the Leader's statement to develop Hillingdon as a Borough with improving health, housing and social care and a Borough where opportunities are open to all.

Reasons for the review

In 2006/07 the Committee conducted a review entitled 'Hillingdon Independent Living Centre'. The review provided Members with an

opportunity to suggest ways in which services for people with physical and sensory disabilities might be accessed and delivered.

This new review sets out the progress made (to date), outlines the 'ideal' position for the Authority as detailed in the previous review and sets out those steps (which are feasible in the current economic climate) which are required to improve services for HCIL users.

Key questions

- What is the role and function of HCIL?
- What services does HCIL currently provide (including)?
 - I. To whom?
 - II. The location of the service?
 - III. How are these services accessed?
- What gaps are there in current service provision?
- What measures is the Council taking to address these?
- What can the Council do differently and what can it change/adapt to what it already does to improve services?
- How does the Council work in partnership with NHS Hillingdon/Hillingdon Hospital and other stakeholders?
- [Bearing in mind the current economic climate] what future challenges does the Council face in delivering excellent services?

Methodology

- Introductory report from Social Services & Housing officers included in the papers for the first witness session.
- Evidence gathering sessions from range of witnesses including:
 - Joint Commissioning Manager Physical and/or Sensory Disabilities
 - HCIL Manager/Head of Adult Services, NHS Hillingdon
 - Chief Officer, Disablement Association Hillingdon
 - Chief Officer, Age Concern
 - Adult Social Care Transformation Team
- Research into best practice elsewhere, e.g. look at websites for Ideal for All, Sandwell (www.idealforall.co.uk) and the Inspire Independent Living Centre, Bexley (www.inspirecommunitytrust.org)
- Read summary findings from Cordice Bright 2007 report

Stakeholders and consultation plan

It is proposed to invite the following witnesses to give evidence:

First session

This first session (including an officer background report) will provide an overview of the role and function of HCIL, an update on progress made, identify key issues and investigate any gaps in service provision.

- Witnesses will include:
 - Joint Commissioning Manager Physical and/or Sensory Disabilities
 - HCIL Manager/Head of Adult Services, NHS Hillingdon
 - Chief Officer, Disablement Association Hillingdon
 - Service users

Second session

This session will examine what the Council might do differently, partnership working and future challenges faced by the Department to deliver excellent services for disabled people.

- Witnesses will include:
 - Change Manager, Transformation Team
 - Chief Executive, Inspire Centre, Bexley or Ideal for All, Sandwell
 - Chief Officer, Age Concern
 - ICT

In addition, representative groups and service users will be offered the opportunity to comment outside of the formal committee process e.g Disabled People's Assembly Steering Group, FORCEe (Fifties and Over Representative Committee), the Steering Group for the Older People's Assembly.

Connected work (recently completed, planned or ongoing)

Work is currently in progress on the development of a strategy for personalisation. This includes future access to universal advice, information and advocacy services. A review of the Direct Payments Support Service and the most appropriate model to promote the self-directed support (SDS) agenda is also in progress.

The Transforming Community Equipment Services (TCES) programme introduced the retail prescription model. This model of equipment provision allows service users and/or their carers to take a prescription for a piece of equipment to an approved outlet and exchange the prescription for the specified equipment. Service users may choose to pay for additional extras (for example a toilet seat that matches the colour of the bath room). There is potential for H-CIL to develop in becoming an accredited outlet to exchange prescriptions.

Proposed review timeframe

Meeting	Action	Purpose / Outcome
28.01.10	Agree Scoping Report	Key questions, potential witnesses and terms of reference agreed

16.02.10	Introductory Report / Witness Session	Brief Members on the background to the review / Evidence gathering
25.03.10	Witness session	Evidence gathering
22.04.10	Draft Report	Agree recommendations and draft report

Risk assessment

A risk that the Committee's impact may be reduced if the scope of the review is too broad.

The delivery of HCIL is a partnership responsibility, and can only be effective with a range of organisations working together, underpinned by strong leadership and effective governance arrangements.

For this reason, Members are recommended to focus on:

- how these partnerships can be strengthened and developed to improve outcomes for disabled people;
- HCIL's fit within the broader strategic context of improving the health and wellbeing of borough residents.