



# **Developing Community Lives Strategy and Delivery Plan**

**For People with a Learning Disability**

**Living in Northamptonshire**

**2009 to 2012**

**The County Council's vision is to make Northamptonshire  
an excellent place to live and work for all – including  
people with learning disabilities, their families, and the  
people who support them.**

## Foreword

As you know the vision the government first set out in Valuing People in 2001 was:

**‘People with learning disabilities are entitled to the same aspirations and life chances as other people.’**

More recently in Valuing People Now the government have reaffirmed this objective as:

**All people and their families are entitled to have a fulfilling life of their own, beyond services, that includes opportunities to work, study and enjoy leisure and social activities.’**

Valuing People Now 2009 – Having a Life

What we wanted to do was talk together and listen to each other to see how we can make this real in Northamptonshire. What was clear was how many people wanted different things but some people wanted things to stay the same.

This final plan summarises all the discussions we have had, how things would look like in the future and how we could get there. As things change we need to make sure it is at the right pace for people so they can continue to have a say in the details. It is only by doing this we can make sure we can support people to live their lives how they want to.

**Charlie MacNally**

**Corporate Director Health and Adult Social Services**

# Developing Community Lives Core Project Group Members

## Who Produced this Strategy

**This Strategy was produced under the guidance of the Learning Disability Partnership Board. The Steering Group for Developing Community Lives was made up of the following people:**

- Mel Tollervey: NCC Service Manager Learning Disability Day Services
- Sue Green: NCC Project Manager Developing Community Lives
- Lindsey Cox: NCC Interim Service Manager Commissioning
- Jody Wicks: Speaking Up
- Caroline Jewel: Parents in Partnership
- Bill Love: National Development Team for Inclusion
- Rosemary Bromwich: County Councillor
- Jonathan Teshola: Delos Community
- Pilly Maden: PCT Commissioning
- Alex Bell: Joint Chairperson LDPB
- Fiona Seymour: NCC Head of Direct Services to Adults & Carers
- Mandy Clarke: NCC Adult Learning
- Lisa Smith: NCC Community Projects
- Carol Trill: NHS Peripatetic Services

**The Strategy was written by a core group of members who has worked to make all of the views in the consultation heard, expressed in this strategy.**

- Mel Tollervey: NCC Service Manager Learning Disability Day Services
- Sue Green: NCC Project Manager Developing Community Lives
- Lindsey Cox: NCC Interim Service Manager Commissioning
- Bill Love: National Development Team for Inclusion

**This Strategy has been adopted by Northamptonshire County Council as its Strategy in November 2009.**

# **Developing Community Lives**

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## **Introduction and Executive Summary**

### **What is the purpose of this Strategy?**

The purpose of this Strategy is to:

- Increase the chances of people with a learning disability, living in Northamptonshire, to Develop Community Lives – i.e. leading inclusive lives as active and full members of their community.
- Assist services to develop personalised support to people with a learning disability living in Northamptonshire.

This strategy is for people who use services, their families, commissioners, providers and staff of social care support services in Northamptonshire.

### **Why is this Strategy needed?**

In Northamptonshire lots of people with a learning disability currently have support from a day service. Many of these services are really important to the people who use them, their families and the people who support them. We know that there are some good quality services in Northamptonshire, but we also know they are not suitable for everyone. We know this because people have told us the services that are available do not always support them to do the things they really want and like to do as individuals, at the times they want and with the people they want to be with. The Government has told us this is a national problem and 'Valuing People Now' 2009 says:

**People with learning disabilities want to lead ordinary lives and do the things that most people take for granted. They want to study at college, get a job, have relationships and friendships and enjoy leisure and social activities.**

In response to this issue and at the request of the Northamptonshire Learning Disability Partnership Board, the County Council set up a project called 'Developing Community Lives'. This project worked with people with learning disabilities, their families and the people who support them. It consulted on day services and how to create more opportunities for people to do the things they want and at times they want (i.e. daytime, evenings & week ends).

**We know some people need support to do these things; and a number of those people will need high levels of support on an ongoing basis.**

As part of the project, we have talked to lots of people about what they want for the future; collected information about what happens now; arranged market place events so that people who use services, their families and the providers could talk to each other, and met with support providers to talk to them about what the future might look like. All this information has been used to develop the County Council's Strategy for Developing Community Lives and the Delivery Plan.

Section 1 of this document establishes the key messages received from people who use learning disability day services and their families



Section 2 sets out information about existing customers, current expenditure and likely future demand

Section 3 sets out the key features of good practice, nationally and locally

Section 4 sets out the delivery plan for the next three years

Section 5 Conclusion

Section 6 Sets out what happens next

The recommendations in this strategy are underpinned by current legislation and strategic guidance for adult social care services.

Northamptonshire County Council is committed to ensuring continuity of support to our customers until new supports and services are in place.

## **Section 1 Messages from people with a learning disability and their families and carers**

The most important thing for the Council to do is to listen and respond to people who currently use the service and people who may use the service in the future. We need to respect their often-different experiences, ideas and plans.

A number of meetings and events took place throughout Northamptonshire. In addition to the people who use services and their families, we also asked some organisations to support the consultation process; this included: the National Development Team for Inclusion, Parents in Partnership and Speaking Up.

The big message we heard was that that people who use services want to do very different things and that opinion among families is just as varied. There were very different views: some people want things to stay the same; others wanted very different things. This means that we have to try to find ways to offer people as many choices and as much flexibility as possible. It also means that some people who use services and their families may have to accept that other people will make different choices.

Other key messages from the consultation process include anxieties about any changes impacting on:

- The delivery of appropriate support to people who need specialist accommodation

- Respite for family carers

- The Local Authority as provider

- Worry that personal budgets mean more demands for carers.



Many people with a learning disability expressed the desire to:

- Get paid work
- Be part of the community
- To make new friends and keep in touch with old friends.

The Strategy was produced as a draft in July 2009 and sent to 1,145 people. Opportunities for people to have their say were arranged through small local meetings, questionnaires and involvement of advocacy services. Any ideas that came from this consultation have been included in this local plan.

## **Section 2 Information about existing customers, current expenditure and likely future demand**

### **2.1 Numbers of People who live in Northamptonshire**

In 2008, there were 679,000 people living in Northamptonshire. From National Studies that tell us what percentage of the whole population will typically have a learning disability, we expect there to be around 650 people with severe disabilities and 2,600 people with moderate disabilities. We also expect there to be around 16,280 people with mild disabilities.

In April 2009, 1,762 people with a learning disability were being supported by Northamptonshire County Council Adult Social Care Services.

1,834 people with learning disabilities were known to primary health care services (local medical services) and of these people 700 are supported by specialist health services.

Some people are known to both health services and social care services.

## **2.2 People who use existing Day Opportunity Services**

789 people with learning disabilities in Northamptonshire use what have traditionally been known as 'day services'. Some people use services provided by the Council, others use voluntary and independent providers and some people use both.

Of this number, 209 people are currently supported to participate in County Council Community projects including Time Banks, Volunteering, Sign Posts (information centres) and Recycling initiatives. These projects play a vital role in promoting independence and wellbeing and help people participate in their local community.

We know that nationally people with learning disabilities from black and minority ethnic communities are less likely to access traditional services. In Northamptonshire, we are pleased to note there are currently 64 people (8%) from a black or minority ethnic community accessing day services – the 2001 Census shows that 4.8% of the population of Northamptonshire were from BME communities. We cannot be complacent though and need to ensure we are and continue to meet these customers' cultural needs.

## **2.3 Changes in population**

We know that there are likely to be more people with learning disabilities living in Northamptonshire in the future. Healthier lifestyles and medical advances mean that more people are supported to live longer.

This means there are likely to be more young people with complex social care and health needs, as well as higher numbers of older people with learning disabilities who will need support in the future.

Secondly, the population in Northamptonshire is increasing; this is because it is part of an area where lots of new homes are being built – (Milton Keynes/South-Midlands growth area).

The expected growth across the county in the number of people aged 18 – 64 with moderate or severe learning disabilities living in Northamptonshire in the next six years, is 7%. This is an average growth and will vary from area to area, i.e. the expected growth in the Corby area is 23%. For older people with moderate/severe learning disabilities 65 or over – this population is forecast to increase by 30% from 280 to 366 by 2015.

We also know that there will be more people in the future on the Autistic Spectrum and with Aspergers Syndrome.

All of this means that people may need different types of support from a range of services to help them live their lives in a way that makes sense for them.

## **2.4 Personal Budgets**

There are 177 people with a learning disability, in Northamptonshire who have a personal budget and who are receiving it as a direct payment – they have spent the money allocated to them in the following ways:

- New people needing support are not choosing the day services presently available unless they need a highly specialised building as a base.
- People already using day services keep a lot of their day services but increasingly like to try one or two different things on some days, evenings or weekends.
- People who have moved from a residential care home, with a personal budget to live in their own home with support, have chosen not to use a more traditional day service.

What we know from other parts of the country

Some places have been developing Personal Budgets for longer than Northamptonshire. They have found that people are very cautious about doing different things at first. People like to try different things and when they are sure it is right for them they make bigger changes.

Nationally People from black and minority ethnic communities have also reported that personal budgets have worked particularly well for them.

## **2.5 What the County Council spends on Day Opportunity Services**

In 2008 we spent £5.2 million on Northants County Council day services; this includes the £720,000 we spend on transport to get people to day services.

We spent £1.8 million on contracts with voluntary and independent day service providers.

This gives a total figure of £7 Million

We have also agreed Personal Budgets (at an average weekly figure of £450 per person) for 177 people with a learning disability – it is not possible to break down how much of an individual’s Personal Budget is spent on day opportunities. This is because Personal Budgets give people greater flexibility and choice – they have the freedom to do lots of different things and can change what they are doing from day to day.

In the current economic climate it is not expected that there will be an increase in the budget available to support Council services, including Social Care. Therefore we have to ensure we spend the budget we have wisely.

### **Section 3 Developing Community Lives**

As well as listening to people who use services, their families, and the people who support them, the forecast changes in the local population, and how much money is available when writing this strategy, we have also had to take into account Government policy and priorities.

#### **3.1 Key features of Good Practice**

The Government has asked all Councils to work in the following ways; Personalisation/Self Directed Support - make sure that people with learning disabilities have real choice and control over their lives; this means the person themselves making choices about how they want to live (including how they spend their time); and the County Council providing the support for them to be able to do that, i.e. through the use of Support Planning, Personal Budgets and Advocacy services; as well as involving people with learning disabilities, their families and

the people who support them, in developing the County Councils plans and the support services it commissions.

Develop services that support people to live ordinary lives, and to live as healthily and independently as possible.

Support family carers both to continue caring, but also to support them to live they're own life. The vision set out in the Carers' Strategy is that by 2018, carers will be universally recognised and valued as being fundamental to strong families and stable communities. Support will be tailored to meet individuals' needs, enabling carers to maintain a balance between their caring responsibilities and a life outside caring, while enabling the person they support to be a full and equal citizen.

Make sure that people with learning disabilities have fair access to housing, jobs, learning, leisure, transport, mainstream healthcare and all the other things that are important for everyone, not just people with learning disabilities.

Have the right balance between services for people who need intensive help and support to manage their complex health and social care needs, and support and prevention services for people who need lower levels of support.

Make sure that there is good information, advice and guidance available for everyone with a learning disability, even if they do not have the kind of complex needs that make them eligible for personal social care or specialist healthcare support.

Make sure that people are safeguarded from abuse. Where someone is unable to make their own decisions; any decisions made, are in their best interest. Everybody should have the right to take risks.

Increase customer satisfaction to give people the best choice of opportunities and be sure that their views are listened to.

Spend money in a way that adds value and gives value for money.

### **3.2 Developing Community Lives in Northamptonshire**

Some people with a learning disability will want to enjoy the same services and supports as other people; therefore we need to ensure Preventative and informal support services are accessible to people who have moved away from specialist learning disability services. This will also include access to **Centres for Independent Living (CILs)** – this is a resource managed by disabled people, which will provide a point of access to information and services that support and enable disabled people to live independent lives, i.e. Advocacy Support and Support Brokerage.

Many will continue to need additional support from the council to help them live their lives. Each person needs to know how much the council will pay to support them (this is a Personal Budget). They can choose to:

- Decide with their family and friends how it will be spent to support them.
- Put their money into a pot with other people who want similar things and the council will spend the money on their behalf.

We believe that knowing how much can be spent and how this will be spent will enable increased choice and control, promote independence and social inclusion, while offering choices best suited to a range of individual needs.

More information is available about Personal Budgets at Appendix 2.

During the consultation it was agreed that centralised planning, commissioning and provision of services does not work in ways that best meet local needs and wants. Nor does it reflect local opportunities and challenges. Therefore we want to move to a locality focus.

### **3.3 Moving to a locality focus**

A locality focus means that we will usually look for the most local opportunities that meet all people's needs. This helps people get to know other people from their neighbourhood (promoting relationships and acceptance), reduces travel time and supports local services.

A locality focus will enable us to:

Reflect the very different geography, opportunities and challenges that exist across Northamptonshire

Continue the development of a range of services and opportunities relevant to people's lives locally

Work with people and families who would prefer not to manage their Personal Budget but who still want to be involved in the planning of services.



Develop services (including personal assistance support) and opportunities that may also be purchased by people using their Personal Budgets themselves.

### 3.4 What locality means

A locality is a geographical area that could be defined in terms of friends or specific activities. The following table indicates the proposed localities, based mainly on District & Borough boundaries and the current and predicted numbers of people with learning disabilities using services under the existing model.

| <b>Locality</b>                | <b>2008</b> | <b>Predicted<br/>% Increase</b> | <b>2015</b> |
|--------------------------------|-------------|---------------------------------|-------------|
| <b>Corby</b>                   | <b>96</b>   | <b>23</b>                       | <b>118</b>  |
| <b>Kettering</b>               | <b>108</b>  | <b>7</b>                        | <b>116</b>  |
| <b>Wellingborough</b>          | <b>146</b>  | <b>7</b>                        | <b>156</b>  |
| <b>East Northants</b>          | <b>92</b>   | <b>7</b>                        | <b>98</b>   |
| <b>Northampton<sup>1</sup></b> | <b>232</b>  | <b>7</b>                        | <b>248</b>  |
| <b>Daventry</b>                | <b>70</b>   | <b>7</b>                        | <b>75</b>   |
| <b>Brackley</b>                | <b>32</b>   | <b>7</b>                        | <b>34</b>   |
| <b>Towcester</b>               | <b>13</b>   | <b>7</b>                        | <b>14</b>   |
| <b>Total</b>                   | <b>789</b>  |                                 | <b>859</b>  |

It is expected that Northampton<sup>1</sup> will be more than one locality.

**A locality focus does not mean that people cannot travel around the county and beyond to work, receive a service or socialise.**

Localities will develop over time and be influenced by a range of factors including:

- what local people want
- what is available now
- opportunities to develop in partnership with other community groups
- the number of people in the locality

### **Times when support and services will be available**

For some families it is very important that support happens at traditional times Monday to Friday and during the day so they can be helped to carry on work and other activities.

The County Council will make sure that the needs of families are taken into account when commissioning services.

**Flexible services mean that people choose when they receive the support time that they have been allocated. People taking part in community groups, having jobs, being volunteers, etc means that the Council will commission support services around when those activities happen.**

### **Travel**

With people choosing to do different things at different times transport needs to be available, flexible and affordable.

There is an expectation that people with learning disabilities will use the same means of travel as anyone else might, e.g. walking; public transport; vehicles paid for with the individuals mobility allowance; and taxis.

Work will continue to ensure Public Transport is accessible for all people with disabilities.

Each person's need for transport and how best to support them, will be agreed during the care and support planning process. Individual travel support will be part of the person's support arrangements. For example, people will be encouraged to claim free bus passes, travel training will be provided to enable people to access public transport or where necessary accessible people carriers will be available for those with specialist needs.

It is anticipated that the move to more localised support will reduce the need for transport support via large buses.

### **3.5 In the Future the Following Support Will Be Available in Every Locality**

**In the past, some activities like work, volunteering and going to college have not been open to people with more complex disabilities. We are determined that through commissioning arrangements, better support and person centred planning we will work to make all activities available to all.**

## Education

This can include more formal adult education at college as part of a course and gaining a qualification, as well as informal education that supports people with their interests like drama or language classes. It is expected that most people will be supported to go to mainstream community venues for these activities.

**We know, because you have told us, that people want to go to college but that education should no longer mean a cycle of taster\introduction to courses that fill people's days with little opportunity to focus on skills that will help to achieve individual goals and gain qualifications.**

We want to support people to have access to the full range of education opportunities available. This will continue to involve colleges, enabling people to access community education organisations such as the Workers Educational Alliance or, for older people, the University of the Third Age.

A person with a learning disability told us

“I want to go to college but I want to train to do something, I don't want to just do the same things year after year.”

We expect local education providers to think about how they can be more welcoming of all people with learning disabilities – this might include helping make venues physically accessible, providing them with training or financial support for equipment and making course delivery more customer friendly.

## **Support to find and maintain work**

Some people want to work. The right support needs to be in place for those people who make this choice. This will include individual job coaching, training and work placements and support once in work. For most people who want a job this would mean working for a company/business but some people might choose to set up their own small business. A new countywide service to increase our capacity to provide this support has just started - it is open to all disabled people, including young people seeking Saturday jobs.

**Evidence from around the country has shown us that lots of people with a learning disability want to and can work. People with mild and complex disabilities can work in many sorts of jobs. Work can change lives for the better.**

The most important things about work are; getting paid, making a contribution and being part of a team.

The benefits system has changed, and continues to change, to make it easier for people to get jobs and have wages.

We will develop ways of supporting both young people leaving school and older people who have used day services, to enter work.

On June 24<sup>th</sup> 2009 a Cross-Government Employment Steering Group launched 'Valuing People Now: real jobs for people with learning disabilities'. This national strategy sets out key priorities for action, nationally and locally. In Northamptonshire we have decided the best way to ensure we deliver on these priorities is to write and deliver a

local policy and implementation plan with people with learning disabilities, their families and all the relevant partner organisations.

**We have looked at other counties and found that in Northamptonshire there are less people with learning disabilities in employment.**

### **Volunteering**

We believe that volunteering is important because: it gives people an opportunity to give back to the community and to be recognised for doing so. We know that it can offer real chances to make new friends in a safe environment. Volunteers learn new skills and gain invaluable experience to boost their chances when applying for paid employment and; it can be fun.

Across Northamptonshire there are lots of ways that people traditionally volunteer – this might be helping out in one of the many charity shops, it might be undertaking conservation activities, digging the garden of or shopping for an older neighbour, being a classroom assistant in a local school painting scenery at the village amateur dramatics society. We know that, with the right support, all these activities can be open to people with learning disabilities.

The services currently offered by both the County Council and other provider's day services has shown us that, with the right support, volunteering could be available to many more people. Combining the right support with a range of new opportunities opens up volunteering to people regardless of the labels about age, behaviour or level of disability.



## Recreation and Leisure

Recreation and leisure activities have been a very important part of day services and everyone (people who use services, families and staff) have told us how important it is that they continue to be but we could be doing better.

Doing better means enabling people who use services to access more of the activities that take place within their local community (this is sometimes referred to as universal services), at the same time as other people. For example, most community members who choose to go ten-pin bowling do so in the evening, so why don't people with learning disabilities go in the evening too?

Doing better also means being more reliable in our support. Going swimming, for example, might not be a formal activity but it is important, people look forward to it and it should not be regularly cancelled because there are problems with staffing or transport.

Recreation and leisure activities should be part of but not all of people's daytime activities. Obviously we will be led by individual plans but we will encourage people to find a balance between work, education and recreation.

**Everyone has told us how important friendships are  
– whether that's keeping up with old friends or  
meeting new people.**

We want to see support services that are much better at recognising friendships and giving people the support they need. This might be as



simple as helping them to make arrangements to get together or it might involve offering transport, personal care and ongoing support.

Supporting friendships also involves helping people to make and maintain new friendships both inside and out of services. Going to college, work, the gym, and so on, each offer new opportunities to meet people. We are committed to enabling people to do this in ways that are as safe as possible and believe that staff should be offered training in thinking about, valuing and maintaining friendships for all people with learning disabilities.

### **Community Resource Centres**

A Community Resource Centre is an accessible building based in the heart of the community. It can provide specialist activities to support disabled people as well as being open to the whole community. The Resource Centres will balance the opportunity for people to have quiet time with the opportunity to socialise with others. The Centres will also offer the important facilities particularly needed by people with more complex disabilities and health care needs.

While all Community Resource Centres will be different, to reflect local needs and opportunities all centres will:

- Be central to local amenities
- Provide rooms, for use by the entire community, not just for people with a learning disability, during the day, evening and weekends
- Accessible by public transport





- Have specialist support, including personal care facilities
  - including a Changing Place, in Community Places according to the needs of the local population.

Each Resource Centre will also facilitate additional services to support the people. This will include a range of information and signposting to professional support; a focus point for co-ordinating with other organisations, including social care providers in the area; and input from Centres' for Independence.

We will work to encourage the whole community, as well as health and education colleagues to view these Centres as a resource where they can develop a range of activities that people want in that area.

A case study of a Community Resource Centre operated by Leicestershire County Council is contained at Appendix 3.

### **Activities**

When accessing activities in the community and in the Resource Centres, people with a learning disability will be liable for the same costs as anyone else in the community. If an individual needs support to access these things they will have to use their Personal Budget, or other income (e.g. Benefits) to pay for it.

When supporting people to do activities the Council will try and focus on community venues, however, some activities will take place in the Resource Centres. Some activities will be fully inclusive and open to members of the whole community and some will be held separately if that's what people want. We recognise that some people may not choose to access resource centres at all.

It is the Council's aspiration that by supporting our partners to develop fully inclusive services, in the future some people will cease to need funding from the Council. We believe this is positive in two ways:

The individual will be truly living an integrated life, like their family and friends;

This will mean more money will be available to support other people.

For example an individual who moves into Independent Living – may receive benefits; spend part of the week in paid employment; and part of the week in education and/or leisure pursuits. They may also meet up with friends at the local coffee shop or in the drop in at the Resource Centre.

It is recognised that some people will manage on their own without need for support and others will need support intermittently – to deal with correspondence, or a misunderstanding with their landlord/lady. Prevention and early intervention services need to be available to prevent a problem becoming a crisis.

### **3.6 Who will provide support services?**

Customers will decide who provides services on the basis of cost and quality. We will be ensuring that everyone knows how much money is available to buy their support, and the different ways to choose to manage it, i.e. individually buying support, asking the Council or another provider to purchase support on their behalf.

We will work with providers to ensure there are sufficient support services in the community to enable people to have choice.

Any provider, including the Council will only remain a provider of support if it is able to compete on a cost and quality basis. There is an expectation that all providers will have to adapt to meet the needs and demands of customers who will be able to spend their allocated money on the service/s they want.

## **Section 4 Delivery Plan**

We can only make this plan work if we work in partnership. A lot of steps have already been taken to support people to 'Develop Community Lives'. We have begun increasing inclusion in Northamptonshire for people with learning disabilities, but we know there is still a long way to go. This section identifies what we think we need to do to make the strategy into reality and how far we have got in the delivery plan so far.

The things we need to do can be divided into the following areas:

**4.1 Person Centred Planning (PCP)** – All people with a learning disability using existing day opportunity services will have been offered the opportunity to develop a PCP. It is expected that where people live in residential or supported living PCP will be supported by the provider and where people live with their families PCP will be supported by the day opportunity provider. Not everyone will choose to have a PCP.

- **When Could this Happen – March 2011**

**4.2 Personal Budgets** –All people with a learning disability using day opportunity services will know how much money is available for them individually to spend on support.

- **When Could this Happen – March 2011**

**4.3 Support Systems** – The County Council will establish a variety of support systems to assist people to decide how they want to spend their budget. This will include the following options: people who work for the council (for example care managers); Independent Brokers who have been trained; care providers for example day service staff or customers and carers will also be able to plan themselves

- **When Could this Happen – June 2010**

**4.4 Paid Employment** – In September 2009 we will begin co-producing a local Employment strategy in response to the National Strategy on employment for people with an LD that has just been launched.

- **When could this Happen - September 2009**

We will work with colleagues in Human Resources and open up opportunities for people with learning disabilities to have fair access to paid jobs in the County Council.

- **When Could this Happen – June 2010**

We will work with colleagues in the health services and borough and district councils to ensure that people with learning disabilities have fair access to paid jobs in those organisations.

- **When Could this Happen - 2011**

We will extend this to other local employers

**4.5 Supported Volunteering** – We will have worked with partners in mainstream volunteer centres to develop a uniform strategy for supporting people with learning disabilities who want to volunteer.

- **When Could this Happen – March 2010**

**4.6 Raise Customers Knowledge and Understanding of Social Care Provision** – The County Council is committed to increasing the number and variety of ways that customers can access information about what services are available in the county. Therefore the Council will:

Commission an e-brokerage system where providers advertise their services and customers can access electronic tools to manage their support and budget in one place.

- **When Could this Happen – January 2010** →

We will work with publishers and providers of information and signposting services to produce accessible directories - that include local universal services.

- **When Could this Happen – June 2010**

#### **4.7 Creation of Locality Resource Centres**

We think Resource Centres should be developed by the Council with its statutory partners, utilising buildings we have in our local communities. We have considered the current facilities in each locality, with reference to the criteria for Community Resource Centres. We believe that there are some centres that are unsuitable for use, which we could release the monetary value in order to invest in more appropriate services for people with learning disabilities.

All current County Council day services will be part of a phased change programme over the next two years. There will be locality-commissioning meetings starting in January 2010 - these will agree a Change Plan (with costs) for the Council Centre/s in the relevant locality, which will either:

Develop the existing centre to meet the Resource Centre Criteria, or  
Identify how and where we will develop alternative site/venue. The Resource Centres can be in a building owned by Councils or by partner organisations.

The following suggestions are subject to sufficient interest in each locality – (No's of people using these services – Appendix 1). Our overall aim is to have all changes in place within a three year period – see separate locality headings for forecast timelines.

- **Towcester** - Riverside Centre - we believe this facility is suitable to be developed into a Resource Centre. However, if you look at the numbers of people living in that area it does not look economically viable. There are currently no Council services in Daventry and Brackley and Riverside is a valuable resource. Therefore we believe that Riverside will have to be the facility for people living in that area who need specialist premises.
  - **When Could this Happen – We could start moving this centre towards becoming a Resource Centre in January 2010**
- **Brackley** – The Council does not have any premises in this locality and there is no suitable site identified. We will work with partners to identify possible facilities.
  - **When Could this Happen – Complete in 2011**

- **Daventry** - The Council does not have any premises in this locality and there is no suitable site identified. We will work with partners to identify possible facilities.
  - **When Could this Happen – Complete in 2011**
  
- **Corby** - Oakley Grange - does not meet the criteria but is suitable to use on an interim basis. We will work with partners to develop alternatives and then withdraw the service for people with learning disabilities out of this venue.
  - **When Could this Happen – Complete in 2011**
  
- **Kettering** - Henley Centre - does not meet the criteria but is suitable to use on an interim basis. We will work with partners to develop alternatives and then close this centre.
  - **When Could this Happen – Complete in 2012**
  
- **Wellingborough**

Oxford Street - we believe this facility is suitable to be developed into a Resource Centre.

Harrowden Road – we believe this facility is suitable to be developed into a Resource Centre.

  - **We will agree what we need in Wellingborough and have this in place by 2010.**

Sanders Gate - does not meet the criteria and when other services are developed we close this building.

  - **When Could this Happen – 2010**

- **East Northants**

Following on from the work being done in Wellingborough we will be assessing whether our other facilities in this area will meet the needs of customers. We have no service for people with a learning disability in Rushden currently, but we know a large number of people who need support live in that area. We have identified a property that we think is suitable and if agreed we will start developing this centre into a Resources Centre – the building is called Ashgrove and is in Washbrook Road.

- **When Could this Happen – Complete in 2010**

- **Northampton**

Shire Lodge - does not meet the criteria and it is not viable for the service to remain in this venue in the long term. We propose to support existing customers of this service to move before closing this centre.

- **When Could this Happen – Complete in 2010**

Nene Centre – does not meet the criteria but is suitable to use on an interim basis, eventually closing when all other services are in place.

- **When Could this Happen – Complete in 2012**

Allen Road – we believe this facility is suitable to be developed into a Resource Centre.

- **When Could this Happen – Complete in 2010**

PHAB Centre – does not meet the criteria but is suitable to use on an interim basis.



It is likely that a further Resource Centre will be needed in Northampton.

- **When Could this Happen – Complete in 2012**

#### **4.8 County Council Community Projects**

Community Projects help people participate in their local community through volunteer programmes or other services that support the local community. These include: Oakley Hay; Poppy Day; Red Dog; Hunsbury; Kingsley; Signposts.

We believe that some of these services could be better suited to being provided and managed differently, independently of the Council as Social Enterprises, for example. We need to test out whether this could be a way of improving what we do.

- **When Could this Happen – June 2010**

#### **4.9 Increase the engagement with people with Learning Disabilities and their families in Commissioning**

We will organise locality-commissioning meetings for people with a learning disability and their families, to look at opportunities for pooling their budgets and buying support jointly. Where possible we will make links between this project and the locality groups being developed by the Learning Disability Partnership Boards.

- **When Could this Happen – January 2010**

We will roll out a programme of quarterly 'Market Place' events, throughout the county, so that customers, their families and providers can meet to share information and influence/shape future support.

- **When Could this Happen – December 2009**

We will commission a training and support programme for people with learning disabilities, covering the following areas:

**‘How to Commission the support you want’ and ‘How to take part in Quality Monitoring Services’.** This will enable customers to:

- Be fully engaged in the designing, commissioning and tendering support services, for themselves and on behalf of their peers.
- Develop individual questions for potential providers in relation to the outcomes set out in their support plan.
- Be involved in checking the quality of services.

- **When Could this happen – April 2010**

#### **4.10 Work with our Provider Partners to Develop their Services to meet the Personalisation Agenda and to Prepare for Change.**

We will:

Make sure Resource Centres are there so people can choose to use their Personal Budgets in them

- **When Could this Happen – This has already started happening and will be ongoing**

Make sure contracts are there for prevention and transition to independence supports

- **When Could this Happen - This has already started happening and will be ongoing**

Encourage greater choice by increasing the ways of contracting with support providers – working with providers to become more personalised. This means providers:

- Developing systems to support customers using Personal Budgets, Direct Payments, Benefits and any other income they have access to.
- Becoming provider brokers (Individual Service Funds) – this means managing an individual’s Personal Budget to buy the support the person chooses. This can mean support from the provider, other providers or a mixture of both.
- Becoming accredited providers - this means evidencing that they provide supports that meet an agreed (identified with customers & Carers) level of standards to a fixed level of price. So that customers know in advance the level of costs they are likely to be charged.
- **When Could this Happen - This has already started happening and will be ongoing**

We will develop a clear de-commissioning strategy that shows how money will be moved from traditional services and re-invested in wider opportunities

We will maintain a series of quarterly provider forums – where participants have the opportunity to:

- Share information
- Receive up to date information about levels of customer make up, needs and trends

- Receive up to date information on proposed tenders and new County Council strategies
- Identify training needs e.g. how to support PCP
- Develop and/or improve business skills
- Look at ways of developing new and innovative ways of supporting people in their communities
- Consider whether any existing services could become social enterprises
- Form collaborative working partnerships
- **When could this Happen – this has already started and will be ongoing.**

#### **4.11 Work with our Customers and our Wider Partners**

These include Borough and District Councils, Adult Learning, Public Transport, Northamptonshire Enterprise Limited, Social Care Providers, the Sustaining Communities Team, Primary Care Trust, and Local Employers to ensure access to universal services.

We will do this by;

- Organising a day with representatives from all the above groups to write a Northamptonshire employment strategy

#### **When will we do this - September 2009**

- Increasing the number and spread of Changing Places
- We will have increased the number of Changing Places in Northamptonshire from 4 to 6 by July 2009 and to 11 2010.

This includes 1 in County Hall.

- Increasing access to education and adult learning classes
- Improving access to and availability of public transport
- Look at how we provide 'preventative' support and how we can improve it so that it supports people with a learning disability.

#### **4.12 How Far Have We Got?**

We have already invested in services that have begun assisting people to develop Community networks. The following services have begun achieving results for people living in Northamptonshire:

**Developing Community Participation Project** - The goal of this project is to provide focused support to develop participation in community activities.

Following a social inclusion style of working the service provider will:

- Participate in developing individual community activity/building plans
- Work with individuals to identify community activities
- Offer initial support for participation in activities
- Develop 'natural supports'
- Offer travel training to project participants
- Working with participants, families and other supports to address any ongoing support requirements.

**Supported Volunteering Project** - In addition to existing volunteer support services the County Council has commissioned a new countywide project to provide support to people with learning disabilities who want to volunteer in Northamptonshire. This started in December 2008 and is linked to volunteering centres in the county.



**Employment Support Service** - Support to gain, maintain and retain paid employment in their community and/or support to develop and maintain their own business. Support for young disabled people (age 14-18) to gain and maintain legal part-time employment. This is a joint initiative with the Council's Children and Young Peoples Directorate and the Primary Care Trust.

**Workforce Development** – Making sure services have skilled, well-informed and appropriately trained staff is a priority for all service providers, particularly during a process of change and service development. We have also invested in training for social care staff on:

- Social Inclusion - including Community Building
- Support Planning
- Travel Training
- Creative Thinking
- Effective Communication for people with profound and multiple disabilities.

Flexibility of staffing provision has been partially achieved with the introduction of new contracts for all new County Council day service staff.

### **Person Centred Plans**

- 140 quality plans where people's lives are really changing have been completed (this includes 90 people from the Campus re-provision group) and a further 200 have been started, since the Person Centred Planning team came into post.

- Support to services to enable them to support their customers to make Person Centred Plans - 200 staff trained.

**Big Plan Events** – There have been 3 courses and a total of 56 people with a learning disability have been through this process.

**Developing Community Participation** – 18 people been through this project and a further 13 are currently receiving support.

**Supported Volunteering** – 11 people have completed this project and a further 19 are currently on the project.

**Independent Brokers** – 29 people have trained as brokers, some have been accredited and are providing services, and some are awaiting their CRB checks before commencing work.

## **Section 5 Conclusion**

This strategy is based on believing that people with Learning Disabilities are equal citizens with all others in the community. Most people want to be part of the ordinary life of their local communities, make friends and have the same opportunities as everyone else.

**Being part of the community does not mean that people will be left alone, it means having the right support when needed to participate.**

In conjunction with this some people want to spend some time in groups and activities that are more specialised.



**Being part of the community means that the opportunities available to people must, as far as possible, be close to where they live.**

We understand that people with learning disabilities and their families' lives and needs are likely to change over time - they try new things, their choices will change. We expect that over the next few years' people will use a wider range of supports – we are responding to this by working on community development and by being flexible in how we plan, commission and fund local services/supports.

## **Section 6 What Happens Next**

**The implementation of the strategy will be overseen by a countywide organised Steering Group. This will be made up of customer and carer representatives, advocacy organisations as well as providers of services. This Steering Group will be in place by January 2010. Progress on implementing this Strategy will be reported to the Learning Disability Partnership Board.**





## Appendix 1

List of Existing Day Services Provided by or Purchased by the Council as at July 2009. Note those provided directly by the Council are

In addition to the numbers below a further 26 people have day opportunity support from their residential provider

| Locality                     | Service Name                             | Current No's of People attending |    |
|------------------------------|--|----------------------------------|----|
| Corby                        | Patrick Road/ Oakley Grange              | 23                               |    |
|                              | Oakley Hay                               | 47                               |    |
|                              | Team Work                                | 35                               |    |
|                              | Corby Furniture Turnaround               | 1                                |    |
| East Northants               | Rushwell Day Opportunity Resource Centre | 8                                |    |
| Wellingborough               | Sandersgate                              | 17                               |    |
|                              | Sandersgate Workteam                     | 34                               |    |
|                              | Harrowden Road                           | 19                               |    |
|                              | Oxford Street                            | 22                               |    |
|                              | Drop-in All Hallows Church rooms         |                                  |    |
|                              | Delos Community Centre                   | 39                               |    |
|                              | The Links                                | 29                               |    |
|                              | Team Work                                | 51                               |    |
|                              | Oakfield                                 | 1                                |    |
|                              | Access                                   | 2                                |    |
|                              | National Autistic Society                | 19                               |    |
|                              | Kettering                                | Henley Centre                    | 44 |
|                              |  | Poppy Day                        | 17 |
| Red Dog                      |  | 50                               |    |
| Team Work                    |  | 49                               |    |
| Sense East                   |  |                                  |    |
| Central England People First |  | 8                                |    |



|                 |                                 |    |
|-----------------|---------------------------------|----|
| Northampton     | Nene Centre                     | 59 |
|                 | 2a Allen Road                   | 37 |
|                 | County Cavern                   | 11 |
|                 | Shire Lodge                     | 40 |
|                 | Hunsbury                        | 11 |
|                 | Kingsley                        | 8  |
|                 | Horticulture                    | 10 |
|                 | Community Projects - Nene       | 16 |
|                 | Phab                            | 10 |
|                 | Mentaur                         | 3  |
|                 | Canto                           | 19 |
|                 | Northamptonshire Country Centre | 8  |
|                 | Workbridge                      | 32 |
|                 | IRW                             | 54 |
| Daventry        | The Studio                      | 9  |
|                 | Brixworth Nursery Farm          | 14 |
| South Northants | Cottons Farm                    | 14 |
|                 | Riverside                       | 49 |
|                 | The Links                       | 28 |

## Appendix 2

### Understanding Self Directed Support & Personal Budgets

The council has said enabling people to direct their own care will progressively be introduced from January 2010. What does this mean?

**Being involved in assessment/ review.** The customer or carer will be in control of their assessment as far as possible. This means that many more people will primarily self assess their needs, which the council will then need to agree. Some people will continue to have support in doing this. This assessment may happen because the person is eligible for support for the first time or because their situation is changing or because they are participating in their annual review.

**Knowing how much the council will contribute.** As part of this self assessment/review everyone will know how much the council is prepared to contribute to support them to live their life and achieve the outcomes we have agreed with them. This is their personal budget and the amount is calculated using a resource allocation system (RAS).

**Choose how support is provided.** Everyone is entitled to choose how they will use their personal budget. People will need different types of help to decide what they will do. This is called support planning, some people may choose different things from those that have traditionally been arranged for them, and others will choose many of the services we still recognise. Some people will want to receive their personal budget as a Direct Payment, while at the other



extreme, others will ask the council to make all the arrangements for them. As people's confidence grows we expect that people will become more adventurous.

**So there are lots of different ways this will work in practice for example:**

a) Bobbie has always wanted to be more active, she was accessing traditional day care 5 days a week. Using her personal budget, she is now being coached in shot putt, weight training and gym work with a view to competing in the Leicester Special Olympics in 2012. She attends college once a week; Bobbie is now looking to get involved in voluntary work relating to horse and stable care as she studied horse welfare at college last year.

The amount the council has said they will contribute to support her is paid into her bank account as a direct payment

b) James has high support needs, when accessing the community he needs 2 people to support him. James uses his personal budget to receive support from an agency to attend his local swimming pool twice a week and has reduced his hours at his day centre accordingly. James is hoping to have a supported work placement in the near future. The council manages & purchases his support from the agency on James behalf.

Both Bobbie and James are directing their own care but the way they make it work is different for each of them.

The council agreed that from January 2010, Self Directed Support will be the new way of working for everyone.

## **Appendix 3**

### **Community Resource Centres a Case Study**

#### **Market Harborough Resource Centre**

When Market Harborough Town Centre was improved a resource centre was planned in the heart of the town.

The resource centre is close to the main shopping street and is used by people with disabilities as well as other community members. It has at its centre, a cafe this is operated by people with learning disabilities with support where necessary. This cafe can also be accessed by people using town centre facilities. The Cafe has been seen as a short term developmental placement for those wishing to move into catering jobs.

Information is available on display about the town and surrounding areas, this includes things that are targeted at people with disabilities but also open to all, as well as general information about Health and Wellbeing. People can drop into the cafe and information area during normal shopping hours (Monday – Saturday). There are a number of rooms within the centre these are used by community groups who can hire them e.g. Pensioner forum, Health organisations, who provide healthy living advice, Adult education for day and evening classes.

These activities are open to everyone, in addition Community Resource centre staff run specific activities that people can join in. Within the building there is specialist space specifically for people who

need it and choose to access the Community Resource centre daily. They are able to do so with the appropriate staffing support.

Skills based groups operate from the base as visible members of their local community. This supports people in gaining experience into paid employment and volunteering.

## NOTES PAGE

For your comments: