Adults With Learning Disabilities

Joint Commissioning Strategy

‘Our Plan’

2014 -2017
This Commissioning Strategy for adults with a learning disability has been developed jointly by NHS Luton Clinical Commissioning Group and Luton Borough Council.

Commissioning is the process of listening to people’s aspirations and needs and then identifying who and how services can be delivered to meet the needs of our local community in a personalised way.

Luton is working to deliver services which provide the best possible health and wellbeing outcomes and offer the most appropriate health and social care provision within our available resources. This strategy or ‘Our Plan’ explains how we intend to do this.

Luton wants to enable everyone with a learning disability to have choice and control in order to live a fulfilling life. This is challenging given the demanding economic times we are going through. This creates an opportunity to encourage our partners to look at how they can provide services differently, offering creativity and efficiency, yet not compromising the quality of provision.

We are aware of the strategic priorities that will enable people with a learning disability and their carers to feel supported and through this strategy have brought these in line with what is important to people in our communities across Luton.

We are committed to ensuring our customers, carers, professionals and services work in partnership in order to meet the objectives defined in the delivery plan. We trust that our partners will work together with us to make this document a reality.

Pam Garraway  
Director  
Housing & Community Living  
Luton Borough Council

Dr Nina Pearson  
Chair  
Luton CCG

Cllr. Naseem Ayub  
Portfolio Holder  
Adult Social care
This commissioning strategy is a joint plan between Luton Borough Council and NHS Luton Clinical Commissioning Group (CCG). It sets out the priority areas for the development of services for adults with a learning disability and their families in Luton for the next three years.

**The Vision**

“We aim to provide services that allow individuals to enjoy a positive experience through support to access social and leisure activities; with getting a job; keeping healthy and safe and having a home, with the opportunity for better access to the community as a whole. While at the same time taking into account personal choice and assessed need”

The Commissioning Strategy or ‘Our Plan’ calls for commissioners, professionals and providers to respond to the changing needs and expectations of our customers with a learning disability and to deliver against the key policy drivers.

These include:

**Nationally:**

- The white paper, ‘Caring for our future: reforming care and support’
  The draft Care Bill puts Personal Budgets on a statutory footing
- Maintaining the momentum and fulfilling the principles outlined in ‘Valuing People Now, 2010’ and ‘Valuing Employment Now’
- The Winterbourne View Report
- The Francis Report
- The Mansell report
- The Care Act 2014

Furthermore, alongside these policies, The National Strategy for Carers; The Dementia Strategy (Improving Care for people with dementia) and the Department of Health Autism Strategy (Implementing Fulfilling and Rewarding Lives) all have a role in directing what services are needed in Luton and how they should be provided.

**Locally:**

- Better Together
  - Where the CCG and Luton Borough Council work in partnership to create both an integrated Commissioning Team and an integrated Learning Disability Team
Meeting the recommendations as laid out in Luton’s Joint Strategic Needs Assessment:

By improving outcomes for Adults with a learning disability:
- Improving access to health services
- Promoting independent living
- Improving access to community activities and employment opportunities
- Supporting carers

‘A Healthier Luton’

Health & Wellbeing Strategy:
- Every child and young person has a healthy start in life
- Reduced health inequalities within Luton
- Happier and more independent adults and older people

Corporate Housing Strategy

Carers’ Strategy

Autism Strategy

Nationally the number of adults with a learning disability was 908,000 (2012). This figure is predicted to increase by 11% raising the number of people in England aged 15 and above with a learning disability to over one million in 2021. The number of adults with learning disabilities aged over 60 is also predicted to have increased by 36% by 2021.

Luton is a multi-cultural town with around 205,000 residents. As of September 2013, Luton Borough Council was providing a service to just over 600 adults with a learning disability. These are individuals who are assessed as having substantial or critical needs. It is, however, estimated that there are approximately a further 3,000 adults with a learning disability who are not requiring support or services, or do not meet the Council’s eligibility criteria (under the National Fair Access to Care Framework).

Locally, Luton has an aging population both generally and amongst people specifically with a learning disability. In addition as with the national trend there is a significant increase in need for services amongst children as they move into adult services. As well as maintaining existing support to people accessing services and adapting services to meet their changing needs, the growth in numbers of people requiring support from learning disability provision continues to place increased pressures on resources and budgets.

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<th>Total Budget – Learning Disabilities: February 2014/15</th>
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<tr>
<td>Purchased Care</td>
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As a result, future service delivery will require greater creativity, establishing links with high-quality specialist providers and involve identifying services that are cost effective yet not compromising on quality.

By listening to the views of people with a learning disability, their carers, providers and the Community Learning Disability Team, Commissioners will endeavour to identify and respond
to priorities. In addition, working closely with the ‘Purchasing and Quality Assurance’ team we will ensure services are safe, are person centred and delivered efficiently.

Our Adult Social Care department in the Council has a specialist Care Management Team to assist people with a learning disability. This team includes Social Workers, Learning Disability Nurses, Social Care Assessors and Enablement Officers. They assess individuals to identify what support the person and their carers may need and find the right provision to meet their needs.

The Council is committed to improving the lives of people with a learning disability. Key strategic aims underpin the objectives outlined in this document:

We intend to:
- Improve the choice and control of residents with learning disabilities have over the decisions that affect their lives.
- Reduce health inequalities by increasing access to, and take up of universal health and wellbeing provision for residents with learning disabilities.
- Increase access and availability of local housing options to enable residents with a learning disability, to live as independently as possible, in a place of their choice.
- Increase access to meaningful day opportunities, education or training and/or employment.

This will be measured by:
- More people with a learning disability will be living healthier lives.
- More people with a learning disability will be living in settled accommodation.
- More people with a learning disability will be participating in their community and/or will have employment opportunities.

Meeting the aims and objectives of this strategy involves partnership working. Working together will influence how the needs of people with a learning disability are met.

The Luton Learning Disability Partnership is led and co-chaired by the Head of Adult Social Care and a person who has a learning disability. Key partners from the learning disability community, their carers, providers and professionals are all represented. Sub-groups address how the priorities outlined in this strategy will be met whilst an Executive Board is responsible for examining the outcomes and monitoring changing needs.

During the time frame of this plan the local situation which informs this strategy will be kept under regular review by the Luton Learning Disability Partnership and in turn monitored by the Health and Wellbeing Board.

It is the Council’s intention to ensure that ‘Our Plan’ will be reviewed on an annual basis and for the Delivery Plan to be updated 3 times a year following each of the Partnership meetings.
<table>
<thead>
<tr>
<th>Keeping healthy</th>
<th>8</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where are we now</td>
<td></td>
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<tr>
<td>What will we do</td>
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<tr>
<td>What this means to me</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Having a place to call ‘home’</th>
<th>11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where are we now</td>
<td></td>
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<tr>
<td>Commissioning intentions</td>
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<td>What this means to me</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Employment &amp; Day Opportunities</th>
<th>13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where are we now</td>
<td></td>
</tr>
<tr>
<td>Commissioning intentions</td>
<td></td>
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<tr>
<td>What will we do</td>
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<tr>
<td>What this means to me</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Preparing for Adulthood and moving on (Being in transition of services)</th>
<th>16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where are we now</td>
<td></td>
</tr>
<tr>
<td>Commissioning intentions</td>
<td></td>
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<tr>
<td>What will we do</td>
<td></td>
</tr>
<tr>
<td>What this means to me</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Short Breaks</th>
<th>18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where are we now</td>
<td></td>
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<tr>
<td>Commissioning intentions</td>
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<tr>
<td>What this means to me</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Getting around Luton</th>
<th>20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where are we now</td>
<td></td>
</tr>
<tr>
<td>Commissioning intentions</td>
<td></td>
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<tr>
<td>What will we do</td>
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<tr>
<td>What this means to me</td>
<td></td>
</tr>
<tr>
<td>Section</td>
<td>Topics</td>
</tr>
<tr>
<td>-----------------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Personalisation</td>
<td>Where are we now, Commissioning intentions, What will we do, What this means to me</td>
</tr>
<tr>
<td>Being part of the community</td>
<td>Where are we now, Commissioning intentions, What will we do, What this means to me</td>
</tr>
<tr>
<td>Keeping safe</td>
<td>Where are we now, Commissioning intentions, What will we do, What this means to me</td>
</tr>
<tr>
<td>Appendices</td>
<td>Consultation Statement, Glossary, Our delivery plan</td>
</tr>
</tbody>
</table>
Where we are now:

Every year we are required to submit a ‘Joint Health & Social Care Self - Assessment’. This gives us the chance to check how well we are doing to improve the health of people with a learning disability both in Luton and across the Eastern Region.

In 2012 the NHS, East of England wrote a strategy called ‘Vision for Better Health and Wellbeing for people with a Learning Disability and Family Carers’. This document sets out how health services need to change over the next 10 years so that people are supported to receive better health care and so live the lives they want, in the same way as the general population.

In July 2013, the Department of Health published its latest report on the progress of 'Six Lives' - the 2009 report by the Health Ombudsman, containing evidence that hospitals are failing to provide proper healthcare to people with a learning disability. The findings showed that some progress had been made since the last report in 2010. This included more people having annual health checks and medical staff having a better understanding of reasonable adjustments. By March 2015, the Luton CCG had 721 people with a learning disability registered as eligible to be given a Health Check by their GP, of which 338 people received a full Health Check. These numbers are higher than the previous year as due to the changes in the criteria more people were eligible.

With evidence telling us that people with a learning disability in England are 50 times more likely to have a shorter life expectancy than someone without a learning disability, we know that there is lots of work we need to do to improve the situation. More help is needed to catch illnesses sooner, for example, through cancer screening programmes. Health Action Plans offer the individual a chance to reflect on all aspects of the person’s health. This information can then be used to monitor medical conditions and concerns. As of March 2015 368 people with a learning disability, living in Luton, have a Health Action Plan.
The BBC Panorama programme on Winterbourne View and other work on independent hospitals for people with Learning Disabilities found a number of concerns that need to be acted upon locally.

In Luton, ELFT is commissioned to provide specialist learning disability services. ELFT has an Intensive Support Team (based in Clapham, Bedfordshire) and offers numerous additional health and therapeutic services including: Occupational Therapy, Psychology, Dieticians, and Forensic Treatment.

Primary and acute care services are both areas of health which need to address their processes available to support people with a learning disability.

The physical environment of different settings, including hospitals and care homes, can have a direct impact on the experience of care for people at the end of life and on the memories of their carers and families. Currently, in Luton a programme to develop awareness of dying well is taking place.

Our Luton learning disability joint health & social care self-assessment has identified some areas of good practice but there is more to do to improve health care, both specialist services and the way that all health services treat people with learning disabilities.

We have an active Health sub group as part of the Learning Disability Partnership and an integrated Community Learning Disability Team which includes both nurses and social workers. After a programme of resettlement all long stay health campuses have closed, although we have a very small number of people in independent hospitals that should be living in more suitable accommodation. There is a pooled budget between health and social care to jointly fund complex care packages. This has been in place for around 10 years, although access to alternative funding through Continuing Healthcare for people with a learning disability has been more difficult.

*Although there are 669 individuals known to Adult Social Care with a learning disability, this figure is higher amongst GP’s as the figure of 721 is based on information recorded by those surgeries signed up to deliver health checks and some of these patients have not had a need to contact us

### What will we do:

1. We will work together with partners to deliver the priorities of the Luton joint health & social care self-assessment action plan. These include making sure that everyone
receives a health check from their GP and that mainstream health services provide a good service for people with learning disabilities.

2. We will ensure that people in independent hospitals funded by Luton are moved to more appropriate placements as soon as possible.

3. We will work with Bedfordshire CCG and other partners on the review of the specialist learning disability services provided by ELFT, building into this the need to provide timely and appropriate support for people whose behaviour is challenging to reduce crisis admissions to assessment and treatment services.

4. We will deliver the actions identified in the Luton Winterbourne View action plan, including a plan to better manage people whose behaviour challenges.

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<th>What this means to me:</th>
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<tr>
<td>➢ I have access to good local health services that treat me as an individual.</td>
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<td>➢ I have access to appropriate specialist health services when I need them.</td>
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<td>➢ I will not have to use independent hospitals a long way from Luton as an alternative to good local care services that can meet my needs, however challenging my behaviour can be.</td>
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<td>➢ I will be less likely to die prematurely as a result of a preventable illness or condition.</td>
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<td>➢ I will be able to die in a place of my choice and in comfort.</td>
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Where we are now:

In Luton there is a range of types of accommodation for people with a learning disability. This includes residential care and supported living (living in single or shared accommodation with support). Over the last ten years or so, in partnership with Luton Borough Council’s Housing Department and local housing associations, we have developed supported living as our preferred accommodation option. This information has also been incorporated into the Council’s ‘Housing Strategy Review’ (2014).

In Luton, as of November 2014, 94 adults of all ages live in supported living in a range of schemes across the town; 85 people live in residential care and a further 348 people are supported to live at home with their family, with a further 92 living in various other forms of accommodation. We are aware that there are currently gaps in what is available for people with a learning disability, and that for some people there is not enough suitable accommodation and support.

Some individuals may have a need for specialised care and support which is not currently available in Luton. Others may find it difficult to find accommodation which meets their individual requirements. This includes people with a learning disability who also have a physical disability or long term health needs, individuals on the autistic spectrum and individuals whose behaviour challenges services.

On average around 5-10 new people a year require some kind of supported living service. This includes people who are moving out of a hospital setting or residential care, young people in transition and individual’s leaving their family home. Unfortunately some people with a learning disability may have to leave Luton because the right accommodation and support is not currently available.

Mark is very proud of his new home.

He receives support to develop his skills and enable him to live more independently.


**Commissioning Intentions:**

We intend to continue to develop supported living and community support as the preferred option of care and support for adults with a learning disability, rather than the residential care model. Luton Borough Council will work with registered housing providers and care providers to make sure that it continues to increase the range and choice of good quality housing, available to people with a learning disability. It will also:

- work with care providers to make sure that people in supported living and residential care have access to good quality, personalised care and support and make sure there is more specialised support available within Luton Borough
- develop the shared lives scheme so that more people can live with a family, if they choose to do so
- enable and support people living in all types of housing to move towards greater independence, using ‘assistive technology’ (specialist equipment) when this is an option
- help people who have moved away from Luton to return to the Borough, if they want to
- Provide support to carers to help them look after the person they care for if they require it

**What will we do:**

**Luton Borough Council will:**

1. Retender its external supported living support services and set up a “preferred provider” list for people with a learning disability, autism or who have behaviour that challenges.
2. Monitor residential care and supported living services to ensure that people receive good quality support that meets their needs and promotes their independence.
3. Make sure that the In-house Supported Living Service is fit for purpose.
4. Work with parents/carers in a timely manner to find placements in a crisis.
5. Ensure that the needs of people with a learning disability are included in the Council’s housing strategy.
6. Support people with the ‘Choice Based Lettings’ process, make sure that we are making best use of all types of housing.
7. Identify ways of ensuring individuals do not feel isolated in their own homes.

**What this means to me:**

- There will be good quality accommodation options available locally.
- I will have all the information I need to be able to choose where I live and have opportunities to live as independently as possible.
Employment and Day Opportunities

Where are we now:

1. Employability: New Horizons is an in-house service that supports people with a learning disability to find and stay in paid employment, voluntary work, work within a social enterprise or receive vocational based training.

A ‘Valuing Employment Now’ action plan has been written and is in the process of being reviewed to make sure local services are working together to create a pathway to employment for those who wish to fulfil their aspirations. New Horizons has reached a point where it is able to sustain a healthy figure of 13% + of people in the local area in paid jobs. The development area for the service is around engaging with people at a younger age and shaping their pathway into Adulthood, with a goal of employment alongside their other aspirations.

2. Generally, day care is based in a large building known as ‘Bramingham’. The service supports people with a range of needs and is run by Luton Borough Council. The Council also commissions a number of alternative providers to deliver day care where more specialist services are required.

The Council works to the principles of Valuing People Now (2009) that all people and their families should have a fulfilling life of their own. Over the next 5 years, as more young people become adults there will also be a significant increase in need for day services. To ensure individuals receive a quality service that meets their needs for the future, approval to transform the model of service delivery to a community based model has been granted by LBC councillors.

Training and employment opportunities have enabled our customers to develop their skills and become more independent.
In addition, the ‘day services, employment, education and training’ sub-group of the Learning Disability Partnership brings together a number of stakeholders that support people during their day ensuring services are meeting the needs of people both now and for the future.

**Commissioning Intentions:**

Luton Borough Council will make sure each individual has a person centred support plan that enables them to lead a fulfilling life through access to employment, education and social opportunities.

In order to increase vocational and employment options for people with a learning disability, Luton Borough Council intend to work closer with 3rd sector providers who have access to a wider range of opportunities. This will enable the Council to build on the existing success of New Horizons and continue to increase the number of people with a learning disability in work.

Luton Borough Council intends to transform existing in-house day care provision. The service will be moving from a building based service to a community based model. This means that we will support people with a learning disability to be involved in their community and access facilities and activities in the same way as other local residents. In addition a new specialist unit is being built for people who have a learning disability and additional health needs/ profound physical disabilities. A second specialist service is being created for people with Autism/ behaviour that challenges. Both will also enable greater access to local services and facilities. All individuals accessing day opportunities will have a location from which services will be delivered from.

**What will we do:**

1. Create partnerships with other specialist providers to help more people find work.
2. Replace building based services creating greater community access for people who use our services.

In Luton, people with a learning disability have access to a wide range of activities and opportunities enabling individuals to feel included members of the community.
3. Create two specialist services for people with a learning disability who have additional needs.
4. Promote choice and control by considering how an individual should use their personal budget. E.g in-house services, direct payments or both.
5. Work closely with Children’s Services, the young person and their carer to ensure individuals are made aware of their options before they become an adult.

**What this means to me:**

- I will have a person centred support plan.
- I will be supported to be able to access employment opportunities and have choice over what I do in the day.
Where we are now:

In Luton young people are currently referred into adult social care around the age of 16 years. Young people and their parents / carers are introduced to the idea of preparing for the future from the age of 14. (This is a statutory obligation for young people with Statements of Special Education Needs.)

At present, there are approximately 20 young people with complex needs a year who are eligible for adult social care when they become adults and who transition through to adult services. This figure is expected to significantly increase by 2020.

There are still issues in relation to young people getting the right support when they become adults and leave educational placements as there are not always appropriate services available. There are still some problems for some young people who do not have a significant learning disability because it is not always clear who should work with them. Some young people are also still moving out of Luton because we do not have the right services to support them in the borough.

As services develop, this creates more opportunities for people with a learning disability. We need to make sure that we are investing in the right services and building capacity to meet the needs of the growing number of young people moving into adulthood.

Commissioning Intentions:

The ‘Children & Families Bill’ will be law from September 2014 and part of the legislation is the ‘Preparing for Adulthood’ agenda. Luton Borough Council needs to make sure that it works with young people, their families and carers and providers (including housing providers) to make sure that we have the right services in place for young people who want to stay in Luton.

Luton Borough Council will review the resources that it invests in the various different services accessed by young people to make sure that they are person centred and helping people to meet their individual goals. This will require more joined up working with health and education.

Luton Borough Council intend to work on putting better systems in place for people who are at risk of not receiving support because they do not fall within the responsibility of the current care management teams (for example some people on the autistic spectrum).

Luton Borough Council intend to develop services to support parents and carers of young people moving into adult services, and for the parents and carers of other adults who are experiencing big changes in their life.
Luton Borough Council intends to make sure support is available to people with a learning disability and their carers when they are experiencing any change in their life circumstances.

**What will we do:**

Luton Borough Council will:

1. Look at how it makes use of its resources to ensure that it is investing enough in care management staff, day opportunities and community services to meet the needs of the growing number of young people going through the transition process.
2. Have a transitions worker within the Community Learning Disability Team to support young adults with the transition into adult social care.
3. Work with 3rd sector/charitable organisations to make funding available for services that will specifically support parents and carers of adults with a learning disability.
4. Strengthen the review process for young people up to the age of 25, and ensure that reviews are person centred and meet new legal requirements.
5. Improve the way it tracks and monitors young people to see how well they are meeting their goals and aspirations by the time they are 25.
6. Look at how it can bridge the gaps between educational services, employment support services to help young people prepare for the workplace.
7. Adult Social Care will work with Children’s Services to develop an online resource “the local offer” telling people what is available up until the age of 25.
8. Ensure advocacy services; carers’ support services and providers have the skills to meet the needs of the person and their family, so that any change in provision is as smooth as possible.
9. Look at establishing a joint panel process for health, education and social care needs.

**What this means to me:**

- Young people moving into adult services have a smooth transfer from one service to another and more young people will be able to stay in the area rather than move away.
- I will get the information I need at the right time.
- I will have better support in emergencies, at times of crisis or when my services change.
- I will get the right support and services I need even if I don’t ‘fit’ neatly into council boxes.
Respite is traditionally seen as support provided overnight in order to give carers a break from caring. However it is more than this, it is about evenings, overnight stays and day support for people who look after others.

**Where are we now:**

There are a range of respite services in Luton.

Building based respite:

- Tomlinson Avenue
- Linsell House (Dunstable)

Respite services are provided by both Luton Borough Council and other organisations that we commission, each offering differing levels of support to meet the needs of individuals.

In addition, Shared Lives carers offer short breaks in their own homes.

**Commissioning Intentions:**

Luton Borough Council will create more respite options for people with a learning disability from which to choose using their personal budget.

Individuals have told us that they would like to go on holiday with their friends and ways of enabling this to happen will be investigated.

Building based respite services will be remodelled. The new building will be constructed in a way that will support people with a learning disability regardless of any additional needs.

Luton Borough Council intends to continue developing the Shared Lives service by widening the opportunity for respite in the day time or evening.

**What will we do:**

1.) Develop a purpose built respite service that will support people with a learning disability with additional needs.
2.) Promote the use of Shared Lives.
3.) Introduce new options such as leisure providers, holiday camps with support (e.g. Butlins) and additional support for carers on family holidays.
4.) Develop the directory and keep details up to date to promote information on options.
What this means to me:

- I will, if eligible, be able to have a short break in an environment of my choice, undertaking activities I enjoy, which promotes my independence.
- My family will be able to have a break from caring.
- In the case of an emergency, I will have somewhere safe to stay.
Where are we now:

A large number of people who have a learning disability are entitled to the benefit PIP (Personal Independence Payment), previously known as Disability Living Allowance. An element of this benefit is paid to enable people to be able to travel around.

Luton Borough Council works closely with local public transport providers and commissions ‘Shopmobility’ to provide an alternative means by which to access the community.

The English National Concessionary Travel Scheme enables residents of Luton with an eligible learning disability to have free off peak travel on local public transport.

The Passenger Transport Unit run by Luton Borough Council provides transport to and from day services for people with a learning disability, physical disability or older persons. Transport is available to individuals assessed as eligible.

Commissioning Intentions:

Working closely across Council departments, Luton Borough Council intend to review and commission appropriate transport provision that meets the needs of people with a learning disability in Luton. The transport provision will also be more flexible and offer better value for money.

Alongside these changes to in-house transport, the Council will seek to find solutions to issues that prevent people with a learning disability from maximising use of public transport.

What will we do:

1. Luton Borough Council will investigate alternative ways for people to access services by developing a number of options and models for individuals to consult on.

2. Adult Social Care plan to create closer links with other services, such as the in-house Passenger Transport Unit.
3. A group of key stakeholders intend to act as a voice for people with a learning disability by promoting the need for accessible and safe public transport options e.g. buses and taxis.

What this means to me:

By improving access to transport

- I will be able to be part of the community and will become more independent.
- I will have a wider choice of the types of transport available to me.
- By working more closely with the Passenger Transport Unit within Luton Borough Council it is hoped that the time people spend on buses will be reduced.
**Where we are now:**

Personalisation means starting with the person; their strengths, preferences and aspirations, helping individuals to make choices about how and where they are supported to live their lives. It is about looking at the individuals’ needs to ensure they have access to the right support and information to be able to make an informed choice about the support they need, regardless of disability.

In Luton, as of November 2014, 265 people with a learning disability have a ‘personal budget’. The intention is to increase this figure further over the course of the strategy through the setting of targets.

Some people still tell us that they do not want things to change and so still ask for their support to be managed by the council, while others have said that they would like more choice and control over the care and support they receive so have chosen to manage this themselves.

In Luton, for those who choose to receive support from an alternative provider, we work with the Disability Resource Centre to offer support to both individuals and their families to manage their direct payments.

**Commissioning Intentions:**

The main aim of the Personalisation Agenda is to give people that are eligible for a service the chance to have more choice and control over their lives. In Luton we are moving away from ‘one size fits all’ and changing our social care services to be able to provide more personalised care.

To support this we have trained all staff to ensure that individuals with a learning disability who are eligible for a service are appropriately supported to complete an assessment. This will lead to an allocation of a personal budget and a person centred support plan that will record clear outcomes. This supports individuals to choose the services they want and to make choices about how they want to live their lives, including taking reasonable risks within the allocated budget.

We will continue to work with providers to offer the range of service options needed to meet the needs of eligible people with a learning disability.
What will we do:

1. Continue to train our staff to be able to carry out assessments in a personalised way.

2. Offer help and support through the customer service centre as well as signpost to other services.

3. Continue to work in a way that enables both individuals and their families to be able to complete their person centred support plan to better show what is important to them now and in the future and with clear outcomes.

4. Continue to work with other providers so as to be able to further develop the market, thereby having more service options for individuals to be able to choose from when considering their support needs.

5. Continue to promote our ‘unmet needs’ inbox through team meetings, as this helps us to know of any gaps in provision as well as informs our market development strategy.

6. We will work to make sure that the right services are in place.

7. Continue to work towards helping individuals to make an informed choice about the services they would like and need, and how they will receive these services.

8. By increasing the number of people with a personal budget we will be increasing the amount of choice and control that individuals have over the way they receive their services. We will also work to ensure the infrastructure is in place to manage this increase.

What this means to me:

- I will have an initial assessment or review that gives me a person centred support plan and I will be allocated a personal budget.
- My person centred support plan will have clear outcomes that I can work towards and these outcomes will be reviewed.
- I will be able to choose how I use my personal budget and who supports me to manage it.
- There will be a better range of accessible services and options available for me to choose from.
Where we are now:

We are working together to support effective communication and engagement with everyone we support and the services that we work with.

We have a local Learning Disability Partnership that works to improve the health and wellbeing of people with learning disabilities and their families; this in turn helps to oversee and monitor our commissioning intentions.

The Learning Disability Partnership meetings play a key role in ensuring that the needs of people with a learning disability are well supported in Luton and involves meetings that are attended by the Head of Adult Social Care and co-chaired by learning disability service users along with a wide range of council staff, health professionals, people who use our services, carers and other providers.

We are currently embarking on changes to some of our learning disability services and to support this we are working on raising awareness of learning disabilities in Luton, not just among ourselves and those we work with but also for the general public in our town.

- When we have consultation sessions each one is run more than once, so that we can reach as many people as possible at a time that suits them best.
- POhWER (our advocacy service) are on hand at all meetings to offer their support as needed as well as them running Voice groups in different locations so that they can reach as many of our service users and family members as possible. This gives people the chance to raise any concerns they may have.
- We communicate with people through a variety of ways, including; newsletters, the local media, easier to read and the use of plain English in our documents, encouraging family members to join the project groups where changes to services are being made.
- We try to have carers’ representation at all of our meetings.
- We are working to update our website so that it is more accessible and user friendly.
- We try to make good use of learning disability week, taking the opportunity to raise awareness of learning disabilities for our local hospital staff as well as for the general public.
- We offer support to carers; with carers’ assessments as well as carers’ direct payments, coffee mornings and independent advice to carers. We also have a comprehensive carers’ handbook available for all carers.
**Commissioning Intentions:**

To continue to work closely with all of our service users as well as our partner organisations to ensure that we offer the best service we can in a way that meets the needs of the individuals we support; to ensure that we continue to engage with the widest group of people available to us.

To continue to run the Learning Disability Partnership and it’s Subgroups.

**What will we do:**

1. Work for better service user and carer engagement.
2. Continue to raise aware of learning disabilities in our town and local health service(s), using learning disability week as a vehicle for this.
3. Continue to offer a high level of support to carers.
4. Encourage the use of easier to read documents and the use of plain English in documents that are available to services, service users and the public; or to use a glossary to explain the long words or any terminology.
5. Ensure that the Luton Services Guide (Learning Disability) and the Carers’ Handbook are kept up to date and available to those who need it.
6. Look for an opportunity to develop a directory of services and day opportunities for people on the autistic spectrum.

**What this means to me:**

- The general public will be more aware of learning disability issues.
- I will feel more confident when I need to attend health appointments.
- I will be better represented on our learning disability partnership and subgroups.
- I will feel more confident to speak out or that someone will speak for me, expressing my true views.
- I will have a say in shaping services.
- I will know what is available to me, during the day and for social and leisure activities
- I will be able to access appropriate information.
- Those that care for me will continue to be supported with information and advice.
Where are we now:

It is a priority of the council to keep vulnerable adults which includes people with a learning disability to be kept safe. Nationally 9 out of 10 hate crimes against a person with a learning disability go unreported. Services are currently working to raise awareness and understanding of hate crime and consequently encouraging people to report hate crime to the police and the Community Safety team.

Everyone should be able to live free from fear and harm. However, people with a learning disability might be at greater risk as they may be less likely to make their wishes and feelings known. Luton Borough Council has a robust reporting process when someone with a learning disability is suspected of being abused.

Commissioning Intentions:

It is the intention of Luton Borough Council to work closely with POhWER (our advocacy service) to develop a keep safe programme in partnership with appropriate services and organisations.

Luton Borough Council will ensure that the process of reporting when someone has been harmed or put at risk is clear to everyone.

What will we do:

1. Luton Borough Council will develop a series of ‘keep safe’ courses and investigate the delivery of a ‘safe places’ programme.

2. An Officer will represent the ‘Safeguarding Team’ at the Learning Disability Partnership and be kept abreast of the issues that impact on the lives of people with a learning disability in order to identify ways of reducing incidences of abuse.

3. The Learning Disability Partnership will develop better links with the Safeguarding Team; Community Safety Team and the Police.

What will it mean for me:

- I will feel safer in the community.
- I will know where to go or who to speak to if I become concerned or worried about my safety.
Consultation Statement:

This plan will be taken to a number of groups in order to gather the views of a variety of people.

- Learning Disability Partnership Meeting
- Voice Group
- Learning Disability Carers’ Forum
- Providers’ Forum
- Health and Wellbeing Board

Once we have received feedback we will present the document to Councillors for their approval.

If they are happy for us to work to these objectives an easy read version may be made available.
**Glossary:**

<table>
<thead>
<tr>
<th><strong>3rd sector providers</strong></th>
<th>These are companies such as charities who do not make profits</th>
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<tbody>
<tr>
<td><strong>Advocacy</strong></td>
<td>Having help to get your voice heard and being able to say your views and what is important to you</td>
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<tr>
<td><strong>Assessment</strong></td>
<td>Find out what someone’s needs are</td>
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<tr>
<td><strong>Carer</strong></td>
<td>A person who provides support and looks after someone</td>
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<tr>
<td><strong>Commissioned providers</strong></td>
<td>Someone from another company that the Council pays to give support to a person</td>
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<tr>
<td><strong>Commissioning</strong></td>
<td>Planning and buying support</td>
</tr>
<tr>
<td><strong>Consultation</strong></td>
<td>Asking what people think about something</td>
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<tr>
<td><strong>Direct Payment</strong></td>
<td>Having money from the Council so that you can buy your own support</td>
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<tr>
<td><strong>Engagement</strong></td>
<td>Working together with people and other companies</td>
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<tr>
<td><strong>Hate crime</strong></td>
<td>When people hurt others or say they will because they are different to them</td>
</tr>
<tr>
<td><strong>Independence</strong></td>
<td>Having choice and control of your life</td>
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<tr>
<td><strong>Joint Commissioning Strategy</strong></td>
<td>A plan about changing services and support for people. Joint means two companies are working on the plan.</td>
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<tr>
<td><strong>Learning Disability Week</strong></td>
<td>One special week in the year when people with a learning disability take part in different things. There are posters and leaflets in the town to let everyone in Luton know what is happening.</td>
</tr>
<tr>
<td><strong>Monitor</strong></td>
<td>Get information about how things are working</td>
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<tr>
<td><strong>Outcomes</strong></td>
<td>The difference that a service makes to someone’s life</td>
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<tr>
<td><strong>Partnership Meeting</strong></td>
<td>The Government asked every Council to set up a Partnership Meeting (which is a meeting of lots of different people) in their area to improve the lives of people with a learning disability</td>
</tr>
<tr>
<td><strong>Person Centred</strong></td>
<td>Making sure that everything we plan or do for people involves the person concerned and is based on their wishes</td>
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<tr>
<td><strong>‘One Size Fits All’</strong></td>
<td>Something (like a service you use) that is supposed to suit everybody instead of having different things for different people</td>
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<tr>
<td><strong>Personal Budget</strong></td>
<td>Having money from the Council so that you can buy your own support</td>
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<tr>
<td><strong>Placements</strong></td>
<td>Having a service arranged for you</td>
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<tr>
<td><strong>Priority</strong></td>
<td>The most important thing</td>
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<tr>
<td><strong>Respite</strong></td>
<td>A break from looking after someone who needs support. The person who needs support will be cared for somewhere else for a short time.</td>
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<tr>
<td><strong>Review</strong></td>
<td>Looking back in the past to see how well things worked out and making changes if needed</td>
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<tr>
<td><strong>Safeguarding</strong></td>
<td>A team of people who investigate when someone with a learning disability is not treated properly</td>
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<tr>
<td><strong>Shared Lives Scheme</strong></td>
<td>Where a person who can provide support (a carer) and a person who needs support get together</td>
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<tr>
<td><strong>Social Enterprise</strong></td>
<td>A company that cares about people and the world we live in. Most of the money it makes is put back into the business</td>
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<tr>
<td><strong>Specialist Services</strong></td>
<td>A service that helps someone with particular needs</td>
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<tr>
<td><strong>Stakeholders</strong></td>
<td>A person or company who has an interest in what another company is doing and can help out</td>
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<tr>
<td><strong>Supported Living</strong></td>
<td>Being in your own home, either on your own or with others, and having the right support to make a success of it</td>
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<tr>
<td><strong>Transition</strong></td>
<td>A time of change – the time in-between when something you are used to is changing into something else.</td>
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<tr>
<td><strong>Vocational based training</strong></td>
<td>This is where people learn a job by doing it rather than being taught in a classroom</td>
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