

Agenda Item No. 7 (c)

Health and Wellbeing Board 27th June 2018

Report of the Head of Service — Dudley Disability Service, People Directorate

Dudley Disability Service Overview and Update

Purpose

1. This report is for information purposes.
2. It is an overview report and progress update on the development of the Dudley Disability Service for people of all ages with disabilities and special educational needs.

Recommendations

3. It is recommended that:
 - This report is considered for information purposes.

Background

4. The Dudley Disability Service provides an all age disability service across children's and adult's social care and special education needs services, to people with disabilities, aged from birth to end of life, or until the service is no longer the best one to meet their needs.
5. On 8th February 2018 Cabinet approved the disability service's model, pathways and management structure, and the new service went live on 17th April 2018.
6. The Health, Adult and Children Scrutiny Working Groups have provided a clear steer on the development of the disability service.
7. The People Leadership Team (PLT) Dudley Disability Service (DDS) Transformation Board is providing oversight and direction throughout the process of developing the service.
8. The rationale for creating the disability service is:
 - The national policy agenda set out in the Care Act 2014 and the Children and Families Act 2014 and SEND Code of Practice, which requires local authorities to facilitate an effective transition between children's and adult social services, support people to lead more fulfilling and independent lives

in the community and to prevent, reduce and delay the escalation of care and support needs;

- The need to improve support for people coming through Child & Adolescent Mental health Services, Special Educational Needs & Disability (SEND) and young people aged from 14-18 years in Transitions;
- The need to improve the experience of young people and their carers through the transitions process;
- The need to deliver services more cost effectively; and
- The need to improve planning and commissioning of all age disability services.

9. There was extensive consultation with children, young people and adults with disabilities and special educational needs, and parents and carers prior to the development of the DDS. This resulted in the following feedback:

- "The process is too complex" (we need to improve simplicity) ● "I need a quicker and more flexible response" (we need to improve timeliness and accessibility)
- "I only want to tell you once" (we need to reduce repetition and improve accuracy)
- "The service is not responsive" (we need to be responsive to a range of needs)
- "We want quality and safe services" (we need to improve commissioning)
- "Close to home and least invasive" (we need to improve the local offer) ● "Please provide early help" (we need to increase independency and prevention).

10. The objectives of the disability service were developed from consultation and engagement with service users, parents and carers, staff and external organisations. They are:

- To take an asset based approach to deliver our vision of 'supporting children, young people and adults with disabilities in Dudley to achieve a full and happy life, in which they have independence, gain skills and knowledge, and have confidence and a social life';
- To take a system wide approach to re-modelling services to provide an all age disability service across children's and adult's social care and special education needs (SEN) services;
- To provide a seamless service across internal and external services, including greater integration with health, housing, mental health, health and well-being, and employment services, and the voluntary sector;

- To provide a seamless service for people with disabilities and their carers, which gives them the right resources at the right time, improved outcomes and an improved experience;
- To enable a consistent approach to care and support for all people with disabilities within Dudley who access statutory social care services and SEN services;
- Develop sustainable community based services, which provide specialist, intensive interventions, with resilience for emergencies and crises;
- Improve planning and commissioning to provide a range of local services which support the development of independent living skills; ● Minimise the use of institutional care, both in and out of borough;
- To take a preventative approach, and improve the independency of people with disabilities and their carers, and thereby reduce demand; and ● Improve value for money.

11. The vision for the DDS was developed by the Dudley Parents Carers Forum. It is for the service to: 'Support children, young people and adults with disabilities and special educational needs in Dudley to achieve a full and happy life, in which they have independence, gain skills and knowledge, and have confidence and a social life'.

12. Service users and carer's representatives have been involved throughout the development of the disability service through the Disability Service Steering Group and Workstreams.

There has also been a number of feedback sessions throughout the development of the service to the Dudley Parent Carers Forum (for children), and Dudley Voices for Choice (for adults).

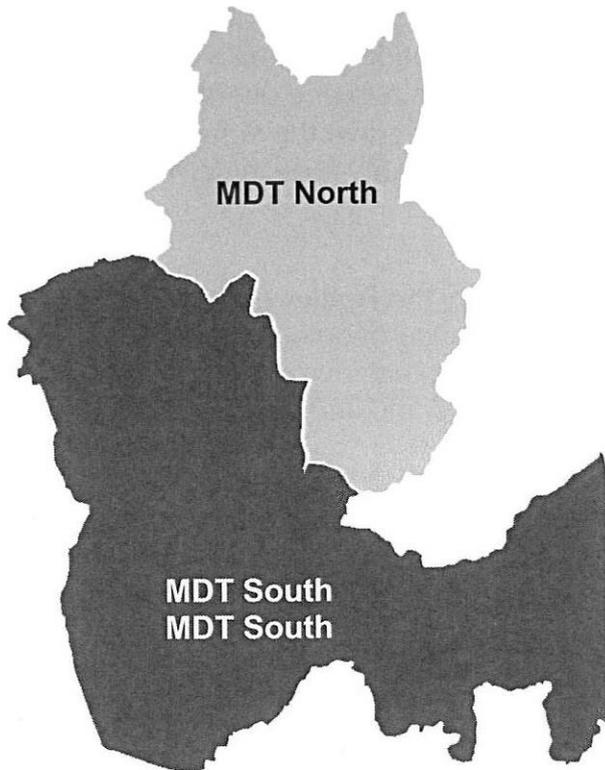
13. The Steering Group and Workstreams included representatives from children's and adult's social care; SEN; commissioning; communications; finance; HR; intelligence, performance & policy; voluntary & charitable sector; the CCG; and user/carer groups.

14. Staff have been involved in the development of the service through the Steering Group and Workstreams, DDS Staff Reference Group, staff workshops and meetings, and Team Manager Forums.

There has also been regular communication with staff through e-bulletins and briefings.

15. Four services moved into the Dudley Disability Service on 17th April 2018: Children with Disabilities (CDT), Whole Life Disability Service (WLDS), Special Educational Needs (SEN) and the Specialist Inclusion Service (SIS).

16. The demand for services has been analysed and multi-disciplinary teams (MDTs) developed based on geographical areas, which take into account the differing levels of need within the borough.



- Due to the close links required with healthcare, the MDTs are aligned with the Clinical Commissioning Group's (CCG) locality areas, with the following split:
- MDT North
 - Sedgley, Coseley and Gornal Locality
 - Dudley and Netherton Locality
 - MDT South
 - Kingswinford, Amblecote and Brierley Hill Locality
 - Stourbridge, Wollescote and Lye Locality

Halesowen and Quarry Bank Locality

MDT North

17. The management structure is fully staffed, with some interim managers in place until the permanent positions have been filled. There is an active recruitment drive taking place to fill these posts. The management structure is attached in Appendix A.
18. The service model consists of multi-disciplinary teams (MDTs) and a service hub. Staff have been allocated to the MDTs in the north and south, and the Hub.
19. Cases are being allocated to the north and south teams according to the customer's postcode, so that cases for postcodes in the north go to the north MDT, and in the south they go to the south MDT. Existing cases remain with their current caseworker until the case has been closed.
20. A detailed action plan for the integration of the service is being developed, and populated with timeframes, leads and the names of staff involved. This includes culture change and organisational development.
21. As part of the model the DDS is seeking a single base. An options appraisal of potential sites is being carried out. This includes the Ladies Walk Centre (LWC),

the Mere Centre and other sites as they are identified. Staff are currently located at I-WC and the Mere.

22. The DDS is holding a launch event on 11th July for service users, parents and carers, staff, councillors and partners, at Dudley College.
23. The DDS is developing public facing information via the website, which includes access to services, advice and information and signposting for all the services coming into the service.

Finance

24. The new DDS has been implemented from within the existing budget. The service will be expected to contribute significant savings to the Council Medium Term Financial Strategy in future years.

Law

25. The DDS provides services under the Care Act 2014, the Children & Families Act 2014 and related SEND code of practice, and the Education Act 2011.

Equality Impact

26. An Equalities Impact Assessment has been completed and is being kept under review as the service is developed.
27. The DDS provides a service to people of all ages (from birth to end of life), and their families and carers, who access statutory social care and education services, and who have a disability, as defined by the Equality Act 2010: people who have a 'physical or mental impairment that has a 'substantial' and 'longterm' adverse effect on a person's ability to do normal daily activities'.
28. The DDS is intended to improve outcomes for children, young people and adults of all ages (from birth to end of life) with a disability. It removes the 'cliffedge' between children's and adults services, through the development of all age multi-disciplinary teams which include children's, transitions and adults professionals. Staff will work together in their teams to provide a seamless service across the different ages, and take a consistent approach with all people with disabilities.
29. The DDS will help to meet the protected characteristics:
 - eliminate discrimination, harassment and victimisation,
 - advance equality of opportunity, and
 - foster good relations with people of all ages with disabilities, and their families and carers.
30. The new management structure has not reduced the number of staff within the service model, and has not had an adverse equality impact on the staff involved.

Human Resources/Transformation

31. HR have been actively involved through the service transformation and development of the service.

Staff have been relocated within the new management structure.



Santokh Dulai
Head of Dudley Disability Service

Contact Officer: XXXXXXXX
Telephone: 01384 813291
Email: Santokh.Duali@dudley.gov.uk

List of Background Papers

- All Age Disability Progress Report, 16-6-17, Matt Bowsher
- Joint Health and Adult Social Care and Children's Services Scrutiny Committee (Scrutiny Development) Workshop 31-7-17
- Outline Business Case, 7-8-17 Helen Molteno
- All Age Disability Service Options Appraisal, 8-8-17, Helen Molteno
- Second Whole Life Disability Service Options Appraisal, 19-8-17, Helen Molteno
- Whole Life Disability Service Progress Report, 31-10-17, Helen Molteno
- Joint Health and Adult Social Care and Children's Services Scrutiny Committee (Scrutiny Development) Workshop, 8-1 1-17
- Whole Life Disability Service Progress Report, 22-11-17, Helen Molteno ●
- Whole Life Disability Service Progress Report, 1 1-12-17, Helen Molteno
- Informal Cabinet Report, 13-12-17, Helen Molteno
- Whole Life Disability Service Progress Report, 18-1-18, Helen Molteno ● Cabinet report, 22-1-18, Helen Molteno
- Whole Life Disability Service Progress Report, 2-3-18, Helen Molteno
- Whole Life Disability Service Progress Report, 17-4-18, Helen Molteno