Welcome!

Getting to know you!

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Setting the scene

Warren Heppolette

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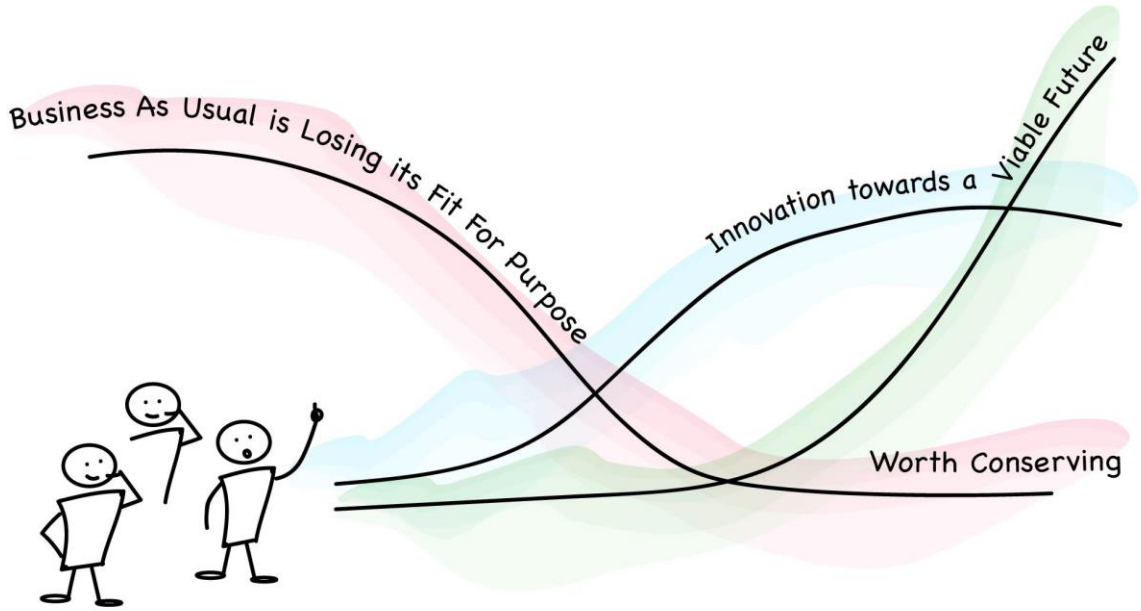
The Greater Manchester Model

Traditional national model		Greater Manchester model
Driven by process and formality	Relationships	With people, communities, businesses and places
Reactive response – picking up the pieces	Demand	Proactive and preventative, focus is on an effective response, we come to you and work together
Siloed and specialised	Service design	Co-design and co-production, purposeful and based on the needs of individuals
Programmes and projects fixing problems within policy limits	Method	Strengths-based, building integrated solutions around people
Top down and disconnected from reality	Decision making	Connected to individuals and communities, informed by bottom-up approaches
Do to people	Citizen and State	Do with, supporting communities
Achieving organisational outcomes	Focus	What matters to people – their strengths and hopes
Manage spend, reduce demand, reduce organisational risk	Purpose	Empowered to change lives – good physical, mental and social wellbeing in thriving and caring communities
Short-term budgets and monitoring lagging statistics	Measurement	Measure what matters to people, long-term incentives to invest in prevention and improve through innovation

3 Horizon Framework



Map what to let go of, what to conserve, & transformative innovation to reach a shared vision.

Am I in control of my care and support?

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Where are we all at with self-directed support ?

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4 + ~~X~~ Questions

What have we tried?

What have we learned?

What are we pleased about?

What are we concerned about?

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The National Picture

- Difference between what people should feel like and what they do feel like
  - POET, Adult User and Carer Survey
- Direct Payment take up stagnant
  - Variation area to area, reality of experience
- Little progress with Individual Service Funds
- Continuing concerns about quality of commissioned services

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making it real

how to do personalised care and support

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The National Picture

- The detail of the Care Act is being filled out
  - Local Government Ombudsman decisions
  - Judicial Reviews
- Social Work practice seems polarised
- Will there be any change in funding for social care?

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Glimmers of hope

- Individual Service Fund's
  - London, South West, Yorkshire
- Disabled people's organisations and Direct Payments
  - Hammersmith and Fulham, Wiltshire, West Sussex
- Micro-providers and Care Quality Commissions 'sandbox'
- Places looking for help with revitalising their SDS offer
  - Shropshire, Essex, Norfolk
- Somerset, Thurrock, Wigan

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Pointers from evidence and research

- Good (and user-friendly) personal budget process is regularly associated with positive outcomes
- Knowing the amount of money and good planning
- Support planning and brokerage from disabled peoples organisations gives disabled people more choice and control
- Personal, community-based support
  - community and leisure activities
  - Personal Assistants

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Pointers from evidence and research

- Peer networks foster collaboration, enhanced communication, and build confidence amongst personal budget holders, and apply specialist knowledge from lived experience
- Three consequences of independence from local authority control were repeatedly linked with benefits:
  - Not focusing on the Personal Budget primarily as a means of containing public expenditure
  - Offering a real choice about taking a PB, and not pushing people to accept them
  - Taking a positive approach to risk

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Good practice from around the country

- Think Local Act Personal Partners
  - Quality Matters
  - CQC, LGA, NICE, ADASS, Skills For Care
  - Keyring, Community Catalysts, Shared Lives Plus– What does it mean for our organisation?

- Making Space – The Making Change Group
- Shropshire – Rethinking Partnership Boards, redesigning Direct Payment processes
- Choice Support
- Norkfolk – A Making It Real Board
- Thurrock – We (the Council) don't have all the answers…and we're OK with that
- Wakefield and Bexley– A similar approach on ISF's

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Coalitions of the willing

- TLAP – National SDS Forum
- National SDS network – In Control
- DCAN – Dementia Choice Action Network
- Skills For Care – IE/PA and Reg. Managers Networks
- VODG – Voluntary Organisations Disability Group
- Housing LIN/LDE – Finding my way home
- Others – London SDS Forum
- Principal Social Workers Network
- Get Yourself Active – practice guidance

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Co-producing for big change &
self-directed support

Nothing About Disabled People Without Disabled People

Ann Lloyd - Strategy & service adviser

Kevin Caulfield – Co-production strategic lead

A bit of context
Good news but hard work

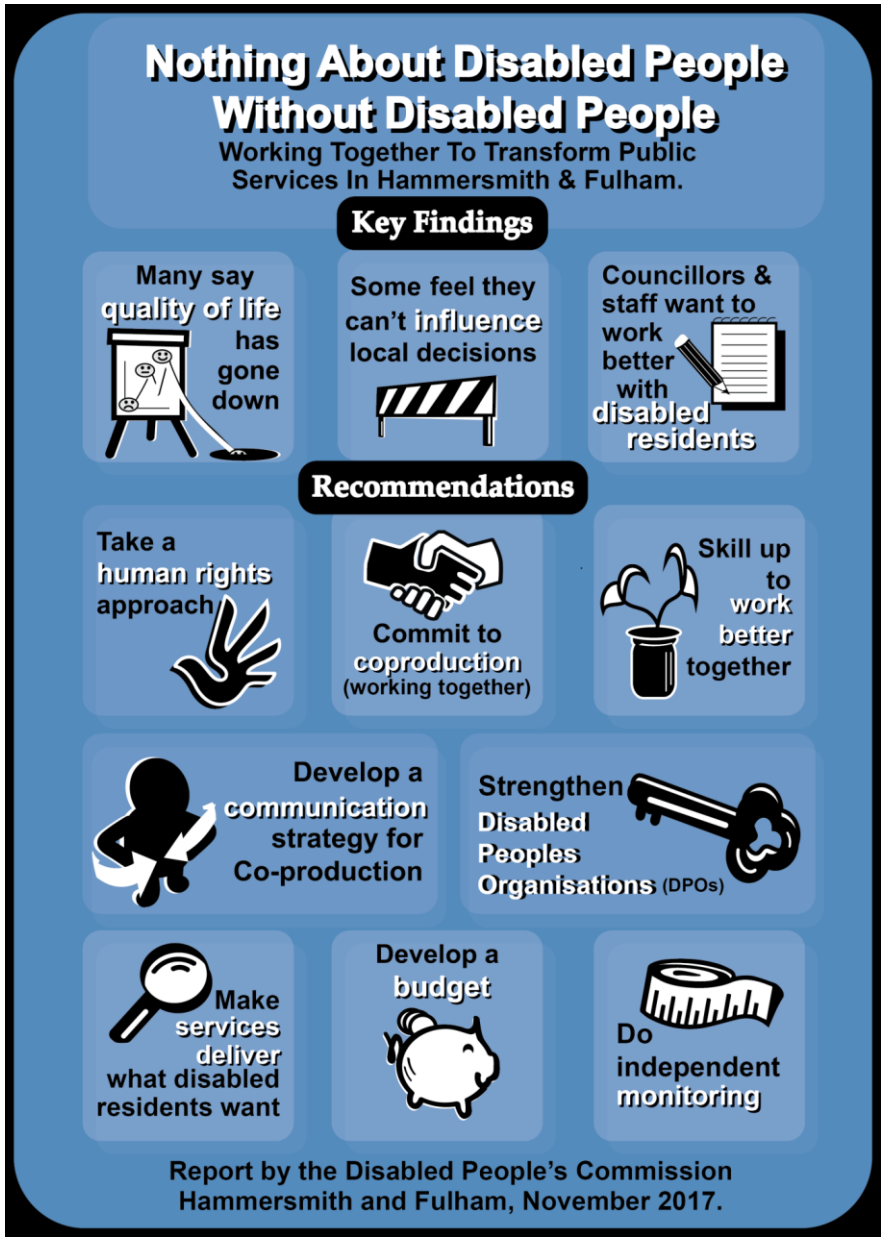
- History of local Disabled residents campaigning successfully
- No charging for homecare / community support
- Retained ILF (Independent Living Fund Payments)
- Set up Disabled People's Commission
  - Systemic barriers require a systemic response
  - Solution to systemic barriers create the co production environment to transform public services and support

Disabled People's Commission (DPC) set up in 2016 – part of the resident-led commissions to support Council vision – DOING THINGS WITH RESIDENTS NOT TO THEM

Aim: set in place a new way of doing things where Disabled residents, Councillors and officers / other organisations in the borough working together and where "Nothing About Disabled People Without Disabled People" is at the heart of decision making / policy development

10 Disabled residents. Focus on Co-production
December 2017 – SUPPORT FROM FULL CABINET

June 2018 – FULLY ACESSIBLE REPORT PUBLISHED
We focused our work on removing our barriers and solutions to barriers using a social model / rights perspective.



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https://www.lbhf.gov.uk/councillors-and-democracy/resident-led-commissions/disabled-people-s-commission

8 strategic recommendations for change in decision making / policy development

- Human rights approach – social model
- Strategy to co-produce (working together) Action plan
- Give everyone the skills to work better together
- Develop communication work to support co-production
- Strengthen disabled residents / organisations (DPOs) to be able to work together with decision makers - without DPOs & residents the other 7 recommendations will fail
- Make support & services able to deliver what disabled people need
- Develop a budget for our work
- Independent monitoring and evaluation

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Strategic co-production leads – Kevin & Tara
H&F Co-production Implementation Group

Where co-production has started

- General buzz / profile of Disabled people gone up
- Residents / Disabled person inclusive design company / architects / planning work re Hammersmith Town Hall / surrounding area redevelopment
- Co-producing Disabled people's housing strategy
- Voter registration poster campaign targeted at Disabled residents

"This is how we do things"

Council shift from a ‘personalisation’ strategy to one about independent living (IL)

- Shift to new vision of IL as defined by Disabled people
- Review of direct payment / personal budget support in H&F carried out by external DPO / user led organisation
- Co-produced direct payment improvement plan + co-produced support service specification
- Adopted commitment to Article 19 / 33 UNCRPD (independent living) as part of the specification
- Disability Equality Training to 250 staff, senior managers and Councillors

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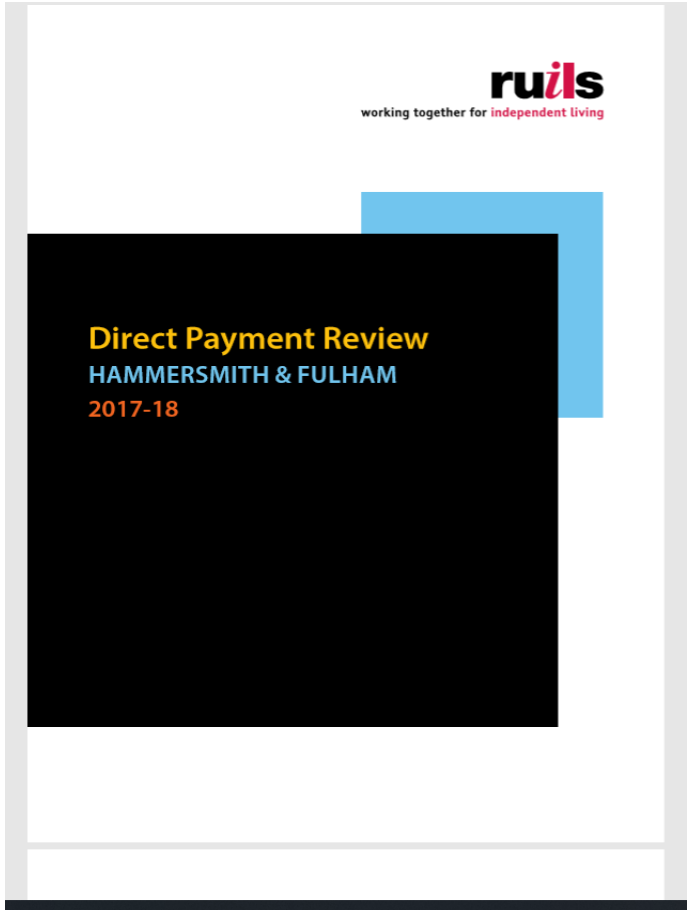
Co-producing Direct Payment Improvements



"NOTHING ABOUT DISABLED PEOPLE, WITHOUT DISABLED PEOPLE"

Direct Payments Event, 1-4pm, 24 September

What is good Direct Payment support?

Co-Chairs:

Peter Gay, Hammersmith and Fulham Coalition Against Cuts

Kevin Caulfield, Direct Payment user and Policy and Strategy Officer, Hammersmith & Fulham Council

1.00pm **Registration**

1.30pm **Welcome and Council's commitment to Direct Payment support**

Councillor Ben Coleman

1.40pm **Presentation of the Direct Payment review report**

Cathy Maker, Report writer, RUILS

2.20pm BREAK

2.35pm **Where are we now?**

Phillip Sharpe, Assistant Director Adult Social Care

DP Action Plan

- ✓ Set up a local DP User Group
- ✓ Improve & build on DP peer support – own action plan
- ✓ Co-produce specification for DP support service
- ✓ Change Programme in Adult Social Care inc. DP training & Disability Equality training
- ✓ Improve DP pathway, processes
- ✓ Produce better information
- ✓ Commission Independent Living DP Support Service - DPO

What is GOOD direct payment support?

its all about **CHOICE**

key is **COPRODUCTION**

CONTROL and **INDEPENDENCE**

being **INFORMED** and **EMPOWERED**

SIMPLE INFORMATION that is jargon free

RESPECTFUL INTERACTIONS that keep me informed

TRAINED STAFF that know how it all should work

A CLEAR PATH WAY so I know what's possible

helpful and **HUMAN SUPPORT**

practical **EMPLOYER ADVICE**

OUTCOMES focused planning

budgeting & **FINANCE** support

clear **RULES**

empowering **ASSESSMENTS**

a transparant system of **ALLOCATION** for all

a user led **INDEPENDENT LIVING** service

24 sept 18

action on disability

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Reflections on what has worked

- ✓ Building relationships with local politicians where you can – they are decision makers spending our money and resources as residents
- ✓ Leadership from Disabled people / Councillors / Chief executive / Senior officers who accept facilitators of change / not just controllers of resources.
- ✓ Joint vision and trust
- ✓ Disabled People's Commission
- ✓ Good alliances with directors / directors prepared to make things happen & remove barriers

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…Reflections on what has worked

- ✓ Stick to your aims / message even if it seems unlikely you will achieve them
- ✓ KC told by a (former) Council leader you need to start living in the real world there will never be at time where there is no charging of disabled people for services in H&F – this changed!
- ✓ Accountability, ownership and common purpose. Residents demanding things are done in the right way – co-production is not an add-on
- ✓ Building the infrastructure of co-production

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What next?

- H&F Co-Production implementation group provide leadership that drives the implementation of 8 recommendations and the vision. Councillors / Residents / Officers working together.
- Resident Access Programme
- Establish Independent Living Group
- Learn from and review direct payments work
- Embed co-production approaches, resources and confidence

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Contact Us

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THANK
YOU

Starting a big conversation

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Ten actions to build an asset-based area

- Co-production, partnership and power sharing:
  - building & valuing community capacity and community organisations,
  - tackling inequalities.
- A strategic approach:
  - a clear story translated into shared outcomes,
  - asset-based commissioning,
  - grant-giving,
  - provider market development.
- Diversifying workforces & building local enterprise:
  - investing in volunteers & social entrepreneurs,
  - valuing lived experience,
  - growing mutuals & co-ops.

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What do you think?

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