

**Physical Disability and Sensory Loss/Impairment Commissioning Strategy Action Plan  
2017- 2020**

**1. Delivering the National Outcomes Framework**

<b>What Needs to Change to deliver the Outcomes?</b>	<b>What is happening already?</b>	<b>What would success look like?</b>	<b>Agreed Actions</b>	<b>Who can help make this happen and who will lead?</b>
1.1.1 All services need to re-focus their delivery arrangements against the national outcomes framework	<p>1. A new model for Assessment and Care management is being developed</p> <p>2. Co-productive Strategic Commissioning arrangements have been implemented</p> <p>3. Some contracts have been re-written to be outcome focused</p>	Assessment methods and service delivery (internal and commissioned) are outcome focused and co-productive	<p>1. Report that citizens have had input into the development of the Social Work Practice Framework in a way that ensures an outcomes focused approach</p> <p>2. Report that remaining contracts have been re-written to build in outcomes and co-production</p> <p>3. Confirm that internal services have refocused service delivery against outcomes and co-production</p>	<p>Social Services - Ffion Larsen (Lisa Banks) March 2018</p> <p>Social Services - Rachel Evans (Contracting) July 2019</p> <p>Social Services - Cathy Murray/Amanda Aldridge July 2018</p>
1.1.2 The development of a peer framework for reviewing/measuring outcomes within services	As 2. above	Citizens are actively involved in monitoring and measuring the performance of services against outcomes	1. Report that co-productive monitoring and review approaches have been implemented across adult services	Social Services and Citizens Rachel Evans (Planning/Contracting) March 2018

**1.2 Control over day to day life/Securing Rights and Entitlements:**  
*I know and understand what care, support and opportunities are available and use these to help me achieve my well-being*  
*I can access the right information, when I need it, in the way I want it and use this to manage and improve my well-being*  
*I am treated with dignity and respect and treat others the same*  
*My voice is heard and listened to*  
*My individual circumstances are considered*  
*I speak for myself and contribute to the decisions that affect my life, or have someone who can do it for me*

<b>What Needs to Change to deliver the Outcomes?</b>	<b>What is happening already?</b>	<b>What would success look like?</b>	<b>Agreed Actions</b>	<b>Who can help deliver this and by when?</b>
1.2.1 To ensure our processes and approaches support people to have control over day to day life	1. A new Practice Framework for Assessment and Care management is being developed	Quality of care and support Quality of life Whether people are treated with respect Whether people are in control of their daily life Whether people are involved in decisions about their care and support The Swansea outcome statements within the strategy are addressed within the Practice Framework	1. Report that physically disabled people and people with a sensory loss/ impairment have been actively involved in the development of the new Practice Framework  2. Report that the outcomes people want to see in relation to assessment practice are considered within the development of the new Practice Framework	Social Services - Ffion Larsen (Lisa Banks) March 2018
1.2.2 Information and advice needs to be more accessible, especially for people with sensory impairments	1. Information, Advice and Assistance service is being co-produced and we have gained a lot of insight which needs to inform the	Whether people receive the right information when and in the way they need it  Staff have deaf/visual	1. Confirm that the I.A.A is being co-produced to ensure that issues around accessible information, advice and assistance are being addressed	Social Services Rachel Evans and Corporate Services in the Local Authority - December 2017

	<p>development of information, advice and assistance services.</p> <p>2. We have spoken to many people to understand what matters to them when it comes to accessible information and this will be used in making any changes</p> <p>3. An Independent Advocacy Service is being developed</p>	<p>impairment awareness when giving information and advice</p> <p>Whether people are in control of their daily life</p> <p>Whether people are treated with respect</p> <p>People have access to advocacy to participate fully, have voice, choice and control</p> <p>Equality legislation is adhered to</p>	<p>2. Report that the new Independent Advocacy Service has been co-produced</p>	<p>Social Services- Rachel Evans (Planning) July 2018</p>
<p>1.2.3 Access remains problematic – this means access to equipment, information, services and transport etc.</p>	<p>People have told us what is problematic and have also told us how we can improve in these areas</p>	<p>Access is no longer a barrier</p> <p>Hearing loops and BSL in main public access points</p>	<p>1. Peer led approach to improving access to be developed, making recommendations based on the conversations we have held with citizens</p>	<p>Co-production Group/ Local Authority team responsible for supporting access to services/Corporate Complaints August 2018</p>
<p>1.2.4 Simplify the Direct Payments process and improve information available</p>	<p>There has been a significant level of citizen engagement in the development of the new Independent Living Team</p>		<p>1. Report that the issues raised in this strategy have been considered and addressed by the Independent Living Team</p>	<p>Social Services -Ffion Larsen March 2018</p>
<p>1.2.5 Communication with citizens needs to improve across the</p>	<p>Co-productive approaches should be helping with some of this</p>	<p>Feeling listened to</p> <p>Accessible communication:</p>	<p>1. Consider with citizens how communication will be improved and report on any</p>	<p>Co-production Group/Communication officers within the</p>

board		<p>Using e-mail or text for communicating with people who are deaf</p> <p>Trained Staff in deaf awareness and BSL where appropriate (domiciliary care)</p> <p>Face to face, rather than telephone, opportunities Deaf access worker</p> <p>We will get back to people when we say that we will</p> <p>No jargon</p> <p>Increasing number of communication platforms for communication e.g. Social Media</p>	actions that will be undertaken	Local Authority/Corporate Access to Services colleagues September 2018
1.2.6 Citizens want to be involved in the recruitment of staff who support them		People will have a say in who supports them	Report how the recruitment process can be opened up to involve citizens	Co-Production Group, Human Resources within the Local Authority April 2018
<p><b>1.3 Physical/Mental health and emotional wellbeing:</b>  <i>I am healthy and active and do things to keep myself healthy</i>  <i>I am happy and do the things that make me happy</i>  <i>I get the right care and support, as early as possible</i></p>				
<b>What Needs to Change to deliver</b>	<b>What is happening already?</b>	<b>What would success look like?</b>	<b>Agreed Actions</b>	<b>Who can help deliver this and by when?</b>

<b>the Outcomes?</b>				
1.3.1 Give mental health needs a higher profile within the assessment process		Whether people say they feel healthy physically and mentally Life satisfaction Whether people are living a healthy life style	1. Provide a report detailing how mental health needs are/will be captured in the assessment process that addresses the issues raised	Social Services - Ffion Larsen March 2018
1.3.4 Improve access to health and reducing health equality		Better access More health equality	1. Report that citizens, commissioners and providers have had the opportunity to influence the Sensory Plan, public health campaign and preventative approaches that Western Bay are developing	Western Bay colleagues, Strategic Commissioning Group for Learning Disability Need a timescale from WB
1.3.5 Improve access to public transport		Independent travel opening opportunities for people do the things they want to do	1. to be considered as part of 1.2.3 and 1.7.2	
1.3.6 Access to flexible respite options for carers	Respite options are available	Carers feel reassured by the arrangements we have in place	1. Consider and report on how respite provision can be developed to support a more flexible approach	Co-production Group, Carers July 2018
1.3.7 Carers Assessments – improvement in quality	Carers assessments are undertaken	Carers feel the carers assessment is a worthwhile process that has led to an improvement in their situation	1. Report that the views of carers are captured in the development of the Social Work Practice Framework	Carers Group supported by Angela Maguire March 2018
<b>1.4 Protection from Abuse/neglect:</b> <i>I am safe and protected from abuse and neglect</i> <i>I am supported to protect the people that matter to me from abuse and neglect</i>				

<i>I am informed about how to make my concerns known</i>				
No actions identified		How much abuse and neglect takes place Whether people say they feel safe		
<b>1.5 Education, Training, Recreation:</b> <i>I can learn and develop to my full potential</i> <i>I do the things that matter to me</i>				
1.5.1 Information needs to improve and access/support to take part		Adult learner outcomes and qualifications Whether people are able to do the things that matter to them	Consider as part of 1.2.2 and 1.2.3	
<b>1.6 Domestic, Family and Personal Relationships:</b> <i>I belong</i> <i>I contribute to and enjoy safe and healthy relationships</i>				
1.6.1 Peer support opportunities to be developed	Co-production network is being developed	A sense of community Decreased Loneliness	1. Develop the Co-production network for Swansea	Adrian Bailey, SCVS February 2018

<b>1.7 Contribution to Society:</b> <i>I engage and make a contribution to my community</i> <i>I feel valued in society</i>				
1.7.1 Tackling social isolation/discrimination		Whether people think the things they do in life are worthwhile Participation in society	1. Consider and report on how social isolation and discrimination can be addressed	Co-production Group August 2018
1.7.2 Communities that are inclusive and accessible		Inclusive and accessible communities	1. Report that the Co-production Group has been able to influence the Western Bay response to the issue of inclusive and accessible communities	Western Bay/Co-production Group Need timescale from WB
<b>1.8 Social and Economic Wellbeing and participation in work:</b> <i>I contribute towards my social life and can be with the people that I choose</i> <i>I do not live in poverty</i> <i>I am supported to work</i> <i>I get the help I need to grow up and be independent</i> <i>I get care and support through the Welsh language if I want it</i>				
1.8.1 Improve support into employment/work related activity		People working Gap in life expectancy between least and most deprived 19-24 year olds who are not in education, employment or training Material deprivation	1. Consider and report how Local Authority services can support physically disabled people and people with a sensory loss/impairment into employment	The Local Authority as a whole, Co-production Group March 2019
<b>1.9 Suitability of Living Accommodation:</b> <i>I live in a home that best supports me to achieve my well-being</i>				

1.9.1 More opportunities for people to live in their own home with the right support	There has been a growth in supported living options for this client group	Fewer people living in residential/nursing care	1. Develop an accommodation strategy for physically disabled people and people with sensory loss/impairment	Social Services - Rachel Evans (Planning)/Co-production Group September 2018
1.9.2 Develop the Supported Living model as an alternative to residential care	There has been a growth in supported living options for this client group	Increase in the range and number of supported living options		
<b>2. Managing Demand/Changing the Model of Support</b>				
Delivery of the Act and Social Services Model Prevention, Early Intervention, Progression 5% shift towards prevention/early intervention				
2.1 Information, Advice and Assistance Services to better reflect the outcomes that people want	Common Access Point currently and Emergency Duty Team in Social Care. Western Bay want to agree a common position about simplified or joined up health and social care access points	Outcomes as detailed in the co-produced work	This should be addressed through action point 1.2.2 above	As 1.2.2 above
2.2 Having the opportunity to be involved in the how services are re-shaped	Co-productive approaches within commissioning and service delivery Swansea Vale Development Group Some input into	Services are increasingly responsive to the needs of people who use them	1. Report that internal services has co-productive arrangements in place to support the planning, delivery and review of services  2. Build co-production	As 1.1.1 above



	recruitment		expectations into external contracts	
2.3 Increase the opportunity for citizens to be involved in reviewing existing processes to improve access and their experience of services (including being able to dip in and out of services)		<p>Less complicated processes</p> <p>More holistic approaches</p> <p>More timely responses</p> <p>Improved transition planning</p> <p>More direct access to services</p> <p>Clearer referral routes</p> <p>Clearer information</p> <p>Services that address issues of access from the outset</p> <p>People able to dip in and out of services without fearing a loss of entitlement</p> <p>Improved experience of the process</p> <p>Innovative ways of accessing services e.g. open access</p>	1. Report that citizens have been involved in reviewing existing processes and how they can be adapted to improve how these processes are experienced by citizens	Co-production Group/People currently accessing services, carers, staff November 2018
2.4 Better knowledge of younger people coming through and what sort of services they need	<p>Child Disability Strategy being established</p> <p>The 'People' approach to commissioning means education, child and family and adult services are working more</p>	Services will be available to support younger people with disabilities in a way which meets their needs	1. Engage with younger people and their carers to explore in more detail the types of services they need	Child Disability Team Family Carers, young people 'People' Commissioning Group March 2018

	closely together			
2.5 Need to capture unmet need to support a better understanding of gaps in current provision		People access services that meet their need	1. Report how unmet need is recorded and how it is used to inform service development/commissioning decisions	Social Services- Rachel Evans July 2018
2.6 Better knowledge of people with a physical disability to support more effective planning	Disability register Census information	A good understanding of the numbers of people with physical disability and sensory loss/impairment in Swansea	1. Work with Western Bay colleagues to address this information gap.	Strategic Commissioning Group March 2019
<b>3. Managing Costs/Sustainability</b>				
3.1 Review High Cost Care Packages in supported living and residential care	Some right sizing work has been undertaken	Packages are proportionate to the level of need	1. Systematically review all existing high cost packages of care	Social Services - Rachel Evans (Contracting) July 2018
3.2 Better understand the resources which are available for physically disabled people and people with sensory loss/ impairment	Some work has taken place to disaggregate budgets with a view to having greater clarity	Clarity on level of resources available and how they are currently spent	1. Determine the lead commissioner and put arrangements into place to understand, track and monitor spend	Social Services - Rachel Evans March 2018
3.3 Review internal day opportunities and respite provision	Internal services have a dynamic approach to service review and delivery	Internal services are as cost effective as they can be  Models of support align with the	1. Review internal services for physically disable people and people with sensory loss/impairment, compare with services/models elsewhere and report on	Strategic Commissioning Group, Co-production Group, Cathy Murray

		requirements within the SSWB Act 2014	recommended changes	
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