

## Response to Buckinghamshire Select Committee Inquiry

**Select Committee Inquiry Title: Accessibility and promotion of Services for Adults with Learning Disabilities**

**Committee Chairman: Angela Macpherson**

**Date report submitted for response: 8<sup>th</sup> April**

**Lead BCC Cabinet Member (where response required from BCC Cabinet) and Lead Officer: Mike Appleyard and Kelly Taylor**

**Suggested frequency of future updates (e.g. 6 & 12 months): 6 months**

Recommendation	Agreed Yes/No	BCC Cabinet / Partner Agency Response including proposed action	Responsible Cabinet Member (for BCC recs)	Responsible Officer	Action by date
<b>Transport</b>					
1. Buckinghamshire County Council should ensure that the experience of Adults with Learning Disabilities who use the college and day opportunity centre transport service is a core part of the contract monitoring process, and is reflected within the Key Performance Indicators for the Contract.	Yes	<ul style="list-style-type: none"> <li>• Contract terms will be reviewed</li> <li>• Customer satisfaction feedback, via compliments/complaints and through surveys to be incorporated into performance management arrangements for all client transport services</li> <li>• <b>Contract terms address standards of performance in providing stipulated services; providers are aware that customer satisfaction is material to our assessment of them.</b></li> <li>• <b>The plan is also to conduct periodic surveys, to complement existing arrangements, from the New Year.</b></li> </ul>	Zahir Mohammed  Mark Shaw to be lead Member (reflecting the transfer of client transport to TEE)	Andrew Bluck	August 16
2. Buckinghamshire County Council should coordinate learning disability awareness training for drivers within managed transport services, ensuring this training is annually refreshed and monitored.	Yes	<ul style="list-style-type: none"> <li>• Safeguarding assurance procedures and the associated training package were revised and relaunched for 2016 and incorporates SEND/LD element</li> <li>• Training package will be further reviewed.</li> <li>• <b>In hand and ongoing; the updated training element covering learning</b></li> </ul>	Mark Shaw	Andrew Bluck	Nov 16

		difficulties has recently been shared with CHASC colleagues for review.			
3. Buckinghamshire County Council should promote the importance of learning disability awareness training with local bus operators as part of the Council's role in improving disabled access on buses.	Yes	<ul style="list-style-type: none"> <li>LDA training is already including in the new driver induction process for the main bus companies operating in Buckinghamshire.</li> <li>Existing training will be reviewed</li> <li>We are working with bus companies to include additional and refresher training via the Driver Certificate of Professional Competence which requires all bus drivers to complete 35 hours of additional training per 5 year period of their career.</li> <li>Public Transport team are engaging with the LD Partnership Board to address individual issues.</li> <li>This is an ongoing engagement with local bus operators.</li> </ul>	Mark Shaw	Andrew Bluck	
4. Buckinghamshire County Council, in conjunction with Buckinghamshire district councils, should promote the 'Fair4Aall' taxi scheme so that Adults with Learning Disabilities are supported to have trust and confidence in using taxi and mini-cab services safely.	Yes	<ul style="list-style-type: none"> <li>Funding has been provided allowing BuDS to revamp the Fair4All website due to be completed by June 2016.</li> <li>The Public Transport Team will work with BuDS and AVDC to promote the current scheme more widely.</li> <li>Options to enhance the scheme will be considered jointly with AVDC.</li> <li>Support to this initiative is ongoing</li> </ul>	Mark Shaw	Andrew Bluck	
5. Buckinghamshire County Council should continue to invest in travel training – ensuring all appropriate Adults with Learning Disabilities can access this as part of the transition to independent living.	Yes	<ul style="list-style-type: none"> <li>Further work required with colleagues across both CHASC and CSCL to establish a strategic, effective and cost effective approach</li> <li>Establishing suitable ownership of this workstrand a priority.</li> <li>A work-strand to be established under</li> </ul>	Zahir Mohammed	Andrew Bluck Mark Kemp, Programme Director, Supported Transport Programme	Oct 16  Draft plan by Dec 16

		the Supported Transport Programme, enabling CSCL and CHASC to develop and implement a strategic, effective and VFM plan.			
<b>Accessibility of Information on Community Services</b>					
6. Buckinghamshire County Council should ensure its web pages are accessible for all users, with Adults with Learning Disabilities seen as a priority group.	Yes	<ul style="list-style-type: none"> <li>We are currently building a new set of webpages, designed to improve the overall experience and make content better for adults with learning disabilities</li> <li>As a result of the changes already made, we have reduced the number of issues with accessibility by 72%</li> <li>We expect the corporate website to have no significant accessibility issues by the end of the financial year</li> </ul>	Martin Phillips	Mathew Cain	February 2017 - review
7. Buckinghamshire County Council undertakes a digital service standards assessment of www.careadvicebuckinghamshire.org and the County Council web site in order to identify immediate, short and medium term priorities for ensuring it meets the needs of all users	Yes	<ul style="list-style-type: none"> <li>An assessment has been made and reported to CID board in October 2016. It made 5 recommendations for the continued improvement on the website to better meet the needs of users</li> <li>We have also engaged the provider of the 'browse aloud' function to help improve the usability and performance reporting of the service</li> </ul>	Mike Appleyard	Mathew Cain	Review: October 2016
8. Buckinghamshire County Council to evaluate and consider investing in a dedicated Buckinghamshire venue guide for users with disabilities, working collaboratively with District Councils	Yes	<ul style="list-style-type: none"> <li>Evaluation of DisabledGo proposal to produce dedicated venue guide has been completed. Fees range from £31,150 to £62,541 for 700 to 1500 venues and officer time of 1 week is required for establishment.</li> <li>We have reviewed our approach to promoting venues and events and developed a proposal for a single dataset which can be used across all BCC's web estate, and by the wider</li> </ul>	Martin Phillips	Mathew Cain	Review - Nov 2016

		<p>community, to promote venues and events relevant for people with disabilities</p> <ul style="list-style-type: none"> <li>• CID board will review the findings from the prototype and user research and make a decision on whether to proceed</li> </ul>			
9. Buckinghamshire County Council should explore how information on community activities could be presented in a more dynamic format for example via a community portal	Yes	<ul style="list-style-type: none"> <li>• We are taking this forward as part of the work to address point 8</li> </ul>	Martin Phillips	Mathew Cain	
10. Buckinghamshire County Council should develop an implementation plan that includes staff training and guidance to ensure effective compliance with the Accessible Information Standard (for Health and Social Care Services)	Yes	<ul style="list-style-type: none"> <li>• We are raising awareness of the accessible information standard amongst all those who write for the web. We have put prominent posters on the wall so that people are aware of key principles and circulated these to all teams</li> <li>• As part of the internal customer and digital communications campaign, we will be distilling key messages and capturing case studies to show how</li> <li>• The specific requirements of the standard relate to the way data on communication preferences is captured in our line of business applications, which is a matter for the Business Unit working with ICT.</li> </ul>	Mike Appleyard	Mathew Cain	Jan 17: review
<b>Ensuring Universal Community Services and facilities are in place to meet needs</b>					
11. Buckinghamshire County Council should review current community provision (not solely Council services) for adults with learning disabilities identifying needs, gaps in	Yes	<ul style="list-style-type: none"> <li>• Work is in progress to review Learning Disability care and accommodation provision in Bucks. Commissioning is an ongoing cycle analysing and reviewing needs at the population level</li> </ul>	Mike Appleyard	Susie Yapp / Graeme Finch	Nov 2016

<p>services and actions for how these will be met in the future.</p>		<p>and identifying suitable ways in which this can be meet. A Business case and action plan was presented and supported by PMO board outlining next steps and the rational for resource targeting. Development discussions are now to take place with key providers, the first scheduled for 14<sup>th</sup> Nov 2016, to clarify practical &amp; support partnership needed to deliver objectives. A Strategic Intent document is to be produced in New financial year to demonstrate to market the aims and objectives of the modernisation of specialist accommodation in the county.</p> <ul style="list-style-type: none"> <li>• Currently there are plans being developed and users and carers are being consulted as we look to re-provide respite accommodation to create sustainable and fit for purpose accommodation to meet current and future requirements.</li> <li>• Work is also in progress engaging commissioners from adult social care, children social care and learning and the CCG to review the pathway of our service users through the life course and more closely integrate our thinking and planning to improve the experience of service users and their families at key transition points in their lives. This will ensure that strategic commissioning has appropriate data in a timely manner to ensure that the range of services required to meet needs in the most cost effective way, are developed.</li> </ul>			<p>TBC</p>
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		<ul style="list-style-type: none"> <li>Review the LD Commissioning Strategy: - There are a number of existing strategies that impact upon services for people with a Learning Disability; e.g. Housing, Children, Carers. In line with National drivers for the Transforming Care Agenda for people with Learning Disabilities and/or Autism, Buckinghamshire have an integrated 3 year plan in place: - <a href="http://www.aylesburyvaleccg.nhs.uk/wp-content/uploads/2016/06/Transforming-Care-Planning-Buckinghamshire-v10-final-submission-26072016.pdf">http://www.aylesburyvaleccg.nhs.uk/wp-content/uploads/2016/06/Transforming-Care-Planning-Buckinghamshire-v10-final-submission-26072016.pdf</a></li> <li>By Summer 2017, Health and Social Care Commissioners intend to generate a high level document which pulls together 3 year commissioning intentions and priority areas from each of the aforementioned strands.</li> </ul>			2016/17
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**Encouraging mainstream services to be more accessible**

12.Buckinghamshire County Council should make its regular activities and services more accessible to adults with a learning disability e.g. its library services developing services that people with a learning disability could access	Yes	<ul style="list-style-type: none"> <li>Included in business plan</li> <li>Prepare business case</li> <li>Visit Kent Libraries, see activities in action and gather further evidence</li> <li>Aim to develop 6 month project of activities, utilising existing resources, which will demonstrate impact</li> <li>Planning meeting with Helen Krauze from Talkback identified the following actions</li> <li>Library staff to visit and meet adults at Talkback and deliver a bag book session – date TBC</li> <li>Kent libraries session plan for</li> </ul>	Martin Phillips	David Jones / Fay Ewing	May 16 June 16 June/July 16
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		<p>Discovery tour to be used as template for tours in Bucks libraries</p> <ul style="list-style-type: none"> <li>• Create a group library ticket for Talkback to borrow library items for use at Talkback / individual membership will also be encouraged</li> <li>• Job / volunteer role descriptions plus feedback from staff about current work experience and volunteering placements for adults with autism to develop future placements for adults with learning disabilities</li> <li>• Planning BCC Autism Awareness training for frontline library staff with Paulette Hunn – date TBC</li> </ul>			
<b>Safeguarding</b>					
13. Buckinghamshire Council to work with Local Safeguarding Boards to ensure safeguarding training and support by providers to service users with learning disabilities is provided with a particular focus on the following: avoiding exploitation, money management, relationship management and use of social media	Yes	<p>Work with the Safeguarding Adults Board to raise awareness and deliver training in relation to all aspects of exploitation of people with learning disabilities - Work still in progress, paper to be presented to BSAB in January 2017</p> <ul style="list-style-type: none"> <li>• Engage Talk Back and the Learning Disability Partnership in developing a prevention strategy - <b>BSAB &amp; Talk back to progress this action by March 2017 via SAFE sub committee</b></li> <li>• Work alongside health and social care commissioners to identify/create roles/services aimed at supporting people with learning disabilities to develop and maintain essential life/independent living skills and reduce the risk of harm and exploitation</li> <li>• <b>Engage Zita Calkin &amp; BSAB BM by</b></li> </ul>	Mike Appleyard	Julie Puddephatt	

		March 2017 with Hertfordshire NHS Trust to identify current services in place and future shape of LD ILS services in order to prevent risk of harm & exploitation			
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