

Winterbourne View Joint Improvement Programme Board DRAFT Action Points from the 25 July 2013 Meeting

Board Members Present	
Chair	Chris Bull (Chair)
ADCS	Terry Parkin
ADCS	Rachael Shimmin
CB NSG	Beverley Dawkins
CQC	Alan Rosenbach
DH	Bruce Calderwood
LGA	Daniel Goodwin
National Forum	Gavin Harding
National Valuing Families Forum	Viv Cooper
NHS England	Ivan Ellul
Salford	Dave Williams
SOLACE	Tony Hunter
University of Cambridge	Professor Tony Holland

Apologies	
ADASS	Andrea Pope-Smith
CCG	Dr Katie Armstrong
Department For Education	Helen Nix
LGA	Sally Burlington
NHS England	Marie Batey
NHS England	Dr Martin McShane
NHSI	Julian Hartley
NHS Improving Quality	Janet Williamson
University of Lancaster	Professor Eric Emerson

In Attendance	
Joint Improvement Programme	Zandrea Stewart
Joint Improvement Programme	Steve Taylor
Joint Improvement Programme	Ian Winter
LGA	Abigail Burrridge
LGA	Marie Coffey
LGA	Emma Jenkins
LGA	Tim Hind
NHS England	Chris Bean
NHS England	David Harling
NHS England	Dominic Slowie
NHS England	Sam Cramond
National Forum representative	Lyn Gregory

1. Actions from last meeting & matters arising

- An update on current communication activity was circulated (*attached*). This confirmed that a part time communications officer will shortly be in post and that work had started on increasing the profile of the programme webpages and its Twitter account.
 - It was noted that the team were working with Inclusion North on the recruitment process and the development of the engagement strategy and that [link](#) to the advert for the engagement adviser post had been sent to Board members to send to their Networks.
- 1.1. **Action:** Board members were asked to make links to the programme on their website. They were also asked to inform abigail.burridge@local.gov.uk when this occurred; any on-line resources the Programme webpages could make links to; and their communication leads. The request to circulate the link to the Engagement Adviser post was reiterated **(All)**.

2. Discussion items

2.1 Stocktake

- The presentation was tabled (*attached*). This provided a headline analysis of the stocktake, with further detail to follow at future Board meetings, with a timeline outlined in the presentation.
- This further narrative analysis will describe the self-assessment of progress from local authorities in greater depth. The analysis would be aligned to data from other sources, including NHS data and will be placed in the public domain.
- It was noted that this work and programme was occurring as Health and Wellbeing Boards developed and it was noted that the [letter from the Minister to HWBB Chairs](#) had been sent just before and circulated with the stocktake.
- Issues that Board members felt to be crucial to improvement were local availability of services and expertise; advocacy; and working across children's and adults. Ensuring the concerns of people that use services and their family carers was also crucial, as well as learning from previous programmes.
- It was noted however that a 'quick fix' is unlikely and that the commissioning and decommissioning for a group with such complex needs could be unlikely within the lifetime of the funded programme, which needed to be reflected in communications from the programme.
- Ensuring that there was a network of services within local areas that can meet people's needs was regarded as crucial. In this context, it was noted that there still would be still be circumstances in which properly planned and managed placements in small units for assessment and treatment would be appropriate for crisis points but that this would need to be part of a personalised approach to care.

- It was noted that although the stocktake is a self-assessment of progress and of good practice, it was agreed, however, that that it formed an important 'way in' to work with local areas on improvement and thus would act as a driver moving forward. It also had served to raise awareness of the programme.
- This next stage was seen as broader than just an analysis of the returns. This next stage would also include what the programme would need to focus on, based on the analysis as a result nationally, regionally and locally and across the system. This would make need to make links to Concordat commitments.
- Issues that local areas identified as blockages, such as issues around funding flows and Ordinary Residence would also be picked up via this further analysis and would also shape the improvement offer.
- This work would seek to accelerate progress, in addition. It was agreed that although momentum needed to be maintained with regards to the numbers in assessment and treatment centres, there also needed to be a continuing focus on the transformation of care, rather than just completion of care reviews with all programme activity reinforcing this message.
- It was agreed that the Board would be kept updated of this work in September.

2.1.1 Action: Board members to contact Tim Hind/Ian Winter if they had any queries during this time **(All)**

2.2 Core Service Specification

- Dr Slowie outlined the process undertaken to develop the core specification, including regional listening events and mapping of existing service specifications. It was noted that this had been a Concordat commitment but that it had proved impossible to finalise within the time given.
- It was agreed that the specifications can be used by local areas as a tool and that it needed to promote the key messages from the Programme around transforming and personalising care.
- This work had identified a number of key issues and it was agreed that these be collated into a short note to the Board.
- It was also agreed that there were a range of issues outside local commissioning activity that would need further debate, such as funding.
- It was agreed that the work on the children's specification needed to align to this work. It was outlined by Chris Bean who is leading on this that this was utilising some of the heading and key principles in core specification to ensure synergy, and sought to have a focus on outcomes. It will be tested in the Autumn with areas identified as having good practice.
- Rachel Shimmin indicated that the programme could be considered as part of the funding transfer from the NHS to local government, given the impact on social care.

2.2.1 Action: Dr Slowie to send a note on the key points as outlined in his presentation to be circulated to the Group **(DS/MC)**

2.3 Enhanced Quality Assurance update

- The attached presentation was provided to the Group. It was reiterated that the aim of the work was to support and develop local commissioners; it is not case managing individual cases or taking the responsibility from local commissioners as responsible for reviews. It will focus on a practice level in terms of providing quality assurance and whether the reviews were improving the outcomes for people.
- This work will be led by a small integrated team across health and social care and progress will be reported to the Board.
- It was noted that the work would make links to the issues raised via the stocktake and may have implications for the wider population, with learning to be shared locally and with providers.
- The aim was to use existing tools but it was anticipated that new learning disability specific tools may need to be developed to ensure culture change and skill development required.
- Key issues were felt to be how best to measure safety and it was noted that the NHS England consultation on tools for safeguarding with regards to people with learning disabilities may be useful to this. Sensitivities about how managed information and making links with providers and clinicians are also acknowledged.
- The Chair noted that this work stemmed from a commitment from the Board to ensure that ex patients of Winterbourne View had received high quality reviews which they and their families recognised as resulting in a care plan that genuinely was delivering change. This work had been expanded to cover a number of individuals in institutions that CQC had expressed concerns with and would involve checking back with local areas the process undertaking. It was also noted that work was starting immediately were there are significant concerns. It was also noted that some will be retrospective reviews in this context.
- It was also based on a recognition that there wider issues to be worked through with CQC and others. It was noted that this work needed to recognise the context of reduced resources in local government, issues around engagement and avoiding a significant destabilising impact on provision.
- It was agreed that this work should be strengthened by the voice of people and families. It was noted that work could be undertaken, with permission from the individuals and their families, to publicise where change is occurring in order to inspire further system change.

2.31 Action – the process outlined to be discussed with the Winterbourne View families and the National Forum **(CB)**

2.4 Improvement Offer

- Initial thinking on the improvement offer was outlined. It was noted that this be regionally based and links made with other related improvement and leadership programmes such as [Towards Excellence in Adult Social Care](#) and [Think Local Act Personal](#).

- The importance of continuing to ensure the programmes goes across the life course and making links with related issues such as those in the criminal justice system were stressed.
- It was agreed that the offer also needs to focus on:
 - What does good leadership look like and how make it happen
 - Building skills and capacity amongst commissioners

2.4.1 Action: Any further comments to Marie during August **(All)**

2.5 Feedback from the Concordat event

- A further joint Concordat event with the DH was planned for 5 November. The Minister was to attend again, with the final programme still to be developed.

2.5.1 Action: An update to be provided at a future Board **(IW)**

3. Standing Items

3.1. Programme Delivery and action log

3.2.1 Action: Any points on the programme plan or action log or further agenda items to Marie.Coffey@local.gov.uk **(All)**

3.2 Information sharing

- Tony Holland noted that a report on DOLs was publically available

3.2.1 Action: Tony to send details to Marie.Coffey@local.gov.uk **(TH/MC)**

3.3 AOB

3.3.1 Action: Board members to advise MC if they had any agenda items for the next or future Boards **(All)**