

EAST AYRSHIRE COUNCIL

GOVERNANCE AND SCRUTINY COMMITTEE – 27 JUNE 2008

MULTI AGENCY INSPECTION OF LEARNING DISABILITY SERVICES

Report by Executive Director of Educational and Social Services

1. PURPOSE OF REPORT

To update committee with respect to the Delivery Action Plan and its implementation following the Multi Agency Inspection of Learning Disability Services.

2. BACKGROUND

In 2005, East Ayrshire Council agreed to be part of a pilot Multi Agency Inspection of Learning Disability Services across Ayrshire and Arran. This was previously reported to Social Work Committee on 26 January and 23rd March 2006 and 22nd March 2007.

The Inspection Team spent two weeks in East Ayrshire during 2006 and reviewed significant levels of detailed information and evidence with respect to how services and supports are delivered to people with learning disabilities including meeting with people who use services, family carers and other stakeholders.

A report of the Inspection was published on 12th March 2007 which reflected an overall positive view of learning disability provision. The ten themes evaluated, scored three very goods and seven goods.

Following from the report, a Delivery Action Plan required to be submitted by East Ayrshire Council to the Social Work Inspection Agency detailing how the ten recommendations contained in the report would be met.

At Social Work Committee on 22nd March 2007, it was agreed a report would be presented at a future committee concerning the action plan arising from the reports recommendations.

3. DELIVERY ACTION PLAN

- 3.1 The Delivery Action Plan was submitted to the Social Work Inspection Agency on 31st July 2007.
- 3.2 The Plan details the recommendations contained in the Inspection Report, what actions are proposed to meet each recommendation, timescales, targets, resource requirements and lead officers.
- 3.3 In total there were 15 recommendations for East Ayrshire Council directly, 6 for NHS Ayrshire and Arran, 8 Points for Consideration by appropriate agencies within the lifelong learning section of the report.

3.4 To date 8 of the East Ayrshire Council recommendations have been completed with progress continuing on the remaining 7. Progress continues with regards to the Points for Consideration contained within the Lifelong Learning Section.

3.5 The Social Work Inspection Agency have notified the Chief Executive of their intention to return to East Ayrshire at the end of July 2008 in order to be updated with regard to implementation of the Delivery Action Plan.

4. POLICY AND LEGAL IMPLICATIONS

4.1 The provision of effective services to people with learning disabilities is central to both local and national policy agendas on inclusion. Specifically it addresses requirements contained in "The Same as You?" Review of Services for people with learning disabilities.

5. FINANCIAL IMPLICATIONS

5.1 There are no direct financial implications arising from this report.

6. COMMUNITY PLANNING IMPLICATIONS

6.1 The contents of the report relate to the Improving Opportunities, Improving Health and Eliminating Poverty Themes of the Community Plan.

7. RISK IMPLICATIONS

7.1 Failure to provide effective community social care services for adults with learning disabilities could result in breakdown in care arrangements with significant consequences for individuals, families and statutory services.

8. RECOMMENDATIONS

8.1 Governance and Scrutiny Committee is asked to:

- (i) note the content of the Delivery Action Plan attached as Appendix 1; and
- (ii) otherwise note the content of the report.

Graham Short
Executive Director of Educational and Social Services
14 May 2008
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LIST OF BACKGROUND PAPERS

1. Social Work Inspection Agency report of the Multi Agency Inspection of Learning Disability Services for People with Learning Disabilities in Ayrshire – March 2007.
2. “Same as You?” Scottish Executive Review of Services for People with Learning Disabilities 2000.
3. Multi Agency Inspection of Services for People with Learning Disabilities in Ayrshire – Delivery Plan.

IMPLEMENTATION OFFICER: KAY GILMOUR, ACTING EXECUTIVE HEAD OF SOCIAL WORK

Anyone wishing further information please contact Kay Gilmour, Acting, Executive Head of Social Work on 01563 – 576920

**EAST AYRSHIRE COUNCIL
DEPARTMENT OF EDUCATIONAL AND SOCIAL SERVICES
MULTI AGENCY INSPECTION OF SERVICES FOR PEOPLE WITH LEARNING DISABILITIES IN AYRSHIRE
DELIVERY PLAN**

Relevant Inspection Recommendations	Lead Officer	Action Proposed	Timescales and key Milestones	Relevant Targets	Resources Required	Progress to Date	
Recommendations for all Partnerships							
1.	The partnerships should ensure that all action plans aimed at promoting inclusion and enabling and sustaining independence are SMART (specific, measurable, achievable, relevant and time bound). There should be specific timescales for implementation and named lead officials responsible for action.	Service Manager	Each partnership will produce a Partnership in Practice Agreement by September 2007 which will include plans for promoting inclusion and enabling and sustaining independence. The Delivery Plan will be incorporated in the PIP. People with learning disabilities and family carers are fully involved in the development of the PIP and as such will be consulted and instrumental in the development of the partnership's plans for improvement. All actions will be specific, measurable, achievable, relevant and time bound.	1 st Draft prepared by August 2007 Finalised September 2007	PIPs to be submitted to Scottish Executive by the end of September 2007	Staff input to consult and write PIP.	Final draft agreed. Tendering process for printing – completed. 1000 copies ordered for wide distribution.
2.	All partnerships should improve the way they publicise their services so that people with learning disabilities and carers better understand what is on offer. This particularly applies to direct payments and carers assessments. This should also take into account the needs of people from black and ethnic minorities. Particular attention should be paid to how services are advertised and information should continue to be made available in easy-read formats.	Service Manager	All agencies will ensure information about services will be accessible to all, where possible developed by service users and carers themselves. The first example will be the Partnership in Practice Agreements. In East Ayrshire work has started to transfer information relating to Advanced Statements and Named Persons into more understandable formats.	PIP will be completed September 2007 Advanced Statement and Named Persons reformatted November 2007 Information re Direct Payments and Carers' Assessments to be redeveloped with Service Users and Carers by Dec 07 – not progressed.	September 07, PIP submitted. East Ayrshire Partnership Mental Health Strategy Publication Dec 07	Staff input to consult and write up PIP. Staff time to collate revised leaflets and finances for printing and publishing	Final draft agreed. Examples of leaflets and other promotional material which are accessible have been collated for reference. LAC leaflet updated and distributed.

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3.	<p>The Ayrshire Protection of Vulnerable Adults procedure should be amended. It should say that the local authorities and the NHS should contact the police if they get any information that suggests that a crime has been committed against an adult with learning disabilities (abuse, neglect or exploitation). The amended procedure should reflect that the local authorities, the NHS and other agencies have a duty of care towards vulnerable adults with learning disabilities.</p>	Service Manager	<p>While the current Vulnerable Adults Procedures do state in the flow chart that the police are contacted should there be any information of a crime being committed against a vulnerable person this will be reinforced in the narrative of the procedures. The existing procedures will be reviewed on a partnership basis, including the police and reissued incorporating requirements in the Adult Support and Protection (Scotland) Act 2007 and the Protection of Vulnerable Groups (Scotland) Act 2007</p>	<p>Strategic Officers Group agree the format of the group reviewing the procedures July 07</p> <p>Initial draft to be presented to the Strategic Officers Group November 07</p> <p>Final version published December 2007</p>	December 2007	Staff time to review and redraft procedures	<p>Strategic Officers Group agreed membership, remit and lead of review group.</p> <p>Reviewed but requiring revision to incorporate compatibility with ASP legislation.</p> <p>Steering Group planned on a Pan Ayrshire basis to address this action.</p>
4.	<p>The three Ayrshire Councils and their partners should review the operation of the Appropriate Adult Scheme. Training and refresher training should be put in place for appropriate adults. Consideration should be given to forming an appropriate adult's network.</p>	Service Manager	<p>A review of existing arrangements for Appropriate Adults was undertaken by health, the police and the three councils. It was agreed that service improvement could be achieved by transferring the service to West of Scotland Standby Service. The continuing success of these new arrangements will be kept under review.</p>	<p>Negotiation completed with WOS Standby Service.</p> <p>Volunteers being recruited by WOS for Ayrshire and Arran.</p>	Transfer to WOS completed and all relevant bodies advised of the new arrangements October 07	Staff time to notify all stakeholders of revised arrangements.	<p>The Appropriate Adult Scheme will now be managed within the West of Scotland Standby Service who provide training, support and networking – agreed April 08.</p>

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5.	Each partnership should quickly put measures in place to improve practice in protection of vulnerable adults with learning disabilities cases. Team leaders and their equivalent need to ensure that practice in protection of vulnerable adults with learning disabilities cases is of a high standard. For example they need to make sure that all cases have an up to date risk assessment.	Service Manager	New file recording and supervision procedure will re-emphasise the priority for scrutiny and overview of protection cases. Work will continue to transfer all cases to the new case file format by April 2008. All team managers in East Ayrshire with responsibility for mental disorder case loads are practising Mental Health Officers to ensure practice is of a high standard.	Risk Assessment procedures will be shared across Ayrshire by May 2007 Series of briefing sessions to all staff about new file content and requirements completed April 07	All cases transferred to new case files by April 2008 All new staff accessing protection briefings and training relevant to their post as part of their induction. Further joint training for Vulnerable Adult Investigative Interviewing to be completed by Nov 07	Staff time Staff time for attending and delivering training	All protection cases and those subject to guardianship transferred to the new case file format – completed April 2008. Training for trainers sessions scheduled for Sept 07 – completed Sept 07. Additional work required to agree areas of responsibility re procedures. This did not happen as Health challenged their role in protection.
6.	Each partnership should review its IT systems in terms of their ability to flag concerns in regard to abuse or neglect of vulnerable adults.	Resource Manager	In East Ayrshire, the current IT system does flag up concerns with respect to abuse or neglect of vulnerable adults, automatically triggered by any alert to the Vulnerable Adult Procedures.	Completed in respect of East Ayrshire Partnership		Staff time to ensure the system is maintained and updated timeously	Action Achieved
7.	All partnerships should introduce or improve advocacy services for children and young people with learning disabilities.	Commissioning and Review Manager	Independent advocacy services for children and young people will be reviewed, formalised and monitored within service level agreements.	March 2008	A service level agreement with Independent Advocacy services will be completed	Staff time	Youth Advocacy Services established.

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8.	People with learning disabilities and family carers should be involved in the delivery of all staff training about learning disability matters.	Service Manager with support of Team Manager Training	<p>Further discussions will be held with carers' forums to develop carers' awareness sessions for staff.</p> <p>We will support the development of 'Merge' as a means for raising awareness of the needs and aspirations of people with learning disabilities.</p>	November 2007	Carers to provide awareness raising sessions to all staff about their experiences.	<p>Staff time to develop and attend training sessions.</p> <p>Funding to pay carers to deliver training.</p>	<p>A social firm "Merge" is being developed by people with learning disabilities. They have bookings to provide sessions to a range of key organisations including schools, GP practices and job centres raising awareness of the needs and aspirations of people with learning disabilities.</p> <p>Involvement of people with learning disabilities and carers in tendering process.</p>
9.	NHS Ayrshire and Arran and the three Ayrshire Councils should review the strategy for learning disability services to be hosted by the North Ayrshire CHP. The concerns about over centralisation, expressed by social work senior managers in all three councils, should be addressed.	NHS A & A	NHS Ayrshire and Arran's current review of mental health services includes learning disability services. The issue relating to centralisation will be included within the review. A review of CHPs is also being undertaken.	<p>Draft proposal to NHS Board Jan 2008</p> <p>Public consultation Feb-May 2008</p> <p>Final Report to NHS Board July 2008.</p>	Implementation 2009	<p>Executive Head of Social Work attendance at Mental Health Project Board</p> <p>Staff time to attend workshops.</p> <p>Further resource input may be required dependent on review conclusions.</p>	<p>As an interim measure the organisation has centralised the management of Learning Disability services. The review is due to report to the NHS Board in July 2008.</p> <p>Consultation with service users in EAC due to start August 2008.</p> <p>Outcome of Review still pending.</p>

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10	The three Ayrshire Councils should further develop opportunities offered by the efficient government agenda in joint commissioning of services where appropriate.	Commissioning and Review Manager	<p>East Ayrshire Council has a proven track record in delivering major joint commissioning projects with NHS Ayrshire and Arran and other Community Planning partners e.g. Dalmellington Area Centre, North West Kilmarnock Area Centre. Opportunities to extend this model of service delivery continue to be explored.</p> <p>In relation to contract renewals, officers will continue to fully consider the potential for joint commissioning across Ayrshire & Arran, where appropriate.</p> <p>When preparing for new contracts, social work officers will meet with colleagues in other authorities to discuss experiences and learn about examples of good practice.</p> <p>Development of jointly commissioned resource to meet very complex needs</p>	<p>A number of further co-location projects are at advanced stages of development:</p> <p>Stewarton – Council & Police (onsite)</p> <p>Crosshouse –Police & Health (design stage)</p> <p>New Cumnock – Council & Health (in development)</p> <p>Cumnock – multi-agency (in development)</p> <p>Auchinleck – Health & Council (in development)</p> <p>ADSW Learning Disability sub group being consulted about cost and shape of service delivery July 2007</p> <p>Resource established 2009.</p> <p>Interim model established 2007.</p>	<p>Involvement of service users/carers and advocacy.</p> <p>Supported Living Services Contract Renewal July 2008</p> <p>Multi agency community resource established as alternative to long stay hospital admissions.</p>	<p>Significant funding commitments</p> <p>Staff time</p> <p>Financial</p> <p>Staff time</p>	<p>Opportunities to consider respite provision and models for people with more complex needs are currently subject to discussion.</p> <p>Initial identification of need and shape of service provision required completed.</p> <p>Multi agency group convened to review joint commissioning arrangements</p> <p>Joint protocol budget – to supplement ongoing packages of care at point of crisis to prevent admission to hospital.</p>

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Recommendations for the East Ayrshire Partnership							
19.	The East Ayrshire partnership should help more people with learning disabilities to get employment opportunities, particularly open employment opportunities.	Service Manager	<p>The development of supported employment will continue to ensure people with learning disabilities are supported into full open employment. Establish Supported Employment Co-ordinator post and strengthen links within Community Planning structures</p> <p>Awareness raising sessions within the Community Planning Partnership and employers will continue.</p>	<p>Immediate</p> <p>Supported Employment Coordinator Post established Nov 06</p> <p>Supported Employment Coordinator to have links with Improving Opportunities Theme Group from the East Ayrshire Community Plan</p>	21 people with learning disabilities in open employment by July 08	<p>Funding for job coaches.</p> <p>ERF funding approved for 2 job coaches for 21 month period.</p>	<p>The Supported Employment Coordinator post has now been fully established within the Council structure. Links have now been established within the Community Planning structure to maintain the profile and establish improved links for supported employment. The Council has agreed posts be reviewed as possible supported employment posts as they become vacant.</p> <p>Referrals have been taken from Social Work and Health Services. 1 Job Coach – funding from East Ayrshire Community Health Partnership and Community Regeneration Fund. Over 70 referrals in 18 months. 26 individuals supported. 7 individuals in paid employment (open).</p> <p>European funding bid successful to enhance job coaching capacity.</p>

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20.	The East Ayrshire partnership should increase the number of people with learning disabilities who get direct payments.	Service Manager	The East Ayrshire Partnership is fully committed to the development of self directed care. Direct Payments will continue to be discussed with individuals with learning disabilities at the point of care planning or review of service provision. Awareness raising and training relating to Direct Payments will continue. In Control, as a model of service delivery, will be piloted with a sample group of people with a wide range of needs.	In Control Pilot commenced January 08 – not started. All LD fieldwork staff will have received training re Direct Payments by Dec 07 – done.	All people with LD are supported to consider Direct Payments as a form of service delivery.	Staff time for awareness raising	15 people with learning disabilities are accessing Direct Payments, an increase of 8 since June 07 – at end April 08 18 people with learning disabilities accessed Direct Payments an increase of 3 from the previous year.
21.	The East Ayrshire partnership should roll out their local area coordination service across East Ayrshire.	Service Manager	Local Area Coordination to be available across the council area through 3 Local Area Co-ordinators.	August 07	Three LACs employed to meet the needs of the three proposed Local Community Planning Forum areas.	Funding for posts. Staff time for induction and training.	East Ayrshire Social Work Committee of March 2007 approved enhanced staffing to enable the roll out of the Local Area Co-Ordination Service across East Ayrshire. Local Area Coordinators are being recruited to cover the whole of East Ayrshire. Service roll out 29/02/08. 3 LAC now in employment covering whole of East Ayrshire.
22.	The East Ayrshire partnership should ensure that the service it commissions from the independent East Ayrshire Advocacy Service Ltd operates in line with Scottish Executive policy.	Commissioning and Review Manager	East Ayrshire Partnership will continue to ensure all services it commissions operate in line with Scottish Executive policy through continuing review and contract monitoring.	Keep under continuous review.	All providers operate within the context of Scottish Executive Policy.	Staff time for monitoring services.	East Ayrshire Social Work Committee of April 2007 agreed measures to enhance the Contracting and Commissioning section of Social Work to support robust monitoring and continuous improvement in contracted services.

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23. The East Ayrshire partnership should ensure there are more toileting and adult changing facilities available in ordinary community settings, which can be accessed by people who need to be transferred from wheelchairs or have restricted mobility.	Disability Awareness Advisor	The Access Panels, where appropriate will include a request for an accessible changing facility within their standard comments which are sent back to the applicant / architect / agent principally in line with the recommendations contained within the Changing Places web site. Developers of a new facility planned in the council area, have agreed to look at including changing and toileting facilities within the building design.	Every opportunity will be taken to promote this action through the consultation procedures in place for the determination of planning applications.	Increased toileting and adult changing facilities available in the community.	Developer costs associated with design and construction.	Developers of a new facility planned in the council area, have agreed to look at including adult changing and toileting facilities within the building design. Ongoing contact with Planning regarding maximising access to public buildings.

Points 24 – 29 are specific to North Ayrshire

Recommendations for NHS Ayrshire and Arran

30.	NHS Ayrshire & Arran should complete its health needs assessment which should be used to inform and shape its health improvement strategy for children with learning difficulties and adults with a learning disability.	Team Co-ordinators, Research Officer and PNA	Currently within CLDT's nursing staff will carry out a full health care assessment as required with all new referrals. The health assessment package will be coded onto the FACE system which will allow for detailed reporting of health need. To date the health assessment package is used across all three localities by nursing and will be eventually embedded in practice. The "health needs profile" of each locality will inform the strategic objectives of the "Health Improvement Strategy" which will be interpreted into each locality "Partnership in Practice" agreement.	Report March 2008	Focus groups with CLD nurses Sept/Oct 2007 Resource Centres to follow Nov/Dec 2007	Staff Time	3 monthly reporting monitoring new referrals and completed assessments Research Public Health worker to be appointed and take forward research proposal and ethical approval. Funding agreed to progress audit of Learning Disability needs across East Ayrshire.
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31.	NHS Ayrshire & Arran should undertake a review of the local impact of out of area placements and identify resource implications to ensure health services can respond appropriately to the needs of people moving into the area.	Team Co-ordinators	There is a recognition of the need to review, profile and understand the "impact of migration of people with a learning disability on services within NHS Ayrshire & Arran. Any impact assessment will take into consideration the impact on General Health Services and Specialist Learning Disability Services. This will require each locality area to identify and monitor referrals to CLDT's.	May 2008	Meeting scheduled for September '07	Staff Time	Interim director has written to Care Commission and Scottish Executive in relation to out of area patients. Needs profile in process for Daldorch Adult Unit.
32.	The health screening programme initiated in North Ayrshire should be evaluated and implemented across Ayrshire & Arran for all adults with learning disabilities.	Team Co-ordinators, Research Officer and PNA	The enhanced service for people with a learning disability in General Practice will be rolled out across NHS Ayrshire and Arran as a whole. This will include the development of registers within individual practices and the use of the Annual Review Health Checklist by practice nurses. Within each locality area there will be an identified liaison nurse within Community Health Partnerships.	November 2007		Staff Time Dedicated nurse resource	Identified nurse resource within locality to take forward project – In place Nov 06. Primary care register now completed.
33.	Care coordination and key working for children and young people needs to be developed and multi-disciplinary care planning and care pathways formalised.	PNA, Research Officer and Transition Nurses	CLDT's within each locality have identified named transition nurses to link with Children's Services. There is currently a review of the "Health Assessment Package" and its use in Children's Services, particularly children with complex needs. The package will be used and evaluated with young people with Autistic Spectrum Disorders in Daldorch School, East Ayrshire and children's respite services in South Ayrshire. The additional needs profiling will inform strategic objectives within Health Improvement Strategy Implementation Plan.	June 2008	Respite review to take place August '07. Review of health assessment for ASD children Aug/Sept '07	Dedicated staff time and resource	Transition nurse appointed in each locality. Completed. In East Ayrshire this service is provided 2 days per week meantime pending evaluation and needs assessment.

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34. The assessment and treatment service model within specialist learning disability health services should be further developed and implemented.	Team & Resource Centre Co-ordinators, PNA	The assessment and treatment services model within Learning Disability Health Services will be reviewed and refined to ensure processes across community and residential services complement each other with a focus on admission avoidance and locality care co-ordination. Use of residential options where possible should be planned and agreed by partners. Emergency response will ensure appropriate access to relevant service including "out of hours Supports" and access to Arrol Park Resource Centre. Critical to the success of Assessment/Treatment will be the need to ensure partnership agreements in developing responsive commissioning and supports to individuals with very complex needs.	June 2008		Research Monies £10K	A&T strategic group meeting on going Research proposal submitted to QNIS re complex needs management in community. Funding agreed – audit underway of admission to assessment and treatment facilities. This will include : Reasons for admissions. Prevention strategies considered. Any obstacles to discharge.
35. Recommendation for NHS Ayrshire and Arran learning disability health records		Currently within NHS Ayrshire & Arran there is an agreement to roll out the FACE system across community and residential services. This will ensure a multidisciplinary focus and a universal agreement on the recording of client information.	June 2008	Review taking place of cross service access to LD patient records Aug/Sep '07	IT resources staff time and training, admin support	FACE rolled out to all community teams. Residential services to follow. Fully implemented across 3 CLDT's from December 07.
East Ayrshire Partnership Lifelong Learning						
The authority had put in place mechanisms to consult with parents in the form of an annual forum and focus groups. Parents, however, found it difficult to attend these meetings because of accessibility and cost.	Muriel Reid Tom Williams Marilyn Miller	To address issues of accessibility and cost the annual forum and focus groups will be hosted in four locations throughout East Ayrshire. Crèche facilities will be provided and a Minibus laid on for those living in outlying areas, if required.	First Forum planned for October 2007	All parents wishing to, are able to attend annual forum and focus groups.	Crèche facilities and finance for minibus, if required.	Actions fully overtaken.

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Some parents were critical of what they thought was a lack of support from social services, especially when their children were younger. They felt if that they presented as being able to cope there was a perception that they did not need support.	Service Manager	Undertake a review of social services to parents with children affected by disability.	Review completed and conclusions agreed Sep 07	Implemented by Dec 07	Finance to meet increasing and more complex service requirements.	Services have been reviewed which will enhance the provision of social work support from an early age.
(1)School staff were concerned that some young people with complex learning disabilities were being offered only part time college attendance on leaving school. (2)There was also concern that sexual health matters did not form part of the college curriculum.	Kay Gilmour Dave Farrow	Discussion with college senior managers to agree nature of provision, levels of attendance and scope of the curriculum to be accessed. Perceptions will be addressed through briefings for school staff on college provision for sexual health education	Initial discussions planned for September 2007	(1)The school/college management group will have identify specific cases to maximise appropriate college provision for this group. (2)Provision to be discussed with college Curriculum Director	(1)Enhanced support for learning and guidance staffing in college. (2)Staff, materials and training	(1)Improved liaison and training between school and college staff. (2)Identification of concern
School staff were concerned that NHS therapy services, readily available in schools, were not accessible once the transition to adult services had taken place.		Therapeutic services are available within NHS Adult services for people with learning disabilities.				
Parents valued the support of the transition team but would like its involvement to be introduced at an earlier stage.	Service Manager	Review of service provision undertaken with respect to children affected by disability.	Review completed and conclusions agreed Sep 07	Implemented by Dec 07	Finance to meet increasing and more complex service requirements.	The review outcome to combine the Transition Team with the Children with Disabilities Team is now implemented.

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Parents of children of Park School would like the re-introduction of school based parent group meetings. Meeting on a regular basis, parents felt, would allow them to be kept informed of current developments and provide opportunities to access mutual support.	Anne Wilson	Head teacher to be asked to re-introduce such meetings	Session 2007/08			
School staff and parents felt that there was a need for increased support from social services staff as children progressed through the school rather than just at the time of transition to adult services.	Service Manager	Review of service provision undertaken with respect to children affected by disability.	Review completed and implemented Sep 07	Improved feedback from school staff and parents June 08	Finance to meet increasing and more complex service requirements.	The review outcome to combine the Transition Team with the Children with Disabilities Team is now implemented
Parents expressed mixed views about the provision of residential respite services. For some the experience was positive, for others less so. Some parents cited accessibility, eligibility criteria and limited availability as being a particular issue.	Service Manager/ Commissioning and Review Manager	Work alongside the residential respite resource to review accessibility and eligibility criteria along with availability.	New procedures implemented July 08	Access to residential respite based on need July 08	Staff time to implement new procedures	Respite Panel reviewed and new procedures implemented July 07