

Dudley Borough Strategy for People with Physical and Sensory Disabilities (2011-2015)

“Independent Living means that disabled people have access to the same life opportunities and the same choices in everyday life that their non disabled brothers, sisters, neighbours and friends take for granted.”

*Baroness Campbell of Surbiton,
Chair of the Independent Living Review Expert Panel*



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Commissioning Priorities

During the period of this Strategy we will need to progress the Personalisation agenda by "Making It Real". There will be a move from the traditional role of the local authority being commissioner of services to the people who use the services commissioning and having their own choice and control.

There will also be the need to shape and develop the marketplace to match people's needs and aspirations and for access to a wide range of services.

We will need to positively communicate what Personalisation means and people's eligibility.

Some of the key Commissioning Priorities will include:-

- Support the increase of Personal Budgets by means of Direct Payments.
- Develop the money management Direct Payments support services market.
- Support the development of the ULO with regards to Direct Payments Peer Support, advice, information, sign posting and links to Dudley Community Information Directory.
- Increase the number of supported living options and reduce further the need for long term residential placements.
- Promote assistive technology.
- Explore new opportunities to work with the community and voluntary sector to extend our range of preventative services.
- Make sure each young person has a positive transition.
- Ensure that staff and providers undertake training on local guidance on West Midlands Safeguarding Procedure to ensure Safeguarding is integral to implementing all aspects of Personalisation.
- Be flexible in our approach to commissioning and micro commissioning in order to attract smaller organisations into the market.
- Work with transport and travel services to promote accessibility and access.
- Integrate health and social care services wherever possible, rationalising services to make better use of resources.
- Increase opportunities for greater social inclusion for people with long term conditions in education, employment and leisure.
- Increase the provision of day opportunities within the community.

Introduction

Dudley Borough has a total population of 304,474, of which 52,502 are aged 65+ years, and 184,563 are aged 18-64 years. A total population of 58,265 people have a Limiting Long Term Illness, and 25,672 or 11.58% of these people are of working age. (Census 2001).

Services in Dudley for people with physical disabilities have historically been developed by both the statutory and voluntary sector. The former have developed on more traditional lines with, or alongside services for other client groups. The latter have often been linked to specific medical conditions. The governments modernising agenda underpins the social model of disability and it's vision for adult social care is to maintain the drive towards the personalisation of public services in health, social care and beyond.

Transforming Social Care

Transforming Social Care is about promoting independence, better quality of life, personal budgets that offer better outcomes for people and more choice and control.

Dudley Council is changing the way adult social care is provided. It is well documented that we are all living longer and we need a long term vision on how Dudley MBC, Dudley NHS and Partners will continue to invest in prevention and early intervention measures which will help people to live independently for longer and so reduce the need for social care services.

Once in need of social care we must ensure that people have greater choice and control over their care.

The whole ethos being that the client pathway or journey is one of prevention, access, including advice and sign posting, promoting independent living, ongoing support and care. In layman terms this means that in order for transforming social care to work successfully this means:

- **Prevention:**
That greater emphasis is, and will be, needed to develop preventative and or self help services/support and access to universal services which will enable people to live independently for longer.
- **Access:**
If an individual requires social care support he or she can consistently access good advice, support, and where necessary formally enter the social care system.
- **Reablement:**
Once in the system the individual may have up to a six week period of intermediate care or reablement (where it is deemed that individual can benefit) following which it is hoped that the majority of individuals with possibly some low level support (for example Telecare or extra care housing) can continue to live independently for longer.
- **Further and ongoing support and care:**
Of course for some individuals following assessment it becomes apparent that the individual requires long-term support, and the client is assessed through a single resource allocation system (RAS) on the basis of need and financial eligibility and is given a personal budget.

Strategic Framework

The Dudley Strategic Framework for reducing health inequalities has been prepared in response to Government directives, The Local Authority, Health and Voluntary Sector jointly endorse the plan. Nationally over the last 70 years health has improved, but health inequalities have widened the gap in health status between the rich and the poor. To close this 'health gap' tackling inequalities in health requires focus on improving the health of those people who fair worst.

The Directorate of Adults, Community and Housing (DACHS) and local partner NHS bodies provide quality services to people with long term conditions. The partnership model requires health and social care to work together in a highly integrated way; within the Borough this is exemplified in the Integrated Community Equipment Service, Integrated Living Team (ILT), Acquired Brain Injury (ABI) and Occupational Therapy (OT) services across NHS/DACHS and the Expert Patient Programme. The new joint commissioning arrangements are intended to strengthen this process.

The financial and productivity challenge will require integrated working between Councils, Public health bodies and emerging GP consortia to identify and meet local health and social care needs efficiently.

The Physical and Sensory Disabilities Board comprises of the Directorate of Adults, Community and Housing Services, together with Health and Dudley Council for Voluntary Services (DCVS). Service users and their carers form an integral part of the Board. The Board provides a strategic focus for the co-ordination and planning of services for people with physical and/or sensory disabilities. It oversees the implementation of agreed strategic/plans.

Partnerships are being developed as part of the overall strategy of the Council, to ensure best use resources.

The social model of care provided jointly through partnership working between the statutory and the voluntary sectors, strives to address the inclusive living agenda in Dudley, through developing clearer care pathways, access to information and appropriate support to offer choice and control, thus promoting independence.

This strategy will be contributing to the vision of Dudley Community Strategy by:

- Listening to what disabled people say.
- Responding to what disabled people tell us.
- Achieving desired outcomes.
- Supporting a mixed economy of service provision.
- Safeguarding vulnerable adults

The overall vision is the promotion of stronger communities throughout the Borough. Disabled people not only have a lot to gain from living in strong communities but have a great deal to contribute. Personalisation and Community are the key building blocks for a reform agenda shaped around an individuals own expertise and resources.

Disability is not the sole responsibility of the Directorate of Adults, Community and Housing, other directorates can improve the lives of disabled people, this is reflected later in the strategy. The Disability Equality Duty should also assist in improving quality of life by ensuring that the local authority proactively looks at ways to consider the principles of disability equality from the outset.

Policy Framework for Independent Living

For the purposes of this strategy we will be focussing on the following main policy drivers to improve services for disabled people within Dudley Borough. These are -

- Putting People First - Transforming the Social Care agenda, DH 2007.
- Think Local, Act Personal - Next Steps for Transforming Adult Social Care.
- A Vision for Adult Social Care Dept of Health 2010
- Improving the Life Chances of Disabled People (2006) Office for Disability Issues
- Our Health, Our Care, Our Say
- Independence, Well Being and Choice
- National Service Framework on Long Term Conditions
- NHS programme for Chronic Disease Management
- Closing the Gap - Tackling Health Inequalities in Dudley (2005)
- The Disability Discrimination Act

This document has been guided by these policies but the continued development of the strategy will be supported through understanding the needs and aspirations of disabled people in Dudley. The gathering of disabled people's views has been significantly achieved through local consultations to date, and by working co-productively with communities and User Led Organisations (ULO's).

At the very essence of the Strategy for Physical Disabilities/Sensory Impairment is the desire for disabled people to be engaged as valued citizens in all areas of public life within the community and contributing to service design, delivery and evaluation.

Strategic Direction

“Putting People First” and “Think Local, Act Personal” - Transforming the Social Care Agenda (Department of Health) and the inspection of Councils under the Health and Social Care Act (Department of Health) 2008 are the primary policy drivers influencing the development of strategies that focus on outcomes. These also serve to focus on personalised services that offer choice and control to people who use services and their carers. The Equalities Bill (April 2010) will have an impact on delivering these strategies in supporting services which do not discriminate with regard to age, disability, race, gender or sexuality etc.

The Prime Ministers Strategy Unit report ‘Improving Life Chances of Disabled People’ serves to direct us to:

- Have a better understanding of the needs of disabled people
- and
- Offer an increasingly flexible and wider range of good value services developed with the people who use them.

We hope this strategy will contribute to achieving this.

These are the dimensions identified in the White Paper ‘Our Health, Our care, Our say: A new direction for community services’:-

- Improved health - enjoying good physical and mental health (including protection from abuse and exploitation). Access to appropriate treatment and support in managing long term conditions independently. Opportunities for physical activity.
- Improved quality of life - access to leisure, social activities and life-long learning and to universal, public and commercial services. Security at home, access to transport and confidence in safety outside of the home.
- Making a positive contribution- active participation in the community through employment or voluntary activities. Maintaining involvement in local activities and being involved in policy developments and decision making.
- Exercise of choice and control - through maximum independence and access to information. Being able to choose and control services. Managing risk in personal life.
- Freedom from discrimination or harassment- equality of access to services. Not being subject to abuse.
- Economic well being- access to income and resources sufficient for a good diet, accommodation and participation in family and community life. Ability to meet costs arising from specific individual needs.
- Personal dignity - keeping clean and comfortable. Enjoying a clean and orderly environment. Availability of appropriate personal care.

Physical and Sensory Disability Strategy 2012 - Consultation on Draft Revised Strategy, response from Action for Disabled People & Carers

ADC has a few comments on the updated strategy which we would like to pass on -

Our first comment applies to many of the Council documents. We often find it quite difficult to make detailed comments on strategies because they are often very detailed and use lots of language that is hard to understand if it's not something you are involved in every day. We would like to see much more simplified documents. For some one with a visual impairment - if it is possible to get it on CD - it can be difficult to follow if it's too long also. It's not just this one - the rest of the LA and Health people do it too.

We still feel that the Council and Health generally could make more effort to have a better system for producing information in alternative formats for disabled people in a timely manner. It's very patchy across different departments in the LA for example. You also need to remember that not everyone has a computer and the internet. Lots of information is only being held on the internet. Some older disabled people feel excluded by this. We still feel there is a need from more disability awareness training generally among Council and Health staff on the front line - those who meet us every day.

We are very concerned about the lack of involvement from DGOH on access issues that we have been raising for several years now. Our experience was that induction loops were not as they said and we still haven't had an answer on when they will be sorted out. We now have to wait until they set up an accessibility panel- we are not confident they will sort them out either. We would like to see them have a person who is responsible for these issues directly to make sure they will be done.

There is a lot of good work going on as set out in the strategy - but it covers a long period into the future and we are very worried about how the proposed budget cuts in social services will impact on disabled people and their carers. We feel there should be closer involvement with users and carers to find out what effect proposals may have on them.

We do know that the LA and NHS Dudley have made efforts to listen to the local community. As disabled people and, we are very concerned as to how the new set up in the NHS with the clinical groups will operate - will they actually listen to us about our needs, and how best they can deliver services to us that will be what we want and how we want it. We hope they will be involved with us but they should be starting now. Our experience has been that it's always harder and generally more costly to go back and change something once it's been done that to build it into policies and procedures from the start. We also want to be involved in the new Health and Well Being Board and Health watch to make sure we are heard.

Bill Weston

Chair ADC - Dec 2011

From all of the previous guidance, we have chosen to concentrate on the following key determinants of independence and well-being, (which go beyond health and social care) for the purposes of the rest of this document.

- Housing Advice and Support in the home
- Getting out and About
- Involvement and Influence
- Benefits, Employment and Learning
- Health and Well Being

The following sections examine the five key themes and using the feedback from consultation sets out what agencies are doing now, and what they plan to do for the future:

Theme 1: Housing, Advice and Support

These are services in Dudley contributing to this theme

- Housing
- Housing Adaptations
- Disability Specialist Teams
- Care at Home
- Carers Services
- Telecare
- Dudley Libraries

Physical and Sensory Disabilities Board

The Physical and Sensory Disabilities Board aims to provide a framework to enable engagement with a range of strategic partners to develop new service solutions to meet local needs.

The Board reports to the Health Improvement and Modernisation Team which in turn reports to Dudley Health and Well Being Partnership. This ultimately reports to Dudley Community Partnership. The Terms of Reference for the Physical and Sensory Disabilities Board can be found in the Appendices of this document.

Permanent Care

The Directorate will purchase permanent care for people with a physical/sensory disability if this will meet their assessed needs. The majority of people understandably choose to live in their own home and we have a range of options to support this choice.

We are supporting 1159 adults between the ages of 18 - 64 to live at home (31.3.11). It is recognised nationally that there is a requirement for supported living options to meet the needs of younger people with a disability, e.g. with ABI, and we continue to work to develop a wide range of actions that enable independent living.

Housing:

The Key Housing and Support issues in Dudley

- 28% of households include somebody with a disability (34,651)
- 88% of those with a care or support need felt that they were getting enough support (implies 12% have unmet needs)
- Personal care and looking after the home were the most frequently required support
- 12% of properties in the Borough have been adapted
- A higher proportion of social rented properties have been adapted (they account for 47% of adapted housing but only 29% of the overall housing stock)
- Most popular adaptation = grab rails
- 13% of adapted properties had been adapted to take a wheelchair (some of these were not occupied by wheel chair users).

How we are responding to these housing issues in Dudley?

Working with planners and local housing associations to deliver more new affordable homes - encourage 'Lifetime homes'

Extra Care - 5 schemes by 2015

Beacon Centre - Extra Care for over 55's - 71 units

Home Ownership Long Term Disabilities - Bromford Housing Association

Adaptations - to public and private property

Negotiating with housing associations to share data on adapted properties

Telecare installations (Dudley Community Alarms)

Property Appreciation Loans (Kickstart)

Housing Assistance Scheme

Renovating/adapting/small repairs/empty private sector adaptations

Health through Warmth/energy efficiency/medical recommendations

Town Centre Action Plans - Siting housing close to local facilities can be important for disabled people

Supporting People.

Housing Services provide specialist accommodation for older and physically disabled people, including sheltered housing, bungalow schemes with wardens, blocks with communal facilities and warden on site, housing with care which includes specialist staff and a Community alarm service.

Housing Adaptations

Adaptations are available to both home owners, and people living in Council or privately rented accommodation, Disabled Facilities Grants can help with the cost to enable people to live safely and independently at home and there is a service also available to Dudley Housing tenants.

This is what we do (Public Sector Housing):-

We have records of properties that have been adapted so we can make best use of them as and when they become vacant again.

We have a Housing O.T. service - the team support people who cannot manage in their current home to move into suitable accommodation by considering properties that have been adapted or are suitable for adaptation.

Choice Based Lettings assist disabled people who wish to move to find a property that both meets their needs and is available within the housing stock.

As the need for adaptations grows we will aim to deliver a best value and equitable service by considering adaptations as requested and also other innovative solutions to meet needs.

The O.T.'s can advise if repairs are being carried out that would not ordinarily meet the needs of the disabled person.

This is what we do:- (Private Sector Housing)

We administer Disabled Facilities Grants to adapt private property, fast tracking where possible some types of referrals e.g. stairlifts.

We have a new contract for stairlifts/steplifts and vertical lifts across public and private housing as a more economical solution for provision and recycling. We will review current systems to ensure we help as many people as possible with the resources available.

Copies of the Housing Strategy are available on the following website: -

www.dudleygovuk/housing/strategiespolicies/housingstrategy

Disability Specialist Teams - DACHS

The OT team provides assessment to promote, encourage or maintain a persons' independence, which could lead to a number of solutions being offered such as advice on daily living tasks, provision of equipment on loan, or adaptations to the home.

This is what we do:-

- We operate a joint Community Equipment Service with the PCT and we have a demonstration and assessment facility at Dudley Assisted Living Centre
- The Moving and Handling team aims to promote a safe working environment for individuals and their carers to facilitate care at home
- The Integrated Living Teams provide specialist assessment and support to younger disabled people with severe physical impairments, to improve opportunities and quality of life. There are two components - Acquired Brain Injury team, and Community Lifestyles team.
- Work with Falls team in providing services that promote independence/safety.
- Support Living Independently Team in conjunction with health and social care colleagues
- Promote self directed support and Carers Assessments for people with disabilities or one or more sensory impairments
- Transition Strategy for Children with a disability
- Work closely with voluntary organisations that provide services in partnership with us.
- Train our staff in disability awareness through e learning as well as classroom teaching, provide specialist training in appropriate subjects including sensory or dual sensory awareness.
- Work with P.C.T. in developing a joint strategy in line with the NSF for long Term Neurological Conditions.

This is what we will do:-

- Maintain response times for an OT assessment so that urgent requests are seen in two weeks and non urgent in three months.
- Promote reablement as an integral part of our assessment for care provision.
- Increase the number of carers assessments, including people with Hearing or Visual Impairment.
- Work with other L.A.'s in the Black Country to develop regional services for people with an Acquired Brain Injury e.g. Headway.
- Increase access to community services through Community Opportunities and Independent Travel Training as an alternative to day centre activities.

Visual and Hearing Impairment or Dual Sensory Impairment

Vision Support Service

The service supports the recent ADASS statement on the provision of Rehabilitation Services.

Rehabilitation for visually impaired people is a specific form of reablement. There are some intrinsic characteristics which define rehabilitation as being distinct from other forms of reablement, visual impairment rehabilitation is a long-term process borne out of a long-term condition. It encompasses mobility and other independence skills, emotional support and the development of new communication skills

However, within Putting People First, it constitutes an established form of early intervention, one of the four domains of personalisation.

The 2010 Department of Health publication, Prioritising need in the context of Putting People First clearly describes reablement (which includes rehabilitation) as separate from, and preceding, assessment for personalised budgets within choice and control.

Rehabilitation, like reablement, yields a dual benefit, in that it not only enables people to live independent lives outside of the care system, but in so doing, can avoid the need for costly long-term care packages. In 2010 the Department of Health Care Services Efficiency Delivery, commissioned York University's Social Policy Research Unit, to publish the study "Home Care Reablement, Prospective Longitudinal Study". It confirmed these conclusions.

The increasing number of older people with sensory needs mean that this is likely to be a service in high demand. This statement reiterates ADASS' previous advice on this subject **that local authorities should consider securing specialist qualified rehabilitation and assessment provision** whether in-house, to ensure that people with sight loss in the area are able to maximise their independence in a timely manner.

We work with voluntary and community sector providers to 'co-produce' in partnership with local authorities

This include making sure that the long term sustainability of this essential timely intervention is secured as a core provision offered prior to any assessment of longer term need (which may or may not lead to a personal budget).

Deaf Support Service

The Deaf support team provides a specialist service to facilitate the maximum use of residual hearing to enable people of all ages, to lead independent and fulfilled lives.

The specialist Social work team provide assessment, advocacy support, signposting, benefit checks, communication skills and strategies for coping with hearing loss.

The Deaf Support Team is “Carer aware”, they undertake carers assessments and they have a carers champion.

The Deaf Support Team along with the Vision Support Team has been trained in the assessment of Deafblind individuals and will work together with other social care colleagues to provide appropriate support.

The Deaf Support Team are members of the national organisation Action on hearing loss and the Midlands Regional Association for the Deaf.

Close links are maintained with the Dudley National Deaf Children’s Society, Dudley Deaf Sports & Social Club and the Hear Here Group.

We Work in partnership with Children’s services and education to provide support to Deaf/hard of hearing children. We are members of the Children’s Hearing Services Working Group.

Deaf support services work closely with the libraries to promote Deafness, hard of hearing and Deafblind issues, raising awareness and promoting better communications.

This is what we do:

- There are specialist teams for people with a visual and/or hearing impairment or a dual sensory impairment.
- The Deaf Support Service provides a specialist social work service for Deaf and deafened people of all ages.
- The Vision Support Service provides assessment, rehabilitation, and advice to people who are Blind or partially sighted. The teams have received training and will work together to assess and assist people who are deafblind
- Consult with Deaf Service users through meetings with Dudley Deaf Sports and Social Club
- We are members of the Low Vision Committee
- We work in partnership with voluntary organisations to provide a range of services.
- Continue to improve visual impairment services with health colleagues - such as the joint funded Eye Clinic Liaison Officer
- Work with Libraries to provide talking book service locally

Care at Home

Community Care services are provided to people meeting the Fair Access to Care (FACs) criteria, following an assessment.

When a person is found eligible for community care we will look at whether they have reablement potential before we settle on a long term care package.

If the client is able to increase their independence we will agree goals with them and provide a short term period of reablement. The aim of the period of reablement is increased independence, the period of reablement may take place in the clients own home or in a short stay residential home, any residual needs will be assessed using the Resource Allocation System. This will award a sum of money from which to purchase their long term support - called a Personal Budget.

The client can choose who and how they purchase their care from - with support from their social worker or others.

Self Directed Support

The roll out of personal budgets continues to underpin the modernisation of social care in England. Personal budgets are to be made main stream for anyone who is eligible for on going care needs support.

Our aim is to further develop the assessment process for individual social care needs with a greater emphasis on self directed assessment.

The whole ethos being that the client pathway is one of prevention, access and reablement including advice and sign posting, promoting independent living, on going support and care.

Some individuals following assessment will go on to require long term support, and the client is assessed via a single resource allocation system (RAS) on the basis of need and financial eligibility and is given a personal budget . The individual can then choose how to spend it to meet their agreed care needs.

This is currently brokered through the social worker who draws up the support plan with the client.

There are different ways to pay for support using a personal budget depending on individual circumstances.

We are working with people who use services to plan and implement the future direction of self directed support services.

Alternatives to Day Care

Day Opportunities

We are committed to helping people to access more community resources - if this is what they want to do. For people with physical disabilities we have Queens Cross Network which is a resource centre run by and for disabled people. Whilst there are staff who make sure disabled people with assessed needs are cared for (or helped to access community activities) the management committee of service users decide how their service is designed and operates.

The staff at Queens Cross Network will agree goals and help the client to achieve these - independently or with appropriate support. For some people this will enable them to access "universal services" - i.e. everyday facilities, and to optimise their desired outcomes. For others they may still choose to spend some of their time within their network of support and friends within the Centre.

Service Level Agreements - Preventative Services

Voluntary organisations deliver a wide range of preventative services to a diverse population, we recognise the voluntary sector is an important part of today's economy and has an important role to play in society. The sector, both charitable and non charitable, provides an invaluable and irreplaceable service. Below are the voluntary organisations that provide services to disabled people on behalf of DACHS

Organisation	Client Group	Type
Beacon Centre	VI/OP	Day Service/meals/ Transport, Community Team/Social Groups
Cancer Support	PD	Advice, information, support groups Complimentary therapies
CADAL (Care & Disability Advice Line)	PD	Advice, information
Crossroads	ALL	Caring for carers, Support services Meeting room available for Social Services staff
Dudley Advocacy	ALL	Advocacy service
HIV/AIDS Support Summit House	PD	Advice and information, Complimentary therapy Support groups
Headway Black Country	PD	Support for people with Acquired Brain injury Day service, Social inclusion, Education and Leisure
Huntington's Disease Assoc. (National)	PD	Advice & information - Home visiting service
Langstone Society	PD (LD)	Community support (ABI)
Lye Skills Group	VI	Day service various crafts Transport available
Multiple Sclerosis Society	PD	Day Service, Monthly Evening Group Activities, social club, outings
Thomas Pocklington Trust	VI	Day Service/transport, Resource and information Voluntary reader scheme
Sickle Cell, and Thalassaemia Support Project	PD	Support, raising awareness, signposting, improving access, education

Activities supported through Small Grants

Organisation	Client Group	Type
Access in Dudley	PD/SI	Mileage costs for members
Eyecatchers Group	VI	Transport & Trips, Vol. expenses
Lye & Wollescote Disabled Club	PD/SI	Room hire, transport & entertainment
Dudley Macular Disease Support Group	VI	Running costs, outings & Xmas event
Dudley Deaf Sports & Social Club	HI	Bingo machine, monitors , wiring
Dudley & District Breathe Easy	PD	Social Event/Celebration 10 years
British Polio Fellowship Wolverhampton	PD	Coach hire & Printing Newsletter
Dudley & District Parkinson's Disease Society	PD	Coach hire
Coseley Fellowship of the Physically Handicapped	PD	Transport & running costs

Safeguarding Vulnerable Adults

The Directorate continues to provide regular Adult Protection training for agencies that work with vulnerable people in Dudley. During 2010 - 1,703 staff from the Independent Sector undertook awareness training where staff were made aware of the types of abuse that may occur, how to report it and what happens then.

Joint work with Trading Standards to deliver information about financial abuse from rogue traders and bogus callers is a significant development of the Safeguarding Board to ensure people know how to protect themselves within their own homes.

A set of standards have also been developed by Safeguard Board Members to ensure, that a victim, and/or their Carer, is listened to; respected; given choice; support and protection throughout a Safeguard Investigation. A questionnaire around these standards is planned to be part of the safeguarding process from September 2011.

Consultation with people who use services and providers of services continues to ensure that safeguarding addresses the issues pertinent to Dudley residents. This consultation has led to work with people who use services and/or their carers on safe employment of personal assistants; a consultation event with BME communities and specific training on "Keeping Safe" for people who live independently and access community resources.

Promoting Independence

Stroke Pathway:- DACHS, the PCT, and Dudley Group of Hospitals have reviewed the stroke services and the integrated care pathway. We are members of the Stroke and TIA Steering Group which has made significant improvements in health and social care pathways following stroke strategy, we will continue to support this partnership.

Long Term Neurological Conditions (National Service Framework)

In the last Strategy we said we would improve the patient experience and quality of life via partnership working and co-ordination of services for people and families with long term conditions.

We said we would do this by developing care pathways and following guidelines including the NSF for Long Term Conditions.

The Group has:-

- Produced a strategy for Long Term Neurological Conditions
- Raised the profile of neurological conditions - by establishing a regular Group meeting
- Included the views of users and carers in the group
- Improved co-ordination of services - by the formation of a new long term neurological conditions team to provide advice and support
- Developed care pathways
- Identified and addressed gaps in services, for instance psychological support for users and carers.

We also produced an Acquired Brain Injury care pathway which ensures referrals are made to the appropriate services by the hospital as people are being treated or being prepared for discharge.

We will continue to support this partnership.

Carers Services

This strategy acknowledges that issues affecting people with a disability may also affect their carers and we have an overarching strategy for Carers that can be found via the link below. The Carers strategy sets out our thinking in respect of information, involvement, breaks, housing, maintaining health etc.

This is what we do:-

Provide practical support and information to carers who look after a person with a disability, long term illness, mental health difficulty or who are older and frail. The service promotes choice to enable carers and service users to have more power and control over their lives. Respite support is available following assessment, or directly through Crossroads sitting service.

We have developed an e learning course for Carer Aware Training, this is being rolled out across the Council and partner agencies.

We will continue to support a range of Carer organisations to support the diverse needs of carers.

We will maintain and continue to develop the Carers Network which gives carers access to information on a wide range of topics through a helpline, newsletter and fact sheets.

We will continue to offer “Carers Direct” payments to allow carers to take a break as and when they choose, the payments follow a Carers Assessment which determines eligibility, then the payment is made directly to the carer.

The Strategy can be found on www.dudley.gov.uk/health-social-care/carers/help-and-services-for-carers

Blue Badges

The Directorate is now responsible for the assessment and issue of Disabled Parking badges to individuals or organisations meeting the criteria, we will work with people who use this service to implement the new national guidelines on Blue Badges.

Community Equipment Service

This is what we do:-

This service is provided by the Local authority and the PCT and provides equipment as prescribed by authorised staff in the health and social care services. The service has targets to meet in terms of the speed of delivery from the day the request is received to the day the equipment is delivered, we are currently meeting this target 93% of the time and achieving the highest level of performance.

We are considering the Transforming CES guidance and the work in the national pilot sites, we will adopt any recommendations that will improve the future delivery or efficiency of the service following consultation with our service users and partners.

Transition of care from children's to adult's services

A Transition process is in place to ensure that appropriate levels of care are in place for young people as they move into adulthood. To support the improvement of the transition process a multi-agency group (which includes parents of young people with physical or sensory disabilities) is in place. This will ensure that essential information is shared early on in the process prior to transition. The processes are encapsulated within a Multi Agency Protocol "Moving into Adult Services, multi agency protocol for the seamless transition for all Young People including those with a Disability and those who are vulnerable and in need of Continuing Services".

Support to Disabled Parents

We have an Interagency Policy for Parents with Disabilities, Sensory Impairment, Illness, Addiction and/or Mental Health Difficulties. The Policy says -

If a parent or carer has a disability it does not necessarily always have an impact upon a child but it is essential to assess the implications for the children and other members of the household. Disabled parents are entitled to assistance with parenting tasks from Adults, Community and Housing Services, under the eligibility of Fair Access to Care Services, within the context of their culture and ethnicity. It is, therefore, important that the parent is assessed in their own right as a disabled person. By providing any service to which that parent is eligible, the impact of the child/young person's caring responsibilities may be minimised.

Telecare

Telecare is a remote monitoring service that increases levels of safety and independence whilst retaining privacy and control, it is key to the prevention agenda. Telecare provides support to people wishing to remain in their own homes with the help of technology and a community response. It uses sensors in the home to monitor and alert us of potential accidents and emergencies, for example falling, fire, flooding. The sensors are connected to Dudley Community Alarms and this will alert trained operators within seconds if there is a problem in the home, or the call can be transmitted to a carer pager/mobile phone for the nominated person to respond.

We will:-

Promote the awareness of Telecare and the benefits to the user or their carer.

Explore new ways of using Telecare to help more people live safer, independent lives.

Keep abreast of new developments.

Work together with colleagues in the Directorate and in Health to make the best use of the technology and the response service that is already in place, also consider how we can add to this in future with the introduction of Telemedicine.

Waste Management and Recycling - D.U.E. (Directorate of the Urban Environment)

The Council operates a “back door” collection service for black sack refuse and offers assisted collection for black box and green wheelie bin collections.

Calendars of recycling collection dates are available to download from the Council website or by phoning Dudley Council Plus and requesting a C.D. or cassette for your local area. Large print calendars are also available from Dudley Council Plus (Tel: 01384 812345)

This is what we will do :_

We may consider alternatives to the black sacks at some point in the future - but whichever method we use we will still operate an assisted collection service to help people get their refuse to the kerbside for collection.

Dudley Libraries

There are now shared buildings with Housing teams, there is a tenants showroom in Dudley Library which gives examples of kitchens & bathrooms

Public access computers are available in all libraries which can be use for reporting problems with housing and “Dudley at home” where bids for housing can be made.

All Dudley libraries are badged as Carer Aware; the majority of staff have been trained to recognise carers and their needs. Different borrowing permissions are given for those people who identify themselves as Carers.

Dudley Community Information Directory signposts to a number of organisations and services in the community

Theme 2: Getting out and about, and community safety

These are services in Dudley contributing to this Theme

- Transport
- Community Safety
- Highways and Road Safety
- Dudley Libraries

Transport -

Community Safety

This is what we do:-

The Dudley Community Safety Partnership is committed to making Dudley a safe place in which to live, work and visit. Its role is to plan strategically, commission and oversee services that tackle crime and disorder and address drug and alcohol misuse. It will continue to report to the Physical Disability/Sensory Impairment Board.

Highways and Road Safety

Department of the Urban Environment (D.U.E.)

The Council is committed to ensuring that facilities for people with disabilities are incorporated within highway, car parking and improvement schemes, including appropriate signage.

This is what we do:-

As a policy all controlled pedestrian crossings e.g. zebra, pelican, puffin etc. have tactile paving as standard and tactile mechanical devices on all pelican and puffin crossings as well as beepers. We have achieved 100% coverage on this standard.

The Disability Consultation Group meets quarterly with representatives from disabled people's groups, Ring and Ride and staff from DUE and other Directorates. The group is concerned with access issues on the Highway or services that are run by DUE. Past discussions have resulted in many changes to assist disabled people a few examples are dropped kerbs being flush with tactile paving, large print and Braille hymn books being available at the crematorium and alterations to steps and rails. The Landscape section consulted with Dudley Consultation Group in the designs for Stone Street Square in Dudley and Somers Square in Halesowen and the Market Place Dudley.

Road Safety - we work with schools/colleges regarding crossings or safe places to cross the road, this includes road safety education for students who are moving on from Education. DUE are involved with travel training for young adults with a disability who are moving on from full time education and increasing their independence.

We will inform disabled drivers where they can obtain information or advice on driving assessments or instruction. We can also visit a disabled persons' property and advise if they are having problems with access to the highway.

We will continue to provide on-street disabled parking bays for Blue Badge holders who drive, have a vehicle at their address, but no other off-street parking. Dudley MBC is one of the few Local Authorities who do this by Legal order, use of parking bays is therefore enforceable. This is a free service. Bays are denoted with the legend "Disabled" and can be used only with a permit.

We will consider requests for the creation of dropped kerbs and some of these are funded by D.U.E.

We will provide white "H" bar markings by driveways if there is a dropped kerb, at present these are free to Blue Badge holders.

For wheelchair users who do not have a car we will consider the provision of dropped kerbs and an "H" bar to assist access to and from the property, these may also be funded by DUE. We will consider all requests of wheelchair or scooter users who encounter obstacles on the street where they live or shop, e.g. crossings, street furniture, etc.

We will continue to provide appropriate kerbing and tactile paving at bus stops serving low floor buses on the showcase routes. We also work closely with Ring and Ride regarding their pick up and drop off points.

We provide information on major highway schemes and road closures to blind and partially sighted people via the Talking Newspapers.

We will continue to work with colleagues in Housing to resolve parking or access problems for disabled tenants.

This is what we will do:-

Pedestrian stages in traffic signals will have tactile mechanical devices in future (these do not have beepers).

The new cycling infrastructure is DDA compliant, and we will be implementing new programmes of traffic management and pedestrian/cycle facilities incorporating tactile surfaces etc.

The Department of Urban Environment is responsible for improving access to public buildings in line with the Disability Discrimination Act.

Each year new projects are planned and added to an ongoing programme of works to keep our public places accessible for people with disabilities. We work with disabled people via user forums in carrying out our plans.

Dudley Libraries

Dudley Library Service is committed to providing a service which is open and accessible to all. We offer a range of services for the whole community including rattle and rhyme sessions for the under 5s, free internet access and computer classes, books in large print, other languages and on tape, CDs and DVDs. We engage with people in reading across the borough through a programme of cultural and other events

The majority of libraries have been adapted to provide disabled access. All libraries have accessible entrances and in some libraries the counters have been lowered to provide wheelchair access.

All libraries provide public access computers which have adaptive software fitted, including in some libraries software for people who are dyslexic. Adaptive hardware is also available to use on the public access computers including wheelchair accessible desks.

The majority of staff have received disability awareness training.

Alternative formats to books are available including talking books and large print as well as books in Ethnic languages.

There are also on - line resources accessible 24/7 by all library members

What we will do:

Continue to train staff on disability issues

Dudley library will pilot the roll out of the Dudley's Total Communication Strategy in the Community.

Theme 3: Involvement and Influence

These are the routes to opportunities for involvement and influence in Dudley.

- Action for Disabled People & Carers
- Dosti
- Council for Voluntary Services
- Centre for Equality and Diversity
- Race Equality Communications Service
- LINks/ Healthwatch
- ULO's

Action for Disabled People & Carers (ADC)

This is a multi-disability forum established to represent the views of all different disabilities. People representing the disability forums meet to share issues and have united to ensure the voices of disabled people are heard by Dudley Council and the Dudley Primary Care Trust via regular meetings. The PCT and Council use the experience of the forums when consulting on issues that may affect people with a disability.

Advocacy for individuals with physical/sensory disabilities

It is recognised that advocacy services are currently integral to many specific voluntary sector support groups, however, we may need to formalise and strengthen this activity. We will review the current provision of advocacy to ensure that this encompasses the needs of individuals with physical/sensory disabilities.

- Dudley Advocacy Service - provides advocates to support service users with issue based advocacy requirements.
- We have a Supported Business Arrangement with Disability in Action (ULO) to provide peer advocacy in promoting and advising on self directed support.

Queens Cross Network

Queens Cross Network is the resource centre for people with Physical Disabilities and the Deaf Support Service, it also houses the day opportunities service and the ULO's. The Centre is being redeveloped in order to meet these needs now and into the future.

Dosti (Asian word meaning 'friendship')

Dosti is a 'network of networks' embracing over 700 community groups and voluntary organisations in Dudley Borough. Dosti is recognised by the Council and other local agencies as a network which seeks to voice the diverse views of the community and voluntary sector, and through Dosti member networks take part in decision making within a partnership that seeks to help people living and working in Dudley Borough to build better lives.

Dudley Council for Voluntary Services (DCVS)

DCVS is a local development agency promoting effective voluntary action. It exists to support and promote the voluntary/community sector within the borough of Dudley. DCVS offers a wide range of support and services to new and established groups, and represents its membership of 400 organisations in strategic forums. DCVS receives some funding from the Council and one of the many roles that it carries out is to support groups of disabled people who come together to work with the statutory sectors. The groups play a vital role in the consultation process and provide feedback to the Council and its partners on the quality and effectiveness of their services - as experienced by those that use them. DCVS assist and support the groups, and help organise and facilitate events such as the Physical and Sensory Disability Conference and the Market Intelligence events and they are members of the P.D./S.I. Board.

Centre for Equality and Diversity

CfED is an organisation based in Dudley which attempts to influence change and make a positive contribution to improving community cohesion and social equality in the borough.

We will work with strategic partners and delivery agencies to ensure that equality and diversity is embedded into public sector service and delivery.

Race Equality and Communication Service

The service takes part in joint initiatives, provides advice on accessibility of social care for the local black and minority ethnic communities, provides translation and interpretation to the public, private and voluntary sectors. It provides sign language interpreting services for people who are Deaf.

Race Equality and Diversity Service provide language support for access to public services for Black and Minority Ethnic (B.M.E.) communities and also a British Sign Language (B.S.L.) interpretation service for people who are Deaf.

Dudley Community Partnership (DCP)

DCP is the Local Strategic Partnership (LSP) for Dudley. Its role is to extend and improve partnership working within the Borough whilst ensuring that communities are actively involved in determining service delivery. It also has a responsibility to address inequalities.

LINKs

A LINK is a community-based network of organisations and individuals, independent of any publicity funded organisation, committed to widening the influence of users of health and social care services in the service planning development and improvement process. From April 2012 the LINK will become Healthwatch. For further details please see the Dudley LINK web page http://insidedudley/socialservices/DACHS/engage_links.htm

Theme 4: Benefits, Employment and Adult Community Learning

These are services in Dudley contributing to this Theme

CAB, CADAL
Jobcentre Plus
Adult Community Learning Team
Libraries

Dudley Council employs disabled people. The Council meets its duties under the D.D.A. by making adjustments to the workplace/environment to accommodate people's needs. There is a peer support group for Employees with Disabilities.

CAB, CADAL

DACHS provide funding to CADAL (Care and Disability Advice line) and the Citizens Advice Bureau who also give advice on entitlements.

Job Centre Plus

Jobcentre Plus is a government agency supporting people of working age from welfare into work, and helping employers to fill their vacancies. They are part of Department for Work and Pensions and play a major role in supporting the Department's aim to 'promote opportunity and independence for all through modern, customer-focused services'

Adult and Community Learning Team

The Adult and Community Learning Team DMBC is committed to the principles of lifelong learning. The team offers a wide range of accessible learning opportunities that promote the cultural and educational needs of adults in the borough. This community based learning provision is delivered in Neighbourhood Learning Centres, Libraries, Schools, Children's Centres, community centres, residential and day centres, faith buildings. The teams widening participation strategy focuses on four key themes, these being:

- Developing individuals
- Supporting families
- Strengthening communities
- Enhancing employment prospects

People with a disability are recognised in the widening participation strategy which includes a commitment to:

- Produce a range of information about our learning services and make that information available in various formats
- Minimise the barriers faced by people with a disability using our buildings and facilities
- Actively promote and encourage learning for people with disabilities and promote disability equality

This is what we do:

Courses and learning opportunities include a range of provision such as literacy and numeracy, arts, health and wellbeing, computing, retail, crafts, music, dance, history, languages, literature and culture.

Bespoke courses are delivered through a dedicated employability team. This is borough wide provision to enhance employment prospects includes CV writing and job search, employability skills and links with local employers.

Independent Living Skills courses have engaged adults with a learning disability. These programmes focus on two main criteria these being, skills required for adults with a disability to live independently and skills to gain sustainable employment.

Information, Advice and Guidance (IAG) staff support learners. The IAG workers give advice or signpost to other service providers or partners as appropriate. Tutors undertake individual assessments of learning needs including identification of specific learning support that may be required. If a learners' needs cannot be met through community provision the staff will support a learner to access alternative appropriate provision with other provider partners in the Borough.

A register of specialist equipment for ICT equipment is maintained and additional equipment can be sourced for use if required. All Neighbourhood Learning Centres are DDA compliant and have adjustable workstations and other adaptations. Software for visually impaired learners, e.g. Zoomtext , Jaws and Supernova is installed on some computers. Induction loops are available in libraries and portable loops are available in other venues, e.g. Neighbourhood Learning Centres as required. Support staff , have undertaken visual impairment awareness training by the DACHS Visual Impairment Team.

The Adult and Community Learning Team promote equality and diversity for learners with a disability by:

- Ensuring the curriculum, publicity and teaching materials present appropriate and positive messages about people with a disability
- Ensuring that staff have access to comprehensive information to assist them in planning, putting into practice and monitoring their responsibilities and equality practices
- Seek advice from and engage in appropriate partnership working with organisations representing people with a disability

<http://idudley/idudley/directorates/adult-community-and-housing-services/libraries-archives-and-adult-learning/laal-divisional-structure/adult-and-community-learning/>

Dudley Libraries

The majority of staff have received disability awareness training.

The majority of libraries have been adapted to provide disabled access. All libraries have accessible entrances and in some libraries the counters have been lowered to provide wheelchair access.

All libraries provide public access computers which have adaptive software fitted, including in some libraries software for people who are dyslexic. Adaptive hardware is also available to use on the public access computers including wheelchair accessible desks.

Alternative formats to books are available including talking books and large print as well as books in Ethnic languages.

We have trained our staff in Carer Awareness and we will continue to train staff on disability issues.

People who have complex, intensive, or specialised support needs and their carers are supported as follows -

- Libraries offer a range of materials to provide informal learning opportunities e.g. silver surfers which introduce older people to ICT enabling them to become digital citizens. Libraries have an annual programme of local history talks which generally attract an older audience in place
- Books in normal and large print format and spoken word both on tape, CD and in new MP3 format on a wide range of subjects, are available for loan from libraries including health related topics, titles aimed at emergent readers as well as Skills for life books.
- Making things easy to understand collections. We are piloting a small collection of titles in easy to read format which range from adult picture books to booklets about health. Each title will have a label clearly identifying the collection. There are also collections of books (Pictures to share) aimed at people with Dementia and learning disabilities in the 5 locality libraries. These are large format pictorial books which encourage the reader to use the picture to stimulate the imagination
- Offer online resources which offer a range of online reference materials plus downloadable talking books. In addition people are able to search the online catalogue and make reservations.

Dudley Libraries provide the Home Library Service. Home Library Officers deliver books and other material to people in their own homes every 4 weeks. This service is open to people of all ages who are unable to get to their local library and don't have anyone to go to the library on their behalf. There is a small collection of community information held on each van which is relevant to the service.

The Home Library Service also provides a “mini” library service to residential homes and day centres. A selection of books and some audio items are taken into the community room, unpacked and displayed on tables. Borrowers choose their own titles which are then issued by the library assistant. A small collection of community information is also available on request relevant to the service.

Deposit collections of books are left in various care homes across the borough. They are then put onto book shelves in the community room where the residents can help themselves to the collection. This service is used at centres where the manager would like a collection of books for their residents to choose from but do not want the individual monthly service.

A collection of Community Information leaflets are available in some residential homes and day centres. These are regularly updated by library staff.

This is what we aim to do:

- Increase the number of borrowers receiving Home Library Service
- Increase number of reading groups
- Support adults with disabilities to develop independent living skills through learning programmes through partnership with Adult & Community Learning Team

Theme 5: Health and Well Being

Contributing to this Theme

- Primary Care for example, General Practitioners (GPs), Practice Nurses,
- Community Care: Community neurological team, District Nurses, Dentists Therapists etc.,
- Dudley Group of Hospitals (Acute Sector)
- Wheelchair Services
- Public Health
- PALS
- Support Services jointly by DACHS and Health

Primary Care

Primary Care is the care provided by people you normally see when you first have a health problem.

Local Doctors' surgeries (or GP practices) provide a wide range of family health services, including, advice on health problems, vaccinations, examinations and treatment, prescriptions for medicines, referrals to other health services and social services.

All appropriate clinical services are provided to patients with a physical or sensory disability by the Community Nursing Teams (if these patients are eligible for admission to District Nursing/Community Nursing Caseloads) and therefore we will address any individual nursing requirements.

Many patients who are referred generally have a number of additional Therapy Services involved and therefore it is often a shared care approach with multi disciplinary team involvement.

The majority of Health premises have disabled parking arrangements and access ramps as well as some sliding entrance doors, however improvement is needed with regard to access for people with a sensory disability. We are working with local groups to look at new builds in particular to ensure they are accessible to wider groups (i.e. visually impaired, mobility etc.).

Primary Care Occupational Therapy Service

- Provide assessment, treatment, planning and goal setting in conjunction with patients to promote independence in all aspects of daily life.
- Engage with all agencies involved in developing care pathways as a result of the NSF for long term neurological conditions, and long term conditions management.
- Work closely with DACHS and the Community Equipment Service to influence equipment provided and meet national targets.
- Work closely with carers to provide a Reablement service based on patients goals and desired outcomes.

Dudley Group of Hospitals (Acute Sector)

NHS hospital services are run and managed by Acute Trusts, which make sure that hospitals provide high quality health care, and that they spend their money efficiently. They also decide on a strategy for how the hospital will develop, so that services improve.

The Trust has loops installed at main reception desks throughout the hospitals including the first Nurse Base on each ward at Russells Hall Hospital, and North Wing Departments have some provision in Clinic Rooms. There is a programme of works to continue to improve the provision and availability of hearing loops.

Wheelchair Services

This is what we will do: -

Implement recommendations from the service review on Wheelchair services.

Reconvene the service user group.

Utilise the new I.T. system that is being introduced to improve our service delivery and information systems.

Propose improvements to parking for people attending the Wheelchair service have been made.

Public Health

Public Health work focuses on health, not illness, and on populations rather than individuals. Public Health officers are responsible for the monitoring and surveillance of people's health, promoting the health of people and health protection (being organised to deal with threats of biological (infectious), chemical or radiological hazards).

Within Public Health, the Healthy Communities Project is a new volunteer initiative aimed at tackling grass roots issues around health inequalities, quite literally 'taking health into the community'. They offer training and support to become a volunteer in the areas of Healthy eating, Smoking Cessation, Physical Activity and Diabetes.

Link to "Closing the Gap" Tackling Health Inequalities Strategy is via www.dudley.gov.uk/healthinequalitiesstrategy

Patient Advice and Liaison Service (PALS)

PALS advise and support patients, service users, families and carers, provide information on NHS Service, listen to your concerns, queries and suggestions and help sort out problems quickly on your behalf.

Support Services jointly funded by DACHS and Health

We work in partnership in providing services that cross the boundary of health and social care to provide support, advice and advocacy through voluntary groups who specialise in particular fields such as - HIV/AIDS, Headway, Sickle Cell and Thalassaemia, Cancer Support, Huntingdons Disease. Specialist nurses funded from Health also support some of these services.

Consultation with “Hard to reach groups”

We recognise that there are limitations to using one method of consultation to ensure it is fully inclusive, therefore consultation will be ongoing at other opportunities with ‘hard to reach groups’ such as Black and Minority Ethnic Communities, individuals with hearing and visual impairment, and individuals not making representation through groups. Council Officers have attended meetings of Dudley Deaf Sports and Social Club, and the Council recently hosted a consultation event with the BME Communities, a number of services for disabled people were exhibited and Service users were able to engage with providers as well as taking part in workshops. The key outcomes and next steps from the consultation event apply to the Council and the P.C.T., whilst not specific to people with disabilities the messages are universal in how BME communities would like us to involve them on a regular basis and suggestions for taking this forward.

Key outcomes

- Over 250 ethnic minority community members and group representatives attended
- A high turnout from Corporate Board members and key officers to provide focus, support and advice to community representatives, which further demonstrates Dudley’s commitment to work in partnership with local communities
- This is the first year that the focus of the consultations at this event has been expanded across all of the service areas of the Council, previously social care specific. Via the Ethnic Minorities Consultation Steering Group communities have been able to shape the areas of consultation that are relevant to them. This has established a process for shaping future consultation events that encourages joint working with the communities
- The event featured 24 exhibition/information stands providing key information on services across the whole of the Council, Health, wider partners and community groups. The ‘market place’ approach has established a useful way in which to provide advice, information and contacts to communities on services they most require it on

Next steps and learning

- The Council to consider the provision of local consultation events that focus on issues relating to specific ethnic groups by geographic area
- The Council to utilise the regular contact that exists with community groups to obtain topics of most relevance for future consultations
- The Council to consider the production of a feedback report on website that can be used with community groups

The Way Forward

Dudley has a history of excellent performance on many fronts. The Council and Health have well established communication links with the people of Dudley through forums and groups.

The Council and our partners will work to further develop and deliver a personalised, community based care and support system, with a focus upon effective prevention and the shifting of resources from crisis and acute interventions.

We will focus on universal approaches designed for all including promotion of health and well being, avoidance of hospital admission, public information and the availability of an adequate range and quality of provision in the market place.

There will be an increasing focus on people within their 'natural communities' and a move away from service and organisational boundaries.

This will require integrated working between councils, public health bodies and GP consortia to identify and meet local health and social care needs efficiently.

In bringing together health, well being and social care, we will need to:-

- Have an integrated approach towards health and social care commissioning, with agreed outcomes to support choice and control and support the amalgamation of health and social care personal budgets wherever possible.
- Work across the housing spectrum to continue to develop a wide range of options to support independent living.
- Engage with local networks, communities and associations to review the use of universal services by disabled people, their families and carers, to identify obstacles to access.
- To maximise any existing community capacity, reduce demand and enhance wellbeing through primary, secondary and tertiary prevention. This may include providing specialist equipment, Telecare and adaptations, support local voluntary groups, providing small community grants or business advice to social enterprises and making best use of housing, leisure and library services it may also include work with providers to maximise and sustain investment in the development of services providing greater choice, control and community connection.
- Look to provide services which support disabled people and their families in an integrated and flexible way.
- Co-production is integral to the commissioning process and will aim to provide a range of support that meets identified need and people's aspirations for the future within available resources.
- Personalisation and Community are the key building blocks of a reform agenda, shaped around an individuals own expertise and resource. Successful personalisation of social care will require increasingly efficient delivery.

We will need to consider -

Provision of support planning and advisory services and partnership arrangements. We will encourage greater exploration of price and affordability in the market by helping individuals secure support more efficiently for example by employing personal assistants or by buying more creatively from the independent sector.

This strategy was available for consultation over a 12 week period from the beginning of October 2011, and was available via the Councils consultation data base and website. It was presented to the Physical and Sensory Disabilities Board, Cabinet, Health Improvement and Modernisation Management Team, Action for Disabled and Carers user and carer group, and integrated into commissioning and team plans for implementation.

We welcome your feedback on this document or contents, please return any feedback to one of the following:-

Disabot.Dachs@dudley.gov.uk

Disabilities Section, Brierley Hill Health & Social Care Centre, Venture Way, Brierley Hill, Dudley, DY5 1RE

Commissioning-Dachs@dudley.gov.uk

Demand and Supply Analysis - Information provided by DACHS

In this section we have gathered information to form a baseline from which we can measure and monitor changes in the future. The purpose of this is to evaluate the impact of these changes, such as whether supply is meeting demand or to evidence impact of changing direction of a service.

Dudley Borough has a total population of 304,474, of which 52,502 are aged 65+ years, and 184,563 are aged 18-64 years. There is a total population of 58,265 people have a Limiting Long Term Illness, and 25,672 or 11.58% of these people are of working age. (Census 2001).

Physical Disability 18-64 (Open referrals in Dudley) as at March 2011

Category Type	2007	2008	2011
Chronic sick	111	339	N/A
Dual sensory loss	6	2	1
Frailty	23	28	N/A
Hearing Impairment	30	47	35
Physical disability	1019	916	1509
Speech impairment	20	0	N/A
Visual impairment	38	41	108

* Some information is no longer recorded

Type of Disability	National - Prevalence per 100,000 population (DoH - NSF Long Term Conditions 2005)	Dudley - Estimated Prevalence 2007	Neurological Conditions by number of patients (Dudley) <i>Source: Miquet extracts taken from GP surgeries during June and July 2008</i>
Acquired Brain Injury)	1200	3600	254
Cerebral palsy	186	558	226
Epilepsy	430 - 1000	1290 - 3000	3619
Huntingdon's Disease/Huntington's Chorea	13.5	40.5	27
Parkinson's Disease	200	600	658
Muscular Dystrophy	50	150	142
Motor Neurone Disease	7	21	27
Multiple Sclerosis	100 - 120	300-360	507
Spinal Cord Injury	50	150	377
Spina bifida and congenital hydrocephalus	24	72	157
Young onset stroke (CVA)	550	1650	Info not collected

Sensory Impairment

The RNID estimate that approximately 75% of people aged over 60 years will have some form of hearing impairment (average 50,803 in Dudley)

The RNIB estimate that approximately 80% of people of the same age have a visual impairment (average 54,190 in Dudley)

		Age 18 - 64	
	Prevalence	Actual NEW Referrals 2011	Actual Contacts 2011
Visual Impairment re: Client Category		96	460

Blind/Partially Sighted

Blind	878
Partially Sighted	855
Category Not Recorded	11
Total	1744

Visual Impairment Day Activities supported through Service Level Agreements and Small Grants (DACHS)

Organisation	Client Group	Type	Numbers supported per annum
Beacon Centre	VI/OP	Day Service and Activeeyes (Supporting People service)	125
Pocklington Trust	VI/OP	Day Service, meals, transport, social activities, Talking Books.	Talking Books 143
Black Country Talking Newspapers	VI	Provision of media in VI format, now in association with Pocklington Trust	168
Lye Skills	VI	Day service, transport, social activities, peer support	8

		Age 18 - 64	
	Prevalence	Actual NEW Referrals 2011	Actual Contacts 2011
Hearing Impairment Client Category		59	234
Dual Sensory Impairment Client Category		1	1

Deaf

Hard of Hearing	2026
Deaf with/without Speech	298
Total	2324

Deaf with Speech	66
Deaf Without Speech	232
Total	298

Activities supported through Small Grants (DACHS)- Hearing Impairment

Organisation	Individuals receiving service 2011
Dudley Deaf , Sports and Social Club Group	62 Dudley members

Definition of Physical Disability

The Disability Discrimination Act (DDA) protects disabled people. It sets out the circumstances in which a person is "disabled" and states "you are disabled if you have a mental or physical impairment, and

- this has an adverse effect on your ability to carry out normal day-to-day activities
- the adverse effect is substantial, and
- the adverse effect is long-term (meaning it has lasted for 12 months, or is likely to last for more than 12 months or for the rest of your life).

Source: Disability Rights Commission Website www.drc-gborg.uk

Social Model of Disability

The Social Model of Disability has evolved over a number of years as the result of the work of disabled people and organisations of disabled people. The model argues that it is society that disables people who have physical, sensory or other forms of impairments by constructing barriers that prevent people with impairments from fully accessing the society in which they live. These barriers prevent people with impairments from accessing the community, organisations, employment, housing, leisure, transport, education and so on, in fact everything that people without impairments take for granted and consider to be a basic human right leading to full citizenship.

Terms of Reference Physical & Sensory Disability Board

1. To provide a strategic focus for the co-ordination and planning of services for people with physical and/or sensory disabilities. To oversee the implementation of agreed strategies/plans
2. To maintain effective joint working with the Older People's Board to ensure the needs of physically disabled older people are taken into account when planning and prioritising services
3. To develop ways that enable people with physical and/or sensory disabilities to participate in the planning and development of services
4. To endorse the production and monitor the implementation of statutory frameworks for people with physical and/or sensory disabilities
5. To produce strategic direction and guidance with regard to the development of all services for people with physical and/or sensory disabilities, collectively maximising the resources to meet need
6. To draw together national objectives and agree shared local priorities to be shared by all partner agencies/organisations
7. To monitor progress against agreed objectives, to assess whether plans are on target and are delivering the results required
8. To address the integration of services for people with physical/sensory disabilities, making use of pooled budgets using the Health Act Flexibilities, other resources and management arrangements
9. To act on behalf of Dudley Health & Well Being Partnership and Health Improvement & Modernisation Management Team as the strategic decision-making body for initiatives for people with physical/sensory disabilities where decisions are required about the targeting and prioritising of resources
10. To engage with and look to local statutory, voluntary and independent providers as essential sources of advice in the development of service proposals
11. Receive reports from the Low Vision Committee, and the Community Equipment Service Commissioning Group.