

In Control Cymru Provider Network Launch Event
5 December 2008
Metropole Hotel, Llandrindod Wells

Present

Judith North, REACH Supported Living (Facilitator)
Rick Wilson, Community Lives Consortium (Facilitator)
Wendy Wilmott, REACH Supported Living (Administrator)
Alice O'Sullivan, Community Lives Consortium (Swansea)
Carol Ravenscroft and Teresa Croft, Drive Ltd (Monmouthshire)
Gillian Parry-Dennes and Deb Griffiths, REACH Supported Living (Cardiff)
Nikki Melia, Keyring (Wrexham)
Elaine McGuire, Wrexham County Borough Council
Amanda Lince and Jaine Evans, Mencap Cymru (West Wales)
Adrian Roper and Carol Whittaker, Cartrefi Cymru (North Powys)
John Gilkes, Perthyn (Pembroke, Rhondda Cynon Taf, Cwmorthen)
John Craig, Walsingham Wales (Swansea and Neath)
Ansley Workman, First Choice Housing Association (Shared Home Ownership)
Andrew Price, Ategi (South East Wales)
Mandy Evans, Opportunity Housing Trust (Pembrokeshire)
LisaJane Humphreys, Cymrad Rhan (Conway)
Ceri Meloy, Dimensions (Cardiff)
Lisa Nicholls, The Regard Partnership (All Wales)

Apologies

Luke Conlon, Leonard Cheshire Disability

Judith North welcomed everyone to the launch of the network, explaining the purpose of the network and what it hopes to achieve.

- To provide a focus for learning and development in self directed support.
- The importance to have providers on board in the early stages of the movement towards self directed support.
- There is a lot of work that we as providers can do before local authorities come on board.
- The Network can create a critical mass of organisations that self direct, and using our experience and intention of doing it, become a body of influence.

Rick Wilson went over membership, entitlements and expectations.

- Membership of the network is about learning, doing and reflecting.
- The network needs to include organisations with varying levels of interest and involvement in the movement to self directed support.
- 2 levels of membership will build a community of people: a tight group for action and a wider group for reflection.
- Enhanced members will have higher representation at events (2 people)

Resources available

- For all members – 4 learning events a year (further details below)
- Enhanced members – 7 action learning sets, each one hosted in turn by a member organisations sharing experiences, what works/what doesn't/what resources are needed?

- Web resources
 - LDW Community Living Blog
 - In Control Cymru Provider Network pages on the In Control (England) website (www.in-control@org.uk)
 - Provider network accounts
 - Further resources identified for In Control Cymru provider pages on website:
 - Information on how members change membership status, either way
 - List of provider members
 - Create question and answer page (forum)
 - Frequently asked questions (in addition to those on ICC website)
 - Contacts for members
 - People and places links

Starting the journey

Each enhanced member gave a brief on their plans and progress. These will be posted on the provider network pages of the In control website.

Critical Questions raised

- Current situation with regard to IBs and Supporting People monies?
- If in a contract with local authority how can the contract be changed to reflect In Control model?
- How do you engage families from the outset?
- Assessing Quality?
- Individual budgets versus community resilience?
- The impact on regulated environment and of regulation on IBs - should brokerage be regulated - should all provision be regulated?
- Individual budgets and credit crunch. What can you afford to buy if resources decline?
- Individual service designs - would like to know more.
- Financial viability - people leaving to get support elsewhere?
- Ideological viability - people leaving due to getting it cheaper from exploitative employers.
- How can we ensure a person centred market place develops?
- The impact on local authority monitoring
- Hearing good ideas.
- Accommodation solutions.
- Learn more about in control monitoring arrangements.
- Brokerage independent/not independent.
- Regulation and how it fits and how to influence.

Key concerns for local authorities are

- Getting the RAS right
- Risk (their duty of care)
- Ownership by Care Managers – it will mean a cultural shift.

Questions raised on behalf of local authorities

- What are the major implications for local authorities?
Local authorities should be asked to take an interest and watch as we learn. The Individual Service Funds is one form of individual budget that means the least change for local authorities.
- What are the practical benefits for local authorities?
The local authority gets to learn at no risk.

- Is there a cost?

Technically no. However we would like them to subscribe to In Control (or as a provider we could subscribe for them). A local authority must be a member of In Control to access the resources provided on self directed support by In Control.

Local authorities who would like information on In Control Cymru can be directed to Helen Bothamley at In Control (contact details on the website).

Dimensions, Community Lives, Cartrefi and REACH will work together to create a provider RAS which Wrexham will benchmark against their own. As Wrexham cannot share their own RAS they will be able to only be able to comment on the integrity of the provider RAS or whether it is badly 'out'. Each organisation will supply 25 bits of data ie points against the self assessment and approximate budget. REACH (Deb Griffiths) will write some suggestions about how to create a sample, timescales etc for the other organisations.

Update on In Control Cymru – Kate Young

- In Control Cymru was set up just over a year ago. Members of the steering group consist of organisations representing different groups eligible for social care support. A list of members of the In Control Cymru steering group can be found on the website. At this time there are no representatives on the steering group from people/families using services, although there may be families from Wrexham who could be involved in the future.
- John Carter has agreed to represent WAG on the steering group as an observer. WAG has stated that they are looking forward to learning from development and implementation experiences and from evidence arising from evaluation of pilots.
- Currently, and due to her experience with the personalisation agenda in England, Judith North represents providers on the Steering Group and Elaine McGuire represents local authorities. The Provider Network may want to elect a new representative as the network evolves. Providers may wish to have a slot at the local authority forum meetings to ask questions.
- Seven local authorities are signed up to In Control targeting differing groups and in various stages in terms of development with the model; some have yet to work out who is leading and which group to target.
 - Powys - learning disabilities and possibly mental health
 - Wrexham – learning disabilities
 - Flintshire – transition and learning disabilities
 - Monmouthshire – children or older people
 - Denbighshire - new
 - Cardiff - new
 - Swansea – new – older people?
- Local authorities who have signed up have each contributed £5000 to In Control. For this they receive a 2 day leadership programme, support tools and access to on-line tools, they can tap in to specific areas of learning eg the resource allocation model, engage with families and service users who have experienced self directed support, and link with key people in the UK and other local authorities. They also meet regularly as a local authority forum.
- The Steering Group meets up every 6 weeks and has evolved from just looking at what the group would like to do regarding the personalisation agenda, to now firmly wanting this in Wales and having a Welsh identify. The group now needs to work out a business plan to sustain it and establish how it will be hosted and led in the future. The local authority forum and provider network will feed into the business plan.
- In Control Cymru is facing an uncertain financial future and the network may need to find ways to support it next year.

Programme of events for the year

- It was requested that In Control host a session on self directed support – the Welsh way/implications to the welfare state, in the summer involving Health, Social Services and Providers
- A suggestion was made of having a 2 day leadership course.

The topics for the learning events were agreed as below

Learning Events for all Members

Month	Topic
Session 1 20 February 2009 Venue: Media Resource Centre Llandrindod Wells	System technicalities – 5 workshops on: <ul style="list-style-type: none"> ▪ resource allocation ▪ light touch monitoring ▪ individual service funds ▪ individual service design ▪ risk and regulation. Note all members can bring 2 representatives to this event
Session 2 9 June 2009 Venue: Cartrefi Cymru Llandrindod Wells	Provider experiences of adapting to the Personalised Budgets Agenda – key steps for getting there (Project plans of organisations who have done it, to include big and small providers and existing providers who have tried to break down group living as well as for people coming into new services) <i>Provide them with the questions raised today. Tone of any questions need to be exploratory rather than give us the answer to this.</i>
Session 3 1 September 2009 Venue: Cartrefi Cymru Llandrindod Wells	Communication, marketing and messaging – creating a person centred market. How can we as providers meet the needs and expectations of families and people supported, including: <ul style="list-style-type: none"> ▪ families who don't want to know ▪ those who have experience of self directed support with a different focus. How do we change? <i>2 stage event – with Welsh carers who tell us what their needs/expectations are and we present back to them. With question time panel</i>
Session 4 3 December 2009 Venue: Cartrefi Cymru Llandrindod Wells	Agree constitution of the Provider Network Review Year 1 Objective setting for Year 2

Action Learning Sets

Month	Organisation	Location
March	REACH	Newport
April	Keyring	Wrexham
May	Cartrefi	Llandrindod Wells
July	Dimensions	Cardiff
October	CLC	Swansea
November	Drive	Nantgarw
January 2010	Mencap	Carmarthen

The meeting ended with everybody positively looking forward to the development of the network and a future of self directed support in Wales.