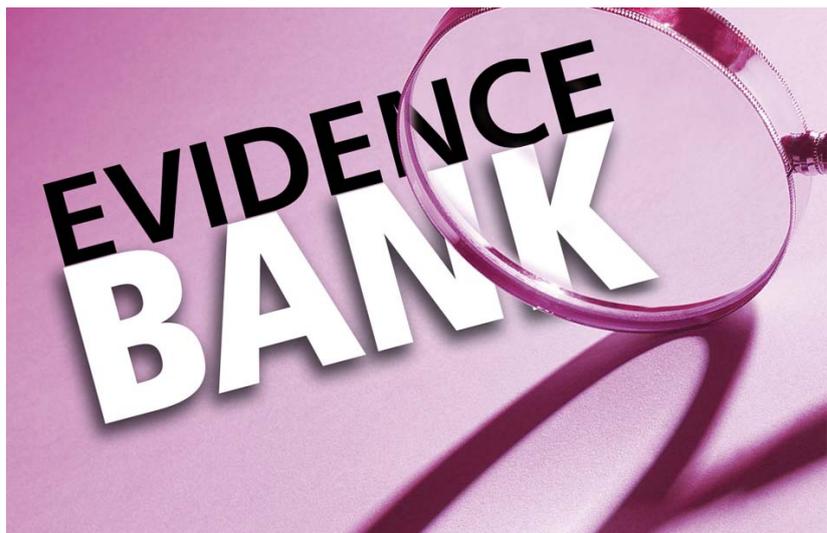


Directorate for People (Adults' Services)

Evidence Bank

2013 – 2014

Making a positive difference



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FOREWORD

Welcome to the fifth Evidence Bank Annual Report (2013-2014)

The Evidence Bank was set up in 2007 to collect supporting evidence for the inspection carried out by the Commission for Social Care Inspection (CSCI). It provided a number of useful examples of good practice for that inspection and was then used to provide supporting evidence for subsequent Annual Performance Assessments. In 2010 the Minister of State for Care Services announced the end of annual assessments of the performance of adult social care services. Instead the local authority is now required to produce an annual report called a 'Local Performance Account' demonstrating how the Directorate is improving outcomes for its citizens who require care and support. Examples from the Evidence Bank are now used as supporting evidence for the Local Performance Account.

The Directorate links its Local Performance Account to the ASCOF (Adult Social Care Outcomes Framework). ASCOF outlines four domains (quality statements); each supported by a number of outcome statements.

The four domains are:

1. Enhancing quality of life for people with care and support needs;
2. Delaying and reducing the need for care and support;
3. Ensuring that people have a positive experience of care and support; and
4. Safeguarding adults whose circumstances make them vulnerable and protecting them from harm.

Further details of the framework are available from:

http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/documents/digitalasset/dh_125686.pdf

A focus on Strategic Directorate Business Plan (SDBP) priorities

In order to contribute effectively to the Local Performance Account, we focus submissions to the Evidence Bank on examples that demonstrate achievement of the Directorate for People – Adults' priorities from the SDBP and examples of new developments and innovations.

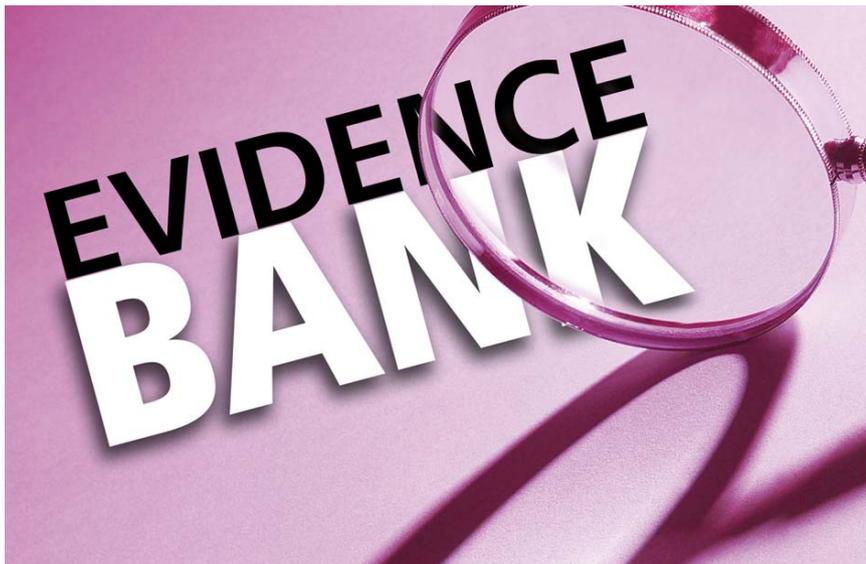


Thank you

Thank you to all staff for your contributions to the Evidence Bank during 2013-2014. We have selected examples from the Evidence Bank for inclusion in this annual report to illustrate the breadth of activities taking place across the Directorate for People - Adults.

I hope this annual report inspires staff to continue to share details of new developments and innovations, demonstrating the positive impact these have on our service users and carers.

Charles Ashton-Gray
Strategic Engagement and Performance Manager
Health and Wellbeing



What is the Evidence Bank?

The Evidence Bank is a Lotus Notes database containing examples from Directorate for People – Adults staff of service developments, evaluations and innovations that are improving outcomes for service users and carers. The examples in the Evidence Bank illustrate the breadth of activity taking place across the Directorate and how staff continue to improve outcomes for citizens of Birmingham.

What is the Evidence Bank used for?

Throughout the year line managers have helped identify service developments and innovations during supervision sessions and in team meetings, and then submitted these examples to the Evidence Bank.

The examples were then used to:

- **Provide a bank of evidence to support the Directorate for People – Adults’ assessment of its services**
Examples from the Evidence Bank are used as supporting evidence to an annual report called a ‘Local Performance Account’. The aim of the Local Performance Account, which is a public document, is to demonstrate to the citizens of Birmingham how we are improving outcomes for those who require care and support.
- **Share details of innovative practice across the Directorate for People - Adults**
Examples from the Evidence Bank are used to learn from others and avoid ‘re-inventing the wheel’.
- **Increase awareness of service developments within the Directorate for People - Adults**
- **Provide the opportunity for staff to reflect on and recognise the value of service developments, evaluations and innovations**



Going forward

We will continue to focus on SDBP priorities and capture details of new developments and innovations.

We hope that this annual report encourages staff to continue to share examples of new developments and innovations through contributing to the Evidence Bank in 2014-2015.

How well do you think we did in 2013-14?

Have your say by contacting:

Customer Care and Citizen Involvement Team
Directorate for People (Adult Social Care)
Birmingham City Council
PO Box 16465
Birmingham
B2 2DG

Phone: 0121 303 5161

Email: ci@birmingham.gov.uk

Website: www.birmingham.gov.uk/AdultCustomerCare



Examples of Developments and innovations

Assessment and Support Planning (ASP)

- **Co-production in Birmingham - case study
Citizen-led Quality Board for ASP (October 2013)**

Co-production involves service users and carers working with service providers, commissioners and improvement bodies to improve people's lives.

Examples of Birmingham's work in this area were included in a guide published by the Social Care Institute for Excellence (SCIE) on how to develop co-productive approaches to working with people who use services and carers. This can be viewed at:

<http://www.scie.org.uk/publications/guides/guide51/>

The guide includes video clips of Birmingham's group planning an Opportunities Fair and interviews with some of the staff, service users and volunteers involved.

- **'Making it Real' presentation to Birmingham Policy Commission on
Healthy Ageing in the 21st century
Citizen-led Quality Board for ASP (May 2013)**

'Making it Real' is a national initiative to drive forward work on personalisation and highlight the issues most important to the quality of people's lives. Personalisation means putting the individual at the centre of the process of identifying their needs and making choices about how and when they are supported to live their lives.

Birmingham Policy Commissions bring together leading figures from the public, private and third sectors with Birmingham academics to generate new thinking on contemporary issues. One of the Commissions was interested in how good ageing in a multi-cultural society is defined and how good health in later life can be promoted.

Birmingham's local work on taking the 'Making it Real' initiative forward was showcased to the Commission and included in the report it published in 2014 on 'Healthy ageing in the 21st century: the best is yet to come'. The report explored key questions around healthy ageing and considered how positive health and different expectations for 'flourishing' in later life can be promoted.

- **The evaluation of the Workforce-Delivery Model Assessment and Support Planning**
University of Birmingham Health Services Management Centre (December 2013)

In summer 2013 the Directorate commissioned the University of Birmingham's Health Services Management Centre to evaluate the Workforce-Delivery Model that operates within ASP. The evaluation included 16 focus groups with a cross-section of staff from ASP and interviews with senior managers and key internal and external stakeholders.

The conclusions from the research fed into the Future Operating Model (FOM) developed for delivering ASP and will also be used to prepare the Directorate for its new responsibilities under the Care Act.

Learning and messages from the evaluation that cut across children's and adults' services will feed into Birmingham Children's Improvement Plan.

- **Adults and Communities Access Point (ACAP): new telephone feedback measure**
Citizen-led Quality Board for ASP (from March 2013)

Members of the citizen-led board worked with an Assistant Director in ASP and with ACAP staff to develop the following minimum standards for the way in which call handlers deal with new enquiries. Call handlers should:

- give their name at the beginning of the call;
- be polite;
- make sure they check with the caller to make sure they have understood their enquiry; and
- provide the information and advice requested by the caller.

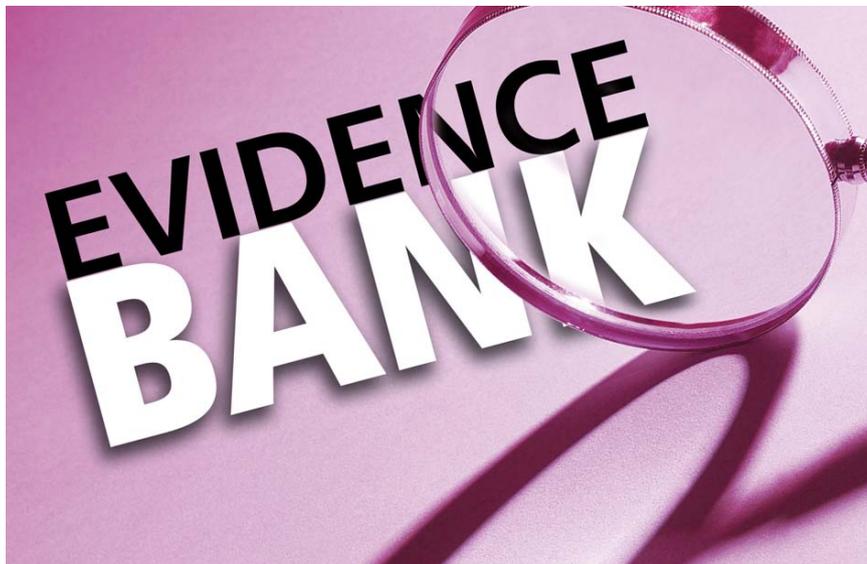
The group then recommended to senior managers that achievement of these standards could be measured using an automated call-back telephone survey at the end of telephone calls to ACAP. This recommendation will be implemented by means of a three month pilot to commence in June 2014.

▪ **Service delivery of city-wide Allied Mental Health Professionals programme**

Delivery Specialist Services (from September 2013)

A new model for delivering AMHP (Allied Mental Health Professionals) service was implemented in September 2013 with AMHP support delivered from a central city-wide service. Benefits of the new model include:

- all mental Health Act assessment calls go to a central point where they are processed and actioned;
- the team manage assessments that go beyond day hours, which reduces referrals to the Emergency Duty Team; and
- staff can take the opportunity to be on the AMHP duty rota for a 5 day period which aids continuity and staff planning.



Birmingham Safeguarding Adults Board

- **Safeguarding adults: multi-agency policy and procedures for the West Midlands**

Birmingham Safeguarding Adults Board (April 2013)

Birmingham Safeguarding Adults Board (BSAB) has a shared responsibility to ensure vulnerable adults in Birmingham are safeguarded against all forms of abuse. It is made up of local agencies including Birmingham City Council, NHS, and West Midlands Police.

New 'Safeguarding adults: multi-agency policy and procedures for the West Midlands' and 'Birmingham's Local Practice Guidance' were implemented in Birmingham in April 2013. Both were made available from Birmingham Safeguarding Adults Board website at:

<http://www.bsab.org/publications/policy-procedures-and-guidance/>

The 'Safeguarding adults: multi-agency policy and procedures for the West Midlands' was the result of collaboration between local authorities in: Birmingham, Coventry, Dudley, Herefordshire, Sandwell, Shropshire, Solihull, Telford and Wrekin, Walsall, Warwickshire, Worcestershire and Wolverhampton. It provides an overarching framework to enable and encourage a consistent approach across the West Midlands to the way in which adults at risk are safeguarded from abuse.

A briefing pack was also developed to prepare staff for the changes and can be viewed at:

<http://www.bsab.org/2013/alan-lotinga-service-director-bcc-and-chair-of-the-birmingham-safeguarding-adults-board/>

- **New Eyes and Ears adult abuse campaign 2013**
Birmingham Safeguarding Adults Board (September 2013)

In September 2013 Birmingham Safeguarding Adults Board launched a new safeguarding campaign called, '***It's not friendship, its abuse***'.

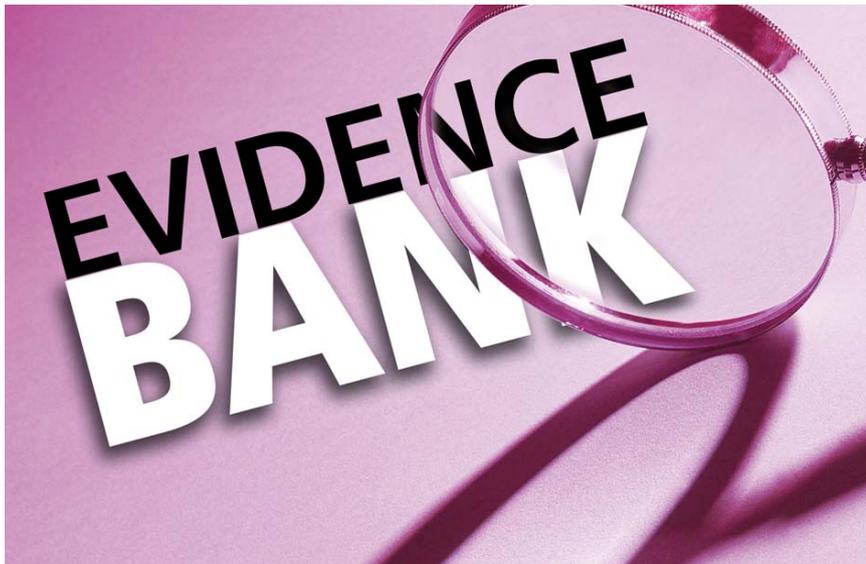
This campaign was aimed at the general public as being the 'eyes and ears' to report any safeguarding issues, with the focus of the campaign being on 'Mate Crime'. This refers to vulnerable adults being befriended by people with the intention to abuse or commit a crime. Evidence nationally and locally suggests this is a growing problem.

Throughout the campaign posters appeared on city trains and in key public places supported by radio commercials telling people how to report concerns, with the message: 'It's not friendship, its abuse. Report it!'

An increase was recorded in number of safeguarding referrals as a result of the campaign and there was also a rise in visits to Birmingham Safeguarding Adults Board's website.

Information about the campaign is available at:

<http://www.bsab.org/2013/bsab-launches-its-new-adult-safeguarding-campaign-its-not-friendship-its-abuse/>



Health and Wellbeing

▪ Opportunities Fair 2013

Strategic Engagement and Performance Customer Care and Citizen Involvement Team (April 2013)

An Opportunities Fair was organised by a collaboration of staff, service users and other citizens. It included stands from over 90 exhibitors and provided taster activities and information on health, leisure and learning opportunities for vulnerable adults and carers.

Over 1,800 people attended the fair, with one visitor commenting on the **“many gadgets, support groups and information to help conditions”** showcased at the event which will **“give people a better quality of life”**. Another said: **“Excellent experience – highlighted opportunities we were missing”**.

The majority of those who completed an evaluation form agreed that the fair had supported them to learn more about experiences and opportunities for adults in Birmingham and they had found out about a service that could support them to be part of the community.

▪ Support for people choosing and managing a direct payment

Strategic Engagement and Performance Customer Care and Citizen Involvement Team (December 2013)

A questionnaire was co-produced by staff and citizens to seek the views of direct payment (DP) recipients on the best ways to support people when: first thinking about having a DP, setting up a DP, and after having had a DP for a while.

The questionnaire was posted to all of those who, at the time, were in receipt of a DP or who were managing a DP on behalf of a service user; which was approximately 1400 people. 277 people responded to the questionnaire, with just under a half of them managing a DP for themselves (47%) and just over half managing a DP on behalf of someone else (52%).

The respondents identified Birmingham City Council as the preferred source of support when:

- planning care;
- circumstances change;
- changes are made to DP processes and procedures; and
- managing DP money.

However, they cited specialist support agencies as the preferred source of support when employing a Personal Assistant.

The results from the study will be presented to a meeting of service users, representatives from Commissioning and representatives from Assessment and Support Planning to consider how to take the findings forward.

▪ **Xcelsius Review Tracker**

**Strategic Engagement and Performance Continuous Improvement Team
(October 2013)**

In 2013-14 one of the Council Plan's targets was that 90% of clients would have a social care review. To help ASP staff achieve this target the Continuous Improvement Team developed a 'review tracker' within a data visualisation tool called Xcelsius.

Xcelsius presents data in the form of interactive 'dashboards' which provides managers with up-to-date information, and from which they can produce reports to meet their information needs.

The benefits of the review tracker include:

- providing review teams with a list of all overdue and upcoming reviews;
- providing other teams with an overview of the number of reviews that are overdue and upcoming. A proportion of these will become re-assessments, so it helps the teams to plan for future peaks in their workload; and
- flagging up quality issues.

▪ **Outcome of consultation on Carers' Commissioning Strategy**

Strategic Engagement and Performance (May 2013)

This consultation sought carers' views on five proposed outcome statements and five proposed overarching priorities drawn from the national agenda and a list of local priorities to be implemented in Birmingham. The consultation, which took place between 26th March – 24th June 2012, heard from over 500 citizens.

A summary workplan for 2013-2016 was then developed using feedback from the consultation, a desktop review of the latest national evidence regarding the needs of carers, and a review of evidence of effective interventions.



▪ **Consultation on People Directorate 2014/15 proposed budget Strategic Engagement and Performance (January – February 2014)**

Managers from the Directorate met with staff and citizens of Birmingham during the summer of 2013 to discuss ideas on how to respond to the challenges arising from large cuts to government funding.

The proposals arising from this ‘dialogue’ were published in a consultation document which is available at:

<https://www.birminghambeheard.org.uk/adults-communities/adults-and-communities-budget-consultation>

The consultation included a description of the proposed model of Assessment and Support Planning services along with information on the values and principles underpinning it. The model was set out in a document called ‘A fair deal in times of austerity’.

The consultation included a total of 23 proposals which were grouped under seven themes:

- Radically changing service delivery of Specialist Care Services;
- Consistency between children’s and adults’ services;
- Integrating and aligning social care services with the NHS;
- Public Health;
- Supporting People;
- Homelessness; and
- Healthwatch.

Following the consultation, a policy document called ‘Social care for adults in Birmingham – a fair deal in times of austerity’ was approved by Birmingham City Council’s Cabinet. A copy of the document is available at:

<http://www.birmingham.gov.uk/AdultCareServices#austerity>



Housing Strategy Policy and Commissioning

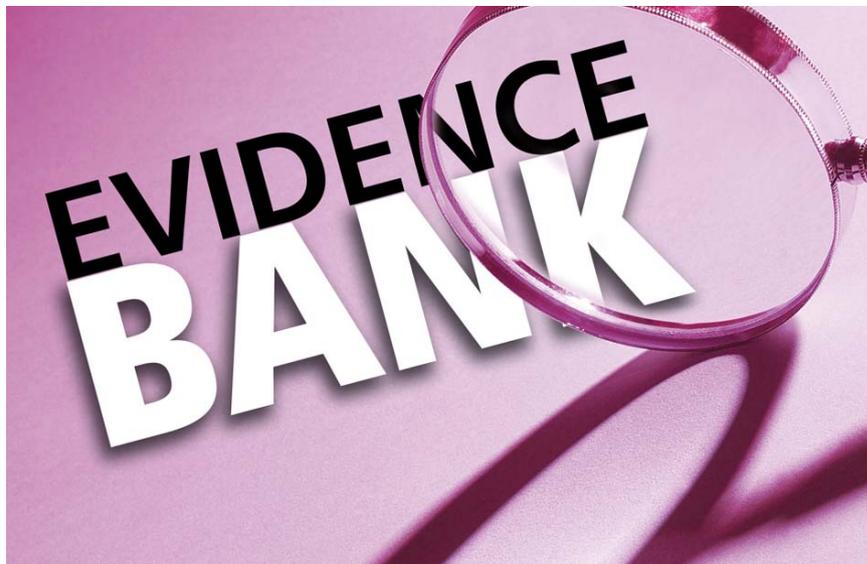
- Consultation on Housing Allocation Scheme (November 2013 – February 2014)

In Birmingham the demand for social housing exceeds availability, particularly for certain types of property. The Council is required by law to have a housing allocation scheme which to show how it prioritises allocation of social housing and the procedures it will follow.

This consultation set out proposals for how the Council will allocate social housing.

Details of the consultation can be viewed at:

<https://www.birminghambeheard.org.uk/adults-communities/reviced-housing-allocation>



Joint Commissioning

- **Open Book Accounting project (2013)**

KPMG undertook a three-month project called 'Open Book Accounting 2' to help Joint Commissioning better understand what would be a fair price for bed-based care provision in Birmingham. (Bed-based care refers to beds in nursing or residential homes).

Bed-based care providers were invited to complete a financial questionnaire detailing key aspects of their service provision. This was collected by KPMG and categorised to determine range of costs. Using the results, the Joint Commissioning service was able to establish a 'usual cost' of care provision for older adults in Birmingham.

- **Implementation of Framework Agreement (from December 2013)**

In December 2013 the Directorate implemented a new approach, known as a Framework Agreement, to purchasing bed-based services for older adults i.e. beds in nursing homes or residential homes. The Framework Agreement set out what the Directorate expects from organisations that provide social care services to people of Birmingham on behalf of the Directorate and replaced existing contracting agreements with external providers.

Under the new approach brokers organising packages of care for eligible citizens invite providers who are registered on the Framework Agreement to bid for a care package in a process known as micro-tendering. A system called SProc.Net (developed by Matrix SCM) is used for the micro-tendering process. Brokers then use the system to choose a provider based upon quality and price.

The Framework Agreement and micro-procurement process was later extended to include purchasing of home support for older adults.

- **Community Navigator Pilot: Initial evaluation and discussion document Turning Point (March 2014)**

The Directorate worked with a not-for-profit organisation called Turning Point to pilot a 'Community Navigator' service in Ladywood and Kingstanding wards in Birmingham. The pilot was aimed at determining how to connect people effectively to local support and services that promote wellbeing and independence, thus reducing dependency on funded care.

The service went 'live' in July 2013 with a particular focus on adults at risk of requiring social care but who were not currently using social care services. Turning Point employed and trained a team of local people to be 'Community Navigators' to improve access to services for the local community and ensure that better information was available locally to help people take control of their lives.

The pilot was evaluated using information provided by Turning Point in its monitoring reports, with further analysis provided by the Directorate's Continuous Improvement Team.

Following the evaluation it was decided to extend the project and review it further.

- **Quality ratings system for providers (from October 2013 onwards)**

A quality ratings system for care homes and home support services in Birmingham was developed to help the public make decisions about their care. The Directorate worked with people who receive services and with care providers to develop the ratings system. The ratings are based on information from a variety of sources:

- providers' self-assessments of quality;
- data from the Care Quality Commission; and
- contract management and compliance information.

The ratings are updated monthly and can be viewed on the Internet at: www.birmingham.gov.uk/adult-social-care/provider-quality-dashboard

The ratings are also used as part of the provider selection process (micro-tendering process) when care services are purchased through the Framework Agreement used by the Directorate.

- **'Give me something to believe in'. Birmingham and Solihull Dementia Strategy 2013-16 (January – April 2014)**

During the year, a draft dementia strategy for Birmingham and Solihull was developed which went out for consultation. The strategy set out the proposed vision and framework for a dementia pathway in Birmingham and Solihull.

Details of the consultation can be viewed at: <https://www.birminghambeheard.org.uk/adults-communities/birmingham-and-solihull-dementia-strategy>

▪ **Creation of Enhanced Assessment Beds (from September 2013 onwards)**

42 Enhanced Assessment Beds were created within two residential/nursing care settings. These beds are used to provide the opportunity for enhanced assessment of citizens for up to a maximum of 6 weeks. The beds were created to prevent delayed discharges from hospital and citizens being inappropriately assessed in a hospital setting. These beds allow assessment to be carried out away from an acute hospital environment and enable citizens to maximise their independence before returning home, or help them to make better decisions regarding their future care needs. Citizens using the enhanced assessment beds are supported by an occupational therapist, physiotherapist and care staff.

Early evaluation data suggests that, as a result of this work, 30% more citizens are returning to live in their own home environment. These are citizens who may have gone into residential/nursing care under the 'old' arrangement where they were assessed in hospital.

Joint Commissioning is planning to increase the number of enhanced assessment beds in Birmingham to over 215.

▪ **Autism Strategy for Adults in Birmingham 2013-16 (March - June 2013)**

During the year the Directorate consulted on a draft Autism Strategy which set out the vision of Birmingham's Autism Partnership Board that all adults with autism have the same opportunities as anyone else to live rewarding and full lives.

The Autism Strategy focused on six main areas:

1. Implement training and raise awareness;
2. Implement pathways for diagnosis;
3. Improve on opportunities for employment and education;
4. Improve access to services;
5. Improve transitions from childhood; and
6. Improve interactions with the criminal justice system.

The consultation found that, on the whole, people were happy with the content and overall approach of the strategy and agreed with the direction of travel to improve support for people with autism.

Details of the consultation can be viewed at:

<https://www.birminghambeheard.org.uk/adults-communities/www-birminghamcitycouncil>

Public Health

- **Consultation on commissioning strategy for Birmingham's substance misuse services (August – September 2013)**

This consultation set out proposals for a commissioning strategy for substance misuse services.

The results revealed clear support for a substance misuse recovery system that meets the needs of the family, has a much sharper focus on the achievement of a range of recovery outcomes and is based on a single system as opposed to the 28 contracts currently in place to deliver the treatment system.

Details of the consultation can be viewed at:

<https://www.birminghambeheard.org.uk/adults-communities/substance-misuse>

- **Consultation on commissioning strategy for sexual health services (October - December 2013)**

This consultation proposed a new system for sexual health services.

2,500 completed questionnaires were received and in response the re-commissioned service will focus more on outcomes and place greater emphasis on the needs of identified priority groups. As a result of the consultation, HIV support services were taken out of this re-commissioning of sexual health services and will be looked at separately across the Council as a whole to ensure a co-ordinated approach to commissioning the services in the future.

Details of the consultation can be viewed at:

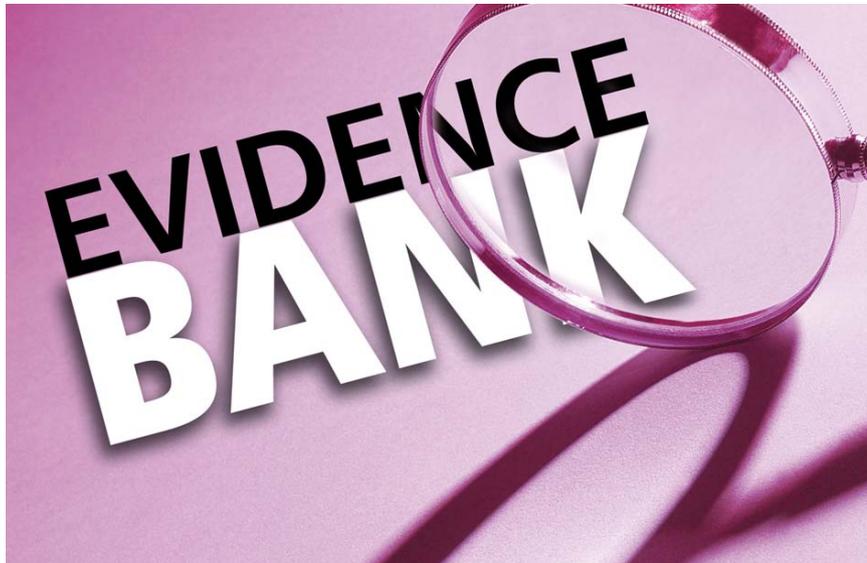
<https://www.birminghambeheard.org.uk/adults-communities/sexual-health-consultation>

- **Seven day services for health and social care (February 2014)**

Local and national evidence suggests that health and social care services provided at weekends or bank holidays do not match the service delivered in the traditional working week.

Birmingham City Council in partnership with Heart of England NHS Foundation Trust, Birmingham and Solihull Mental Health Foundation Trust, Birmingham Community Healthcare NHS Trust and Clinical Commissioning Groups became Early Adopters of the NHS's Seven Day Services Improvement Programme. Seven Day Services refers to: "...providing the same level of health and social care services seven days a week to achieve consistent outcomes."

As an Early Adopter, the Council receives support from the NHS to take forward a transformation programme to implement Seven Day Services within three to five years. It will now use the opportunity offered by its Early Adopter status to learn how to provide Seven Day Services in the most effective way so as to have the greatest positive impact on service users.



Specialist Care Services (SCS)

- **Creation of an online booking system for respite care Short Break Services (from March 2014 onwards)**

The learning disability respite units used to use paper diaries to record bookings for respite care. However, a more reliable system was needed which would also enable managers to identify vacancies in other units. An online booking system was developed using Excel and piloted by staff at The Laurels respite unit. The aim is to roll out the system across all three respite units.

- **Part-time/flexi introductions to day opportunities Learning Disability Resource Centres Hockley Skills and Development Centre (July - August 2013)**

During the year the Hockley Skills and Development Centre offered short term placements. For example, a young man with learning disabilities who attended college was looking for activities to occupy him during the summer when the college was closed. The Greenfingers Garden Service based at the Hockley Skills and Development Centre provided him with a short-term placement over the summer period during which he gained gardening skills. When reviewing the placement, the service user and his carers said how much he had enjoyed the placement and they would consider him attending full time in the future.

Being flexible with placements, such as offering short term placements, is way of encouraging clients to take part in new activities.

- **West Midlands Network Flower Show 2013 Learning Disability Resource Centres Alderman Bowen (September 2013)**

Service users from the Alderman Bowen Centre entered a range of exhibits at the West Midlands Network Flower show that was held on 26 September 2013 at Sandwell Valley Park Farm.

The show was for entrants from local organisations that support adults with physical disabilities, mental health problems or learning disabilities. The competition provided service users with the opportunity to exhibit the results of skills they had developed and to contribute to a community activity. It was also an opportunity to promote the support provided by the Alderman Bowen Centre.

The competition brought everyone together, as service users and staff prepared for the show. Groups worked hard in their woodwork, cookery, gardening and arts and crafts sessions to ensure exhibits were ready on time.

Service users from the Centre enjoyed outstanding success in the competition - winning 6 gold, 11 silver and 3 bronze medals. It was clear to see how excited and proud they felt when they went up to accept the awards.

The Centre would recommend that others participate in the event in the future to promote their service and to demonstrate the skills developed by service users.

▪ **Baking group**
Learning Disability Resource Centres Hockley Skills and Development Centre (September 2013)

Hockley Skills and Development Centre set up a baking group for service users.

The size of the group was kept small with a maximum of eight service users to ensure that everyone had the opportunity to get involved. As well as developing skills in baking, the service users developed insight into money management by selling cakes they had made.

▪ **New service model for Community Links**
Care Centres Community Links Prevention (September 2013)

During the year the Community Links Service split its core function between enablement and prevention.

The prevention services, based at the Council's four Care Centres, focused on the provision of advice, information and signposting as well as facilitating events and activities in the Care Centres. This focus on 'prevention' is aimed at helping people to support themselves and to continue to live independently with a minimum of, or with no, support.

The new service model allows Community Links Support Workers to offer services to people over 18 years of age irrespective of their disability or circumstance.

▪ **Marketing Bharosa**
Bharosa (January 2014)

During the year staff at Bharosa Domestic Abuse Service implemented a range of measures to market and raise awareness of its services. These included:

- updating Bharosa's brochure and producing an electronic version which was sent to professionals;

- creating links with refuges for vulnerable women including developing a joint working agreement with two refuges – Imaan Grove and Jasmine Court;
- strengthening links with the local police service to help possible victims of domestic violence;
- outreach work with colleges, neighbourhood offices, health visitors and creating links with Niskam Centre (which champions social justice and inclusion) and the Sikh Helpline;
- targeting maternity units in Birmingham and children's centres; and
- re-starting a bi-monthly support group for women who had accessed the service in the past and wanted to re-establish links in a safe and confidential environment.

Bharosa's extensive marketing strategy raised awareness of its service and the work also helped to improve staff morale.

▪ **Recycling used ink cartridges**

Learning Disability Resource Centres Hockley Skills and Development Centre Acupack (from May 2013 onwards)

Acupack, which is based at Hockley Skills and development Centre, set up a recycling point for used ink cartridges.

Service users were taught how to check and clean ink cartridges and they carry out this work in pairs, which improves the way they interact with each other.

The empty ink cartridges are collected by a company called Infotone that specialises in recycling empty ink cartridges in an environmentally friendly way. Infotone provide the Centre with vouchers or a donation in exchange for the cartridges.

▪ **Opening of Four Seasons shop and cafe**

Learning Disability Resource Centres Moseley Skills and Development Centre Four Seasons (August 2013)

In August 2013 Four Seasons opened up a garden shop and café in the grounds of the Four Seasons garden project at Chamberlain House in Moseley.

The Four Seasons project provides a one-stop shop for the public to buy handmade products created by service users and staff. These products include: hand crafted gift cards; jewellery; aromatherapy oils, plants and hanging baskets.

▪ **Increasing occupancy levels at Shakti Day Centre
Older Adults Day Services Shakti Day Centre (January 2014)**

Staff at the Shakti Day Centre implemented a number of measures to raise awareness of the Centre and to increase its use. These included:

- working closely with DISC (Dementia, Information, Support and Care) who then referred service users with dementia to the Centre;
- arranging visits from trainee physiotherapists so they better understood what was on offer at the Centre and to encourage referrals from them;
- inviting professionals to events held at the Centre, such as celebrations of religious festivals;
- drawing up new menus in consultation with service users and improving the quality and presentation of meals. This increased take up of catering services and boosted the Centre's income;
- introducing new activities for service users such as a knitting project to make squares which were then put together to form small blankets. This was very successful with staff selling the blankets to raise money for the Centre;
- introducing a Carers' Group to share information, advice and knowledge.

As a result of the new initiatives and changes introduced, the Centre's occupancy levels increased from an average of 13-15 a day in October 2012 to full occupancy (20 places) by September 2013.

▪ **Advance Enablement Service and Community Hub
Learning Disability Resource Centres Advance Enablement Team (January 2014)**

The Advance Enablement Service and Community Hub supports people with learning disabilities to access work placements and develop new skills that will help them gain employment.

Income generation is a necessary part of the service and with this in mind the service has implemented the following innovations:

- It prepares meals onsite and delivers them to members of the public, with service users supported to deliver the meals; and
- It has developed a textile recycling project encouraging service users, staff and members of the local community to donate unwanted clothing which is then sent for recycling.

The service is also in discussions with the national charity, FareShare, for service users to provide food parcels to the charity.

▪ **Providing work placements at Sparkbrook Resource Centre Learning Disability Resource Centres Sparkbrook Resource Centre (January 2014)**

During the year Sparkbrook Resource Centre offered work placements to students and those looking for work experience. This increased others' awareness of council services and the needs of people with learning disabilities.

The work placements have had many advantages for the Centre including:

- raising awareness of learning disability issues;
- service users benefiting from one-to-one support;
- using feedback from the volunteers to improve services;
- using volunteers to carry out quality assurance surveys.

▪ **Marketing Birmingham Shared Lives Service Birmingham Shared Lives Service (from September 2013 onwards)**

Birmingham Shared Lives Service used a range of communication channels, including social networking sites, to market the service, share news and recruit Shared Lives carers. These included:

- maintaining a page on Facebook
<https://www.facebook.com/pages/Birmingham-Shared2Lives/215319668639946?ref=stream>
- setting up a Twitter account @BrumSharedLives;
- posting videos on YouTube;
- maintaining a page on Birmingham City Council's website at <http://www.birmingham.gov.uk/sharedlives>
- maintaining a section on the 'My Care in Birmingham' portal
<http://www.mycareinbirmingham.org.uk>

Birmingham Shared Lives Service also held a recruitment evening for potential Shared Lives carers in the Council House Banqueting Suite in February 2014 which was attended by over 70 people.

▪ **Carers' calendar Learning Disability Resource Centres Sparkbrook Resource Centre (from January 2013 onwards)**

Carers said they needed to know in advance what was happening in the resource centre and to be aware of important dates such as annual closures etc. In response the Centre designed and produced a calendar for carers and services users. As well as including details of centre events and important dates, it also includes pictures so the calendars can be used to promote the centre to others.

The centre plans to take this forward by advertising local businesses in the calendar to raise income.

▪ **Development of a rolling menu**

Learning Disability Resource Centres Sparkbrook Resource Centre (from April 2013 onwards)

In response to feedback from service users and carers, Sparkbrook Resource Centre changed from providing a monthly menu to developing a seasonal menu that included healthy options. Service users and carers were involved in developing the menus which:

- offer more choices, including a healthy option;
- give carers the opportunity to discuss with the service user what they will have for lunch;
- help carers plan their evening meal;
- allow service users to plan their meals for the week ahead if they wish to; and
- enable staff to plan ahead and bulk buy, which is more cost-effective.

▪ **Using external sources for activity programmes**

Older Adults Day Services Boldmere Centre (from October 2013 onwards)

Boldmere Centre was able to extend the range of therapeutic activities it offered by using a charity, Aquarius, to provide resources and support. Aquarius had received lottery funding to pilot a programme of therapeutic activities for the over 50s. One of the activities set up at the Boldmere Centre as part of this programme was a weekly 'Crafty Elders' group to encourage people to participate in a craft session.

▪ **Local system for monitoring staff absence due to sickness**

Learning Disability Resource Centres Sparkbrook Resource Centre (from April 2013 onwards)

Sparkbrook Resource Centre developed a local system for monitoring staff absence due to sickness which improved compliance with the Council's sickness monitoring processes and reduced absence levels.

The local monitoring system enables managers to see what stage absent staff have reached in the sickness monitoring process. Implementation of the system helped increase compliance with sickness monitoring processes such as Return to Work Interviews (RTW), Attendance Improvement Plans (AIP), Attendance Review Meetings (ARM) etc. with Sparkbrook achieving 100% RTW interviews target.

- **Development of questionnaire for learning disability day services Learning Disability Resource Centres (October 2013)**

Learning disability day services developed a questionnaire to gather feedback from service users in a systematic way to inform service improvements and developments. After being piloted with service users at Sparkbrook Resource Centre, the questionnaire was rolled out across all the learning disability day centres.

As an example, 71 out of the 90 service users attending Harborne Resource Centre completed the questionnaire. Centre staff are now looking into the areas suggested for improvement including: access to college; more visits to the park; more writing, sewing and music activities; access to a stereo and level of heating within the Centre.

- **Promotional DVD for learning disability day services Learning Disability Resource Centres (October 2013)**

A DVD involving service users, carers and staff was produced to promote learning disability day services. A series of focus groups were held in resource centres to gather information about the range of activities and opportunities available. The resource centres chose activities that illustrated two unique selling points and then 'story boarded' the activity. Filming was completed over three days and involved service users, staff and carers. The DVD was then used during presentations to social care managers, service users in transition, social work teams and at events. Several new service users joined Hockley Skills Development Centre after viewing the DVD.

- **Standardisation of paperwork and file structure for service users' personal files in residential and respite units Specialist Care Services Prevention (November – December 2013)**

The paperwork and file structure used for service users' files in residential and respite care were reviewed and standardised to ensure consistency across internal services. All service users' files now have a common look and there is a consistent approach across all the internal services. This helped ensure compliance with CQC requirements.

- **Business continuity grab bags Short Break Services The Laurels (December 2013)**

In the event of an emergency, staff working in respite care units need to ensure they take with them information about service users, such as medication details,

to ensure business continuity. Staff at The Laurels purchased a red grab bag that was easily identifiable and devised a crib sheet to go inside it with instructions for the team on information they needed to take if they had to evacuate the unit.

The concept of grab bags was taken up and they are now used across all learning disability respite services.

▪ **Project Valentine: the use of 'Just Checking' technology with young people in transition from children's to adults' services
Care Centres Perry Tree Centre (2013-14)**

When creating a care package for a young person who is in transition from children's to adults' service, it is crucial that support does not exceed what is needed so that it becomes debilitating.

Staff from the Floating Support and Community Options Service took part in a 3 month project (starting on 14 February 2014) conducting assessments of 9 young people with learning disabilities using the 'Just Checking' Service to assess the level of support needed. 'Just Checking' is an assessment and monitoring tool that is installed for a limited period of time to monitor a person in their home and provides a chart of activity via the internet. Staff produced reports for each of the service users which were then sent to the social work team to inform assessments of support needs. For example, it was found that social care staff were carrying out checks on two service users between every 30 minutes to one hour throughout the night. However, the 'Just Checking' service indicated that these checks were actually disturbing rather than helping the service users, suggesting that the number of checks should be reduced.

The pilot also identified opportunities for service users to develop their skills. For example, the 'Just Checking' service identified that one service user, who lives in supported living accommodation, spent most of the day in communal areas with other tenants and did not return to his flat at mealtimes. The results from the pilot were used to suggest the service user be given the opportunity to develop his skills in meal preparation, cooking and domestic activities.

▪ **Re-use scheme at Alderman Bowen Centre
Learning Disability Resource Centres Alderman Bowen (October 2013)**

Service users and staff at Alderman Bowen Centre implemented a recycling scheme. They collected a wide range of unwanted items and creatively re-used them. For example:

- old clothes were sold as second-hand items;
- buttons and ribbons were used in craft sessions;
- blankets and towels were given to Birmingham Dogs Home;
- the Centre's sewing group turned old curtains into bags;

- old jewellery was re-sold or used for decorations;
- wood, cardboard and toilet roll tubes were used in the craft and woodwork rooms to make props for the Centre's drama group;
- pallets were made into compost bins;
- lollipop sticks, mushroom containers and plastic cups were used by the gardening group;
- glass jars were used by service users for home-made pickle onions, chutneys and jams; and
- shredded paper was used as bedding for pets and for composting.

The Centre worked with local organisations, for example, B&Q and Dunhelm Mills who save their cans and plastic cups for the Centre. Neighbours and gardeners from a local allotment plot contributed to the project by giving the Centre cans and clothing.

Alderman Bowen Centre also worked with 'Clothes for Cash' who gave them a cash donation in return for old clothing. The Centre has now contacted a local school to set up a joint activity to get young people involved in recycling.

In 2013 the Centre was shortlisted for Birmingham City Council's recycling awards and staff and service users attended the ceremony on 1 October 2013 in the Banqueting Suite of the Council House. Although, on this occasion they did not win, their recycling project was 'highly commended'.

▪ **Marketing Perry Tree Centre through the development of effective partnerships**

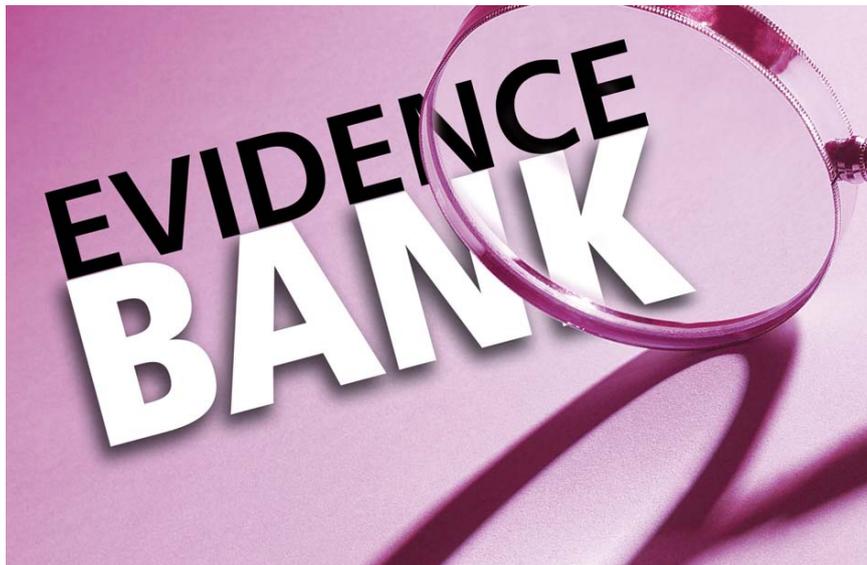
Care Centres Perry Tree Centre (2013-14)

Staff at the Perry Tree Centre were looking for new ways to promote the care centre. They formed partnerships with local schools, colleges etc, and offered practice based opportunities within the centre for young adults and student social workers. The service users at the Perry Tree Centre have a wide range of needs and conditions which means that students can gain a wealth of knowledge by having a placement there.

Senior staff from within the Care Centre and the Community Links Service met with potential partners and agreed a partnership model that addressed the aims and requirements of both services. Staff then met with tutors and lecturers to discuss statutory responsibilities and to identify the most suitable type of placement for each student.

During the year staff worked with young people undertaking the Duke of Edinburgh Awards programme, students from South Birmingham and staff from the Advance Enablement Service.

Staff at the Perry Tree Centre received positive feedback from those on placement, and the placements helped students to achieve, for example, Duke of Edinburgh Awards (Silver and Bronze). The service also benefitted from suggestions/questions from those on placement which helped spark a fresh line of thought or service development for the team to consider.



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