

Integration Joint Board
Transformation, Innovation and Futures Committee

10th August 2023

This Report relates to
Item 7 on the Agenda

Draft Complex Needs Plan

Paper presented by Glen Graham

For Approval

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List of Background Papers:	Learning/Intellectual disability and Autism: Transformation Plan (2021) Coming Home Report (2019) Coming Home Implementation Report (2022)
Appendices:	Appendix 1 – Draft Complex Needs Plan 2023-2026 Appendix 2 – Draft Complex Needs Implementation Plan Appendix 3 – Programme Board Reference Group Membership

1. Introduction

- 1.1 This paper offers an update to the Transformation, Innovation and Futures Committee in relation to the development of the Draft Complex Needs Plan (CNP) and accompanying draft implementation plan and offers the opportunity to note the progress made, offer any guidance for further development and approve that once engagement concludes, the plan goes to IJB for approval.

2. Recommendations

- 2.1 **The Transformation, Innovation and Futures Committee is asked to:**
- **NOTE the contents of the draft Complex Needs Plan and engagement updates**
 - **APPROVE that on completion of ongoing engagement in August the final Complex Needs Plan 2023-2026 and accompanying draft implementation plan is presented to the IJB for final approval in September**

3. Background and Main Report

- 3.1 The draft CNP 2023-2026 has been developed by the Complex Needs Project Group and immediate operational colleagues. Initial engagement has also taken place as the plan has developed through the Complex Care Programme Board Reference Group (See appendix 3) and was approved by the Complex Care Programme Board in June. The draft CNP 2023-2026 is attached at **Appendix 1**.
- 3.2 The draft CNP is linked to and takes in to account the national Learning/Intellectual disability and Autism: Transformation Plan (2021) (background papers) which considers the impact of the Keys to Life 2013 – 2023 and the Strategy for Autism 2011 – 2022, considers what comes next and highlights the impact of Covid-19 on both groups. Other national policy documents considered included the Coming Home Report (see background papers) and more recently the Coming Home Implementation Plan (see background papers) which have also informed and shaped the development of the draft CNP.
- 3.3 The draft CNP Implementation Plan (Appendix 2) lists the key areas of work currently identified for the CNP and links them to the Strategic Commissioning Intentions of the Strategic Commissioning Plan 2022-2025. The implementation plan will be a working document during the lifetime of the plan in response to local and national policy, strategy and the needs of those with complex needs.
- 3.4 Following approval of the CNP at the Complex Care Programme Board it was agreed that before finalising the plan further engagement will be undertaken with the Powerful Voices User Group and wider operational and stakeholder colleagues to seek feedback on the plan to date and to identify any gaps in the plan or areas that had not been considered. This work is ongoing and will be complete by the end of August.
- 3.5 During the current engagement the following suggestions have been made and as changes or additions to the attached draft CNP along with the source of the

suggestion.

- Provide more clarity around importance of signposting for those with complex needs particularly in relation to wider community, training and employment opportunities out with statutory services (Third Sector engagement)
- Provide more clarity in Implementation Plan relating to work to be undertaken around transitions from children to adult services (staff/provider/third sector engagement)
- Provide more clarity on short, medium and long-term plan objectives within implementation plan and demonstrate (staff/provider/third sector engagement)
- Need to develop evaluation plans and measure around implementation including how the voice of people who use services and their carers has shaped plan (staff/provider/third sector engagement)
- Highlight the importance and dependence on the role of unpaid Carers in the delivery of care and support for those with Complex Needs (Carers Centre Engagement)

3.6 Following consideration by this Committee the next steps for the draft CNP will be to seek approval from the Integration Joint Board on the final plan (updated following final engagement sessions) in September. Based on engagement to date, we do not anticipate beyond those listed that any substantive changes to the CNP before it goes to the IJB and can confirm that any amendments will be highlighted.

4. Conclusions

- 4.1 The draft CNP 2023-2026 and draft implementation plan are presented for noting and comment as an update of the work ongoing in relation to complex needs overseen by the Complex Care Programme Board.
- 4.2 Prior to finalising the draft CNP, further engagement will be undertaken in accordance with the Intellectual Disability and Complex Needs Engagement Plan and as outlined in section 8.
- 4.3 Throughout its development and subsequent engagement the CNP has been well received with feedback being both positive and constructive.

5. Resource Implications

- 5.1 Resource implications are set out in the Resources section of the draft CNP.

6. Impact on Integration Joint Board Outcomes, Priorities and Policy

6.1 Through the Partnership Delivery Plan the draft CNP has been mapped to the Strategic Commissioning Plan 2022-25 as follows, please note that the individual elements of the implementation plan have also been mapped accordingly:

- Strategic Commissioning Intention (SCI) 1 – People are supported to live independently at home and avoid crisis
- Tactical Priority 1.1 – Delivery of the model of care

6.2 In mapping to the 9 National Health and Wellbeing Outcomes, the following primary and secondary outcomes have been identified:

- Outcome 2 – People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.
- Outcome 5 – Health and social care services contribute to reducing health inequalities.

7. Legal and Risk Implications

7.1 A number of risks impacting the Partnership's ability to make progress against the priorities within the draft CNP, these include:

- Sustaining high quality, safe and effective care and support in the face of growing demand and reducing resources
- Increasing numbers of people with complex multiple long term conditions requiring higher levels of care and support
- Widening health and social care inequalities
- People not getting the right care and support in the right place at the right time
- Reducing number of people of working age to provide paid care and support
- Increasing challenges recruiting people to deliver health and social care and support
- The rurality of the region in which we live can present risks in relation to accessibility and sustainable communities
- Increase in retirement age potentially leading to reduced availability of volunteers
- Lack of available supported accommodation to meet needs

7.2 Mitigating actions relating to the identified risks are in the Making it Happen section of the Draft CNP.

8. Consultation

8.1 Developed by the Complex Needs Project Group reporting directly to the Complex Care Programme Board in line with the Intellectual Disability and Complex Needs Engagement Plan.

8.2 Throughout development of the draft CNP engagement has taken place with the Complex Needs Reference Group for access to wider stakeholder groups and operational colleagues. As outlined in appendix 3 the membership of this group includes representatives from Social Services, Health, Support Provider, Third Sector colleague and partners and includes the voice of those who use services through a representative from the Powerful Voices Group.

8.3 The additional consultation currently underway to identify any gaps in the CNP has included

- Engagement session with staff team within the newly aligned Complex Needs Service
- Engagement session with Complex Needs Service staff, Provider and Third sector colleagues

	<ul style="list-style-type: none"> • Engagement with Dumfries and Galloway Carers Centre • Engagement session with Cares Programme Board • Further planned session with Powerful Voices Group 						
8.4	Previous updated to Health and Social Care Governance and Performance Group and Financial Recovery Board.						
8.5	Consultation undertaken with Carers Programme Board.						
8.6	Prior to presentation to the IJB further advice will be sought from Health Improvement Scotland on whether wider consultation is required on any element of the plan in advance to taking it to IJB makes sense.						
9.	Equality and Human Rights Impact Assessment						
9.1	An Equality Impact Assessment is to be developed and can be shared at a future date.						
10.	Glossary						
10.1	All acronyms must be set out in full the first time they appear in a paper with the acronym following in brackets.						
	<table border="1"> <tr> <td>CNP</td> <td>Complex Needs Plan</td> </tr> <tr> <td>IJB</td> <td>Integration Joint Board</td> </tr> <tr> <td>SCI</td> <td>Strategic Commissioning Intentions</td> </tr> </table>	CNP	Complex Needs Plan	IJB	Integration Joint Board	SCI	Strategic Commissioning Intentions
CNP	Complex Needs Plan						
IJB	Integration Joint Board						
SCI	Strategic Commissioning Intentions						

Appendix 1

Attached separately

Appendix 2

Attached separately

Appendix 3

Current Programme Board Reference Group Membership

- Chair – Strategic Planning and Commissioning Manager
- Powerful Voices Group Representative Rep – User Voice
- Complex Care Social Work Lead Manager
- Intellectual Disability Team Manager
- Third Sector reps – Usual Place & Wigtownshire Stuff
- Provider Partner Rep from Special Interest Group
- Family Carer
- Carers Centre Rep