

**Joint Sensory Services SPG
Strategy and Commissioning Statement
2017 – 2020**



Version B16
November 2017

CONTENTS

Introduction	3
Executive Summary	4
Vision and Key Areas for Action	5
Strategic Needs Assessment	7
Legal Requirements and Principal Guidance	10
Key Action 1: Partnership Working	11
Key Action 2: Joint Sensory Social Work Service	12
Key Action 3: Governance	15
Key Action 4: Learning and Skills Development	17
Key Action 5: Care Pathways	18
Key Action 6: Engagement and Involvement	19
Key Action 7: Communication	23
Conclusion	25
 Appendices:	
Appendix 1: Action plan	27
Appendix 2: Equalities Impact Assessment	35

INTRODUCTION

The Joint Sensory Services Strategic Planning Group (SPG) is responsible for developing a strategic approach to address the needs of people with sensory needs within Dundee. To help guide this work, the SPG has developed this, the first Dundee Joint Sensory Services Strategy.

The Joint Sensory Services strategy has been co-produced in partnership with a range of local people and local organisations. It will provide the strategic direction for developing services and support for people with sensory requirements over the next three years. It sets out the overall vision and key areas for action that will provide an overall structure of this work, and the main action points that need to be achieved.

The Health and Social Care Partnership has produced an overarching Strategic and Commissioning Plan, which sets out the overall vision for Dundee, and a series of Strategic Priorities. The vision and priorities have helped inform the development of this strategy. This strategy was commenced in 2016, and acknowledgement is provided to the previous Chair, Avril Smith Hope.

The Joint Sensory Services SPG has responsibility for the development of services and support for children and young people, and will therefore also have a role in helping to design and develop some services that will continue to be provided by NHS Tayside and Dundee City Council.

The strategy highlights the service changes that will be required, the commissioning intentions, the rationale for those decisions, the methods of implementing and delivering the required changes, and the way these actions will be achieved, monitored and reported.

The Joint Sensory Services SPG will contribute to the priorities and actions of the Health and Social Care Partnership, and other statutory and voluntary organisations in Dundee. In doing so, the SPG will ensure that people with sensory needs can receive the care, support information and access to services and support that they require in order to live fulfilled lives within Dundee.

This strategy sets out how we will make this happen.

Beth Hamilton

Christina Cooper

Co-Chairs, Dundee Joint Sensory Services SPG

Executive Summary

- The **strategic needs assessment** highlights that there is a strong correlation between age and the prevalence of sensory impairment. There is also a correlation between the age of people with sensory impairment, and the level of support they require.
- Longer life expectancy means the number of older people in Dundee is predicted to increase significantly. As a result, the number of people with sensory needs will increase, and the **level of demand** is liable to significantly increase. Many of the people requiring support will be older people who have not experienced sensory impairment before.
- There is a significant amount of **legislation and guidance** that needs to be taken into account. As well as the principals of health and social care integration, there are the recommendations outlined in See Hear, the national strategy for sensory impairment, and the requirements of the new British Sign Language (Scotland) Act.
- The See Hear strategy set out a series of recommendations.. To address these, the Joint Sensory Services Strategic Planning Group has developed **four principal workstreams** that will be responsible for implementing the recommendations.
- There is a need to develop clear, integrated **care pathways** that put the person at the centre of the care journey and promote independent living, self-management, early diagnosis and intervention, and effective partnership working across statutory and third sector agencies.
- To support this, robust **staff learning and development** will be essential, both to raise awareness of sensory impairment, and to provide training in effective communication, early identification and making referrals, and providing appropriate support for people with sensory needs.
- There is a need for **strong engagement** to help develop the overall strategy, and to ensure that changes to services are developed in co-design and co-production with local people and third sector organisations.
- There is a need for local people with sensory needs to receive **effective communication** in a variety of formats. This will allow them to effectively participate in the development of services, and to receive information about what services are available and how to access them.
- To underpin and support all of these areas, there is a need for **robust governance** arrangements, to ensure that legislation and best practice is being implemented, that resources are used effectively and efficiently, and that there are appropriate and timely methods of monitoring and evaluating the provision of services.

Vision and Key Areas for Action

Vision

In line with the intentions of the national See Hear strategy and the Dundee Health and Social Care Strategic and Commissioning Plan, the vision of the Dundee Joint Sensory Services Strategy is to ensure that:

All people with sensory needs are able to access the information and support they require in order to live a fulfilled life.

Key Areas for Action

In order to achieve this overall vision, the Joint Sensory Services Strategy sets out several key actions:

- 1. Partnership Working:** Work in partnership with people with sensory needs, their families and carers, and relevant third sector organisations in order to ensure future services are co-designed and co-produced, and that they are designed to address the issues that are important to local people.
- 2. Joint Sensory Social Work Service:** Develop an integrated joint sensory social work service that actively promotes opportunities for assessment and service delivery across the different types of sensory needs and provides a single point of access to service users whenever possible.
- 3. Governance & Legislative Compliance:** Fully implement the See Hear Recommendations, prepare for the British Sign Language (BSL) (Scotland) Act 2015, and ensure compliance with all other relevant legislation and guidance.
- 4. Staff Learning and Skills Development:** Identify ways to improve current staff knowledge and awareness of sensory impairment, including staff from health, social care and the third sector.
- 5. Care Pathways:** Identifying ways to deliver joined up, integrated services that support the person at all stages of their journey. This includes ensuring universal services are accessible to people with sensory needs, ensuring basic sensory checks at appropriate times, and developing appropriate care pathways for people with multiple or complex conditions.

6. **Engagement & Involvement:** Ensure that local people and carers have the ability to contribute towards the development of local services.

7. **Communications:** Develop accessible information so that everyone in Dundee, including professionals and people with sensory needs are aware of what services are available to help support people with sensory needs. Ensure that there are robust systems for maintaining information about people with sensory needs, and sharing this between agencies when appropriate.

Strategic Needs Assessment

Purpose

The Sensory Services Needs Assessment is designed to provide a demographic and geographical profile of people with sensory needs who live in Dundee. It is intended to help project the anticipated needs and demand for health, social care and community services, both now and in the future.

This will help inform the development and commissioning of services for people with sensory needs, so that our services target those most in need of support, and provide the type of services that people require. Our intention is to ensure that whenever possible people with sensory needs are able to remain independent in their own homes or communities, whilst still able to access specialist treatment and intervention when required.

Summary of Findings

- **Dundee has approximately the same rate of people who are blind, deaf or have hearing or sight loss as the Scottish average.** 23.5 people per 1,000 population identified themselves as being blind or having a partial sight loss, and 67 people per 1,000 population identified themselves as being deaf or having partial hearing loss.
- **There are differences between localities.** Coldside has the highest rate of people with a sensory impairment: 28.4 people per 1,000 population identify themselves as having sight loss, and 79.3 people per 1,000 population identify themselves as having hearing impairment. In comparison, the West End has only 18.5 people per 1,000 population with sight loss, and 47.8 people per 1,000 population with hearing impairment.

To some extent, this may be due to an unequal distribution of where older people live within Dundee. However, even when just considering the under 65 population, the West End still has a lower rate of people with visual or hearing impairment.

- **There is a very strong correlation between sensory deficit and age.** While the average rate of visual impairment is 23.5 people per 1,000 population, this increases to 96.7 in the over 75-84 population, and to 241.9 in the over 85 population. Similarly, while the average rate of hearing impairment is 67 people per 1,000 population, this increases to 308.7 in the over 75-84 population, and 484.8 in the over 85 population.

- **Older people are more likely to be known to social work.** Of the people recorded in the social work information system as having a sensory impairment, 79% are aged 65 or over, and 46% are over 85.
- **In general, men are more likely than women to identify themselves as having a hearing loss or sight loss.** It is not known what the underlying reasons for this are. It could be the result of environmental factors (e.g. a larger number of males working in heavy industry), but this cannot be confirmed.
- **There is some correlation between the level of deprivation in a locality and the prevalence of deafness and partial hearing loss.** Because age is the most significant predictor for somebody having sensory needs, it can be difficult to identify additional causal factors. However, when comparing prevalence rates in the over 65 population, people in the East End (one of the most deprived localities) are almost 20% more likely to be deaf or have hearing loss, and 25% more likely to be blind or partially sighted, than people in The Ferry, the most affluent locality.
- **There is some correlation between deprivation and the prevalence of sensory needs in children and young people.** Children and young people (aged 0 to 15) in the two most deprived localities are almost three times as likely to be deaf or have partial hearing loss as children and young people in the two most affluent localities, and twice as likely to be blind or partially sighted.
- **It is not possible to identify the underlying reasons for the correlation between deprivation and sensory needs.** Deprivation may help create factors that make sensory loss more likely, or sensory loss may result in less life opportunities, reduced employment opportunities and lower income.
- **Having a sensory impairment means you are less likely to be in work or study.** In Dundee, 66% of people aged 16 and over are employed, but only 45% of people with blindness or partial sight loss are employed. 12% of Dundee's overall population are students, but only 4% of people who are deaf or have partial hearing loss are students. Some of this discrepancy is likely to be due to the age factor, as people with sensory needs are older than the general population, but it is not possible to quantify to what extent this is the case.
- **Having a sensory impairment means you are more likely to be in social rented accommodation.** Compared to figures for the overall Dundee population, people with a sensory impairment are less likely to be privately renting. However, there are wide variances across localities, and in the type of sensory impairment people have. Indeed,

people who are blind or partially sighted have a higher level of home ownership than the general population.

Next Steps

The Needs Assessment helps to identify and analyse current and future need for services and support. In doing so, it forms a foundation that can be used to help plan and develop services in the future.

The findings from the Needs Assessment have been used to help develop key Areas for Action that the Joint Sensory Service SPG will be responsible for implementing, and to highlight key issues and immediate priorities. The Needs Assessment has also been used to help inform the local implementation of national legislation and strategies, for example by highlighting specific areas of importance or relevant to people in Dundee. This is discussed further in the next section.

Legal Requirements and Principal Guidance

It is necessary to consider the current legislation and guidance that applies to the provision of services for people with sensory impairment. This is to ensure that Dundee continues to meet their legal and political obligations, and to identify areas of best practice that should be incorporated into local services.

Key Legislation and Guidance

There are five broad areas of current legislation and guidance that have been particularly key to the development of the Joint Sensory Services Strategy, and to the provision of services for people with sensory needs in Dundee:

- Health and Social Care Integration
- See Hear: The National Strategy for Sensory Impairment
- The British Sign Language (Scotland) Act 2015
- Equalities and Human Rights
- The Social Care (Self Directed Support) Act 2013

Outcomes and Indicators

In addition to this, there are several sets of outcomes and indicators that Dundee Health and Social Care Partnership must achieve, including National Health and Wellbeing Outcomes, Local Outcomes and Indicators, and local Strategic Priorities.

Strategic Shift

The overall Strategic and Commissioning Plan explains that there is a need to achieve strategic shifts in how services are prioritised, accessed, organised and delivered. This will involve investing in some areas of service, and disinvesting in others, with the principle of deploying resources towards a more preventative and integrated community based approach.

Key Action 1: Partnership Working

Importance of Partnership Working

The Dundee Health and Social Care Strategic and Commissioning Plan notes the importance of not just consulting and engaging with individuals and communities, but in actively working with them to co-design and co-produce services that deliver the outcomes people in Dundee need, both now and in the future.

The Plan specifically highlights the importance of promoting and support initiatives designed to empower communities and to adopt co-productive methods of working. These principles have been actively embraced and taken forward by the Joint Sensory Services SPG.

Co-Production

Co-production refers to an asset-based approach to developing services. Asset-based approaches focus on developing the capacity, capability, and resources of individuals, communities and organisations, rather than focusing on problems and deficits. This type of approach is intended to empower individuals to be in control of their own lives.

In order to support a co-productive approach to developing services, the Joint Sensory Services SPG held a specific Learning and Development Event in September 2015, three months after the SPG was formed. This event was open to all members of the SPG, and other interested parties, including community representatives and members of voluntary organisations.

The event explained the overall purpose of the SPG, the principles of co-production, and discussed how these could be applied in practice by the Joint Sensory Services SPG.

Implementing a Co-Productive Approach

The SPG members believed that in order to have a fully co-productive approach, there was a need to share skills, promote best practice, learn from others and focus on how services can actually be improved. To apply these principals in practice, the SPG members agreed there was a need to:

- Consider everybody's point of view
- Build on existing strengths
- Ensure strong networking
- Value differences
- Ensure an inclusive and supportive culture
- Share information
- Be open and accessible.

Additional Partnership Working

Partnership working is not just about ensuring a co-productive approach to the development of services and supports. It is about establishing wider links and contacts, learning and considering what wider developments might have an impact on the provision of services for people with sensory needs, and about ensuring wider service redesign fully takes into account the specific needs of people with sensory needs.

Services for children and young people are not included within the Dundee Health and Social Care Partnership. However, the Joint Sensory Services SPG is responsible for the overall development of services for all people with sensory needs, including children and young people, and their families and carers.

The Dundee Multi-Sensory Service helps to support sensory impaired children and young people in Dundee, and to enable them to develop to the best of their ability, intellectually, socially, emotionally and cognitively. The Service supports both children who are accessing a special curriculum in mainstream schools, and pupils in special schools. This Service works closely with TayCAST and CVISTA, which are regional groupings of specialists and other organisations who are helping to support children with hearing impairment and visual impairment respectively.

The Service can provide a variety of support, from the provision of equipment to input from specialist staff. Multi-Sensory Service staff will also carry out visits to a child's home, and visits to their nursery or school to carry out assessments, develop programmes of work, provide tutoring, or carry out awareness-raising.

Summary of Actions

The Joint Sensory Services SPG will:

- Ensure that member of the SPG are aware of the principles of co-design and co-production, and how to apply them in practice.
- Work in partnership with other organisations and groups, both within and outside the Health and Social Care Partnership to highlight and address issues of importance to people with sensory needs.
- Build and maintain strong links with the Multi-Sensory Service

Key Action 2: Joint Sensory Social Work Service:

A Need for Integrated Services

The See Hear strategy specifically notes that one of the key factors to consider is the development of integrated service provision that actively promotes opportunities for assessment and service delivery across the different types of sensory loss and the different agencies involved.

Strategically, the formation of the Joint Sensory Services SPG allows for the planning and development of services across both statutory agencies and the third sector, and will allow for the co-production and co-development of services that genuinely meet the needs of local people in Dundee.

At an operational level, Dundee followed the commitment to the development of a joint statutory social work service for people with all sensory needs, including people who are Deaf, deafened, blind, partially sighted, and people with a dual sensory impairment. This was progressed through a commission programme and was successfully awarded to North East Sensory Services.

In common with other local authorities, Dundee has recognised that specialist services for people with sensory deficits are often best commissioned from external organisations.

Public Consultation Event

To support this work, a public consultation event was held, in order to provide information on the purpose and functions of the statutory joint sensory social work service, and to allow local people to provide their views of what aspects are most important to them, and what issues of the service would be most important to them. The feedback from this event was used to help inform the development of the statutory social work services, and also the development of this strategy and the work of the Joint Sensory Services SPG.

Provider Event

In addition to the public engagement event, a separate event was held for providers interested in tendering for the contract. This event provided background information around health and social care integration, and the current demographic profile of Dundee. It also provided more specific information about current procurement regulations, the previous contracts, and the tender timeline. Potential providers were also provided with an opportunity to ask questions around the tender process and the expectations around delivering the service.

Role of the New Service

The new joint statutory social work service is designed to:

- provide support to all children and adults with sensory needs who require a social work service, including deaf, deafblind, blind, partially sighted or who have a dual sensory impairment.
- ensure that all children and adults with sensory needs are supported to live as independently as possible in their local community and that their impairment impacts as little as possible on their experience and quality of life.
- promote the principle of maximum independence with minimum intervention
- assess a person's need, facilitate access to high quality rehabilitation services, and enable children and adults to access the full range of social work services when required.
- help integrate both the overall service and individual service users within the wider community

Summary of Actions

Dundee Health and Social Care Partnership will:

- Monitor and evaluate the performance of the new service on an ongoing basis.

Key Action 3: Governance

In terms of developing Joint Sensory Services for Dundee, Governance is about ensuring:

- relevant people are aware of the appropriate legislation and guidance, and are following them;
- there is a good understanding of the demographics of people with sensory needs in Dundee, including their age and geographical spread, and the type of needs that they have, and where people need services or support, what level of support is required;
- there is an understanding of what resources are available in Dundee, and how they are being used;
- that there are methods of monitoring the delivery of services; and
- that investment, allocation of resources and the planning and delivery of all activities are actively supporting people to achieve health and social care outcomes.

Governance Sub-Group

The Joint Sensory Services Strategic Planning Group formed a Governance Sub-Group to oversee and address these issues. This sub-group is responsible for:

- Evidencing that service planning reflects local need within Dundee.
- Considering the hierarchy of need within Dundee, including needs met by universal services, self management, integrated rehabilitation and enablement, and intensive specialist and multi-disciplinary support.
- Auditing current spend and service patterns on sensory impairment, including carers and elements of other service provision that impact on people with sensory needs.
- Ensuring that service planning appropriately considers options for service redesign in light of audit findings.
- Ensuring compliance with the Equality Act 2010 and the United Nations Convention on the Rights of People with Disabilities (UNCRPD) Article

Summary of Actions

The Governance Sub-Group will:

- Oversee the development and governance arrangements for the Joint Sensory Services SPG
- Audit and map current service delivery and spend across Dundee and the surrounding area.
- Consider the implications and requirements of all relevant guidance and legislation, including health and social care integration, the See Hear strategy, the BSL (Scotland) Act, and equalities legislation.

Key Action 4: Learning and Skills Development

It is essential that everyone who supports people with sensory needs is provided with the knowledge and skills they require to provide effective care and support. This does not just include staff providing specialist services, but also staff and volunteers from across the statutory and third sectors who have day-to-day contact with people with sensory needs, or who provide other types of services or support.

Learning and Skills Development Sub-Group

The Joint Sensory Services Strategic Planning Group has formed a dedicated Learning and Skills Development Sub-Group. This sub-group is responsible for:

- Mapping the range of training opportunities currently available within Dundee and the wider Tayside area, as well as the provision of nationally available training materials.
- Auditing the skills and awareness of current staff across the statutory and third sector, and taking steps to address any gaps or areas for improvement.
- Working with appropriate organisations to identify and explore opportunities to increase sensory impairment awareness and expertise.

Summary of Actions

Dundee Health and Social Care Partnership will:

- Develop a shared training program for frontline staff to support awareness and understanding of sensory impairment, including signposting, sensory health checks and support.

The Learning and Skills Development Sub-Group will:

- Develop an overarching sensory impairment training framework
- Map existing sensory training provision and opportunities within Dundee and the local area.
- Ensure delivery of the shared training program for frontline staff. The accessibility and effectiveness of this will be monitored, and further actions will be taken as required.

Key Action 5: Care Pathways

The National Health and Wellbeing Outcomes and the See Hear strategy both emphasise the importance of integrated, joined-up care pathways putting people at the centre of their care journey:

Pathways Sub-Group

The Joint Sensory Services Strategic Planning Group formed a Pathways Sub-Group to take responsibility for developing and improving care pathways in line with these principles. The sub-group is responsible for:

- Considering options for introducing basic sensory checks, for example for people of a certain age, or at agreed times in their care pathway.
- Developing care pathways for people with a sensory impairment,
- Assessing performance against the care pathways, and use this as the basis for further service improvement.
- Identifying relevant responsibilities across agencies for the delivery and improvement of care pathways.
- Considering the implications of the Doran Review, the Scottish Government response to the Doran Review, and the Children and Young People (Scotland) Act 2014, and make suggestions for further service development as appropriate.

The Pathways Sub-Group is responsible for developing pathways in line with these component parts, assessing performance against these pathways, and making recommendations for further improvement.

Summary of Actions

The Pathways Sub-Group will:

- Initially focus on the development of adult sensory impairment pathways.
- Consider methods of identifying training requirements and providing appropriate training and awareness raising with the aim of increasing staff awareness of sensory impairment and knowledge of how to access current sensory pathways.
- Raise awareness and use of vision and hearing questionnaires.

Key Action 6: Engagement & Involvement

The Need for Engagement

The development of the Joint Sensory Services strategy needs to be reflective of the wishes and priorities of people with sensory needs and the wider community within Dundee. This has involved finding out what services and support people currently use, what they would like to see in the future, and any difficulties or issues they have accessing or using the current services. This approach is in line with the aims of the overall Strategic and Commissioning Plan.

Capturing Personal Experiences

Every individual person has a different personal experience of their diagnosis, their use of services and supports, and their life management and adjustment, and it is important to identify, recognise and capture these different experiences in order to ensure that future services can meet the demands of a wide and varied population of people with sensory needs.

Identifying and Addressing Barriers

People experiencing sensory impairment face a number of challenges with traditional communication methods, and as a result they can find accessing information difficult. The Joint Sensory Services SPG will continue to seek the views of all people with sensory needs in Dundee to ensure that communication methods are fully accessible.

Engagement plays a vital role, not just in terms of developing and improving specialised sensory services, but also to understand the barriers that can prevent people from accessing universal and general services, and how these barriers can be addressed and overcome. Ensuring a co-productive approach for people with sensory needs involves considering ways that all services in Dundee, including both statutory and third sector services, are provided.

Engagement Officer

A dedicated Sensory Services Engagement Officer has been appointed to oversee all aspects of engaging with local people and organisations. The Engagement Officer's responsibilities include:

- Planning, organising and carrying out a range of engagement activities across Dundee, with a view to engaging with as wide a range of people as possible.
- Developing a range of accessible information materials that can be used to inform people with sensory needs about Health and Social Care Integration and the development of Joint Sensory Services

- Ensuring that local people with sensory needs and their carers have the ability to contribute towards the development of local services.
- Identifying key issues and actions that are important to local people and that can be taken forward to by the SPG.
- Signposting and supporting people to access services when any issues are identified during engagement activity.

Issues and Barriers to Engagement

The Engagement Officer noted multiple barriers to initial engagement, which needed to be addressed in order to ensure the consultation and engagement process was successful. These barriers included:

- A lack of general awareness about the provision of services and health and social care integration.
- A need to provide and utilise multiple different communication methods.
- The time required to translate information into different formats.
- Seasonal variations in the ability and willingness of people to engage, due to competing priorities such as holiday time.

Key Findings

The Engagement Officer has carried out a wide range of engagement activities, including surveys, public engagement events, and 1-to-1 consultations. To date, over 30 public engagement events have been held, and 60 surveys returned. Multiple other engagement channels have also been utilised, including being interviewed by a talking newspaper, sending information out with BSL videos and DVDs, and holding additional events in care homes, sheltered housing complexes and hospitals.

From this work, the Engagement Officer has identified a range of key finding and issues. These include:

- Some reported difficulties in accessing health and social care services and receiving referrals to specialist services.
- A need to ensure more robust information and signposting to all services, including equipment services, maintenance services, social work and advocacy.
- Current information about services is often provided online. There are some exclusion issues for people with sensory needs, particularly for people who are digitally excluded, or when websites are accessed via a smart phone or tablet.
- A need for more accessible versions of the information provided, including a need for shorter textual explanations, clearer fonts, and more accessible formats.

- A need for all public-facing staff and volunteers to have awareness of sensory needs and appropriate methods of communication.
- A desire for better sharing of information across organisations about people's preferred communication methods.
- Challenges around the provision of services for people with dual sensory impairment. Because of the very specialised nature of the work, there are a small number of interpreters and guide communicators, meaning they are not always available when required.
- Wider community services, including leisure, cultural and sporting facilities are often not fully accessible to people experiencing sensory impairment. This can include a lack of working loop systems, lack of tactile signage, lack of interpreted displays, subtitles or audio descriptions, and obstructed or blocked passageways.
- Identification of best practice from across Scotland in terms of accessing public buildings, including leisure and cultural facilities. These have included ideas such as accessible travel routes and building access, BSL interpretation via handheld tablets, tactile and audio displays, use of non-echoing building materials and integrated loop systems.

Next Steps

The Joint Sensory Services SPG is continuing to receive regular updates on the Engagement activities, and the key findings and issues that are identified. There is an ongoing effort to ensure that the findings from the engagement work are used to actively improve services and the experiences that people have. In order to do this, the Joint Sensory Services SPG will use the findings from the engagement work to identify specific actions or pieces of work that can be taken forward by the SPG or within the individual sub-groups as appropriate.

Some of the main issues that have been reflected in the SPG's action and the work of the sub-groups to date directly links into the achievement of the Dundee Strategic Priorities, including:

- A need to build capacity and the range of services and supports that are available;
- A need to ensure the provision of strong person-centred care and support, that takes into account a person's individual wishes and needs
- A move towards more preventative approaches and early intervention.

Communications and Engagement Sub-Group

In order to support the work of the Engagement Officer, and to take the key consultation findings forward, a Communications and Engagement Sub-Group has been created. The work of the sub-group is discussed further in the next section.

Summary of Actions

The Engagement Officer will:

- Continue to consult and engage with a wide range of local people with sensory impairment, their carers and relevant local organisations.
- Identify and address any barriers to engagement
- Identify and collate the key issues and main findings from the consultation events.

The Communications and Engagement Sub-Group will:

- Provide all necessary support to the engagement officer.
- Develop an action plan to take forward the issues identified through the engagement process.
- Take responsibility for reporting and raising awareness of the key issues identified through the engagement process.

Key Action 7: Communication

Accessible Information

As previously acknowledged, there is a need to ensure that people with sensory needs are able to receive clear accessible information about the provision of relevant services and support in Dundee, including all health and social care services.

Ensuring Information is Accessible

To ensure that information is accessible, the Joint Sensory Services SPG needs to:

- Ensure that staff, volunteers, family members and carers are aware of what services are available to help support people with sensory needs, and how to make referrals or signpost people. This includes ensuring that people know how to access such information, and that they are able to do so.
- Ensure that all information provided is accessible and kept up to date.
- Ensure that information and correspondence is accessible and understandable to people with sensory needs. This includes information about appointments, onward referrals and diagnostic results. It will involve aspects such as staff awareness and the use of technological support.

Communications and Engagement Sub-Group

As noted in the previous section, a Communication and Engagement Sub-Group has been formed. The Sub-Group is responsible for:

- Developing accessible local information strategies.
- Ensuring that local information strategies include the provision of information on preventative measures and good self-care in retaining sensory health, and also information on how to access services.
- Providing advice on the development of robust systems for maintaining local information on people who have received a diagnosis of sensory impairment at any time from birth onwards.
- Advising on how to share such information between agencies when necessary.
- Supporting and advising on ongoing Engagement activities.

Summary of Actions

The Communications and Engagement Sub-Group will:

- Help develop accessible materials about engagement, health and social care integration and access to health and social care services.
- Consider methods of helping to promote and signpost people to available services in Dundee.
- Work with the Pathways and Learning and Skills Development Sub-Groups to ensure staff are aware of what services and support is available, and how they can access it. This includes local care and support services, training and awareness opportunities, equipment provision, and the Contact Scotland services.
- Work with the Governance Group to consider ways of gathering and sharing information about people with sensory needs, and how these needs can be addressed.

Conclusion

What Needs to Be Done

The strategic needs assessment indicates that with a growing population of older people in Dundee, the number of people with sensory needs is likely to also increase in the future. The increased numbers are mainly as a result of acquired impairment (often later in life), and these people will need new knowledge and skills to cope with their condition.

It is important that people maintain the optimum independence, and self-manage their condition whenever possible. It is therefore essential to ensure that appropriate services are available to support this growing number of people. This includes providing services for the full range of sensory needs, from the provision of information and advice, and early assessment and diagnosis through to the provision of integrated multidisciplinary support for complex cases.

However, it also involves ensuring that universal and general services, including GP surgeries, social work services and acute hospital wards are also fully accessible to people with sensory needs. People with sensory needs do not just have a sensory need: they also require the full range of other services that anyone else in Dundee may require.

How This Will Be Carried Out

This strategy has set out how the Joint Sensory Services SPG intends to meet these challenges.

- There will be a focus on developing integrated pathways that can provide the right support at the right time, in the right setting by the right person.
- There will be a need to provide training and support to a wide range of staff across both health and social care. Where appropriate, staff will be enabled to identify people with potential sensory needs, make referrals, communicate effectively and provide appropriate support.
- Information about sensory needs and about sensory services in Dundee will be provided in a variety of formats, so that people with sensory needs can understand their condition, how to manage it, and how to access support or services when required.
- The Joint Sensory Services SPG will also work with NHS Tayside and Dundee City Council to ensure that people with sensory needs are able to access general information and services as required.

What This Will Achieve

Ultimately, the Joint Sensory Services SPG needs to lead a cultural change across the entire population of Dundee. There is a need to embrace the wide range of skills, knowledge and experiences provided by people experiencing sensory impairment, and to work with them to help improve access to services and support in Dundee.

All communities, organisations and services in Dundee must recognise they have individual responsibilities to ensure that their information, services and buildings are fully accessible to all people with a sensory need, regardless of the type or severity of the need. This includes ensuring that all community resources have skilled, knowledgeable staff, accessible information in a range of formats, and that services and supports can be adapted to meet the specific requirements of the individual person.

In doing so, the Joint Sensory Services SPG will help to create a future where all people with sensory needs can lead full and active lives, where they are able to achieve their personal life goals, and are able to be part of the communities and groups of their choosing.

And in doing so, we intend to achieve our overall vision, of ensuring that:

all people with sensory needs in Dundee have access to the information and support they need to live a fulfilled life.

Appendix 1: Sensory Services Strategic Action Plan

The following action plan sets out a summary of the action plan for the Joint Sensory Services SPG.. The four sensory sub-groups have their own individual action plans, so the overall action plan set out here does not include the sub-groups actions.

Establishing the “Golden Thread”

The last four columns of the Action Plan illustrate the “Golden Thread” of interdependencies between the various strategic priorities. These columns set out the key links to other Priorities. See the end of the Action Plan for more details. The column abbreviations are:

AfA = Sensory Strategy Areas for Action.
 DSP = Dundee Strategic Priorities

SH = See Hear Recommendations
 IP = Implementation Plan for the Strategic & Commissioning Plan

Name	Action	Status	Responsibility	Time-scales	AfA	SH	DSP	IP
Development of SPG	<ul style="list-style-type: none"> Develop and agree remit of SPG. Provide SPG members with training on strategic priorities, principles of co-production and co-design, and equalities. Ensure that members of the SPG with sensory needs are provided with accessible papers and information as necessary. 	<p>Completed/ Ongoing</p> <p>Development of SPG completed.</p> <p>Learning & Development day was delivered in co-production with Dundee Voluntary Action.</p> <p>Additional sub-groups will be developed as required to address future priorities.</p> <p>Members of SPG with sensory needs will continue to be supported as required</p>	SPG Co-Chairs	Completed December 2015	2.1	4	5	6.1
					4.1		8	6.3
			Core SPG					
			Governance Sub-Group					
			Project Manager					

Name	Action	Status	Responsibility	Time-scales	AfA	SH	DSP	IP
Development of Sub-Groups	<ul style="list-style-type: none"> • Agree membership and remit of sub-groups, and Sub-Group Leads • Agree formal reporting timescales and methods. • Develop and agree initial action plans. • Ensure that members of sub-groups with sensory needs are provided with accessible papers and information as necessary. 	<p>Completed.</p> <p>Initial Sub-Group Action Plans were formally approved in January 2016.</p>	<p>Core Group</p> <p>Sub-Group Leads</p> <p>Project Manager</p>	Completed January 2016		6 8	5 8	6.1 6.3
Health and Social Care Integration	<ul style="list-style-type: none"> • Presentation given to Core SPG in March 2016 about the Vision and Strategic Priorities. • Included on Core SPG agenda as a standing item for updates. 	Ongoing	<p>SPG Co-Chairs</p> <p>Project Manager</p>	Ongoing in line with Integration Joint Board timescales.	1		1 2 3	2.1 6.1

Name	Action	Status	Responsibility	Time-scales	AfA	SH	DSP	IP	
Consultation & Engagement	<ul style="list-style-type: none"> Engagement Officer Appointed Carry out range of engagement activities with wide range of people with sensory needs, families and carers, and other interested parties. Developed special logo to provide clear and specific “branding” for all engagement events. 	<p>In Progress</p> <p>Engagement officer is doing ongoing engagement.</p> <p>Pilot evaluation form has been development and is being consulted on.</p>	<p>Engagement Officer</p> <p>Senior Officer, Strategy & Performance</p>	Ongoing.	1.1	4	1	6.1	
					7		2		
					7.1		3		
					7.4		4		
					8		5		
Consultation & Engagement	<ul style="list-style-type: none"> Gather information on people with sensory needs their conditions, needs and expectations. Develop evaluation form for future events. 								
Consultation Response & Next Steps	<ul style="list-style-type: none"> Provide signposting and information to people who request help during engagement. Identify and resolve any barriers to engagement or accessing services. Summarise issues from engagement and identify key issues or ideas. Take forward findings from engagement. 	<p>In Progress</p> <p>Interim engagement report was considered by SPG in January 2016.</p> <p>Communications & Engagement Sub-Group currently developing engagement action plan to take key findings forward.</p>	<p>Engagement Officer</p> <p>Communications & Engagement Sub-Group</p>	Action plan to be developed by June 2016	2.2	4	1	6.3	
					7.2		4c		2
					7.3		5		5
					7.5				6
					7.6				7
							8		

Name	Action	Status	Responsibility	Time-scales	AfA	SH	DSP	IP
Accessible Information	<ul style="list-style-type: none"> Ensure engagement information and materials are available in a variety of formats. Recommend and highlight ways that general information can be made more accessible to people with sensory needs. 	<p>In Progress</p> <p>Governance sub-group is considering methods of ensuring online resources such as the My Life portal are up to date and accessible.</p>	<p>Engagement Officer</p> <p>Governance Sub-Group</p>	Ongoing	1.3 2.2 3.3 3.4 8.1 8.2	4c 5	1 2 3 8	2.1
Accessible Information (cont)	<ul style="list-style-type: none"> Ensure accessible information on specialist sensory services (including NHS services and the joint sensory social work service) is available. 							

Name	Action	Status	Responsibility	Time-scales	AfA	SH	DSP	IP
Mapping of Local Services	<ul style="list-style-type: none"> Identify and map community based assets as part of engagement work Project Manager has collated and circulated information from previous mapping exercise held at Kings Cross hospital. Governance Sub-Group is mapping current spend and service delivery across Dundee, including the voluntary sector. Learning & Skills Development sub-group is mapping existing training provision and opportunities within Dundee and Tayside. Ensure staff are aware of what services and support are available and how to access it. 	In Progress	Governance Sub-Group	Initial mapping by August 2016	4.2	2	3	2.1
					5.3	4a	5	2.2
					8.3		7	6.1
			Learning & Development Sub-Group				8	6.3
			Pathways Sub-Group					
			Communications & Engagement Sub-Group					
			Project Manager					
			Engagement Officer					

Name	Action	Status	Responsibility	Time-scales	AfA	SH	DSP	IP
Development of Joint Sensory Social Work Service	<ul style="list-style-type: none"> Tender for new Joint Sensory Social Work Service. Public consultation event about statutory social work services held in February 2016. Engagement officer has carried out consultation on the development of the service and provided information on the service to local people. 	<p>Completed</p> <p>New Contact is due to be awarded May 2016.</p>	<p>Service Manager, Adult Services</p> <p>Social Work Contacts</p> <p>Engagement Officer</p>	<p>Tender completed May 2016</p> <p>New service started October 2016</p>	3	4	1	1.1
					3.1	4b	2	2.1
					3.2	5	3	
					3.3		7	
					3.4		8	
Legislation & Governance	<ul style="list-style-type: none"> Consider the implications and requirements of all legislation and guidance. Ensure that services are developed in line with all relevant guidance, legislation, and best practice. Prepare for Implementation of the BSL (Scotland) Act 	<p>Ongoing</p> <p>Initial mapping of legislation and guidance has been completed.</p> <p>Will continue to monitor for new developments, particularly around the BSL (Scotland) Act.</p>	<p>Governance Sub-Group</p> <p>Resource Manager</p> <p>Engagement Officer</p>	<p>Ongoing through to 2018+</p>	1.2	4	7	
					3.1	4a	8	
					3.3	4b		
					4	5		
					4.1	6		
					4.3			

Name	Action	Status	Responsibility	Time-scales	AfA	SH	DSP	IP
Data Collection & Sharing	<ul style="list-style-type: none"> Consider ways of gathering and sharing information about people with sensory needs. Support development of new national blind & partially sighted form. Consider information & data-sharing issues. 	<p>In Progress</p> <p>Engagement officer has reported significant local support for robust data sharing.</p> <p>Representatives on national See Hear Leads groups have been helping to advise on development of new blind & partially sighted form.</p>	<p>Governance Sub-Group</p> <p>Engagement Officer</p> <p>Communications & Engagement Sub-Group</p>	Ongoing.	1.2 8.4	5	7 8	
Equality & Diversity	<ul style="list-style-type: none"> Create Equalities Impact Assessment (EQIA) Monitor and recording ongoing equalities issues. Training Provided to SPG members at Learning & Development event. 	<p>Ongoing.</p> <p>Initial EQIA part of Joint Sensory Strategy.</p> <p>Equalities report considered by SPG every 6 months.</p>	<p>Senior Officer, Strategy & Performance</p> <p>Governance Sub-Group</p>	<p>Initial EQIA developed May 2016</p> <p>Ongoing reporting.</p>	4.3	6	1 3	
Staff Learning & Skills Development	<ul style="list-style-type: none"> Develop a shared training program for frontline staff to support awareness and understanding of sensory impairment, including signposting, sensory health checks and support. Develop an overarching sensory impairment training framework. 	<p>In Progress</p> <p>Sub-Group is currently finalising an electronic training package that can be used for all staff, in both statutory and voluntary organisations.</p>	<p>Learning & Skills Development Sub-Group.</p> <p>Pathways Sub-Group.</p>	<p>Initial pilot of package to commence in August 2016</p> <p>Full roll out to commence by 2017.</p>	5 5.1 5.2 6.2	2 3	7	2.3

Name	Action	Status	Responsibility	Time-scales	AfA	SH	DSP	IP
Staff Learning & Skills Development (cont)	<ul style="list-style-type: none"> Consider further methods of identifying training requirements of staff. 							
Care Pathways	<ul style="list-style-type: none"> Consider options for developing adult sensory impairment pathways. Develop action plan to implement improvements 	In Progress	Pathways Sub-Group	Ongoing	6 6.1	1 4b 7	6 7	6.1 6.2 6.3 7.1 7.2 7.4
Partnership Working	<ul style="list-style-type: none"> Consider methods of promoting and using the Contact Scotland service. Presentation given to the Core SPG on the work of the Multi-Sensory Service. Core SPG has discussed methods of engaging and contributing to Carers SPG and workstreams 	Ongoing Core SPG will continue to monitor for partnership working opportunities.	Co-Chairs Resource Manager Core SPG	Ongoing	2 2.2 2.3 2.4	4 4a 4b	3 6	6.1 6.2 6.3 7.5

Appendix 2: Equalities Impact Assessment (EQIA)



EQUALITY IMPACT ASSESSMENT TOOL

Part 1: Description/Consultation

Is this a Rapid Equality Impact Assessment (RIAT)?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Is this a Full Equality Impact Assessment (EQIA)?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Date of Assessment: 20/05/2016 (dd/mm/yyyy)	Committee Report Number:	
Title of document being assessed:	Joint Sensory Services SPG Draft Strategy and Commissioning Statement	
1. This is a new policy, procedure, strategy or practice being assessed (If Yes please check box) <input checked="" type="checkbox"/>	This is an existing policy, procedure, strategy or practice being assessed? (If Yes please check box) <input type="checkbox"/>	
2. Please give a brief description of the policy, procedure, strategy or practice being assessed.	This is a plan by Dundee Health and Social Care Partnership and partners to improve outcomes for people affected by sensory deficit in Dundee.	
3. What is the intended outcome of this policy, procedure, strategy or practice?	To develop a strategic approach to address the needs of people with sensory impairment and sensory needs within Dundee.	
4. Please list any existing documents which have been used to inform this Equality and Diversity Impact Assessment.	As listed in Draft Strategy.	
5. Has any consultation, involvement or research with protected characteristic communities informed this assessment? If Yes please give details.	An Engagement Officer for Dundee was employed by Dundee Voluntary Action.	
6. Please give details of council officer involvement in this assessment. (e.g. names of officers consulted, dates of meetings etc)	Members of the Dundee Sensory Services Strategic Planning Group - 17/6/15, 7/8/15, 8/9/15, 16/9/15, 1/10/15, 30/10/15, 11/12/15, 21/1/16, 10/3/16.	

<p>7. Is there a need to collect further evidence or to involve or consult protected characteristics communities on the impact of the proposed policy?</p> <p>(Example: if the impact on a community is not known what will you do to gather the information needed and when will you do this?)</p>	<p>As plan develops there will be ongoing engagement with a focus of involving people with sensory needs.</p>
--	---

Part 2: Protected Characteristics

Which protected characteristics communities will be positively or negatively affected by this policy, procedure or strategy?

NB Please place an X in the box which best describes the “overall” impact. It is possible for an assessment to identify that a positive policy can have some negative impacts and visa versa. When this is the case please identify both positive and negative impacts in Part 3 of this form.

If the impact on a protected characteristic communities are not known please state how you will gather evidence of any potential negative impacts in box Part 1 section 7 above.

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities including Gypsies and Travellers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender Reassignment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religion or Belief	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People with a disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lesbian, Gay and Bisexual	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Socio-economic	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy & Maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other (please state)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Part 3: Impacts/Monitoring

<p>1. Have any positive impacts been identified?</p> <p>(We must ensure at this stage that we are not achieving equality for one strand of equality at the expense of another)</p>	<p>It is anticipated that the actions in this plan will benefit people with sensory deficits who are part of all protected characteristic communities across Dundee. Again ?? use of sensory deficits ??</p>
<p>2. Have any negative impacts been identified?</p> <p>(Based on direct knowledge, published research, community involvement, customer feedback etc. If unsure seek advice from your departmental Equality Champion.)</p>	<p>No</p>
<p>3. What action is proposed to overcome any negative impacts?</p> <p>(e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc. See Good Practice on DCC equalities web page)</p>	<p>N/a</p>
<p>4. Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome?</p> <p>(If the policy that shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	<p>N/a</p>
<p>5. Has a 'Full' Equality Impact Assessment been recommended?</p> <p>(If the policy is a major one or is likely to have a major impact on protected characteristics communities a Full Equality Impact Assessment may be required. Seek advice from your departmental Equality lead.)</p>	<p>No (There will be ongoing monitoring of this plan and any planned actions that may risk negative impacts will be explored as well as identifying opportunities to take forward to promote positive impacts).</p>
<p>6. How will the policy be monitored?</p> <p>(How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc.)</p>	<p>Via the Strategic Planning Group and Governance Sub Group</p>