



# **Yorkshire & Humber 2010 Partnership Board Reports**

## **Good Practice and Innovation Guide**

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# Health

<b>East Riding</b>	<ul style="list-style-type: none"> <li>➤ Photographic journey through A&amp;E and planned admission to hospital</li> <li>➤ Communication passports tell others about a person with learning disabilities unique expressive communication methods and receptive communication needs. Passports are completed by a group of people.</li> </ul>
<b>North East Lincolnshire</b>	<ul style="list-style-type: none"> <li>➤ 4 Health and Wellbeing Coordinators</li> </ul>
<b>Sheffield</b>	<ul style="list-style-type: none"> <li>➤ The Teaching Hospital employs a Senior Lead Nurse Director who reports to the Chief Nurse, and who has a specific remit for learning disability. For the next 12 months she will be working 2 days a week exclusively on improving access for people with learning disability</li> </ul>
<b>Kirklees</b>	<ul style="list-style-type: none"> <li>➤ Model for estimating the prevalence of Learning Disabilities developed by the Public Health Intelligence Unit.</li> </ul>
<b>Wakefield</b>	<ul style="list-style-type: none"> <li>➤ Patient Experience Group (PEG) a sub group of the Strategic Health Delivery Group. Dynamic group that support and challenge health service provision for people with LD across the Wakefield area. The group is very action focused and its main aim is to make change happen.</li> </ul>
<b>Hull</b>	<ul style="list-style-type: none"> <li>➤ A service user is actively involved and supported to deliver training to local GPs on the importance of participating in the DES and to raise the profile of people with a learning disability within frontline healthcare access. He collects concerns from carers</li> <li>➤ The Better Health sub-group has produced a DVD to raise awareness around the inequalities faced by people with a learning disability in accessing health and social care and the consequences of poor support, as highlighted in Mencap's Death By Indifference report. The impact of the DVD is underpinned by its six minute run representing the six lives identified in Death By Indifference. This has become a widely used awareness tool in the local area and facilitated an increase in uptake for the DES and made staff in acute services recognise the needs of individuals with a learning disability and their responsibility to support reasonable adjustments of care.</li> </ul>
<b>Rotherham</b>	<ul style="list-style-type: none"> <li>➤ End of Care Pathways - Inclusion for people with learning disabilities on the end of life care pathways and the production of a DVD to promote choice in end of life care is currently being developed.</li> <li>➤ Dementia - Inclusion on the pathway for younger onset of dementia to ensure learning disabilities needs are met through generic services. Health Facilitator and Consultants will be working with Older People's Services in Memory Clinics to help develop specialist clinics for those who require more specialist support, in line with The Royal College of Psychiatry's recent guidelines. Speakup Self Advocacy are developing a DVD about dementia.</li> <li>➤ Health Inequalities and Access to Care – Health Facilitator is working with the Clinical Effectiveness Advisor for NHS Rotherham Public Health to reduce health inequalities and improve access and quality of cytology</li> </ul>

	screening for women with learning disabilities in Rotherham.
<b>N/Yorkshire</b>	<ul style="list-style-type: none"> <li>➤ Accessible Patient Advisory Liaison Service information</li> <li>➤ Health diaries recording people's experience of going to the Doctors or hospital</li> <li>➤ Access survey of GP surgeries and Hospital Trusts</li> <li>➤ A self-advocate member of the Health Task Group has also delivered training about the needs of patients with a learning disability to F1 doctors at the Friarage Hospital.</li> <li>➤ SW&amp;R:</li> <li>➤ The Adult Nursing Team, together with Psychiatry have developed an easy read version of Care Programme Approach documentation and have developed a more person centred CPA meeting model.</li> <li>➤ Staff from the Learning Disability Service together with colleagues in Social Care have helped design and deliver a rolling programme called "Learning Disability Awareness" which is aimed at educating the public about what having a learning disability means and building upon those relationships in the wider community. Again the feedback for this has been very positive.</li> </ul>
<b>York</b>	<ul style="list-style-type: none"> <li>➤ A full time health facilitator has been appointed by NHS North Yorkshire and York specifically to work with people with learning disabilities discharged from long stay hospital provision.</li> <li>➤ Easy Read Health Self Assessment template produced which has been used to help gather views and opinions for inclusion in the assessment.</li> </ul>

## Housing

<b>Barnsley</b>	<ul style="list-style-type: none"> <li>➤ An area of good practice which carer representatives were particular positive about is the Silver Street respite project that was conceived and delivered with full user involvement. This resulted in the commissioning of a purpose built 6 bed building based respite unit for people who have complex needs and complements the range of respite provision such as Shared Lives, Individual Budgets and Supported Holidays that is also on offer to service users and carers.</li> </ul>
<b>Leeds</b>	<ul style="list-style-type: none"> <li>➤ LD Housing Strategy led by Environments and Neighborhoods Team</li> <li>➤ Independent Living Project transformed the accommodation and associated supported services for people with learning disabilities (94% liked new home better than their old one)</li> </ul>
<b>Sheffield</b>	<ul style="list-style-type: none"> <li>➤ Accommodation and Support Strategy.</li> </ul>
<b>Kirklees</b>	<ul style="list-style-type: none"> <li>➤ Referral process which records individuals housing needs, what type of housing is required, in what location and the desired timescale. This information is then used to develop specific accommodation to meet the individuals needs</li> </ul>
<b>Wakefield</b>	<ul style="list-style-type: none"> <li>➤ A DVD explaining the various housing options has been commissioned, using local service users as case</li> </ul>

	<p>studies.</p> <ul style="list-style-type: none"> <li>➤ 9 people with learning disabilities now own individual properties through shared ownership.</li> <li>➤ A block of 8 flats is currently being built in partnership with a local RSL to provide clustered accommodation for people with learning disabilities.</li> <li>➤ Small residential home has been de-registered and converted to supported living, and plans are in progress to replicate this in another 2 residential homes.</li> </ul>
<b>Rotherham</b>	<ul style="list-style-type: none"> <li>➤ There are 45 supported living schemes (including 2 we purchase out of authority) supporting 122 tenants with learning disabilities and 4 vacancies under active consideration (126 places in total). This includes 2 new schemes commissioned in 2009 / 10 for a total of 8 new tenants, 4 of whom have complex needs.</li> </ul>
<b>N/Yorkshire</b>	<ul style="list-style-type: none"> <li>➤ Harrogate and Craven</li> <li>➤ We are reworking the Housing Application Guide. An accessible booklet to help people fill in a form to ask for a house or flat.</li> <li>➤ We are reworking the Housing Choices Booklet. An accessible guide to information about Housing choices and support</li> <li>➤ North Yorkshire and its partners have invested significant time and monies to provide housing options for people with a learning disability. The key areas of progress include: <ul style="list-style-type: none"> <li>➤ Each locality having a database which captures existing and projected need (up to 5 years).</li> <li>➤ Maximising the opportunities afforded through Supported people monies.</li> <li>➤ Ensuring that all people with a learning disability register for housing, if it is their choice to do so.</li> <li>➤ Buying into “housing options” as a specialist advice organisation</li> <li>➤ Ensuring that the needs of people with a learning disability are reflected the local housing strategies.</li> <li>➤ Making as much information regarding housing in “easy read”.</li> <li>➤ Ensuring that each locality Partnership Board has appropriate membership on their Housing Task group.</li> <li>➤ Ensuring that all self advocates understand their potential Housing options including Choice Based Lettings.</li> </ul> </li> </ul>

## Providers

<b>Bradford</b>	<ul style="list-style-type: none"> <li>➤ Process currently underway in establishing a framework and an accredited provider forum which will ensure quality, value for money training needs, partnership working, capability to map future demand, establish bench marks, enable collaborative working and gather person centred intelligence</li> </ul>
<b>North Lincolnshire</b>	<ul style="list-style-type: none"> <li>➤ Approved Provider list</li> </ul>
<b>Kirklees</b>	<ul style="list-style-type: none"> <li>➤ Six lives – Each contracted statutory provider has produced an agreed action plan to facilitate them meeting</li> </ul>

	all requirements.
<b>N/Yorkshire</b>	<ul style="list-style-type: none"> <li>➤ A Provider Forum was set up in August to work to the principles of ‘Valuing People Now’ and deliver services in line with the Personalisation Agenda. Attendance at this meeting is increasing and it is seen as a place to share information and to network. The involvement of residential services in the partnership is growing.</li> </ul>

## Employment

<b>Barnsley</b>	<ul style="list-style-type: none"> <li>➤ The Employment and Volunteering Service has been operational since June 2008.</li> </ul>
<b>East Riding</b>	<ul style="list-style-type: none"> <li>➤ Supporting People Money has been used to create ten jobs within the council that were ring fenced for people with learning disabilities.</li> <li>➤ Worklink has enabled an additional 10 people with learning disabilities into paid employment. Worklinks contribution towards the PSA16 NI146 target has achieved almost 13% of the LD population into work and are now working in partnership with Job Centre Plus.</li> </ul>
<b>Calderdale</b>	<ul style="list-style-type: none"> <li>➤ Calderdale have focused on creating job opportunities for people with learning disabilities within health and social care</li> </ul>
<b>Leeds</b>	<ul style="list-style-type: none"> <li>➤ An employment strategy for people with learning disabilities in Leeds is being developed and there will be a focus on employing people with learning disabilities in public sector organisations. Leeds City Council are using 7 days constancy from NDTi over 9 months for small employment projects to be developed in each locality within Leeds, these projects will be managed by the day services managers and linked to the Day Services Modernisation Programmes.</li> </ul>
<b>North East Lincolnshire</b>	<ul style="list-style-type: none"> <li>➤ Getting a Life project – pilot site</li> <li>➤ Supported employment and vocational training for individuals with a learning disability has been enhanced in North East Lincolnshire by linking to local economic regeneration monies designed to focus on tackling worklessness in the form of Working Neighbourhoods Funding. These initiatives have brought together key local partners in North East Lincolnshire from both the public and third sector in linking into employment opportunities for people with a learning disability. Along with this work, the ownership of employment support is shifting to a partnership of providers and is making a real difference to the local community.</li> </ul>
<b>Kirklees</b>	<ul style="list-style-type: none"> <li>➤ Supported Employment agencies are working in close partnership with education and mainstream employment partners (Nationally recognized work)</li> <li>➤ Developing a town centre supported employment shop</li> </ul>
<b>Wakefield</b>	<ul style="list-style-type: none"> <li>➤ Through the Employment delivery group various schemes have been commissioned/supported in response to identified gaps in supported employment schemes and local need</li> </ul>
<b>Hull</b>	<ul style="list-style-type: none"> <li>➤ We are embarking on a journey to increase the employment of individuals in local statutory services including</li> </ul>

	<p>Hull City Council, NHS Hull and Humber NHS Trust. The bid will link a model embedded within mental health services 'positive assets 'the scheme has been very successful in gaining local employment for people with mental health support needs.</p>
<p><b>Rotherham</b></p>	<ul style="list-style-type: none"> <li>➤ MENCAP are working in partnership with the Co-operative. Local stores have employed 3 of our service users in Rotherham, a further 2 are on work trials to hopefully lead into paid employment. Last year, nationally the Co-operative employed 90 of MENCAP clients through offering work trials that lead into paid work. They offer fantastic opportunities and support and have pledged to continue working with Rotherham this year. Pathways have built good relationships with local store managers and senior managers to identify further opportunities.</li> <li>➤ Access All Areas' is a scheme which provides 30 day work placement opportunities to disabled people which can be worked either as 6 full weeks or over a longer period on a part-time / flexible basis depending on the needs of the individual and the Department. There are currently 46 placements available across RMBC and our partner organisations. Someone who has not worked for some time may find it harder to gain employment – due to factors such as lack of confidence in their own abilities, having a gap in employment, not being able to evidence competency against person specification criteria, not having a named person / organisation to use as an employer reference.</li> <li>➤ The 'Move-on to Employment' project is designed to break down this barrier by providing work experience placements and, where possible, paid employment opportunities.</li> <li>➤ The Project Coordinator will establish a 'move on' pathway which will allow individuals to graduate from unpaid work experience opportunities to 'Move-on to Employment' temporary paid employment. We will work with partners to ensure that individuals are supported to move on to longer term employment. The Coordinator will seek a variety of job roles in which to offer placements and employment opportunities to individuals. These roles could be with either Rotherham MBC or partner employers in the Borough. Working with partners will help us to maximise placement and employment opportunities.</li> <li>➤ AD-PRO demonstrates some of the progress made by the service to support employment and training. AD-PRO supports people in taking the next step into VOLUNTARY and PAID employment, providing on the job training within a realistic working environment, on the Project 400 gardening project, the Adventure Print workshop an office based project and the Community Catering project. Some of our training is provided by other partners to enhance a person's opportunities and personal development. We work with the local college, Workers Educational Association and the MENCAP pathways to work.</li> </ul>
<p><b>N/Yorkshire</b></p>	<ul style="list-style-type: none"> <li>➤ We held a workshop in May – 'Give me a chance to show what I can do!' for people with learning disabilities to talk about the things that were important to them and about the barriers they face in getting employment. Over 90 people came along.</li> <li>➤ We held a 'Better off in work? – Benefit myth busters' workshop in March. Over 100 people came to find out about what help and support is available to find and keep work, what financial help is available and how benefits are affected.</li> </ul>

# Advocacy

<b>Bradford</b>	<ul style="list-style-type: none"> <li>➤ 2 self advocacy groups have been paid to draw up a job description and person specification for the post of co-chair to the board</li> </ul>
<b>Leeds</b>	<ul style="list-style-type: none"> <li>➤ The Partnership Board funded a place for a self advocate on Partners in Policy Making last year.</li> </ul>
<b>North Lincolnshire</b>	<ul style="list-style-type: none"> <li>➤ Talking Lincs user network, Time for Action peer advocacy group</li> </ul>
<b>Kirklees</b>	<ul style="list-style-type: none"> <li>➤ Kirklees Involvement Network is the self advocacy group funded by the LDDF to ensure all local people with learning disabilities have their say. The network is consulted with on a wide number of issues. The network works primarily within the objectives of VPN. The network decides what is important to them and what they want to look at. Reps from the network sit on the PB Sub Groups and have real input into the decision making and service development.</li> </ul>
<b>Wakefield</b>	<ul style="list-style-type: none"> <li>➤ Your voice advocacy has established two pilot areas, a self advocacy group for parents with learning disabilities and a peer advocacy scheme for people with complex needs to ensure that they are better represented at the Partnership Board.</li> </ul>
<b>Hull</b>	<ul style="list-style-type: none"> <li>➤ The Partnership Board funds ongoing support of the Self Advocates Forum using learning Disability Development fund to employ support workers .The Forum have accessed and participated in a number of training and leadership events during this period of time this has included use of Drama and role play . The members are encouraged to use their skills and develop them wherever possible through the Partnership Board, sub-group meetings and ad hoc events such as focus meetings, consultations and open days. The Self Advocates Forum has a standing slot on every Partnership Board agenda and always present their work to the board they also produce written reports to evidence their work.</li> </ul>
<b>Rotherham</b>	<ul style="list-style-type: none"> <li>➤ Speakup have developed a 'Works 4 Me' toolkit and programme to support employment related opportunities with social firm partners in England for people with learning disabilities as an alternative to traditional day services. The project will include work placements, taster sessions and vocational training around health promotion, occupational guidance, confidence building, motivation and the expectations of employers which in turn will give people with learning disabilities the skills and tools to help them gain and maintain employment.</li> <li>➤ Speakup have developed the 'Right to Choose' project that has brought together information, advice and links to parent support services in a friendly, informative and accessible format for parents with learning disabilities. This will help to address the inequalities some parents with a learning disability face when accessing services.</li> <li>➤ A further project that Speakup have developed is 'Decisions-Decisions'. This will improve understanding of the second test for capacity, as outlined in the Code of Practice Mental Capacity Act, informing people with learning disabilities of the 'Important to ask questions' raised in the Code of Practice through the production of</li> </ul>



	<p>a broadcast standard informative and accessible DVD and Decision Game.</p> <ul style="list-style-type: none"> <li>➤ On behalf of the Neighbourhoods and Adult Services Directorate, Speakup consulted with our service users about personalisation and helped develop a competencies framework against which all staff within the service and other social care staff within RMBC will be measured against in their performance and development reviews (attached).</li> <li>➤ Rotherham Advocacy Partnership deliver specialist advocacy and offer support to parents with learning disability, they are to undertake the scoping project regarding communities from BME.</li> <li>➤ The Principal Community Involvement Officer from the Chief Executive's Office is one of the representatives for the BME communities on the Partnership Board.</li> </ul>
<b>N/Yorkshire</b>	<ul style="list-style-type: none"> <li>➤ Self advocates have delivered training to doctors in a local hospital and to library staff throughout the area. This was to increase understanding of the support people need and increase awareness of communication needs. The library work was done because the libraries are to be Hate Crime reporting centres and want to work in partnership using easy read forms etc. This has the added bonus of increasing library membership and community presence!</li> </ul>

## Family Carers

<b>Bradford</b>	<ul style="list-style-type: none"> <li>➤ The People as Citizens working group presented a project called Carers United which has now been taken up by the People as Individuals workstream for delivery. This project brings together a series of existing and new initiatives in a coordinated and well managed way that provide the best possible outcomes for carers.</li> <li>➤ Bradford has a Carers Advocate, who is providing an issue based advocacy service for carers</li> <li>➤ Bradford has a carers development worker who provides day to day signposting and who is creating the Carers Café's.</li> <li>➤ A pilot of Bradford Plan, where Carers have formed their own organization to create circles of support and enable future planning.</li> </ul>
<b>Leeds</b>	<ul style="list-style-type: none"> <li>➤ The Partnership Board funded a place for a self advocate on Partners in Policy Making last year.</li> <li>➤ Carers are involved in the commissioning of services, including drawing up the service specifications, short-listing and interviews.</li> <li>➤ A Carers Emergency Plan scheme was set up in June 2006, it provides a comprehensive service including care workers for up to 72 hours and emergency planners. This compliments the existing family placement service provision which offers carers short break services which can included unplanned care and support.</li> </ul>
<b>North East Lincolnshire</b>	<ul style="list-style-type: none"> <li>➤ Carers support workers</li> </ul>

<b>Sheffield</b>	<ul style="list-style-type: none"> <li>➤ The Older Families Planning Project (OFPP) is a multi-disciplinary partnership between the Joint Learning Disability Service and Sharing Caring Project which supports older families to get the support they need now and to plan for emergencies and the long term future.</li> </ul>
<b>Kirklees</b>	<ul style="list-style-type: none"> <li>➤ The Carers project officer is currently working with the Board and the Carer Subgroup to develop and agree a clear plan to ensure that family carers of people with a LD are included and engaged with all aspects of local work in the implementation of the national Carers Strategy.</li> </ul>
<b>Wakefield</b>	<ul style="list-style-type: none"> <li>➤ The emergency carer alert scheme has been implemented in learning disability services and numbers accessing the service are increasing.</li> <li>➤ A delivery group is in place currently focusing on employment for carers and in the process of producing information for carers about the support available in accessing and retaining work and is also developing exemplar employer guidance as it relates to carers.</li> <li>➤ Carers Directory, assists carers to navigate their way through services and support the transitions process. E-version of the directory: <a href="http://www.wakefielddpcb.org.uk/WorkOfBoard/CarersGroup/OtherInformation/Default.htm">http://www.wakefielddpcb.org.uk/WorkOfBoard/CarersGroup/OtherInformation/Default.htm</a></li> </ul>
<b>N/Yorkshire</b>	<ul style="list-style-type: none"> <li>➤ A leaflet showing the “Top Ten Tips” on planning for the future was developed and has been very successful. A “carers list” was established to identify older carers and ensure regular contact was made by the project worker.</li> </ul>

## Transition

<b>Rotherham</b>	<ul style="list-style-type: none"> <li>➤ Person Centred Planning (PCP) continues to be at the centre of transitional planning for young people and carers. Quarterly transitional planning meetings involve partners to ensure robust arrangements. Improvements are:</li> <li>➤ PCP training has extended into Children and Young People's Services (CHYPS) and families and carers.</li> <li>➤ One special school has now embedded PCP in the curriculum from nursery to 19+ and this model has been expanded into 2 further special schools.</li> <li>➤ Progress has been made in working more effectively together with CHYPS which has resulted in a combined Person Centred Looked After Children review process being devised leading to young people having more control of their lives.</li> <li>➤ Joint working with education now leading to personalised service design to prevent exclusion and re-direct from traditional services.</li> <li>➤ PCP transitional reviews, more than doubled to 20 in 2008 / 09. 40 outcomes being sought including</li> </ul>
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	Direct Payments, employment, housing and health options.
<b>N/Yorkshire</b>	<ul style="list-style-type: none"> <li>➤ Set up friendship group for young people</li> <li>➤ Held Transition information evenings</li> <li>➤ Every 17-19 year old in special needs school offered a person centred plan</li> <li>➤ From the age of 14 every child in mainstream school offered person centred plan</li> <li>➤ 14 people either have or are in the process of person centred planning</li> <li>➤ Mapping of social groups and activities for young people</li> </ul>

## Personalisation

<b>Bradford</b>	<ul style="list-style-type: none"> <li>➤ The overall strategy is to move from Person Centred Planning as a separate funded activity to a whole system approach that embeds Person Centred Thinking and planning in all activities, and enables person centred information to be used to inform contract monitoring, quality and commissioning processes.</li> <li>➤ The creation of a one page profile as part of assessment and ongoing services and support</li> <li>➤ New Independent Person Centred Review team.</li> <li>➤ Development of Day Services - 13 pilot projects in progress, all exploring alternative and better ways of delivering day services</li> <li>➤ Transformation programme is currently underway to roll out the government led personalization initiative within Bradford. Bradford now track month by month progress by area and client group.</li> </ul>
<b>East Riding</b>	<ul style="list-style-type: none"> <li>➤ A 'listen to me' course has been developed (in conjunction with HAS). This course is to enable people to say what is working and not working in their lives and how they want to make a change. This course is co-facilitated by a person with a learning disability who are able to say how their lives have changed by being in control.</li> </ul>
<b>Leeds</b>	<ul style="list-style-type: none"> <li>➤ Outcome based specifications have been developed in partnership with people with learning disabilities and family carers. These specifications reflect information from person centred plans.</li> <li>➤ Contracts include clear statements on person centred planning. Where individuals are happy to share their plans the quality is assessed during contract reviews and, more importantly, outcomes monitored.</li> <li>➤ People with learning disabilities are involved in all commissioning activity from reviewing tenders to being on the decision panels. This has included the modernisation of day services grants which aim to develop the market to offer people with learning disabilities more choice about what they do during the day, evenings and weekends.</li> <li>➤ There have been extensive consultation processes for the Independent Living Project and the modernisation of day services and the result of these have shaped the strategies to take the work forward.</li> </ul>

<b>North Lincolnshire</b>	<ul style="list-style-type: none"> <li>➤ Involvement in “Big Conversation” day, commencement of work to establish a user led organisation.</li> </ul>
<b>North East Lincolnshire</b>	<ul style="list-style-type: none"> <li>➤ People with a Learning Disability are included on an “Experts by Experience” Group: working in partnership with the Care Trust (Transformation Team), and other users to develop services and consult local communities on local transforming care programme</li> </ul>
<b>Kirklees</b>	<ul style="list-style-type: none"> <li>➤ Information collected via person centred plans will all feed into the planning and commissioning of services.</li> <li>➤ Planning to have a quarterly report that will be submitted to commissioning detailing how information from plans will be collated and communicated to commissioning.</li> </ul>
<b>Hull</b>	<ul style="list-style-type: none"> <li>➤ Hull is following the transformational programme established within the Helen Sanderson delivery of person centred thinking programmes. The person centred reviews are beginning to become embedded and are helping individuals; their carer’s and services to think more creatively about how individual packages of support can be configured individually as opposed to being service dependent.</li> </ul>
<b>Rotherham</b>	<ul style="list-style-type: none"> <li>➤ A number of personalisation visioning days were held in 2009/10, for example, the Personalisation College provided an opportunity for customers to learn about personalisation and how it will affect them. ‘The Ape in the Room’ visioning event held in March 2009 provided an opportunity for over 200 staff and customers to meet and shape the personalisation plan and guiding principles. ‘Selling the Sizzle’ focused on choice and control and during two days in May Learning Disabilities staff attended visioning events exploring changes and how personalisation affects job roles and relationships with customers.</li> </ul>
<b>N/Yorkshire</b>	<ul style="list-style-type: none"> <li>➤ A Person Centred Planning and Bridge Building Team of 4</li> <li>➤ Mapping of community facilities and support services available in our area</li> <li>➤ Craven &amp; Harrogate area chosen as a pilot site for the introduction of personal budgets</li> <li>➤ Getting the support consistent through Essential Life Planning has led to a huge reduction in one woman’s anxiety and related behaviours. Living with autism made some daily routines essential, and the support team took this information from the plan condensing it into a check list. She has over time stopped self-harming and her hair is healthy.</li> <li>➤ Some support teams have developed a system of monitoring the activities some people undertake, measuring the outcomes for the person and making the required changes e.g. the team learnt that one woman did not like to go to swimming when children were in the pool. She now goes to an adult only facility.</li> </ul>

## Workforce

<b>Barnsley</b>	<ul style="list-style-type: none"> <li>➤ Learning Disability Awareness Training offered to all GP practices, training for A&amp;E staff and also to the End of Life Team</li> </ul>
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	<ul style="list-style-type: none"> <li>➤ PCP Training</li> </ul>
<b>Leeds</b>	<ul style="list-style-type: none"> <li>➤ A five day training programme 'Induction Award and Supporting People with a Learning Disability' is available to all new staff from all sectors and gives a level 2 qualification.</li> <li>➤ 4 Workforce development programmes</li> </ul>
<b>North Lincolnshire</b>	<ul style="list-style-type: none"> <li>➤ Managing critical instances training</li> </ul>
<b>North East Lincolnshire</b>	<ul style="list-style-type: none"> <li>➤ Workforce Development Database- demographics and an analytical tool being synchronized with the Learning Disabilities Register. can move towards becoming a more predictive service by;</li> <li>➤ Identifying elderly carers at critical ages</li> <li>➤ Preparing the workforce for new challenges as cohorts move forward</li> <li>➤ Enabling succession planning for the coming years, and</li> <li>➤ Matching that planning to the cohorts entering adult services</li> <li>➤ Intensive Support Team</li> </ul>
<b>Sheffield</b>	<ul style="list-style-type: none"> <li>➤ Learning Disability Induction Award. Generic training delivery across all care services areas which includes general awareness raising and specific modules on supporting people with learning disabilities.</li> </ul>
<b>Kirklees</b>	<ul style="list-style-type: none"> <li>➤ A 2 day Person Centred Thinking programme has been developed</li> </ul>
<b>Hull</b>	<ul style="list-style-type: none"> <li>➤ Established an innovative approach to workforce strategy and development promoting community cohesion and understanding project called (Intanoo)</li> <li>➤ Focus on access to wider services, developing a communications Charter across the City (partnership with the speech and language therapist, who have employed individuals with a learning disability to help deliver the awareness training. The project is funded by the LDDF.</li> <li>➤ All new job descriptions from April 2010: to reflect the transformational changes in the way that people wanted to be supported .Continue to expand innovative workforce plan that addresses the need for greater understanding, reasonable adjustments and flexible workforce.</li> </ul>
<b>Rotherham</b>	<ul style="list-style-type: none"> <li>➤ An example of the commitment to training undertaken by staff in services in Rotherham is Treefields a respite centre for people with learning disabilities. In 2009 the entire staff team successfully completed their NVQ Level 2 in Customer Service, evidencing the commitment to proving excellent outcomes for their customers. Treefields have delivered 21 years of excellent services to adults with learning disabilities as confirmed by their excellent CQC rating over this period.</li> <li>➤ We also gather workforce information via SSSS001 from our establishment HR system, which details age, ethnicity, qualifications, full employee information such as payroll, length of service, training undertaken, absence, etc. A report can be printed when requested to provide details of current workforce.</li> <li>➤ Speakup worked with NHS Rotherham and the Learning Disability Strategic Health Facilitator / Acute Liaison Nurse to deliver “My Health” training to all GP Practices signed up to offering the Directed Enhanced Service to people with learning disabilities in Rotherham. Over 300 health professionals including GPs, Nurses and Receptionists have attended this training. The training focused on communication, diagnostic overshadowing</li> </ul>

	<p>and best practice guidance relating to reducing health inequalities. 232 people took part in an impact assessment identifying gains in knowledge and areas for further development. This was collated into a report written in partnership with Sheffield Hallam University. This report will allow NHS Rotherham and the Learning Disability Service to plan training for the future.</p> <ul style="list-style-type: none"> <li>➤ Learning Disability Awareness training has already taken place with 62 staff from Job Centre Plus, 15 staff within RMBC Human Resources and 51 professionals from the Hospital Foundation Trust.</li> <li>➤ BME Engagement and Service Scoping Project <ul style="list-style-type: none"> <li>○ Project Duration: 3 months</li> <li>○ Aim of project: <ul style="list-style-type: none"> <li>▪ To identify culturally acceptable and appropriate models for delivering support to BME people with a learning disability and their families.</li> <li>▪ To work with communities in Rotherham to agree what support they need and how they would like it delivered.</li> <li>▪ To develop links between the Joint Service and BME communities and BME people so that dialogue can continue and people and their families engaged in services.</li> </ul> </li> </ul> </li> <li>➤ Rotherham Joint Learning Disability Service has commissioned a piece of work which will assist the service in engaging with service users and carers from Black and Ethnic Minorities regarding the provision of appropriate services and support. Rotherham is home to people from a wide range of different racial and cultural backgrounds and people with different religious beliefs.</li> </ul>
<b>N/Yorkshire</b>	<ul style="list-style-type: none"> <li>➤ All NYCC staff as part of their induction has to undertake the LDAF training.</li> </ul> <p>The partnership boards will be expected to involve family carers and people with learning disabilities in all work force issues as part of the development of the workforce plan.</p>

## Hate Crime

<b>Barnsley</b>	➤ Nationally commended for work around Hate Crime
<b>Bradford</b>	➤ A training programme has been developed by Bradford People First, Bradford Council and the Police
<b>Calderdale</b>	➤ Calderdale is one of 2 national pilot sites *run by ARC) for a project around 'Mate Crime'
<b>Leeds</b>	➤ Hate Crime event with Mencap and WY Police and Crown Prosecution service
<b>North Lincolnshire</b>	<ul style="list-style-type: none"> <li>➤ Service users Keeping Safe project will inform hate crime to localities plan to be put together by development manager. The group is working with a local police cohesion officer who works with minority groups and with safer neighbourhood teams.</li> <li>➤ Hate Crime DVD</li> </ul>

<b>Kirklees</b>	<ul style="list-style-type: none"> <li>➤ Recently accessed Home Office Victims Fund money</li> </ul>
<b>Hull</b>	<ul style="list-style-type: none"> <li>➤ Humberside Police announced the launch of a new Hate Crime campaign in Hull, the Hate Crime Network gave a pathway for local, regional and national work and the Self Advocates Forum underpinned the key messages with statistics and personal case studies.</li> </ul>
<b>N/Yorkshire</b>	<ul style="list-style-type: none"> <li>➤ The following example describes how a member of the Learning Disability Partnership Board acted as a catalyst for a significant piece of work. It effectively illustrates the potential of choice, control and influence: <i>A Partnership Board member raised the of his experience of bullying at a Board meeting. This prompted the Board to hold a public event at which more than 60 people with a learning disability shared their experience of bullying and harassment. In turn, this led the Board to make links with the local Community Safety Partnership, with Board members joining the partnership. Money was secured to produce harassment and hate crime reporting pack, including easy read information, a keep safe card and a reporting form. The reporting form was adopted by the District Councils. Each of the Councils now has a procedure for dealing with receipt of a form. The work on developing the pack, and the partnership involved, have been recognised nationally</i></li> <li>➤ <input type="checkbox"/> Working with local libraries to promote keeping safe</li> <li>➤ <input type="checkbox"/> Self advocate member on the Police Advisory Group</li> <li>➤ <input type="checkbox"/> Strong links with Community Safety Police Officer</li> <li>➤ <input type="checkbox"/> Self advocate member on the North Yorkshire Community Involvement Panel for the Crown Prosecution Service.</li> <li>➤ Hate Crime lead who has met the Attorney General at the House of Lords and been interviewed on radio and TV</li> <li>➤ Hambleton &amp; Richmondshire: We have been successful as a Board in being chosen as a training provider working with Inclusion North to deliver Hate Crime training across Yorkshire and Humberside. We are developing a training team of self advocates and others to deliver this training from March 2010.</li> </ul>

## Commissioning

<b>Barnsley</b>	<ul style="list-style-type: none"> <li>➤ Joint Commissioning Framework</li> </ul>
<b>Bradford</b>	<ul style="list-style-type: none"> <li>➤ People with learning disabilities and carers are now involved in the commissioning cycle at every level i.e. Procurement, specification development, reviewing and quality checking. Systems to capture outcome based intelligence are being developed as part of the People as Individuals project.</li> <li>➤ Revised service specifications for specialist LD Health services now include quality and performance indicators which will allow the realization of LD programme benefits to be tracked and measured.</li> </ul>



<b>Leeds</b>	<ul style="list-style-type: none"> <li>➤ Learning disabilities strategy- framework</li> </ul>
<b>North Lincolnshire</b>	<ul style="list-style-type: none"> <li>➤ *Plans proceeding to employ and "Expert by Experience" into the Strategic Commissioning and Performance Section of Adult Social Services.</li> </ul>
<b>North East Lincolnshire</b>	<ul style="list-style-type: none"> <li>➤ Intensive support team</li> <li>➤ Commissioning of Health trainers to ensure that all people with a Learning Disability are working towards having an Health Action Plan, G.P practices have been encouraged to sign up to the learning disability LES which enables people to have access to full health check.</li> <li>➤ We have a developed a market shaping group who will focus on the main commissioning priorities, transition, bringing people back out of area, and developing a joint commissioning plan with supporting people. Changing lives and Partnerships continue to be a priority of development.</li> <li>➤ We have developed a third sector preferred provider list in which good quality services will only be commissioned and all new services will be commissioned by the individuals person centred plan.</li> </ul>
<b>Kirklees</b>	<ul style="list-style-type: none"> <li>➤ Learning Disability Database identifies important information about people with a LD known to adult services. Analysis of the data on a yearly basis provides an excellent source of data on trends.</li> <li>➤ Close working partnerships with gateway Workers who support people who are not Fair Access to Care services eligible (FACS) provides key information on the types of non FACS eligible services people needs and highlight any gaps in service provision</li> <li>➤ Adult Services Commissioning Strategy includes the market shaping strategy which is key in implementing major changes to the way care services are provided</li> </ul>
<b>Wakefield</b>	<ul style="list-style-type: none"> <li>➤ A multi-agency autism delivery group has been established and a local needs analysis has been commissioned to inform future commissioning.</li> <li>➤ Your Voice Advocacy has been commissioned to undertake a review of advocacy services for the BME communities, the report identifies gaps and recommendations for service improvements</li> <li>➤ Integrated approach to supporting people wit LD and ASC's into employment. Based on continually reviewing in the context of nationally and locally commissioned services.</li> </ul>
<b>Hull</b>	<ul style="list-style-type: none"> <li>➤ Learning Disability Joint Commissioning Executive which includes carers and service user representatives</li> <li>➤ A tool that informs care management /other community staff on the support they should be looking for when making a placement decision. This followed concerns that inappropriate rushed placements were leading to unhappy individuals and significant concern in placement break down. This also increased the risk of out of area placements being made in crisis.</li> <li>➤ Access to wider funding has significantly enhanced service development and awareness on the needs of people with a learning disability e.g. Aiming High funding improvements in transitional support , neighbourhood renewal developed a social enterprise to increase employment opportunities .Carers funding to increase range of short breaks and emergency respite support .</li> </ul>
<b>Rotherham</b>	<ul style="list-style-type: none"> <li>➤ <b>Health:</b> A commissioning post, with responsibility for learning disability was created in the joint commissioning team (based at NHS Rotherham) in late 2006. The post is now part of the wider Mental</li> </ul>



	Health and Learning Disability programme team in NHS Rotherham.
<b>N/Yorkshire</b>	<ul style="list-style-type: none"> <li>➤ H&amp;R One self advocate interviewed the Health commissioners about why yearly health checks were not happening for everyone (They did start in Oct. 09) and their film is on our website. All questions were from self advocates.</li> <li>➤ The Head of commissioning heard a number of key themes to be reflected in the Counties commissioning strategy:</li> <li>➤ The need to progress the transformation of day services in the light of VPN;</li> <li>➤ The need for further work on Pathways to employment now</li> <li>➤ The issue of hate crime and the need for places of safety</li> <li>➤ 4) The need for more people to feel they can shape their personal services.</li> </ul>
<b>York</b>	<ul style="list-style-type: none"> <li>➤ Appointment of a Monitoring Office means that that Council has enhanced its ability to monitor services through consultation with customers, carers and other key individuals. Hoping this role with help York re-shape service provision both now and in the future.</li> <li>➤ Also appointed a Contracts manager to specifically evaluate residential care placements, this again looks at the quality of the services and the support individuals receive alongside a 'value for money' review. It is intended that information gained from the reviews will inform the Council's commissioning strategy for long term placements and the need to look at alternative locally based accommodation solutions.</li> </ul>

## Quality Assessment

<b>Barnsley</b>	<ul style="list-style-type: none"> <li>➤ The in-house Supported Living Service was successful in securing LDDF monies to train a number of service users to Quality Check services against REACH standards.</li> </ul>
<b>Bradford</b>	<ul style="list-style-type: none"> <li>➤ Contracts with new and existing providers are now outcome focused, therefore creating accountability and ownership for improved services.</li> </ul>
<b>Calderdale</b>	<ul style="list-style-type: none"> <li>➤ A new post has recently been added to the compliance team, there is now a monitoring assistant employed by the local authority who has a learning disability, it is hoped that this post will give greater insight into the quality of service delivery.</li> </ul>
<b>Leeds</b>	<ul style="list-style-type: none"> <li>➤ Independent Living Project</li> <li>➤ Leeds People First qualitative monitoring of day services modernization projects</li> <li>➤ Annual stakeholders questionnaire</li> </ul>
<b>North Lincolnshire</b>	<ul style="list-style-type: none"> <li>➤ The strategic commissioning and performance section are employing 5 experts by experience one of which will be someone with a learning disability and one a family carer. Their roles will include assisting the service on ways to improve citizens in quality monitoring.</li> </ul>

<b>Sheffield</b>	<ul style="list-style-type: none"> <li>➤ We are in the process of recruiting a person with a learning disability to the job of Quality Development Advisor. Their role will be to liaise with people who use services about the quality of their support. This will inform our monitoring processes as well as improve the inclusion and participation of people with learning disabilities to their choice and control to direct and improve their own services.</li> </ul>
<b>Hull</b>	<ul style="list-style-type: none"> <li>➤ The VP Board has funded a project called 'My Life ' this formally reviews the lives of individuals living in or receiving services. The feedback report has highlighted some significant issues and has changed commissioning practice. In one incident, a service was de-commissioned as a result of 'My Life 'project.</li> <li>➤ The partnership board has recently funded and asked the local self advocates forum to become involved in some mystery shopping within access centres, and GP practices. The forum have undertaken similar work and produced excellent formal feedback to the board.</li> </ul>
<b>Rotherham</b>	<ul style="list-style-type: none"> <li>➤ Example activities across the Learning Disability Service include reality check monitoring (reception / telephone), customer access point observations, mystery shopping, service standards test and exit polls with customers. Our Customer Inspection Service made up of real customers; carry out customer to customer surveys within day centres to ascertain levels of satisfaction and areas for development. Outcomes from the Customer Service Excellence framework include 'Platinum' rated services awarded by our customers.</li> <li>➤ Satisfaction Surveys</li> </ul>
<b>N/Yorkshire</b>	<ul style="list-style-type: none"> <li>➤ There is a self advocate 'mystery shopper', who checks shops and businesses who advertise a hearing loop and checks that it is working.</li> </ul>

## Including Everyone

<b>East Riding</b>	<ul style="list-style-type: none"> <li>➤ East Riding have developed a group called 'Our Say' which is a group of people with a learning disability (membership 40+). The Partnership Board has been re-structured to ensure that there is adequate time for Consultation with 'Our Say' to ensure that peoples voices are heard</li> </ul>
<b>Calderdale</b>	<ul style="list-style-type: none"> <li>➤ PB reviewed in September 09. There is now a graphic facilitator at each meeting</li> </ul>
<b>Leeds</b>	<ul style="list-style-type: none"> <li>➤ The Partnership Board also has representation from Roots - an African Caribbean self advocacy group tackling issues of double discrimination.</li> <li>➤ Equality Impact Assessment are used for projects to ensure the best outcomes for all groups.</li> <li>➤ Technology is used to meet the needs of people with complex needs, for example the use of interactive smart boards.</li> <li>➤ Several community based projects have been commissioned to meet the needs of communities who may not access traditional services.</li> </ul>

<b>North East Lincolnshire</b>	<ul style="list-style-type: none"> <li>➤ Getting a Life project</li> </ul>
<b>Sheffield</b>	<ul style="list-style-type: none"> <li>➤ Changing Places – Sheffield remains at the forefront of this initiative and has been earmarked as the national example of best practice as it continues to introduce new facilities with more Changing Places than London or Scotland.</li> </ul>
<b>Kirklees</b>	<ul style="list-style-type: none"> <li>➤ Welcome pack to inform people attending the board what the job of the board is, a section on the history of disability, and guidance on including people with a learning disability.</li> <li>➤ The Partnership Board has recently developed a website.</li> <li>➤ Partnership Board outcomes monitoring framework that will enable the board to monitor the key recommendations and actions set out in national policies and reports</li> </ul>
<b>Hull</b>	<ul style="list-style-type: none"> <li>➤ The Partnership Board is a member of the Hull Local Inclusion Network (LINk) through the Self Advocates Forum and individual members of Carers Voice. Family carers are involved in the Six Lives Action Plan (Hull's response to Mencap's Death By Indifference) through strong membership of the Better Health sub-group.</li> <li>➤ The Forum are now able to open and expand their membership to the inclusion of people with profound and multiple needs in the work of the Board as their confidence has increased through supported attendance at quarterly open days. Minority communities, including people that are traditionally excluded, are accessed as membership of the Self Advocates Forum progresses in a City that is increasingly diverse in its ethnicity and identity.</li> <li>➤ We have a scheme called SCENE that facilitates individuals with a range of high support needs to access social and recreational opportunities. The scheme is a partnership with Hull City Council and The Humber Trust. All of the sessions facilitate nursing support to ensure there are no exclusions as a result of changes in health or behavioural deterioration.</li> </ul>
<b>Rotherham</b>	<ul style="list-style-type: none"> <li>➤ Rotherham is the first Council to be awarded the Customer Service Excellence Standard. This standard is a tool for driving customer-focused change within services so that we continue to be a more efficient, effective, excellent, equitable and empowering service that always has the customer at the heart of decision making. The standard tests in great depth those areas that are a priority for customers with particular focus on delivery, timeliness, information, professionalism and staff attitude. There is also emphasis placed on developing customer insight, understanding the user's experience and robust measurement of service satisfaction.</li> <li>➤ We are using the case register and other sources to identify and prioritise for planning using the groups identified by Valuing People <ul style="list-style-type: none"> <li>○ People with carers aged 70+</li> <li>○ People with profound disabilities (DoH definition)</li> <li>○ BME groups</li> <li>○ Young people in transition to adult life</li> </ul> </li> </ul>

## Offenders with a Learning Disability

<b>Barnsley</b>	<ul style="list-style-type: none"> <li>➤ There are close links with the Criminal Justice Liaison Team and people going through the criminal justice system are screened. Since April 09 people with learning disabilities are being tracked by the Criminal Justice Liaison Team.</li> </ul>
<b>Calderdale</b>	<ul style="list-style-type: none"> <li>➤ The CLDT maintains contact with people who are detained with the criminal justice system. Strong links have enabled the CLDT to make robust plans for 2 people on their release from prison in 2009. This work has included developing a link with 2 local landlords who have been willing to provide tenancies in suitable areas of Calderdale.</li> </ul>
<b>Hull</b>	<ul style="list-style-type: none"> <li>➤ There is a learning disability nurse funded by NHS Hull working within the local prison service and undertaking a needs analysis, In Hull prison, this work links with East Riding who are undertaking a screening exercise in Everthorpe and Full Sutton.</li> <li>➤ There are also two practitioners within CTLD trained to deliver the Sex Offender Treatment Programme (SOTP), which has been adapted to support people with learning disabilities and is being offered in partnership with the probation service.</li> </ul>

## Miscellaneous

<b>Barnsley</b>	<ul style="list-style-type: none"> <li>➤ BAISS (Barnsley Assessment &amp; Intensive Support Service) team who offer specialist support to adults with a learning disability who present severe challenging behaviour.</li> <li>➤ Active Health Week which took place in the summer of 2009. Over 100 service users took part in walks, football and other sporting activities in a structured week of activities supported by local elected members and locally based sporting personalities such as Dickie Bird and Clinton Woods. This programme had the aim of introducing the concept of exercise to service users daily routine with the desired outcome being to promote healthy living and involvement.</li> </ul>
<b>East Riding</b>	<ul style="list-style-type: none"> <li>➤ Stagecraft Workshop Group are part of Castaway Music Theatre Group.</li> </ul>
<b>Calderdale</b>	<ul style="list-style-type: none"> <li>➤ There is now an Approved Mental Health Practitioner within the CLDT which has improved the teams ability to respond to people suffering an acute episode of mental health and seek the correct medical support.</li> </ul>
<b>North Lincolnshire</b>	<ul style="list-style-type: none"> <li>➤ Access to Leisure</li> <li>➤ The Valuing People Partnership Board funded a post to increase the accessibility into leisure opportunities for</li> </ul>

	<p>people with learning disabilities. The outcomes for this project has been to enable 52 individuals to access a healthy weight loss course, sport in both sports clubs and voluntary settings, training to be sports leaders and hosting keep fit cafe. The role is also educational, working with individuals and their families and carers about the importance of taking part in activities.</p>
<b>North East Lincolnshire</b>	<ul style="list-style-type: none"> <li>➤ Planning4Care pilot site (strategic planning)</li> </ul>
<b>Wakefield</b>	<ul style="list-style-type: none"> <li>➤ there is a BME development worker whose role it is to improve the BME Community's access to services and the cultural competency of the services that are provided. A key success is the take up of direct payments with 50% of people from the BME community having now taken them up.</li> <li>➤ Person Centred Plans use equality monitoring to ensure equal access to the service. The 'What's important to and for' tool allows cultural needs to be considered as part of planning and in order to understand the deeper meaning of information provided, cultural issues are considered.</li> </ul>
<b>Rotherham</b>	<ul style="list-style-type: none"> <li>➤ June will be our 'Having Friends' event with an event on 25th June where service users will learn about relationships, how important they are, about friendships and what extra support a person might need to make friends and how to be a friend. Understand their right have a relationship. We will support service users to understand the meaning of consent and social boundaries, and the different kinds of friendships and relationships. They will find out how to increase their social network opportunities and where to go and how to meet friends safely. They will know what a safe relationship is and when they should talk to someone in confidence if they are concerned. Also learn about face book and internet chat rooms and the risk they may hold.</li> <li>➤ Services for people with Autism- REACH Day Services and Healthy Easting Project</li> <li>➤ A significant development of the Rotherham Learning Disability Partnership Board has been the development of the Board's Performance and Improvement Group which meets between Partnership Board meetings and is responsible for the monitoring of the work of the Board. This has resulted in more effective leadership and monitoring of Valuing People Now. The group comprises of the Co-Chairs, our service user and family carers, the lead officer, the Partnership Board Support Officer and a small number of service staff who are co-opted onto the group for specific pieces of work.</li> </ul>
<b>N/Yorkshire</b>	<ul style="list-style-type: none"> <li>➤ At the start of 2009 the Community Lives Task Group (CLTG) took the role of monitoring the impact of changes to day services largely arising from the closure of Ashlands Day Centre.</li> </ul>
<b>York</b>	<ul style="list-style-type: none"> <li>➤ A comprehensive payment system for volunteers involved in the work of both the Partnership Board and its groups.</li> </ul>