

WIRRAL COUNCIL

HEALTH AND WELLBEING OVERVIEW AND SCRUTINY COMMITTEE:  
18 JANUARY 2011

REPORT OF THE INTERIM DIRECTOR OF ADULT SOCIAL SERVICES

## **TRANSFORMATION OF ADULT SOCIAL SERVICES - PERSONAL BUDGETS PROJECT PHASE 2 EVALUATION**

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### ***Executive Summary***

*This report provides information on the progress being made on personal budgets in Wirral. It provides an evaluation of phase 2 and details of phase 3. Overview and Scrutiny Committee Members are asked to note the contents of the report and the progress being made on the implementation of personal budgets in Wirral.*

*This item falls within the Social Care and Inclusion portfolio.*

### **1 Introduction**

1.1 This report provides information on the progress being made on personal budgets in Wirral, providing details of evaluation of phase 2 of the personal budgets project and details of phase 3. Personal budgets are just one way of approaching the bigger personalisation agenda and form part of a different offer Adult Social Services will deliver to residents in Wirral. This includes the use of assistive technology, rehabilitation and integrated locality working practices.

### **2 Progress on Personal Budgets**

#### Background

2.1 The Governments commitment to date has been to pilot individual budgets<sup>1</sup> in 13 local areas. This was set out in the Health White Paper 'Our Health, Our Care, Our Say'. In addition, Local Authorities were being encouraged during 2006/2007 to give people greater choice and control of the services they use.

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<sup>1</sup> Individual budgets bring together a variety of income streams from different agencies including Independent Living Fund, Continuing/Joint Health Care, Community Care, Access to Work or Supporting People funding to provide a sum for an individual, who has control over the way it is spent to meet his or her support needs. A personal budget is an allocation of money that is purely from social care funding sources and used to purchase support from the public, private or voluntary sector. In Wirral's pilot phase one has been testing out the use of personal budgets.

- 2.2 The central idea behind the individual budgets concept is to place the person who is supported, or provided with services, at the centre of the process. They should have the power to decide the nature of their own support. The concept builds on the successful features of direct payments and other initiatives to develop self directed care.

### Personal Budgets

- 2.3 A personal budget is the amount of money that is available to individuals from Wirral Council to help meet eligible social care needs. It also takes into account the needs of family carer's where appropriate.
- 2.4 A personal budget is calculated following the completion of a straightforward assessment where discussion takes place with individuals about the support that is required and how much money the Council will contribute to meeting assessed needs, after the individuals own financial resources have been taken into account. A personal budget will be offered in most cases after immediate needs have been met, for example, once individuals have received support through the HART (re-ablement) or Assistive Technology service.
- 2.5 With a Personal Budget individuals can:
- know up-front how much money is available from the Council to meet assessed needs
  - decide how that money can be used
  - get the support and advice to make the choices that best meet needs
  - know how much to contribute financially

### Implementing Personal Budgets in Wirral

- 2.6 Wirral Council has been working on the concept of personal budgets since November 2007 and a project approach consisting of 3 phases to introduce personal budgets to people in Wirral began in January 2009.
- 2.7 Wirral's personal budgets project (phase 1) commenced on 26 January 2009. 17 people from mental health, learning disabilities, physical disabilities and older people from across 11 wards in Wirral were chosen to be part of phase 1. These people had approached the Department and expressed a wish to be considered and were from the outset prepared to share the learning as part of the project. The project was developed based on the knowledge from the 13 national pilot sites and ran for 9 months. Lessons learnt from phase 1 were incorporated into phase 2 and reported to Health and Wellbeing Overview and Scrutiny Committee on 19 January 2010.
- 2.8 Phase 2 of the project was undertaken with a much larger cohort of people. Cabinet agreed a minimum of 200 people on which to test the resource allocation system prior to rolling out personal budgets as part of the phase 3 of the project. Phase 2 commenced in December 2009 and ran for 9 months in Birkenhead locality, Adults with Learning Disability Services and survivors of stroke leaving hospital.

## Phase 2 Evaluation

- 2.9 The evaluation of the personal budgets project phase 2 has now been completed. The purpose of the evaluation was to record the effectiveness of the processes and documentation used, and to collate the views and experiences of people who use services, carer's, staff and identified others related to the project. This report provides information around the approach taken to evaluate personal budgets evaluation phase 2 and details of the findings. The evaluation report is attached at the appendix.
- 2.10 Phase 2 of the personal budgets project has proved that the involvement of all stakeholders in the co-design of processes and systems is critical to ensuring sustained ownership. A product of phase 2 was to deliver a re-designed business process for delivering personal budgets which has been achieved. The re-design has taken place with a wide range of stakeholders, through extensive testing and 188 staff has been briefed on the new process which has been delivered by a customer, reform unit staff, access and assessment staff and finance and performance staff.
- 2.11 Phase 2 has positively impacted on the delivery of key performance indicators on self directed assessment (8858) and self directed support (NI130) and Putting People First Milestone 2 (self directed support and personal budgets). Customers have reported improved outcomes from phase 2 with 81% of customers reporting that their personal budget made a difference to whether they felt supported with dignity and 74% felt safer at home. 74% of carers reported that they felt their personal budget had improved their quality of life.
- 2.12 Further evidence suggests that individuals benefit more once they have had their personal budget for six months with 100% of customers from phase 1 of the personal budgets project reporting that the personal budget made a difference to the control they had over their support compared to when they first had the personal budget. 25% of phase 1 customers originally reported that the personal budget had made a difference to their health with 75% reporting it had made a difference after six months of having a personal budget.

## Phase 3 Project

- 2.13 Learning from Phase 1 and Phase 2 is being taken forward into Phase 3 of the personal budgets project. On 4 November 2010, Cabinet agreed the resource allocation of £1.62 to be rolled out from 11 November 2010 which meant that the final stage (phase 3) of the personal budgets project could proceed. Phase 3 will see the offer of personal budgets made to all eligible residents in Wirral. The aim of the phase 3 personal budgets project is to ensure that at least 30% of eligible people in Wirral receive a personal budget by the end of March 2011 which is an indication that people are receiving personalised support to enable them to have more choice and control over their lives.

- 2.14 Given the significance of this project phase 3 will continue to be project managed and the project board will continue to be chaired by the Interim Director of Adult Social Services. The work to be taken forward as part of the phase 3 project is identified in the appendix, section 14. Phase 3 will ensure that personal budgets is consistently embedded within day to day working practices using the new business processes created during phase 1 and phase 2. In addition phase 3 will ensure new learning is embedded into working documentation and phase 3 is evaluated in the same manner as phase 1 and phase 2.

### **3 Financial Implications**

- 3.1 The resource allocation system (£1.62) was agreed by Cabinet on 4 November 2010 to be rolled out on 11 November. This is being monitored on a monthly basis by the personal budgets project board chaired by the Interim Director of Adult Social Services.

### **4 Staffing Implications**

- 4.1 There will be an impact on the role and function for the social care workforce. Indications from Wirral's phase 1 and phase 2 project show that heavy investment in staff is required to support them with adapting to this radical change. This support has and continues to be provided.

### **5 Equal Opportunities Implications/Health Impact Assessment**

- 5.1 Phase 1 and 2 were subject to an initial equality impact assessment to ensure that vulnerable people and those from minority groups are not adversely affected by the implementation of personal budgets and self directed support.

### **6 Community Safety Implications**

- 6.1 Personal budgets and self directed support provides a more holistic approach to addressing an individual's need. By empowering individuals to take control of their support package it is likely that they will be able to identify more clearly issues which concern them about their own safety within the community. A process of managing risk is currently being developed.

### **7 Local Agenda 21 Implications**

- 7.1 There are no local Agenda 21 implications.

### **8 Planning Implications**

- 8.1 There are no planning issues from this report.

### **9 Anti Poverty Implications**

- 9.1 There are no direct anti poverty implications from this report.

## **10 Social Inclusion Implications**

- 10.1 Personal budgets and self directed support enables people to be eligible for a range of funding streams, greater control and choice over their personal budget. In general people benefiting from these developments are likely to be amongst the most socially excluded in society. As a result, they will have more active participation in their support arrangements and enhance their status with providers.

## **11 Local Member Support Implications**

- 11.1 Personal budgets and self directed support has Wirral wide implications.

## **12 Health Implications**

- 12.1 There are no health implications directly arising from this report. However, personal health budgets are currently being piloted nationally.

## **13 Background Papers**

Cabinet report dated 4 November 2010 accessed at <http://democracy.wirral.gov.uk/ieListDocuments.aspx?CId=121&MId=3062&Ver=4>

## **14 Recommendations**

That: -

Overview and Scrutiny Committee Members note the contents of this report and the current progress of implementing personal budgets in Wirral.

**HOWARD COOPER**  
**Interim Director of Adult Social Services**