

**WIRRAL COUNCIL**  
**AUDIT & RISK MANAGEMENT COMMITTEE**  
**THURSDAY 30 JUNE 2011**

**Action / Response to Minute 88 (ARM 28.03.11) - Note of Clarification**

The Director of Adult Social Services was asked by the last meeting of the Audit and Risk Management Committee to provide clarification on a number of issues relating to personalisation. The position regarding the matters raised by members of the Committee is as follows: -

1. The requirement on the Authority to carry out self directed assessments with service users is set out in National Indicator 130. This measures the proportion of such clients who have received an assessment. The national target, and that for Wirral, is that 30% of clients were to have received an assessment by 31 March, 2011 and that 100% would by 31 March, 2012. 30% would therefore represent achieving the national target on profile rather than failing 70% of clients.
2. On 1 November 2010, just 8% had received self directed support. This was because the Council had taken a cautious approach and had been testing out these arrangements through a controlled pilot group. This meant that those service users who had received assessments and reviews under the existing arrangements for service provision could not be counted. Cabinet agreed to extend the personalisation project to all service users in October 2010 and therefore the task was to ensure that the department met its NI130 target by increasing the number of self-directed support for the remainder of the year.
3. Managers and staff within DASS undertook a major programme of work to accelerate the pace of personalisation. This involved weekend working to ensure records were up to date and that all assessments were counted. The result was that by 31 March 2011, 31.6% of eligible clients had been offered self-directed support. The target had been met, contrary to the expectations of the Department of Health in October and the previous CQC report which had raised a concern that the pace of change in relation to personalisation was too slow.
4. The Director received, on 12 June, the results of a national survey of local authorities' performance on NI130. This shows Wirral's figure at the end of May stands at 41%. This compares with a national average of 37%. Wirral ranks 41<sup>st</sup> of the 153 authorities, comfortably in the top 3<sup>rd</sup>. In October 2010 Wirral was in the bottom 5.
5. Financial assessments, as well as assessments of need continue to be carried out by the staff of the department. These result in an indicative budget for each

service user. Support planning then takes place with help from DASS staff and, if desired, support from an independent advocate. These new processes are being carefully monitored alongside a review of the resource allocation system with a view to bringing forward in the Autumn recommendations for the refinement and development of the system based on the lessons of the first year. In terms of the wider social care market contracts for domiciliary care personal supported living and residential and nursing care have all been updated to ensure that service will be provided in a personalised way and focussed on delivering outcomes such as improved health and well-being and dignity in care.

6. The DASS reablement service HART (Home Assessment and Reablement Team) has now been replaced by a new service, STAR (Short-Term Assessment and Reablement). The difference in the new service is that the hands on enablement care will be delivered by accredited independent sector providers. The STAR service has an important role in helping people to return home and live independently following illness and discharge from hospital. The STAR service has a critical role in supporting people through an assessment and recovery process which then provides an opportunity for a support planned and personal budget to be organised following their discharge from the service.
7. The STAR service is now established. It will be co-located with WUTH and our locality teams. It has so far taken 50 referrals in its first month as part of a phased build up to what will be approximately 150 referrals per month. The interim arrangements are being similarly phased down in a carefully planned way. Work goes on with the independent providers of the enablement part of the service to make sure that training is thorough and quality is high. This is progressing well.
8. The changes to DASS have provided further opportunity to develop integrated working with Wirral University Teaching Hospital, particularly around the work of occupational therapists, physiotherapists, community nurses and in planning for effective discharge. During the period that the new service was being established, interim arrangements were put in place by DASS, NHS Wirral and WUTH to make sure that prompt, safe discharge could take place. These resulted in the rate of delayed discharge from WUTH being amongst the lowest in the region. DASS, NHS Wirral and WUTH have been invited to make a presentation of this work to a regional conference in late June as a case study of excellence in partnership working.

Howard Cooper  
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