

WIRRAL COUNCIL

CABINET

8 DECEMBER 2011

SUBJECT:	PROGRESS ON PERSONALISATION
WARD/S AFFECTED:	<i>ALL</i>
REPORT OF:	<i>HOWARD COOPER - INTERIM DIRECTOR OF ADULT SOCIAL SERVICES</i>
RESPONSIBLE PORTFOLIO HOLDER:	<i>COUNCILLOR ANNE MCARDLE</i>
KEY DECISION?	NO

1.0 EXECUTIVE SUMMARY

1.1 This report is to inform Cabinet of progress in the implementation of personalisation within the Department for Adult Social Services (DASS) and to highlight key changes required to be further progressed.

2.0 RECOMMENDATION/S

2.1 That Cabinet note the contents of this report.

2.2 That Cabinet receive a further update report from DASS in Spring in relation to process and procedures within the department that seek to enhance the customer journey.

2.3 That Cabinet agree to consultation with Carers in relation to a revised Carers RAS and banding system.

2.4 That Cabinet agree to the procurement of a supplier to provide a Prepaid Card service for people who use Personal Budgets and Direct Payments.

2.5 That Cabinet agree to an accreditation process for Support Planning and Brokerage to be undertaken and progress reported back as part of the update report to Cabinet in Spring.

3.0 REASONS FOR RECOMMENDATIONS

3.1 Personalisation and the associated policies and procedures that underpin it represented a significant shift in the way that DASS supports people who use services. Activity in this area is subject to change, reflecting national and local developments; consequently the Department needs to review continually the way it works.

3.2 The Department aims to enhance the quality of life for people who have care and support needs through accessing and receiving self directed assessment and a personal budget; it, therefore, needs to ensure that its policies and

procedures are appropriate and robust to support the people who use services.

4.0 BACKGROUND

4.1 The topic of Personal Budgets has been the subject of a number of reports to Cabinet. These began in October 2009 when the background to the proposals were highlighted and the use of pilot studies to gauge developments through to November 2010 when the issue of the “£’s per point” of the Resource Allocation System (RAS) were debated. This report highlights progress in the implementation of personalisation within the Department for Adult Social Services (DASS) since November 2010 and the key changes required to be further progressed.

5.0 KEY ISSUES

5.1 Resource Allocation System (RAS), Personal Budgets and Customer Journey

5.1.1 A recent review and evaluation of the RAS has identified key issues including budget pressures, inequities across service user groups and process issues in relation to the indicative budget allocation. For example, people with Learning Disabilities are spending on average 26% more than their indicative budget and Older People 34% less . This may indicate that the current RAS allocates too many points for Older People and not enough for individuals with Learning Disabilities. However, a robust evaluation needs to be undertaken to establish the root and cause of such anomalies. The results of the evaluation will be presented to members in Spring 2012.

5.1.2 The future financial impact needs to be modelled once the review of the SDA questionnaire is completed, which is currently underway with people who use services and Carers

5.2 Carers RAS

5.2.1 Other Local Authorities in the North West Region have varying systems in relation to Carers Budgets. Some authorities do not have a formal RAS for Carers or indeed a formal process for allocating Carers a budget. Some authorities pay their carers based upon a Banding System; Wirral does not currently operate this system and wishes to explore this as a possibility after a period of consultation with Carers.

5.2.2 A banding system would be an annual amount and would replace the ‘£ per point’. The benefits of this approach is that Carers will have greater autonomy and control over the budget provided to them by the department and will enable them to utilise the budget more effectively in terms of accessing respite/short breaks for themselves in order to support them in their roles as unpaid Carers.

5.3 Prepaid Card

5.3.1 The Prepaid card is a business critical element of the transformation agenda. The DASS specification is now complete and ready to be procured. Work has been undertaken to ensure interoperability with the introduction of the Mersey Travel Transport prepaid card, which is about to be launched, to ensure transport costs can be interchangeable between the two.

5.3.2 Approval is sought for agreement to go out to tender to procure this service from one of the current market leaders, but that the implementation programme is a phased one on a pilot basis. It is proposed that we introduce this across all service groups but on a sample basis across the department to test out and evaluate the impact on various service user groups.

5.3.3 Due to the nature of the services (which will be focused on improving outcomes for service users), the specification for the services will be outcome based; the services provided must include the following principles:

- Maximise independence, choice and control
- Maximise individuals' informal support networks and social capital
- Be responsive, and provide timely interventions with the minimum of invasion into an individuals' life
- Develop peer support
- Engage people who use services, their Carers and families
- Harness the experience of local people who use services in the development, shaping delivery and quality assurance of the services
- Target hard to reach/seldom heard groups of people
- Work with the Council as a developmental partner for personalisation
- Ensure the best customer journey for the individual service user
- Support the council to development its information programme

5.4 Support Planning

5.4.1 Recent national guidance has advised *that 'current models of support planning can be over-professionalised, process-driven, time intensive and costly. They are also often not creative enough or efficient in achieving maximum impact with the available resources'*. [Think Local, Act Personal: October 2011]

5.4.2 More people need to be supported to develop their own plans, with a broader range of easily accessible 'tools' to help them, and lower cost advice that doesn't always rely on one-to-one professional input. This includes help for individuals to plan the best use of their resources should be available as a 'universal' offer, incorporating advice to self-funders as well as council-funded people.

5.4.3 The guidance further states that ‘the *‘sign-off’ processes for council personal budgets should be much simpler, and what’s required to allocate a personal budget should be communicated to people clearly and up-front. This allocation process should be separated from the offer of ‘support to make creative use of resources’.* Only by making this distinction can people be supported at their own pace to make the best use of the resources available to them and increase their level of control over time’.

5.4.4 In order to ensure that we are providing a range of accessible options for people in relation to Support Planning we intend to develop an accredited list of organisations that can deliver the following:

- Support Planning
- Care Brokerage
- Support Brokerage

5.4.5 This is a key and fundamental part of the self directed agenda and a natural development in the evolution of approach that DASS are taking in order to implement and embed personalisation and self directed support for all citizens of Wirral.

6.0 RELEVANT RISKS

6.1 The Department has a duty to ensure that those service users who are assessed as needing a service are appropriately supported. The personalisation agenda has empowered service users to access different and varied services to support their needs, there is a risk, however, that if policies and procedures are not fit for purpose opportunities may be inadvertently limited and curtailed.

6.2 It is important to ensure that the resources of the Department are used as efficiently and affectively as possible. There is, therefore, the risk that without continual assessment and review of the way resources are distributed that budget over commitment will occur.

7.0 OTHER OPTIONS CONSIDERED

7.1 Wirral choose to implement a Resource Allocation System based on a “£ per point” procedure; other local authorities have chosen different models based on specified outcomes for service users. As the Department gains more experience it will consider if it is appropriate to review and revise the model used by the Council. At this stage no proposals are being made to change the current allocation system.

7.2 In terms of the Prepaid Card option, a specification will be drawn up and offered to tender, depending on the proposals that come forward from providers the most beneficial, appropriate option will be taken forward.

8.0 CONSULTATION

- 8.1 It will be necessary to carry out a consultation exercise with service users and carers regarding the proposed changes to the Carers' Resource Allocation System. No changes will be made until this exercise has been completed.

9.0 IMPLICATIONS FOR VOLUNTARY, COMMUNITY AND FAITH GROUPS

- 9.1 As part of the consultation process with users and carers regarding the Carers' RAS various organisation within the voluntary, community and faith sector will also be included within the process.

10.0 RESOURCE IMPLICATIONS: FINANCIAL; IT; STAFFING; AND ASSETS

- 10.1 In terms of the general Resource Allocation System no resource implications have been identified at this stage, these will be highlighted in any subsequent report
- 10.2 At this stage it is not possible to prejudge the outcome of the consultation regarding the Carers' RAS. Whilst there may be resource implications that flow from this, these will be taken into account at the culmination of the process.
- 10.3 Any IT implications arising as a result of the introduction of the Prepaid Card system will be dealt with as part of the tendering and commissioning process.

11.0 LEGAL IMPLICATIONS

- 11.1 By ensuring that due process is followed regarding any changes to service and undertaking appropriate consultation with service users and carers no legal issues should ensue. Close liaison will be made with Legal Services to adhere to proper procedures.

12.0 EQUALITIES IMPLICATIONS

- 12.1 Has the potential impact of your proposal(s) been reviewed with regard to equality?

(a) Yes and impact review is attached.

(b) No because there is no relevance to equality.

(c) No because of another reason which is

13.0 CARBON REDUCTION IMPLICATIONS

- 13.1 There are no direct carbon reduction implications or other environmental issues arising from this report

14.0 PLANNING AND COMMUNITY SAFETY IMPLICATIONS

- 14.1 No planning permission is required as a result of this report

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APPENDICES

None.

REFERENCE MATERIAL

N/A

SUBJECT HISTORY (last 3 years)

Council Meeting	Date
CABINET – PERSONAL BUDGETS	4 NOVEMBER 2010
CABINET: PERSONAL BUDGETS	14 OCTOBER 2010
CABINET - PERSONAL BUDGET PHASE 2 PILOT	9 DECEMBER 2009
CABINET – PERSONAL BUDGETS	15 OCTOBER 2009