



Report to Healthier Communities and Adult Social Care Scrutiny & Policy Development Committee

Report of: Moira Wilson, Interim Director of Care and Support

Subject: Update on Self Directed Support and Personalisation

Author of Report: Luke Morton, Programme Manager

Summary:

This report provides an update on Self Directed Support and Personalisation identifying the work that is underway to improve practice and application of current policies and the implications of the current financial situation. In addition it updates the Committee on progress with the Individual Service Fund Framework Agreement and Support Planning and Brokerage Framework Agreement. The information presented has been requested by the Committee so it can review progress.

Type of item: The report author should tick the appropriate box

Reviewing of existing policy	✓
Informing the development of new policy	
Statutory consultation	
Performance / budget monitoring report	
Cabinet request for scrutiny	
Full Council request for scrutiny	
Community Assembly request for scrutiny	
Call-in of Cabinet decision	
Briefing paper for the Scrutiny Committee	
Other	

The Scrutiny Committee is being asked to:

The Committee is asked to note the information outlined and provide views and comments.

Background Papers:

List any background documents (e.g. research studies, reports) used to write the report. Remember that by listing documents people could request a copy.

Category of Report: OPEN

Report of the Director of Care & Support

An update on Self Directed Support and Personalisation including the Individual Service Fund Framework Agreement and Support Planning and Brokerage Framework Agreement

1. Introduction/Context

- 1.1 In April of last year Eddie Sherwood, Director of Care and Support provided the Scrutiny Committee with an update on Self Directed Support and Personalisation, reminding the Committee of what SDS was, what had been achieved in Sheffield and the benefits of the approach.
- 1.2 The report also identified the challenges going forward for Self Directed Support, including the changing financial environment for the Council and what the next steps might be for personalisation. The focus here is an emphasis on quality and consistency and work to understand the implications of reducing budgets in Adult Social Care.
- 1.3 Specific pieces of work identified in the original report described plans to develop Framework Agreements for Individual Service Funds and Support Planning and Brokerage.
- 1.4 Scrutiny has subsequently asked for an update on Self Directed Support and Personalisation.

2. Update on Self Directed Support and Personalisation

- 2.1 Since the report in April of last year Adult Social Care has had to address a forecast budget overspend and a reduction in the overall budget available for Adult Social Care. This has required Adult Social Care to refine and update the way it operates Self Directed Support to address this issue.
- 2.2 The focus remains ensuring that our customers' unmet eligible social care needs are appropriately addressed and that they have choice and control over their care and support and social workers respond to individual circumstances.
- 2.3 We have updated our approach to Personalisation to reduce the time it takes to put in place support for our customers; reduce ongoing costs associated with assessment, support planning and reviews; reinforce our aim to promote independence; and ensure that we are fair and equitable in our approach for everyone. We have done this by simplifying the processes and associated forms, reducing hand-offs and tightening practice around our existing social care procedures. Improvements include:
 - The introduction of a simplified Assessment Questionnaire (AQ) that keeps the key questions but is shorter and easier to use.
 - An update of, and proposal to regularly review, the Resource Allocation System (RAS) to reflect the current available budget and the increasing number of people who need care and support.

- The role of the indicative budget is now as an internal reference for budgetary control for managers when agreeing a support plan rather than a fixed amount provided to plan up to.
 - A simpler support plan template on Carefirst which has reduced inputting and makes the support plan approval process easier and quicker.
- 2.4 We have placed the social worker firmly back as the lead for the end to end process of assessment, support planning and ensuring support is in place and working to meet needs. Local targets for the numbers of customers supported by external support planners are no longer required. The social worker in the majority of cases will complete the needs assessment and support plan with a person, ideally in one visit, to ensure that the process happens quickly and easily. The social worker will encourage the person and their family to be as actively involved in their support planning as they are willing and able to be and will arrange for an external support planner if requested and as appropriate if, for example the person has no one who is able to help with support planning and needs help to work with their social worker.
- 2.5 A Personal Budget Support Service is being developed to replace the Framework Agreements for Individual Service Fund and Support Planning and Brokerage. This service will cover support planning, direct payment set-up including employing personal assistants , initial coaching on managing a direct payment and providing general advice and queries on personal budgets, direct payments and employing personal assistants. It will be paid for by the Council rather than via a customer's personal budget. The current timescale is implementation late summer; a tender will be issued during April.
- 2.6 We aim to help people to be as independent as possible; instead of money managers we will encourage informal support from family and friends to help manage a direct payment. We need to continue ensure direct payments are accessible to as many people as possible without incurring unnecessary administrative and monitoring overheads, but have removed the local target as we already performing well on this compared with other Councils . We will therefore provide help via a third party provider in the form of the Personal Budget Support Service to answer queries customers may have concerning their direct payment and help them become familiar with their responsibilities. We will provide clear guidance on when it is appropriate to provide a money manager to support a customer manage their direct payment. We will provide clear guidance on when it is appropriate to end a direct payment; namely where it is no longer in a customer's best interests or there is a risk of misuse of council money.
- 2.7 We have also tightened practice around our existing social care policies and procedures in order to ensure we are meeting needs, keeping our customers safe and managing our limited resources responsibly. As part of our annual review and reassessment process we are ensuring that our improved practice and processes are followed to ensure that customer's critical and substantial needs are met in a cost effective manner. Key areas include:

- We encourage people to be as independent as possible, looking first at what resources and support they have available to them then providing appropriate support for unmet critical and substantial needs where there is no one available to help.
- We have ceased the practice of gifting in support plans where people receive paid 'gifts' in return for support
- There is direct payment legislation that prevents family members who live in the same household being employed as a personal assistant. There are no legal restrictions on using a direct payment to pay other family members. It is not always in a person's best interests to employ someone where the relationship is primarily personal rather than contractual. We have therefore reviewed our practice in this area to ensure that alternatives are explored and reasons are given as to why employing a relative is the right option on a case by case basis.
- In line with our existing Mobility Strategy and Fairer Contributions Policy we have clarified that we pay for travel arrangements where the travel is necessary so that a person's critical and substantial eligible social care needs identified in their assessment can be met; the person does not have any other suitable travel resources available to them, financial or otherwise and the person is not able to travel safely without that assistance. We take account of a person's DLA mobility allowance as a resource to meet travel costs in their Support Plan and we expect a person's Motability vehicle to be used to cover transport arrangements in their Support Plan. The person pays for their petrol costs; these are not treated as Disability Related Expenditure (DRE).

2.8 People continue to have choice and control over their support. A person can still indicate their preferences in terms of times, how and who they want to help them with their care and support. We agree a person's Support Plan if their choice of provider is appropriate and cost effective. It doesn't have to be the 'cheapest', but where there are 'cheaper' suitable providers available we agree the person's choice only if there is additional value for the additional cost. If a person has a council arranged service the choice is limited to providers on our framework. Where a person has a direct payment and wants to choose, as opposed to needing, a provider that costs more, then we pay up to the general guideline rate that we pay for our contracted home care providers which is £13.00/hour. The person either pays the amount above that rate, or chooses an alternative more cost effective provider. We have clarified that a person can continue to vary their support arrangements in terms of providers and timings (how, when, where and by whom) but direct payment monies can only be spent on activities specified in the Support Plan.

2.9 To support the updates to processes and practice we have been developing clear information for staff, our partners and customers on what people can expect in terms of support and care going forward. There will be revised leaflets for:

- Getting your social care support
- Reviewing your social care support (to be sent to customer as part of their review from early March)
- Understanding Support Planning

- Managing your Direct Payment
- Employing Personal Assistants (update of current handbook).
- Getting a break for carers.
- Help with Travel Arrangements (released February 20th)

- 2.10 The Care and Support Leadership Team have responsibility for ensuring that refinements and improvements are implemented effectively and the benefits from them are seen. Cllr Mary Lea, Cabinet Member for Health, Care and Independent Living, has been kept up to date with progress to date and we have also involved our legal team on an ongoing basis regarding the updates we have made. We are actively involving customers, community groups and providers via recent budget consultations and adult social care conversations (Have your say events). We have a communication plan for customers, staff and providers and are collaborating with customers, Disability Sheffield, Age UK and 50+ in the production of customer factsheets.
- 2.11 Since the previous report in April 2013 the number of people with a personal budget has reduced from 63.1% to 61.1% and those with a direct payment have increased from 23.3% to 26.1%.

3 What does this mean for the people of Sheffield?

- 3.1 We will continue to promote self-directed support and personalisation for all our customers ensuring that they have choice and control over their care and support.
- 3.2 The Council has a responsibility to ensure that its resources are allocated fairly and equitably and we will work with people to make sure that their care and support meets their unmet eligible social care needs and is cost effective.
- 3.3 Processes will be quicker and simpler so that people get the support and care they need as quickly as possible

4. Recommendation

- 4.1 The Committee notes and comments on the changes that have taken place with regards to Self Directed Support and Personalisation

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