

Key reporting dates:

- (1) Scrutiny report considered by County Council: 22 February 2004
- (2) Six-monthly report back to Scrutiny Committee: 22 September 2005
- (3) One-year report back to Scrutiny Committee: March 2006

Scrutiny Committee		Adult Social Care Department		Six months update
No.	Recommendation	Timescale / deadlines	Actions/responsibility / resources/progress	Progress/Targets
General promotion to clients				
1	<p>The Direct Payments leaflet is:</p> <ul style="list-style-type: none"> • redesigned to clearly and overtly highlight the benefits of Direct Payments (DP), with different formats for specific client groups. • distributed to applicable clients as a matter of course at a suitable time. 	<p>By June 2005</p> <p>From now on</p>	<p>Formulate and agree short and long term publicity and promotion programme for DP to raise profile across East Sussex in relation to all eligible groups</p>	<p>In Progress</p> <p>a1) DP leaflet (IL18) redesigned and redrafted with more details and cross-referencing to other relevant Council leaflets. Includes quote from satisfied user on front cover. In final preparation for print. Planned issue mid – end Oct 2005, to fit in with launch of Social Care Direct.</p> <p>a2) New information booklet for people with learning disabilities being consulted with users and appropriate support organisations, prior to issue in Oct/Nov'05</p>

	DP are promoted via existing Council communications, for example an article in the Council magazine.	By June 2005	Formulate and agree short and long term publicity and promotion programme for DP to raise profile across East Sussex in relation to all eligible groups	<p>b) Established distribution network being enhanced through consultation with DP users, the Independent Living Support Service, and assessors, to identify any gaps in potential DP clients.</p> <p>c) Articles on DP featured in Brief Encounter in Feb, March and May '05. Still planning feature in "Your County", but timing needs to ensure effective support capacity to meet likely increase in demand. Forthcoming publicity includes interview with DP user, to be used to raise DP profile across Council and social care community, including actual quotes on DP experience. This will also be published in September '05 Brief Encounter</p>
Promotion during the assessment process				
2	Electronic assessment forms include a tick box for DP's and, if not pursued, the reason why. This information, or a date to follow up the issue, is presented with applications to the Funding Panel.	To be incorporated onto forms ready for their introduction by October 2005	Accepted Policy and Strategy Unit (PSU) will consult with relevant E-business personnel to ensure evidence that DP has been considered as an option, is included in Electronic Social Care Record (ESCR) and Service Proposal to Funding Panel Form	Implemented in part/On-going Pilot scheme on ESCR since Nov'04 in Eastbourne and South Wealden Independent Living & Contact teams successfully using new electronic Application for Funding Form (AFF). Planned roll-out to all operational teams by March 2006. AFF includes DP tick-box, but scope for analysis of data (e.g. reasons not pursued) to be developed within same time scale.

Promotion to staff				
3	Raise assessors' awareness of DP's by planning and carrying out regular written and verbal communication updates using existing internal communication channels. These should include Brief Encounter, team meetings, training and supervision.	Outline plan to be drawn up by end of Feb. 2005	<ul style="list-style-type: none"> a) Accepted – Current DP awareness training and update sessions will be scheduled on a regular basis within context of other SSD learning priorities b) Detailed plan for development of DP awareness for all assessment teams will be designed and submitted to DMT for approval in April 2005. c) Plan to include identification of suitable staff resources and project leads to support SSD lead by PSU. 	<ul style="list-style-type: none"> a) Implemented – Two day DP Course for Assessors run in Feb & July'05 plus awareness session for Older People's Teams held in May'05 for Rother area. b) On-going – rescheduled due to rapidly growing DP agenda. Focus on management of current DP infrastructure issues, and need to manage capacity to respond to increased demand for ESDA's support service. Plan to implement broader Programme of DP Awareness for assessors, by end March '06. Reticence of some assessors to promote DP because of delays and waiting lists being actively addressed and will be included in Plan. c) On going – as for b) above

Support for recipients of Direct Payments				
4	Adult Social Care Department ensures the compilation of a bank of potential DP's employees and recruitment to it through low cost means, for example Your County and the vacancies on the website.	By April 2005	<p>Accepted - Initial discussions underway with Age Concern to develop a pilot project establishing a 'bank' of available care staff/personal assistants, focused initially on older DP users. Once pilot evaluated, plan will be drawn up to implement a 'bank' available for all DP users.</p> <p>Pilot scheme to be up and running by April 2005 and evaluated after 6 months, with aim to establish bank for all DP users by end December 2005. Other organisations to be considered as providers for bank</p>	<p>Implemented/on-going</p> <p>Pilot scheme established in Rother area since June'05. Funded from PSA grant. Part-time co-ordinator appointed by Age Concern in partnership with ESCC, and support from East Sussex Disability Association (Independent Living Support Service). Bank staff to support older DP clients now being recruited.</p> <p>Evaluation process in place to review Pilot at end Sept'05, in order to assess future viability and funding requirements for rolling out 'employee bank' facility.</p>
5	Adult Social Care Department ensures that suitable user networks are arranged for recipients of DP's	By August 2005	<ul style="list-style-type: none"> a) Accepted - PSU to research 'best practice' for DP user groups through national/regional networks and ILS schemes. b) Discussions to be held with ESDA, and other appropriate organisations to identify suitable proposals for DP user networks in East Sussex. c) Draft recommendations to be submitted to DMT with appropriate costs. 	<p>Not yet implemented.</p> <p>Preliminary research indicates low level of interest in self-managed style of DP User group within East Sussex. This is also reflected in other areas with successful DP scheme.</p> <p>Options for development of sustainable DP user network to be included in discussions and specification for new independent living support contract, effective Oct'06.</p>

6	<p>The Department consider the use of electronic monthly financial reporting by users and, if suitable, information should be included in the electronic toolkit.</p> <p>Printed copies of the electronic toolkit are available for people without access to computers as required.</p>	Jan 2005	<p>Accepted – This recommendation is one of three strands within the 18 month Development Fund Project, in partnership with ESDA.</p> <p>Research/design of electronic systems being considered. Anticipated implementation of pilot scheme by March '06. Will include alternative formats for non pc users.</p>	<p>On-going</p> <p>DP clients can already submit their financial reporting forms in electronic format, but technical difficulties of establishing on-line links to Council's own systems not yet overcome.</p> <p>Development of electronic 'tool-kit' for DP users to access and manage employment responsibilities, on schedule and good progress towards planned testing and launch of pilot by April'06. Will include alternative formats, printed copies etc.</p>
Take up of Direct Payments by specific client groups				
7	<p>a) The Commissioning Manager of ICES ensures that the arrangements are extended to enable use of DP's for equipment</p> <p>b) Adult Social Care Department contact Southampton City Council (SCC) to assess the benefits of the capability checklist.</p>	By Sept 2005	<p>a) Jan – March '05 : Initial discussions between PSU and ICES team, resulting in costed proposals for extension of equipment provision under DP. (No work yet undertaken for DP users)</p> <p>March – July '05 : Working group to prepare specific proposals, incl admin systems and controls for ICES provision available to DP users.</p> <p>Sept '05 – Feb '06: Commencement of pilot schemes within PD and LD with possible phased implementation across DP client base.</p>	<p>a) In progress</p> <p>Working group set up in Spring '05, following preliminary discussions between Head of OT Services, ICES Team and PSU. Process model now being prepared for pilot scheme. Will provide DP users with a system for assessment and then use of DP money to purchase appropriate equipment of their choice.</p> <p>Pilot scheme scheduled to start by end '05, and include support arrangements for users. After evaluation completed, anticipated roll out of DP/equipment system by mid '06.</p>

	<p>c) A report is brought back to the Scrutiny Committee to show actions and results in increasing uptake by the three client groups studied in this report.</p>		<p>b) Accepted – A follow up visit to SCC to be set up for Feb/March'05. Also, further research will be undertaken by PSU to identify good practice.</p>	<p>b) Contact with SCC made alongside consultation through South East Learning Disability DP Network.</p> <p>ASC working closely with DH Development Project Team at ESDA to identify “best practice” for options to increase number of people with learning disabilities (PLD) using DP. New guidance on “consent and ability to manage DP” agreed by DMT, for implementation by end October '05. Funding for Circles Project approved in May '05 to support up to 25 PLD to take up DP by April '06, including 5 young people going through transition.</p> <p>c) Report on number of people using DP from under-represented groups still pending until outcomes of present initiatives more clearly quantifiable. Anticipate report by end March '01.</p>
Financial issues				
8	<p>The Department should explore the implications of charging separately for support services and include their findings and proposed actions in the interim monitoring report in six months' time.</p> <p>The Department should consult</p>	<p>By June 2005</p> <p>By June 2005</p>	<p>Accepted - Revisions to rates and delivery models are under consideration. The implications of separate charging for support services and dual rates for complex needs will be added to this work.</p> <p>PSU to prepare options appraisal for consideration and further development by</p>	<p>In progress</p> <p>Much work now undertaken to identify ways to increase range of support levels available to DP users. Aim is to encourage/enable more people eligible for DP to choose option “best” for them. Proposals now being finalised for submission to DMT in Nov 05.</p> <p>Contact with SCC re. dual rates not yet taken place directly, but PSU continues to consult internally and externally through DP</p>

	with SCC on their findings on the short and long term implications of a dual rate where there are complex needs.		DP Strategy Group prior to submission to DMT. An interim progress report will be submitted in September '05.	networks, to assess viability of funding and support service options. Are potential equality issues between DP users
Delays in process for applicants				
9	<p>a) Adult Social Care Department investigate the reasons for the high number of upheld complaints and include their findings and proposed actions to reduce the number of complaints in the interim monitoring report in six months' time.</p> <p>b) Clear guidance is given to staff about the requirements for Direct Payments applications of clients during transition from Children to Adult Social Care</p>	<p>By June 2005</p> <p>From now on (but longer term changes to be phased in over 2005/2006)</p>	<p>Accepted:</p> <p>a) PSU in consultation with Complaints Manager, to review documentation pertaining to specific DP related cases and identify any distinctive themes or features that reveal underlying problems/issues.</p> <p>Plan to be drawn up by SSD with specific actions to resolve avoidable causes of complaint; to include required awareness raising for staff and users, as appropriate.</p> <p>b) In conjunction with the Children's Department, current transition arrangements to be clarified and guidance distributed to relevant staff in both departments.</p>	<p>a) Completed</p> <p>It has been noted that of the 9 complaints reported on, this represented 2% of total Stage One complaints. Up to end March '05, there has been a small reduction to 1.4%. Themes of complaints have remained consistent and mainly concern delays in assessment, releasing funding and the level of information on DP, (including clear procedures). Measures in 1) and 3) above will address main concerns around quality and type of DP information.</p> <p>b) On going</p> <p>Current transition processes related to DP still to be reviewed and updated to meet future operational requirements. Process currently affected as awaiting outcomes of dis-aggregation exercise between ASC and Children's Services. Will be included in DP Action Plan for 2006, being drawn up by DP Strategic Development Group for submission to DMT by end Dec. '05.</p>