

**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: May 2006

Scrutiny Committee		Adult Social Care Department		Final update
No.	Recommendation	Timescale / deadlines	Actions/responsibility / resources/progress	Progress/Targets (at 12 months)
<b>General promotion to clients</b>				
1	<p>The Direct Payments leaflet is:</p> <ul style="list-style-type: none"> <li>• redesigned to clearly and overtly highlight the benefits of Direct Payments (DP), with different formats for specific client groups.</li> <li>• distributed to applicable clients as a matter of course at a suitable time.</li> </ul>	<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>a) New more detailed Direct Payments (DP) leaflet (IL13) issued in Autumn '05 with wide distribution across County. Included new cross referencing to related DP information. Available in different formats.</p> <p>b) Now supported by new ESCC A4 size Easy Read booklet "Taking Control with Direct Payments" aimed at people with learning disabilities, but also of value to wider DP client group.</p> <p>c) In Progress – current Equality Impact Assessment for DP now focusing on identifying gaps in potential sources of DP</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	clients from disadvantaged groups. d) Brief Encounter (BE) and Your County featured DP developments over past 6 months, inc. feature on Carers DP pilot project. Further update article on DP planned for BE in Summer '06. e) Ongoing promotion developed through DP Action Plan '06-'09.
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### 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	Roll out of the Electronic Social Care Record (ESCR) to all operational teams was achieved by 31 <sup>st</sup> March '06. Application For Funding (AFF) will be fully utilised across County by end June '06. It will include scope to analyse data (e.g. reasons not pursued etc.).
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### 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	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.	a) On-going: Two day DP Courses for Assessors well received in '05/'06 and will be run again in July and Autumn '06. New one day DP awareness programme for assessment teams in Mental Health has been developed. First three courses scheduled for June '06. b) It is now recognised across ASC that, to maximise effectiveness, all new
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			<p>c) Plan to include identification of suitable staff resources and project leads to support SSD lead by PSU.</p>	<p>developments to extend DP take up need to be supported by appropriate briefings and training for assessment teams; e.g. New “Consent and Capacity” policy to be introduced in LD alongside bespoke briefings for managers and staff in June '06.</p> <p>c) In progress: some success achieved already in specific DP client areas, such as MH, LD and Carers, where Operational Teams, with support of Strategy and Commissioning, are co-ordinating development of DP. Further Policy &amp; Service Development Team time has been allocated.</p>
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<b>Support for recipients of Direct Payments</b>				
4	<p>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.</p>	<p>By April 2005</p>	<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</p>	<p>Implemented/on-going</p> <p>a) Whilst setting up of Age Concern pilot slower than anticipated, interim report by scheme co-ordinator demonstrates significant progress by April '06 to establish necessary systems and attract DP clients. Over 50% of people referred by ASC have chosen to follow DP route, and four clients now receiving DP.</p> <p>b) A “Bank” of available PA's and care workers has been difficult to establish due to</p>

			be considered as providers for bank	<p>slow take up by potential DP clients, even with support of Age Concern. There are currently 2-3 bank staff, but increase anticipated with growing demand for DP within pilot scheme.</p> <p>c) PSA reward funding has secured the continuation of the pilot until April 2007. Initial learnings have already influenced the new DP support contract specification. The future of the pilot will be considered in the context of the new support scheme. The overall viability of a bank is not yet established but improvement to recruitment systems and support will continue to feature in development activity.</p>
5	Adult Social Care Department ensures that suitable user networks are arranged for recipients of DP's	By August 2005	<p>a) Accepted - PSU to research 'best practice' for DP user groups through national/regional networks and ILS schemes.</p> <p>b) Discussions to be held with ESDA, and other appropriate organisations to identify suitable proposals for DP user networks in East Sussex.</p> <p>c) Draft recommendations to be submitted to DMT with appropriate costs.</p>	<p>In progress:</p> <p>a) Consultation with DP users on specific matters (e.g. quality of support service) in place, but independent user group not currently identified as a priority by existing DP clients.</p> <p>b) New Specification for DP Support Service to be tendered in '06 includes specific requirement to facilitate and provide administrative support to a DP User Group for East Sussex. This will provide essential back up to DP users interested in setting up DPUG.</p> <p>c) DMT has approved b) above within report to tender for DP Support Service in Jan '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>In progress:</p> <p>a) A comprehensive electronic employment tool kit has been developed by ESDA, initially as part of the Dept of Health Development Fund Project (ended 31/03/06) Software now being tested with aim to launch tool kit in Summer '06. Will also be available in printed format.</p> <p>b) Technical problems in setting up electronic monthly financial reporting system for DP users continue to delay implementation of a reliable mechanism. There is an on-going infrastructure difficulty with establishing on-line links to the Council's own computer systems.</p>
<b>Take up of Direct Payments by specific client groups</b>				
7	<p>a) The Commissioning Manager of ICES ensures that the arrangements are extended to enable use of DP's for equipment</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</p>	<p>a) On hold, pending DP Action Plan '06–'09. Following preliminary research and preparation within ASC to identify the processes needed for the effective purchase and supply of Disabled Living Equipment (DLE) by DP users, a decision was taken by DMT to give priority in '06/'07 to further development of DP for under represented groups such as LD, MH and Carers.</p> <p>DP users wishing to use their DP to purchase DLE will be assessed in line with ASC's established procedures, and the most appropriate means of supply agreed with</p>

	<p>b) Adult Social Care Department contact Southampton City Council (SCC) to assess the benefits of the capability checklist.</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>base.</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>individuals on a case by case basis.</p> <p>b) Close contact has been maintained with a number of local authorities in Southern England, including Southampton City Council, through the DP Regional Network, and DP-related procedures etc. have been usefully exchanged, including best practice on “consent and capability”.</p> <p>c) Whilst the number of older people and those with LD or MH using DP has not increased as much as hoped in '05/'06, good progress has been made in setting up the infrastructure needed to support such clients who choose DP.</p> <p>Initiatives include greater flexibility in the choice of DP options (i.e. users purchasing care support directly from independent providers), the development of person-centred planning through the Circles Project, and Independent Living Trusts for LD, and a new DP Action Plan for MH, led by Health and ASC in partnership. Older people and their carers, as well as parent carers, have also used the new Carers DP Scheme to obtain specific one-off support or respite.</p> <p>Further initiatives to encourage uptake of DP by all eligible groups will be incorporated into the three year DP Action Plan '06-'09.</p>
<p><b>Financial issues</b></p>				

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 with SCC on their findings on the short and long term implications of a dual rate where there are complex needs.</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 DP Strategy Group prior to submission to DMT.</p> <p>An interim progress report will be submitted in September '05.</p>	<p>In progress</p> <p>a) The new DP support service contract is modelled on separating out the components of support and will in effect, be equivalent to charging. An initial 6 month period of support is required for those wishing to employ PA's and this support element is built into the contract. A new improvement allows those who wish to use their DP to purchase care from an agency, to do so immediately and without the need to use the support. This funding element is uncoupled from the support contract and a higher DP rate paid to allow the user to purchase adequately in the independent market and factors in the employment responsibilities taken on by the agency. It is expected that this will make a significant impact on simplifying access to DPs for those who don't wish to employ.</p> <p>A second phase improvement, planned for 07/08 for those who employ PA's, will allow for specific support elements to be purchased from alternative providers eg payroll, or specialised support, etc. The modelling has allowed for this further refinement but a phased roll-out is needed given the significance of the first tranche of change.</p> <p>b) The use of dual rates for complex needs does not appear to be an immediate priority in East Sussex but it will be further investigated and addressed as appropriate</p>
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				through the DP Action Plan '06-'09.
<b>Delays in process for applicants</b>				
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) In progress:</p> <p>Since the six month update report was submitted to Scrutiny Committee in Sept '05, the number of DP-related complaints has risen. The number of complaints received is 14 compared with 9 cited in the original Scrutiny Report. This is unfortunate and the complaints are chiefly arising from the tightening of eligibility criteria across the department which has resulted in potential DP recipients not getting a service they wished to receive or delays in having funding agreed. This is a funding pressures issue more than a specific DP-related problem, but we need to improve our communication in regard to these issues. The other concern is related to the need to wait to access the support service, which will be resolved through the re-tendering of this contract by 1 January 2007 and some remedial measures in the interim. Complaints for this reason have dropped since the last report.</p> <p>b) Ongoing/pending</p> <p>The DP Guidance document for ESCC staff is currently being updated, and will be reissued by Sept '06. This will incorporate several key changes and additions,</p>



				including updating the transition procedures from Children's to Adult Services. Further work to resolve transition issues for DP will be included in the DP Action Plan.
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