

Report to: **Adult Social Care Scrutiny Committee**

Date: **2 July 2009**

By: **Director of Adult Social Care**

Title of report: **Access to Social Care – Putting People First**

Purpose of report: **To update the Scrutiny Committee on the progress of the Access and Self-Directed Support Workstream within Putting People First**

RECOMMENDATIONS

The Adult Social Care Scrutiny Committee are recommended to consider and comment on the progress to date.

1. Financial Appraisal

1.1 Department of Health funds have been provided nationally to support the PPF change programme through a Social Care Reform Grant. The SCRG allocation to East Sussex is: £0.861m in 2008/9; £2.021m in 2009/10; and £2.502m in 2010/11. An indicative budget was provided to Lead Member in November 2008.

1.2 The SDS pathway development work costs and the costs for other active projects in the Putting People First Programme will be managed within the Social Care Reform Grant [SCRG]. The Programme Board are reviewing whether all the costs relating to transforming adult social care can be managed within the SCRG. Any corrective action will be built into the ASC business planning process for 2010/11.

2. Background and Supporting Information

2.1 Within the Putting People First (PPF) programme we have created an Access & Self Directed Support work stream that focuses on our residents experiences when they are in contact with Adult Social Care. In order to ensure that we enable individuals to have choice and control over their own lives we need to develop a range of tools and processes to support practice.

2.2 One pivotal project is the development of a Self Directed Support (SDS) care pathway which is a re-design of our current “care management” processes, focussing on the putting an individual at the heart of what we do and to ensure that we are in line with the national agenda.

3. Current status

3.1 The high level pathway has been developed by the Operational Division Heads of Service and was approved at the PPF Programme Board in April 2009. The development work started in December 2008 and drew on work done in 2008 under our Assessment and Care Management programme. We also referred to national data, focussing on the experiences from the local authorities who participated in the Individual Budgets pilot. We researched guidance and information available from a variety of outside agencies such as information from The Department of Health as well as the 'In Control' partnership.

3.2 We mapped a high level SDS care pathway that enables self directed support and have used this as a framework for developing a detailed pathway. The detail is being developed and validated in a variety of ways, including:

- Discussion with operational teams, led by heads of service
- A series of engagement mechanisms to deliver information to other interested parties – for example presentations to the brokerage workshops; presentations to carer groups; discussions at partnership boards, etc.
- Additionally, specialist work groups have been set up to look either at specific elements of the pathway or to ensure that key focus is considered in full. For example, a working group has been set up to ensure that the safeguarding of people is a key consideration throughout the pathway.

3.2 Timescales and next steps: in July 2009 the detailed SDS care pathway will be presented to the Putting People First Programme Board for approval. If approval is received then this will trigger a number of critical projects such as:

- **Workforce development & support** - we anticipate that this will include revisiting and updating job descriptions, identifying significant role changes and planning for a period of formal staff consultation. We will draft a proposal for training requirements to ensure that staff are supported and equipped to support individuals in need.
- **Information and advice** - a recommendation for ensuring clear information and advice for anyone contacting us or our partner agencies
- **The pathway in practice** - while we have made every attempt to incorporate a range of different views we recognise that we will need to “test” the new care pathway to ensure that it works in a practical way and that we can build any lessons learnt, revising the pathway if necessary.
- **Systems and documents** - compiling a series of requirements specifications for systems and document changes.
- **Quality monitoring & evaluation** – we will ensure that we have methods to effectively capture performance measurements, that our complaints and compliments procedures are robustly supported. We will evaluate based on our pilot implementation as well as asking users of our services and their carers to feed back their experiences and observations.

3.3 We are aiming to introduce the new pathway to all individuals coming into contact with adult social care with effect from 1st April 2010?, introducing self directed support to existing users of our services when a review is undertaken. Other Projects already underway in the Access & SDS Workstream are detailed in Appendix 1.

4. Conclusion and Reasons for Recommendation

4.1 Scrutiny Committee are recommended to consider and comment on the progress to date.

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BACKGROUND DOCUMENTS: none

Other Projects already underway

RAS and SAQ development

We are in the process of developing a Resource Allocation System (RAS) to identify an indicative (£ value) Personal Budget. This development programme is being undertaken with FACE. This offers us the advantage of an independent development process, working within a network of other local authorities. We anticipate that a prototype RAS model will be available for us to begin testing in July 2009. Alongside this we are also developing a local Self Assessment Questionnaire (SAQ) to identify a person's level of social care needs. This tool will feed into the RAS.

Personal Budgets pilot

In February 2009 we began working with a small group of existing service users to develop the processes and practices that will support the delivery of Personal Budgets. This work is being supported with team of social work practitioners and it is our intention that the issues and questions that arise for individuals will inform our wider policy setting as well as helping us to develop the tools required for a mainstream introduction of self directed support. We are also aiming to understand what types of support and services are sought by individuals and this will inform our strategy for developing the market and supporting the wider workforce. We will continue to run the Personal Budgets pilot group until the end of this financial year, when a formal evaluation will take place – based on information provided by service users, their carers, service providers and our own social care staff.