

STOCKTON-ON-TEES BOROUGH COUNCIL

CABINET RECOMMENDATIONS

PROFORMA

Cabinet Meeting26th November 2009

1. Title of Item/Report

Personalisation Update and the Individual Budget Delivery Policy

2. Record of the Decision

Consideration was given to a report that updated Cabinet regarding the progress in Stockton-on-Tees for the transformation of adult social care services in line with the direction of travel required by the 'Putting People First' concordat.

'Putting People First – A shared vision and commitment to the transformation of Adult Social Care' was published as a Government protocol in December 2007. The Government stated that 'Putting People First' sets the direction for adult social care over the next 10 years and more'. It confirmed the approach to 'Personalisation' and 'self-directed support' as a follow on from the existing Direct Payments legislation in place since 1996.

Local developments

A programme for 'Putting People First' and Personalisation in Stockton-on-Tees was established in the summer of 2008 and reported to Cabinet in July 2008. The Cabinet report noted a collaborative approach was being established between central and local government, the sector's professional leadership, providers and the regulator. The report also highlighted how Children, Education and Social Care were planning to take forward the development of new systems and processes to ensure appropriate safeguards were put in place to protect vulnerable adults and ensure no financial abuse.

Following the previous Cabinet report a project manager had been appointed (October 2008) to work with a project board, using a project plan to agree and drive forward the project requirements. The personalisation programme had involved work across seven main areas to develop proposals for achieving personalisation of adult social care services. These areas were based on helping people who use social care services, families and their carers by;

§ Developing a local Resource Allocation System (RAS);

- § Developing a local Self-Assessment Questionnaire (SAQ) known as the Personal Needs Questionnaire (PNQ);
- § Improving ways to gain access to information and services;
- § Providing a support planning and brokerage framework to support and assist people in choosing support services;
- § Understanding the current care and support pathways and developing new systems to ensure clear and simple pathways to support individuals with personal budgets;
- § Working with existing and new providers to develop flexible and responsive care and support services;
- § Developing the workforce and skills for the future.

The Personalisation Project Board was chaired by the Corporate Director of Children, Education and Social Care and involved senior representatives from across the Council and PCT. Work in each area had progressed with project sub-groups being formed to drive forward the required changes. Options for each area had been developed from local, regional and national sources so that best practice and effectiveness would be identified. In particular work had progressed on the development of a Resource Allocation System and Self Assessment Questionnaire, which would enable people to self-direct their support by offering an upfront budget allocation and supporting them to complete a costed support plan explaining how they wished to receive support services in future. The new process would impact positively on the Councils ability to manage social care assessments and meet new performance targets.

A set of proposals were brought together as a proposed 'operating model' through the development of an Individual Budget Delivery Policy.

The next steps

It was intended that the revised model for personalised services would be brought into effect in December 2009. In view of the scale and complexity of the changes impacting on social work teams over the following 18 months the project management approach would remain in place to ensure appropriate training, support and policy development was maintained. There would be required revisions to information and case management arrangements, changes in the processes that operated including financial systems, new brokerage roles would need to be developed and internal and external service providers would need to be supported so they were able to operate in more flexible ways according to the preferences and choices of individual service users. The implementation programme would involve extensive discussion with service users, staff and others who would be affected by the changes, and development work with existing and new providers was a key part of the programme.

In parallel with the Personalisation programme for social care, there were corresponding developments being pursued in other linked services, such as supported housing and the NHS. Work was ongoing to ensure that effective links were made so that each person could have the right services in place according to their individual needs and choices.

RESOLVED that

1. The direction of travel be noted, the project actions and the principles of personalising social care be supported, and in particular the adoption of the common Resource Allocation System (RAS) and the Personal Needs Questionnaire be approved.
2. The Individual Budget Delivery Policy be approved and the policy be kept under review and amended as required following implementation.
3. Authority be delegated to the Corporate Director of Children, Education & Social Care, in consultation with the Cabinet Member for Adult Services and Health, to finalise the details of the resource allocation.

3. Reasons for the Decision

- To enable Stockton-on-Tees Borough Council to meet the timetable for the transformation of Adult Social Care services in line with Putting People First.
- To ensure there are clear pathways for the delivery of self directed support services across all social work teams.
- To ensure 15% of social care clients receive self directed support by March 2010 and 30% by March 2011 in line with the performance target NI 130.

4. Alternative Options Considered and Rejected

None

5. Declared (Cabinet Member) Conflicts of Interest

None

6. Details of any Dispensations

Not applicable

7. Date and Time by which Call In must be executed

Not later than Midnight on Friday 4 December 2009

Proper Officer
30 November 2009