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## Report of the Director of Adult Social Services

### Executive Board

Date: 19 May 2010

### Subject: Scrutiny Board (Adult Social Care) Inquiry on Self Directed Support and Personal Budgets

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#### Electoral Wards Affected:

Ward Members consulted  
(referred to in report)

#### Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

Eligible for Call In

Not Eligible for Call In

(Details contained in the report)

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## Executive Summary

This report provides the Executive Board with details of the recommendations from the recent Adult Social Care Scrutiny Board inquiry into Self Directed Support and Personal Budgets, and details how the Director proposes to respond to these. The report asks the Board to approve the proposed response.

### 1.0 Purpose of Report

1.1 The purpose of this report is to provide the Executive Board with the response of the Director of Adult Social Services to the recommendations resulting from the Scrutiny Board (Adult Social Care) inquiry into Self Directed Support and Personal Budgets.

### 2.0 Background

2.1 At its meeting on 8 October 2008, the Executive Board received an update on the work undertaken in Leeds to prepare for the personalisation agenda, since the publication of the concordat "Putting People First" in December 2007. At that meeting, the Executive Board resolved that the Scrutiny Board (Adult Social Care) be requested to monitor progress of the personalisation agenda.

2.2 The inquiry commenced in the 2008/9 municipal year, and consisted of eight working group sessions, the presentation of written information and feedback from individuals who have been involved in the pilot of Self Directed Support in Leeds. On 17 March

2010, the report resulting from the Inquiry into Self Directed Support and Personal Budgets was published.

- 2.3 The report makes nine recommendations for action. The Director of Adult Social Services has accepted these recommendations and actions are underway or planned to address them. Progress will be monitored by the board as part of its regular recommendation monitoring activity.

### **3.0 Recommendations**

- 3.1 This section lists each of the Scrutiny Board's nine recommendations, along with a response from the Director of Adult Social Services.

#### **3.2 Recommendation One:**

*That the Director of Adult Social Services ensures best practice guidance, the requirement for a single assessment process and feedback from service users continue to be considered to improve the structure and composition of the Self Directed Assessment Questionnaire which will aid completion and remove barriers for service users.*

This recommendation is agreed. Business Change resource will remain allocated to Self Directed Support until, and after, full implementation in order to monitor progress and feedback, and make further improvements to systems, processes and documentation including the Self Directed Assessment Questionnaire. This will include review of best practice guidance and feedback from service users. In terms of developing a single assessment process, we are continuing to work with our partners to further develop this documentation, make such changes as are required from time to time and extend its use through the health and voluntary sector. This work will continue, led through an interagency working group.

#### **3.3 Recommendation Two:**

*That the Director of Adult Social Services updates the Adult Social Care Scrutiny Board (or its successor board) on the resource impact of Self Directed Support and the capacity to provide timely case assessments and reviews for service users within the constraints of current or planned staffing structures. This information is to be provided in conjunction with the quarterly performance report.*

This recommendation is agreed. Extensive monitoring of the uptake and impact of Self Directed Support is being undertaken on an ongoing basis, including the time taken by front line staff to complete assessment and support planning processes with service users. In addition, performance against National Indicators 132 and 133 (timeliness of assessments and service provision) is captured and monitored on an ongoing basis. The Director of Adult Social Services will provide the Adult Social Care Scrutiny Board with information as to performance in this area in conjunction with the quarterly performance report.

#### **3.4 Recommendation Three:**

*That the Director of Adult Social Services ensures the support functions utilised by customers (provided either directly or commissioned by Leeds City Council) are adequately skilled to overcome the barriers of understanding that may prevent access to Self Directed Support.*

This recommendation is agreed. The department recognises the importance of ensuring Self Directed Support is accessible to all, so that all individuals may exercise increased choice and control. In addition, we are aware of the cultural and language difficulties that may cause difficulties for some individuals going through the assessment and support planning processes.

In order to mitigate against this, all documentation can be made available in different languages, in line with the corporate policy which states that translations can be produced on request, in cases where providing an interpreter will not meet the service user's need. Translation and interpreting services are available through the council's Central Interpreting and Translation Unit (CITU), including British Sign Language interpretation, and are utilised as needed. ASIST, who are commissioned to provide help and guidance to service users throughout the process, also provide interpreters through CITU whenever this is needed. In addition, various members of the ASIST team speak Punjabi, Putwari, Urdu, Miirpuri and Polish, and two have been trained to Level 2 British Sign Language.

In all cases, gender specific staff can be provided if required, and extra time and meetings can be provided for anyone who needs more time to fully understand the information and advice provided, for example, people who have learning difficulties and/or mental health issues. Workers will always consult and involve family members, friends and advocates if a service user wants this, and arrange meetings in a venue of the service user's choice.

### 3.5 Recommendation Four:

*That the Director of Adult Social Services reviews the Representations Process before October 2010, to incorporate clearly defined timescales in which a disagreement regarding funding allocations would aim to be resolved. In addition the rights of the individual to request a review by the Representations Panel should be stressed and clearly communicated during the assessment/review process.*

This recommendation is agreed. In the case of a disagreement regarding funding, or any other element of the process, the aim is to ensure early resolution through discussion between the service user, their care manager and the relevant team manager. If necessary, the matter can then be escalated through the line management structure to Head of Service, and an independent assessment can be commissioned if required. In addition to this, Adult Social Care has a representations process, which was developed when the FACS (Fair Access to Care) reviewing process was implemented, and allows cases to be considered by a panel of managers. The Directorate is currently reviewing this arrangement, alongside processes for dealing with disputes around risk (see recommendation six), to ensure any representation can be considered and resolved in an effective and timely manner. This review will be completed by July 2010. It should be noted that service users can also access the formal complaints procedure at any time; the timescales for response in such cases are currently under review

### 3.6 Recommendation Five:

*That the Director of Adult Social Services updates the Adult Social Care Scrutiny Board (or its successor board) on a quarterly basis on the budgetary impact of Self Directed Support and financial pressures created throughout the municipal years 2010/11 and 2011/12.*

This recommendation is agreed. Extensive monitoring of the uptake and impact of Self Directed Support is being undertaken on an ongoing basis, including the budgetary impact. The Director of Adult Social Services will provide the Adult Social Care Scrutiny Board with information about this and any related financial pressures, throughout 2010/11 and 2011/12.

3.7 Recommendation Six:

*That the Director of Adult Social Services reviews the current procedure for resolving risk disputes before October 2010, to empower the service user with the right to request their case be reviewed in accordance with a defined time process and also provides the opportunity for the service user to make representation.*

This recommendation is agreed. Scrutiny Working Group received a report regarding the new risk management policy, which applies across all assessment and care management functions, as part of their inquiry. This policy and associated risk screening and risk management tools is currently being piloted, and will be rolled out from April 2010. In addition to this, and linked to the review of the overall representations process, work is being undertaken to ensure any disputes over risk can be resolved in an effective and timely manner. Further reports will be provided to Scrutiny as this concludes.

3.8 Recommendation Seven:

*That the Director of Adult Social Services updates the Adult Social Care Scrutiny Board (or its successor board) on performance against NI 130 on a quarterly basis in conjunction with the quarterly Performance Monitoring Report.*

This recommendation is agreed. Robust monitoring procedures are already in place to capture performance against NI130, and the Director of Adult Social Services will provide the Adult Social Care Scrutiny Board with information as to performance in this area in conjunction with the quarterly performance report.

3.9 Recommendation Eight:

*That the Director of Adult Social Services delivers a targeted campaign before December 2010 aimed at older people to raise awareness and to promote the benefits of Self Directed Support.*

This recommendation is agreed. Adult Social Care recognises that older people have been under-represented during the pilot of Self Directed Support, and are seeking to address this during Phase One of the implementation, which takes place from April to July 2010. Staff are being encouraged to discuss and promote Self Directed Support with older people, through reviews with existing service users and initial discussions with new service users.

Significant work has already been undertaken in terms of communications around self directed support, including the development of promotional material, and consultation with a wide range of stakeholders. This will continue in terms of both universal communications, aimed at all service users, potential service users and the general public, and targeted campaigns aimed at specific groups. One such group will be older people, and staff are currently considering how best this can be achieved, through the use of publications such as the About Leeds paper, and work with a wide range of partners and stakeholders including The Alliance of Service Users and Carers and the

Neighbourhood Networks. The Director of Adult Social Services will provide an update to Scrutiny regarding the strategy and subsequent campaign.

### 3.10 Recommendation Nine:

*The Director of Adult Social Services makes necessary provision to ensure individual support plans clearly identify the short term and emergency back up arrangements should a breakdown in care occur. Arrangements should be stressed and clearly communicated to those in receipt of Self Directed Support and where appropriate to carers and family members.*

This recommendation is agreed. The finalised version of the support plan template includes a section entitled 'How I will manage my life/care/budget if things go wrong', which ensures that short term and emergency back up arrangements are clearly identified.

In addition, the support plan policy makes clear that:

"The support plan should also include a costed contingency plan and describe what will happen if an anticipated risk occurs, e.g. a carer being unavailable. Minimum levels of care/ support should be identified together with plans for how these will be met".

Further, guidance for staff and managers states that:

"Support plans will not be agreed unless all identified risks have clear, robust and agreed plans in place to manage those risks, as well as agreed contingency plans".

This management oversight will ensure that any proposed plans are in place and viable. Arrangements and plans will be discussed and agreed with service users, carers and family members prior to the plan being submitted for approval, and copies provided for reference, which will include all contingency measures.

## **4.0 Implications for Council Policy and Governance**

4.1 There are no immediate implications for Council Policy and Governance.

## **5.0 Legal and Resource Implications**

5.1 The recommendations will be resourced from within existing Adult Social Care staffing and budgets, and funding is secured within the approved budget for 2010/11.

## **6.0 Conclusions**

6.1 The Adult Social Care Scrutiny Board inquiry into Self Directed Support and Personal Budgets has identified some important learning for Adult Social Care as it continues to implement the Putting People First agenda. The recommendations it makes will help the service to strengthen practice and enable the Scrutiny Board to monitor progress in this area. The actions proposed in response to these recommendations will ensure that this is the case, and that work with staff and service users relating to Self Directed Support and Personal Budgets is taken forward effectively in the future.

## **7.0 Recommendations**

7.1 Members are requested to approve the proposed responses as outlined in this report.

**Background Papers** -There are no specific background papers relating to this report

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