

# North Tyneside Council

## Report to Cabinet

Date: 11 June 2012

**ITEM 7(c)**  
Title: Response to Overview  
and Scrutiny Report on  
Personalisation for Adult  
Social Care

Portfolio(s): Public Health and Adult  
Social Care

Cabinet Member(s): Councillor Leslie  
Miller

Report from Directorate: Community Services

Report Author: Jacqui Old, Head of Adult Social Care (Tel:(0191) 6437008)

Wards affected: All Wards

### PART 1

#### 1.1 Purpose:

The purpose of this report is for Cabinet to consider the comments and action plan as set out in Appendix A in response to the recommendations received from Overview and Scrutiny on a report on Personalisation for Adult Social Care.

This report was initially considered by Cabinet on 12 April 2012.

#### 1.2 Recommendation(s):

It is recommended that Cabinet:

(1) Agree the proposed responses to the actions identified in the report of the Overview and Scrutiny Committee on Personalisation for Adult Social Care, as shown in Appendix A.

#### 1.3 Forward Plan:

This report appears on the Forward Plan for the period 1 May 2012 to 31 August 2012.

#### 1.4 Council Plan and Policy Framework

This report relates to the 2012 – 2015 Council Strategic Plan, Priority 1: Sustaining our front line Council services within the Council, but only spending what we can afford.

## 1.5 Information:

### 1.5.1 Background

The North Tyneside Adult Social Care and Health and Wellbeing Sub Committee (the Sub Committee) presented a report to Cabinet on 12 April 2012 following a review of Personalisation of Adult Social Care in North Tyneside. The agenda for Personalisation was introduced and developed by the government in the Department of Health guidance "Putting People First" and "Personalisation through Person-centred Planning". That guidance recognised person-centred planning and self-directed support as central to delivering personalisation and maximising choice and control for those persons in need of community care services.

The Sub-Committee had established a Sub Group to review Personalisation and following a number of fact finding sessions found that the introduction of Personalisation was helping some service users have greater choice and control. It also identified a number of issues, such as transparency, timeliness and training, which form the basis of the 15 recommendations made in the Sub Committee's report and are detailed in Appendix A of this report.

1.5.2 The Head of Adult Social Care also presented a report to Cabinet on 14 May 2012 outlining the progress made on implementing the Personalisation agenda in North Tyneside. It noted that Adult Social Care currently has around 70% of eligible people, using a Personal Budget to receive the care and support services they need. This is in line with the national target set.

The Adult Social Care Local Account for 2012 shows that:

- 76% of users felt that they were positively involved in their assessment and support planning for a Personal Budget and a further 79% felt their views had been fully taken into account during this process.
- Around 60% of users felt that a Personal Budget was helping them to take more control over their care and support. 81% felt that the care and support they receive suits them and their lifestyle.

There are relatively small numbers of users who are taking their Personal Budget as a Direct Payment in North Tyneside and, as a result, this will be a continued area for development in 2012.

User-led Organisations (ULOs) are organisations that are run by and controlled by people who use support services, including disabled people of any impairment, older people, and families and carers. They were set up to promote giving people more choice and control over how their support needs are met. Valuing and developing User Led Organisations (ULOs) is a key strand of the personalisation agenda. Adult Social Care has been working with other North East councils to develop a strong ULO presence in the Borough and, as a result, a North Tyneside ULO network has been established. The Network is the foundation for a new advice and information network for health, social care and wellbeing in the Borough. The Network has been branded as SIGN North Tyneside and is to be launched in May 2012 along with a new website and service directory.

An extensive training programme with Adult Social Care staff and those working in the wider health and social care market has been successfully delivered during the 2011/2012 on the key principles of personalisation, creative support planning and risk taking.

During 2011 / 2012 the Adult Social Care team has piloted the use of a points based Resource Allocation System (RAS) to test out whether the money allocated through Personal Budgets is appropriate. There are now systems in place to ensure that if the amount of money produced by application of the RAS is too low or too high, that it is adjusted accordingly to meet all eligible needs. The RAS also now builds in support for carers to ensure they can take a break from their caring role.

1.5.3 Whilst a substantial amount of progress has been made, there is more to do. In some cases services and lives have not yet been changed in the way our service users and carers would like, and this will be the challenge in 2012 and beyond, including:

- A new Framework of services will be available to users and carers in 2012 which will offer a greater choice of organisations to help set up and administer Direct Payments and to simplify customer access to the use of Direct Payments. This Framework will also offer the first opportunity for other organisations to offer the support planning and brokerage element of personalisation, something traditionally only offered through Council assessment teams. In addition the Service will introduce pre paid cards for Direct Payment users.
- Information and advice service developments will continue in 2012 / 2013, both to the general public about staying healthy and getting involved and to Adult Social Care users about care and support services. This is a key element of the prevention agenda to ensure that the right information, support and guidance are available at the right time.
- The Resource Allocation System will be used to ensure resources are allocated equitably across all users groups and will offer a level of transparency to users and carers never previously possible in the assessment and Personal Budget process.
- Lessons learned and benefits gained from reablement will be transferred to mental health and learning disability services, by moving care from residential to community settings.

## 1.6 Decision options

The following decision options are available for consideration by Cabinet:

### Option 1

Cabinet may accept the recommendations set out in paragraph 1.2 above.

### Option 2

Cabinet may not accept the recommendation set out in paragraph 1.2 above.

### Option 3

Cabinet may also accept, reject or amend any of the proposed responses at Appendix A on an individual basis.

## Option 4

Cabinet may refer the matter back to Officers for further consideration of particular issue(s).

Option 1 is the recommended option.

### **1.7 Reasons for recommended option**

Cabinet is recommended to agree with the proposals set out in section 1.2 in order that this may be fed back to the Adult Social Care and Health and Wellbeing Overview and Scrutiny Committee. The Committee will monitor progress with the Head of Adult Social Care.

### **1.8 Appendices:**

Appendix A – Cabinet Response to Overview and Scrutiny Recommendations.

### **1.9 Contact officers:**

Haley Hudson, Senior Manager Planning, Partnerships and Transformation, Adult Social Care, tel. (0191) 643 7008.

Alison Campbell, Finance Business Manager, tel. (0191) 6437038.

### **1.10 Background information:**

The following background papers/information have been used in the compilation of this report and are available at the office of the author:

- (1) Cabinet report of 16 April 2012, Agenda Item 5a - Overview and Scrutiny Report, Review of the Personalisation Process in Adult Social Care.
- (2) Cabinet report of 14 May 2012, Agenda item 6f – Update on Vision for Adult Social Care and Local Account.

## **PART 2 – COMPLIANCE WITH PRINCIPLES OF DECISION MAKING**

### **2.1 Finance and other resources**

Financial implications for each of the 15 recommendations are detailed in Appendix A.

### **2.2 Legal**

The recommendations set out in this report take into account the Department of Health guidance “Putting People First” and “Personalisation through Person-centred Planning”.

## **2.3 Consultation/community engagement**

The review of Personalisation in Adult Social Care (ASC) services was designed to be conducted from the service user perspective. The Sub Group who carried out the review met with a range of stakeholders who were suggested by LINK (Local Involvement Network) and ASC and included service users, carers, service providers and the Community and Voluntary Sector to gain their experience of Personalisation process. These views have formed the basis of the conclusions and recommendations in the report.

A press release was also issued at the beginning of January 2012 and subsequently published in the Evening Chronicle and the News Guardian. As a result one additional parent carer attended a session.

During the review the sub-group met with five users, 22 carers, five service provider representatives and nine community and voluntary sector representatives.

## **2.4 Human rights**

There are no human rights implications directly arising from this report.

## **2.5 Equalities and diversity**

There are no equality and diversity implications directly arising from this report.

## **2.6 Risk management**

Any significant risks arising from the recommendation responses will be considered as part of implementation and discussed with the Risk Champion.

## **2.7 Crime and disorder**

There are no crime and disorder implications directly arising from this report.

## **2.8 Environment and sustainability**

There are no environment and sustainability implications directly arising from this report.

### PART 3 - SIGN OFF

- Chief Executive  X
- Strategic Director(s)  X
- Mayor/Cabinet Member(s)  X
- Chief Finance Officer  X
- Monitoring Officer  X
- Strategic Manager for Policy and Partnerships  X