

## **Appendix A**

### **Cabinet Response to Overview and Scrutiny Recommendations**

#### **Report of the Adult Social Care and Health and Wellbeing Overview and Scrutiny Committee – Personalisation of Adult Social Care**

In accordance with Section 21B of the Local Government Act 2000, Cabinet is required to provide a response to the recommendations of the Overview and Scrutiny Committee within 2 months. In providing this response Cabinet is asked to state whether or not it accepts each recommendation and the reasons for this decision. Cabinet must also indicate what action, if any, it proposes to take.

Overview and Scrutiny Recommendation	Officer Commentary	Cabinet Decision (Accept or reject)	Action to be taken (if any) and timescale for completion	Financial Implications (if any)
<p>1. To assess whether an accredited list of service providers including customer reviews could be developed as part of the website development.</p>	<p><u>This recommendation is supported, in part, through existing work.</u></p> <p>Adult Social Care is currently developing a directory of services to support people to make more informed choices on how they spend their personal budget. The directory forms part of the ongoing website development.</p> <p>An accreditation scheme for service providers is also being developed and will be implemented incrementally as part of a programme of scheduled contract reviews.</p> <p>The Adult Social Care team have spent significant time reviewing and learning from other organisations who have implemented customer feedback schemes.</p> <p>Whilst the value of user feedback on services can be extremely useful, this also brings particular challenges around the governance and</p>	<p>Accept (in part)</p>	<p>Strategic Commissioning Manager Adult Social Care.</p> <p>The service directory and list of accredited services will continue to be developed over the next 18 months and will enable providers on existing Framework Agreements, as well as those who have no current contracts with the Council, to apply to become part of the accredited list.</p> <p>April 2012 - September 2013</p>	<p>No additional financial implications. The work will be managed within existing resources.</p>

	<p>resourcing of such schemes, to prevent potential misuse and libellous comments that could present significant legal challenges and risk for the Council.</p> <p>There are therefore no plans to introduce a customer feedback system at this stage but this will be reviewed once the service directory is fully operational.</p> <p>We will continue our significant work however to provide opportunities for users and carers to come together through groups, forums and events to share their experiences more informally.</p>			
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<p>2. Explore the possibility of using external qualified people to support service users to complete the Self / Supported Assessment Questionnaire and to report their findings back to the ASC, H&amp;WB Sub Committee.</p>	<p><u>This recommendation is not supported.</u></p> <p>Work has already been completed to redesign the teams, staff and systems that support users to complete the Self / Supported Assessment Questionnaire.</p> <p>Assessment of need is linked to the Council policy on Eligibility for Social Care resources and as such remains a statutory function of the Council and will remain with Adult Social Care at this stage. However it should be noted that there may be changes to this position in light of the Law Commission's work on portability of assessment and the emerging White Paper for Social Care.</p>	<p>Reject</p>	<p>Although this recommendation is not supported, a pilot to look at different ways of working in the support planning stage of personalisation is planned. Support planning takes place after assessment and once an indicative personal budget amount has been identified by the Council.</p> <p>The Service plans to test out working with externally qualified people to help users and carers develop and complete their own support plan.</p> <p>Senior Manager Transformation and Planning.</p> <p>June 2012 – March 2013</p>	<p>The pilot can be managed within existing resources.</p>
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<p>3. To explore the option of providing assessment officers with a portable PC, such as tablet PCs, to enable them to access and record service user information during the interview.</p>	<p><u>This recommendation is supported to explore more efficient ways of working.</u></p>	<p>Accept</p>	<p>A review and report of the feasibility of using portable devices will be carried out.</p> <p>Senior Manager Transformation and Planning.</p> <p>September – December 2012</p>	<p>The review can be carried out within existing resources. If the review indicates that investment is required that cannot be accommodated within existing revenue and capital budgets, a further report will be brought to cabinet</p>
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<p>4. To change the wording on the Self / Supported Assessment Questionnaire to ensure it is clear that the service user would only be expected to pay a contribution of up to a maximum of £150.00 per week (£200.00 from 23 April 2012) towards their care.</p>	<p><u>This recommendation is supported as part of existing work.</u></p> <p>There is already a detailed customer information factsheet about financial contributions which is given to all users and carers.</p> <p>There is also a dedicated section in the Supported Assessment / Questionnaire which gives details about the potential for user contribution toward the cost of any eventual support package provided by the Council. This recommendation will only require the maximum amount figure to be added to this section.</p>	<p>Accept</p>	<p>Weekly maximum amount to be added.</p> <p>Senior Manager Transformation and Planning.</p> <p>October 2012.</p>	<p>No financial implications</p>
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<p>5. To provide the service user with a standardised determination letter which gives a breakdown of the indicative budget and how it was calculated.</p>	<p><u>This recommendation is not supported.</u></p> <p>The indicative personal budget is calculated following assessment using points based system called the Resource Allocation System (RAS).</p> <p>An overview of how the RAS works is already available to users and carers through a customer fact sheet and a detailed guide about personalisation given to every user. The indicative personal budget is also recorded in the final support plan given to each user. Proving an additional letter and adding an additional stage to the process, is not felt to be useful or efficient. Feedback for this recommendation may have been received at a time when the fact sheet and detailed guide were still under development and therefore not available.</p>	<p>Reject</p>	<p>Publish the RAS Policy, including detailed information on the scoring system used in the RAS on the Council website.</p> <p>Senior Manager Transformation and Planning.</p> <p>July 2012</p>	<p>No financial implications</p>
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<p>6. To ensure that the final personal budget is a fair reflection of service users needs and that there is consistency and equity between service users and client groups, and should monitor the amount of final personal budgets over or under allocation, broken down by client category and age.</p>	<p><u>This recommendation is supported as part of existing work.</u></p> <p>This recommendation will support the monitoring of fair and equal access to services and will build on existing detailed monitoring arrangements carried out by the Adult Social Care management team.</p>	<p>Accept</p>	<p>Senior Manager Transformation and Planning.</p> <p>July 2012 onwards</p>	<p>No financial implications</p>
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<p>7. To provide clarification and publicise how a service user can make a complaint if they are dissatisfied with the amount allocated in their personal budget.</p>	<p><u>This recommendation is supported as part of existing work.</u></p> <p>The Service routinely issues information leaflets to all users on how to make a complaint about services and the user guide and customer fact sheets on personalisation, also contain this information.</p> <p>However it is recognised that it may be helpful to have additional information which guides people through working with Service where there is disagreement about the amount of personal budget allocated. This would take place before but would be in addition to the formal complaint's process of the Council.</p>	<p>Accept</p>	<p>To produce a new user fact sheet with information on resolving disagreements about the amount of personal budget allocated.</p> <p>Senior Manager Personalisation Older People and Physical Disability.</p> <p>August 2012</p>	<p>This can be managed within existing resources</p>
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<p>8. To forward care plans to service providers in advance of the care plan commencing.</p>	<p><u>This recommendation is not supported as it already take place, where required.</u></p> <p>Care / support plans are already shared with providers for certain services. Existing process and Care Quality Commission (CQC) standards require that all Registered Services such as personal care, respite away from the home and permanent residential care can only be delivered through the receipt of a Support Plan from the Council.</p> <p>As the Support Plan is in part owned by the user, circulation of it for other types of services will only happen with the consent of the user. This is the current practice of the Service.</p>	<p>Reject</p>		<p>No financial implications</p>
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<p>9. To review the process to ensure that a service user can receive the financial assessment at the same time as the indicative budget, so that they can make more informed decisions when developing their support plan.</p>	<p><u>This recommendation is supported.</u></p>	<p>Accept</p>	<p>To undertake a review and report findings back to the Adult Social Care and Health and Wellbeing Sub Committee.</p> <p>Strategic Commissioning Manager Older People</p> <p>October 2012.</p>	<p>No financial implications</p>
<p>10. To produce a timeline with indicative milestones, to explain to the service user how long each part of the assessment process should take.</p>	<p><u>This recommendation is supported as part of existing work.</u></p> <p>The Service already has standards and timescales for completion of key stages of the assessment process.</p> <p>However it is recognised that it may be helpful to have information presented into a timeline format and in a single document.</p>	<p>Accept</p>	<p>Timeline to be produced as a Fact Sheet for users.</p> <p>Senior Manager Personalisation Older People and Physical Disability.</p> <p>July 2012</p>	<p>Can be managed within current financial resources</p>

<p>11. To monitor the process and ensure they are complying with the agreed timeline (as in recommendation 10).</p>	<p><u>This recommendation is supported as part of existing work.</u></p> <p>The Service will build in some additional standards as part of its existing performance monitoring arrangements, that will monitor each of the key stages as detailed in recommendation 10 above</p>	<p>Accept</p>	<p>Senior Manager Personalisation Older People and Physical Disability.</p> <p>Senior Manager Personalisation Learning Disability and Mental Health.</p> <p>Ongoing</p>	<p>Can be managed within current financial resources</p>
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<p>12. To ensure that initial and ongoing training and support is provided to all social workers on the whole Personalisation process.</p>	<p><u>This recommendation is supported because it already takes place.</u></p> <p>All social work staff have received significant training and support on the personalisation process. The Service has a dedicated training team who help deliver this and we have also worked with other Councils to share experiences and learning. 100% of staff who have received training, were satisfied with the training they had received.</p> <p>It is recognised however that personalisation is still an emerging agenda and a tailored training plan is refreshed annually.</p>	<p>Accept</p>		<p>No financial implications</p>
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<p>13. To facilitate informal dialogue between social workers, service users, carers, service providers and third sector to promote an understanding of each others experiences and good practice.</p>	<p><u>This recommendation is supported because it already takes place.</u></p> <p>There is already an extensive programme of user, carer, provider and other stakeholder engagement in the developing work of personalisation in the borough. However we feel we could provide further opportunities to bring the different groups together.</p>	<p>Accept</p>	<p>Create more opportunities for users, carers and providers to talk directly to one another.</p> <p>Senior Manager Transformation and Planning.</p> <p>July 2012</p>	<p>No financial implications</p>
<p>14. To explore whether service users are able to work with the same social worker for as long as they continue to receive services and support from the Service.</p>	<p><u>This recommendation is supported as part of existing work.</u></p> <p>A review of this has already been undertaken and as a first step all users with complex social care needs have been allocated a named worker.</p>	<p>Accept</p>	<p>Report progress to Adult Social Care Health and Wellbeing Sub Committee.</p> <p>Senior Manager Personalisation Older People and Physical Disability.</p> <p>Senior Manager Personalisation Learning Disability and Mental Health.</p> <p>October 2012</p>	<p>No financial implications</p>

<p>15. To ensure that the Personalisation process makes clear that carers have a right to an assessment in their own right and to explain how this happens.</p>	<p><u>This recommendation is supported because it already takes place.</u></p> <p>As part of the recent review and strengthening of the reception team into Adult Social Care, a new Gateway service has been established. Gateway now screen clearly to identify carers on all calls received and offer a carer information pack with a copy of the carer's assessment and information leaflet about rights to all carers. All carers issued with packs are then contacted within 6 weeks to see if any further help is needed.</p> <p>It is Service practice that carer assessments should be routinely offered as part of any assessment or review.</p>	<p>Accept</p>	<p>Report progress to Adult Social Care Health and Wellbeing Sub Committee.</p> <p>Senior Manager Personalisation Older People and Physical Disability.</p> <p>Senior Manager Personalisation Learning Disability and Mental Health.</p> <p>October 2012</p>	<p>No additional financial implications</p>
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