

ADULT AND COMMUNITY SERVICES SCRUTINY FORUM AGENDA



Wednesday 13th January 2010

at 4.30 pm

**in the Council Chamber,
Civic Centre, Victoria Road, Hartlepool**

MEMBERS: ADULT AND COMMUNITY SERVICES SCRUTINY FORUM

Councillors Atkinson, Coward, Cranney, A Marshall, Preece, Richardson, Simmons, Worthy and Young.

Resident Representatives: Mary Green, Evelyn Leck and Mary Power

- 1. APOLOGIES FOR ABSENCE**
- 2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS**
- 3. MINUTES**
 - 3.1 To confirm the minutes of the meeting held on 14th October 2009
 - 3.2 To confirm the minutes of the meeting held on 11th November 2009 (to follow)
- 4. RESPONSES FROM THE COUNCIL, THE EXECUTIVE OR COMMITTEES OF THE COUNCIL TO FINAL REPORTS OF THIS FORUM**

No items.
- 5. CONSIDERATION OF REQUEST FOR SCRUTINY REVIEWS REFERRED VIA SCRUTINY CO-ORDINATING COMMITTEE**

No items.

6. **CONSIDERATION OF PROGRESS REPORTS / BUDGET AND POLICY FRAMEWORK DOCUMENTS**

No items.

7. **ITEMS FOR DISCUSSION**

Investigation into Putting People First – The Delivery of Personalised Adult Social Care Services

7.1 Discussion with people who have experience of directing their own support:-

- (a) Covering Report – *Scrutiny Support Officer*; and
- (b) Discussion – Members of the Forum and people who have experience of directing their own support

7.2 Evidence from the Managing Director of In Control:-

- (a) Covering Report – *Scrutiny Support Officer*; and
- (b) Verbal evidence - *Julie Stansfield, Managing Director of In Control*

7.3 Evidence from other local authorities in relation to the implementation and delivery of the 'Putting People First' agenda:-

- (a) Covering Report – *Scrutiny Support Officer*;
- (b) Verbal evidence from a representative from Oldham Council (subject to availability); and
- (c) Verbal evidence from a representative from Manchester City Council (subject to availability)

7.4 Evidence from the Portfolio Holder for Adult and Public Health Services:-

- (a) Covering Report – *Scrutiny Support Officer*; and
- (b) Verbal evidence from the Portfolio Holder for Adult and Public Health Services

Scrutiny Database

7.5 Six Monthly Monitoring of Agreed Adult and Community Services Scrutiny Forum's Recommendations – *Scrutiny Support Officer*

8. **ISSUES IDENTIFIED FROM FORWARD PLAN**

9. **ANY OTHER ITEMS WHICH THE CHAIRMAN CONSIDERS ARE URGENT**

ITEMS FOR INFORMATION

Date of next meeting – Monday 25th January 2010 at 4.30pm in the Council Chamber, Civic Centre, Hartlepool

ADULT AND COMMUNITY SERVICES SCRUTINY FORUM

MINUTES

14 October 2009

The meeting commenced at 4.30 pm in the Civic Centre, Hartlepool

Present:

Councillor: Chris Simmons (In the Chair)

Councillors: John Coward, Ann Marshall and Carl Richardson.

Resident Representatives:
Evelyn Leck

Also Present: Jill Harrison, Assistant Director (Commissioning)
Sarah Ward, Social Care Transformation Manager
Jeanette Willis, Principal Finance Manager/Transformation Lead
Laura Starrs, Scrutiny Support Officer
Angela Hunter, Principal Democratic Services Officer

26. Apologies for Absence

Apologies for absence were received from Councillor Reuben Atkinson, Arthur Preece and Gladys Worthy.

27. Declarations of interest by Members

None.

28. Minutes of the meeting held on 30 September 2009

Confirmed.

29. Responses from the Council, the Executive or Committees of the Council to Final Reports of this Forum

None.

30. Consideration of request for scrutiny reviews referred via Scrutiny Co-ordinating Committee

None.

31. Consideration of progress reports/budget and policy framework documents

None.

32. Scrutiny Investigation into 'Putting People First – The Delivery of Personalised Adult and Social Care Services *(Scrutiny Support Officer, Assistant Director of Commissioning, Social Care Transformation Manager and Principal Finance Officer/Transformation Lead)*

The Assistant Director of Commissioning gave a detailed and comprehensive presentation which gave an overview of the progress made to date, what had been achieved and the plans for the future. Members were asked to note that the Adult and Social Care Service became a transformation site in 2007 which provided national support and links to best practice via 'In Control'.

It was highlighted that over 1400 personal budgets had been implemented resulting in positive outcomes for people including increased flexibility, choice and more personalised care packages. A staffing restructure was currently underway within the Child and Adult Services Department to reflect the impact of the new system and support progress with self directed payments and included further integration with the Primary Care Trust and Foundation Trust. The Assistant Director drew Members' attention to a number of future challenges some of which had been resolved and some being progressed. It was noted that one of the major challenges was to change the culture of both workers and individuals to enable the best use of the resource allocation which was identified through the individual's assessment.

A discussion ensued which included the following issues.

- (i) Where an individual employs a personal assistant/carer, what happens when that assistant/carer was ill and could not fulfil their duties? The Social Care Transformation Manager confirmed that the local authority had a duty of care to assess level of care and support required by an individual. Part of this assessment included the production of a support plan which included contingency plans for such a situation. The resources allocated were not provided until the support plan was signed off as complete and included contingencies.
- (ii) A resident representative queried the level of support provided to individuals leaving hospital after a hospital stay. The Social Care Transformation Manager indicated that there was a multi-link team

including health and social care professionals that worked closely with the hospital to ensure that an assessment was undertaken prior to an individual leaving hospital care where that was felt appropriate. This would then ensure that the appropriate level of care was provided once that individual had returned home.

- (iii) A Member questioned how the authority could ensure that individuals were getting value for money through personal commissioning as opposed to the economies of scale the local authority could achieve. The Principal Finance Manager commented that the level of cost associated with the care options available to meet the individual's needs, would be discussed with the individual as part of the planning process to create a support plan and may include either the option of direct payment or personal commissioning or a mixture of the two.
- (iv) Clarification was sought on the relationship between personalised budgets and direct payments. The Principal Finance Manager indicated that the support plan could be funded from either personal budget or direct payment as long as the outcomes for that individual were met. However, the Department's biggest challenge was to develop an IT system that would easily capture that information and work was currently being undertaken to facilitate that.
- (v) A Member sought clarification on how an individual's care was monitored to ensure that the care provided was improving that individual's life. The Social Care Transformation Manager confirmed that the Authority had a duty of care under the Community Care Act. This included a duty to monitor on a regular basis and evaluate the outcomes for individuals receiving care. The level of risk associated with each individual would determine how regularly the monitoring would take place but all cases were formally reviewed on an annual basis. Monitoring could be undertaken by telephone to that individual or in person depending on the situation and level of risk assessed. If the level of outcome for that individual was not appropriate, the social worker would speak to the providers of the care service to ascertain why.
- (vi) There was some concern about the safeguarding arrangements for the more vulnerable individuals receiving care. The Social Care Transformation Manager confirmed that social workers were aware of their responsibility towards the more vulnerable individuals and about ensuring that the individual was aware of what to expect from the very beginning of assessment. The level of monitoring would be altered accordingly, for example, more proactive monitoring would be undertaken in cases of the more vulnerable individuals to ensure that the required outcomes were being achieved.
- (vii) A Member questioned whether the implementation of direct payments and personalised budgets was costing more or less than the previous system. The Principal Finance Manager indicated that the new system placed more emphasis on how resources were used and focussed on the outcomes necessary for individuals. The Social Care Transformation Manager confirmed that individuals were, in general, very responsible with their allocated budget and

ensured that value for money was achieved whilst ensuring that their outcomes were met. It was noted that even if an individual was spending the exact same amount of money as with the previous system, a much more personalised outcome was being achieved.

- (viii) A Member sought clarification on how the monitoring was undertaken of whether individuals were receiving the full care package that had been identified through their assessment. The Social Care Transformation Manager informed Members that a panel met on a weekly basis to monitor whether the indicative allocations identified through the assessments were being utilised. Should any allocations be significantly over or under spent the case would be reviewed in line with the Authority's duty of care to ensure that individual's care needs and outcomes were being met.
- (ix) A Member questioned whether social workers had control over any allocated budgets. The Principal Finance Manager confirmed that the level of care required by an individual was not determined by the level of budget available. The assessment of care needs was undertaken and produced a points score which would then be matched against a resource allocation for that individual. The social workers would then support the individual to look at the care packages available within their resourced allocation and finalise their support plan.
- (x) Clarification was sought on what happens if the level of care provided was costed significantly less than the original resource allocation, was this funding ring-fenced in case the individual's care needs changed. The Principal Finance Manager confirmed that the indicative allocation and support plan were linked to provide a indicative personal budget. If an individual's needs changed, they could be reassessed at any time. The Social Care Transformation Manager confirmed that should the resources utilised not match the indicative allocation, it may mean that the level of care required was not being met. It was suggested that some examples of support plans be provided to Members to help them with their understanding of the process.
- (xi) A Member commented on an example of the rapid response care provided to a friend which identified the effectiveness of the system. The Social Care Transformation Manager confirmed that the rapid response care system provided care for individuals in crisis, struck down with an illness or a fall or for individuals recently discharged from hospital. This service provided short term care and should it be deemed necessary, a full assessment to cover the long term care of that individual may be undertaken after the initial period of intensive care provided by the rapid response team.
- (xii) A Member sought clarification on whether care providers were subject to a criminal records bureau (CRB) check. The Social Care Transformation Manager confirmed that the direct payments guidance stated that CRB checks cannot be enforced. However, it was a duty of the local authority to provide a facility to enable individuals to have that check carried out. The purpose of CRB

checks would be explained to the individual concerned as well as the importance of chasing references for care providers. Members were asked to note that some individuals chose to employ friends or relatives and although it was down to that individual's choice, it was the social workers responsibility to highlight the differences between personal and contractual relationships and help individuals manage this.

The representatives from Child and Adult Services were thanked for their extremely informative presentation and for answering questions from members of the Forum.

Decision

- (i) Members noted the presentation and would use the discussions that followed to inform their investigation.
- (ii) That a number of examples of support plans and resource allocations be provided for Members at a future meeting of the Forum to provide clarification on how they were linked and implemented.

33. Scrutiny Investigation into 'Putting People First' – The Delivery of Personalised Adult Social Care Services – Options for gathering alternative practice evidence from other local authorities in relation to the implementation of the 'Putting People First' agenda (Scrutiny Support Officer)

A report was submitted that provided Members with options for gathering evidence from other local authorities to illustrate alternative practice in relation to the 'Putting People First' agenda. The report highlighted two local authorities which were demonstrating alternative ways of delivering their personalised adult social care services:

- Oldham Council; and
- Manchester City Council

In order to gather this evidence, it was suggested that either a representative from each authority be invited to a future meeting of the Forum or that Members of the Forum visit one of the authorities.

It was acknowledged that Hartlepool was leading the way on the Putting People First agenda and officers had been invited to attend other authorities to share best practice. Members were unanimous in their opinion that it would be more beneficial for officers from Oldham and Manchester to be invited to attend a meeting in Hartlepool and share their working practices and experience of the Putting People First agenda.

A Member questioned why the two local authorities highlighted above had

been chosen. The Principal Finance Officer confirmed that northern region authorities had been looked at for ease of travel and Oldham had been chosen because it was a similar size Unitary authority to Hartlepool and had rolled out their programme in a similar way. In addition, Manchester was a much larger authority who took a different initial approach because they did not join up with In Control.

In addition, the Social Care Transformation Manager suggested that a representative from 'In Control' be invited to attend a meeting as this would help identify where Hartlepool fits into the national picture and provide a good overview of the national picture.

A Member suggested inviting some service users to participate and feed their views into a future meeting. The Assistant Director confirmed that a number of service users had spoken regionally and nationally on the impact of personal budgets and would give very honest feedback and responses to questions. In addition to this, the Principal Finance Manager informed Members that a Celebration Event for employees of the Adult and Social Care Teams was being held on 9 November 2009 and Members were more than welcome to attend that event to talk to employees about the implementation of the new systems. The Chair requested that details of this event be forwarded to all Members of the Forum and encouraged them to attend where practical.

Decision

- (i) That representatives from Oldham and Manchester local authorities be invited to attend a future meeting of the Forum to present evidence on how they have implemented personalised budget and direct payments and their experience with that.
- (ii) That a number of service users be invited to a future meeting of the Forum to give Members an overview of their experience in relation to the old system of paying for care and the new direct payments/personalised budget system.
- (iii) That details of the Celebration Event for Adult and Social Care Teams to be held on 9 November 2009 be forwarded to Members of the Forum.

34. Scrutiny Investigation into 'Putting People First' – The Delivery of Personalised Adult Social Care Services – Options for gathering alternative practice evidence from the Portfolio Holder for Adult and Public Health Services *(Scrutiny Support Officer)*

Members were informed that the Portfolio Holder for Adult and Public Health had been invited to provide evidence in relation to the ongoing investigation into 'Putting People First – The Delivery of Personalised Adult Social Care Services'. However, due to circumstances beyond his control, Councillor Hall had submitted his apologies as he had been unavoidably delayed and was unable to attend this meeting.

The Chair confirmed that Councillor Hall will be invited to attend a future meeting of the Forum to enable him to provide evidence from a Portfolio Holder's viewpoint.

Decision

That the Portfolio Holder for Adult and Public Health be invited to a future meeting of the Forum to provide evidence in relation to the ongoing investigation.

The meeting concluded at 6.00 pm

CHAIRMAN

ADULT AND COMMUNITY SERVICES SCRUTINY FORUM

13 January 2010



Report of: Scrutiny Support Officer

Subject: PUTTING PEOPLE FIRST – THE DELIVERY OF
PERSONALISED ADULT SOCIAL CARE SERVICES:
DISCUSSION WITH PEOPLE WHO HAVE
EXPERIENCE OF DIRECTING THEIR OWN
SUPPORT – COVERING REPORT

1. PURPOSE OF REPORT

- 1.1 To inform Members of the Forum that people who have experience of directing their own support have been invited to attend this meeting to share with the Forum their experiences of self directed support and personal budgets.

2. BACKGROUND INFORMATION

- 2.1 Members will recall that at the meeting of this Forum on 26 August 2009, the Terms of Reference and Potential Areas of Enquiry / Sources of Evidence for this scrutiny investigation were approved by the Forum.
- 2.2 Subsequently, people with experience of directing their own support have been invited to attend this meeting to share their views on direct payments and personal budgets.
- 2.3 Members may choose to seek responses to the following questions:-
- (a) Do you feel that directing your own support has changed how you live your life? If so, could you give some examples?
 - (b) Can you explain how you prepared your plan? And does your plan meet all your needs?

- (c) Do you feel that:-
- (i) Meetings with your care manager / social worker happen in a way that is right for you?
 - (ii) You can talk about what has worked well, what has not worked well, and any changes you want to make for the future?
 - (iii) Your care manager / social worker explains clearly what will happen?
 - (iv) You can change your mind about what you want to do?
 - (v) You do not have to wait for a meeting to make changes to your support, but you still tell your care manager / social worker about any big changes that you want to make?
 - (vi) You can ask for a meeting with your care manager to talk about your plan when you want?

3. RECOMMENDATIONS

- 3.1 That Members of the Forum consider the views of the people in attendance at this meeting to inform their investigation into 'Putting People First – The Delivery of Personalised Adult Social Care Services'.

Contact Officer:- Laura Starrs – Scrutiny Support Officer
Chief Executive's Department - Corporate Strategy
Hartlepool Borough Council
Tel: 01429 523 087
Email: laura.starrs@hartlepool.gov.uk

BACKGROUND PAPERS

The following background paper was used in the preparation of this report:-

- (i) Report of the Scrutiny Support Officer entitled 'Putting People First – The Delivery of Adult Social Care Services: Scoping Report' Presented to the Adult and Community Services Scrutiny Forum on 26 August 2009.

**ADULT AND COMMUNITY SERVICES SCRUTINY
FORUM**

13 January 2010



Report of: Scrutiny Support Officer

Subject: PUTTING PEOPLE FIRST – THE DELIVERY OF
PERSONALISED ADULT SOCIAL CARE
SERVICES – EVIDENCE FROM THE MANAGING
DIRECTOR OF IN CONTROL – COVERING
REPORT

1. PURPOSE OF THE REPORT

- 1.1 To inform Members of the Forum that the Managing Director of In Control has been invited to attend this meeting to provide evidence in relation to the ongoing investigation into 'Putting People First – The Delivery of Personalised Adult Social Care Services'.

2. BACKGROUND INFORMATION

- 2.1 Members will recall that at the meeting of this Forum on 26 August 2009, the Terms of Reference and Potential Areas of Inquiry / Sources of Evidence for this Scrutiny investigation were approved by the Forum.
- 2.2 Consequently, the Managing Director of In Control has been invited to this meeting to provide evidence to the Forum on the national and regional picture in relation to the delivery of the Putting People First agenda.
- 2.3 In Control was set up in 2003 as a project in order to find a new way of organising the social care system. It has developed into an independent charity committed to promoting active citizenship, community development and the reform of the welfare state. In Control designed a new system, known as Self-Directed Support. The Government now wants all local authorities to change their systems to Self-Directed Support. Attached as **Appendix 1** to this report is a booklet produced by In Control outlining 'What is Self – Directed Support', for Members' information.

3. RECOMMENDATION

- 3.1 That Members of the Forum consider the views of the Managing Director of In Control, seeking clarification on any relevant issues from the Managing Director where felt appropriate.

Contact Officer: - Laura Starrs – Scrutiny Support Officer
Chief Executive's Department - Corporate Strategy
Hartlepool Borough Council
Tel: 01429 523 087

Email: laura.starrs@hartlepool.gov.uk

BACKGROUND PAPERS

The following background paper was used in the preparation of this report:-

- (i) Report of the Scrutiny Support Officer entitled 'Putting People First – The Delivery of Adult Social Care Services: Scoping Report' Presented to the Adult and Community Services Scrutiny Forum on 26 August 2009.

an **easy read** booklet

What is Self-Directed Support?



in  **Control**

Information



What is Self-Directed Support?

an **easy read** booklet

in  Control



This booklet was produced in partnership with Mencap



What is in this booklet?

About Self-Directed Support	page 2
Can you direct your own support?	4
Who can you ask about Self-Directed Support?	4
How does Self-Directed Support work?	5
Step 1 My money – finding out how much	6
Step 2 Making my plan	8
Step 3 Getting my plan agreed	10
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What words in this booklet mean	20
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About Self-Directed Support

Self-Directed Support is for anyone who gets help that is paid for by social services.

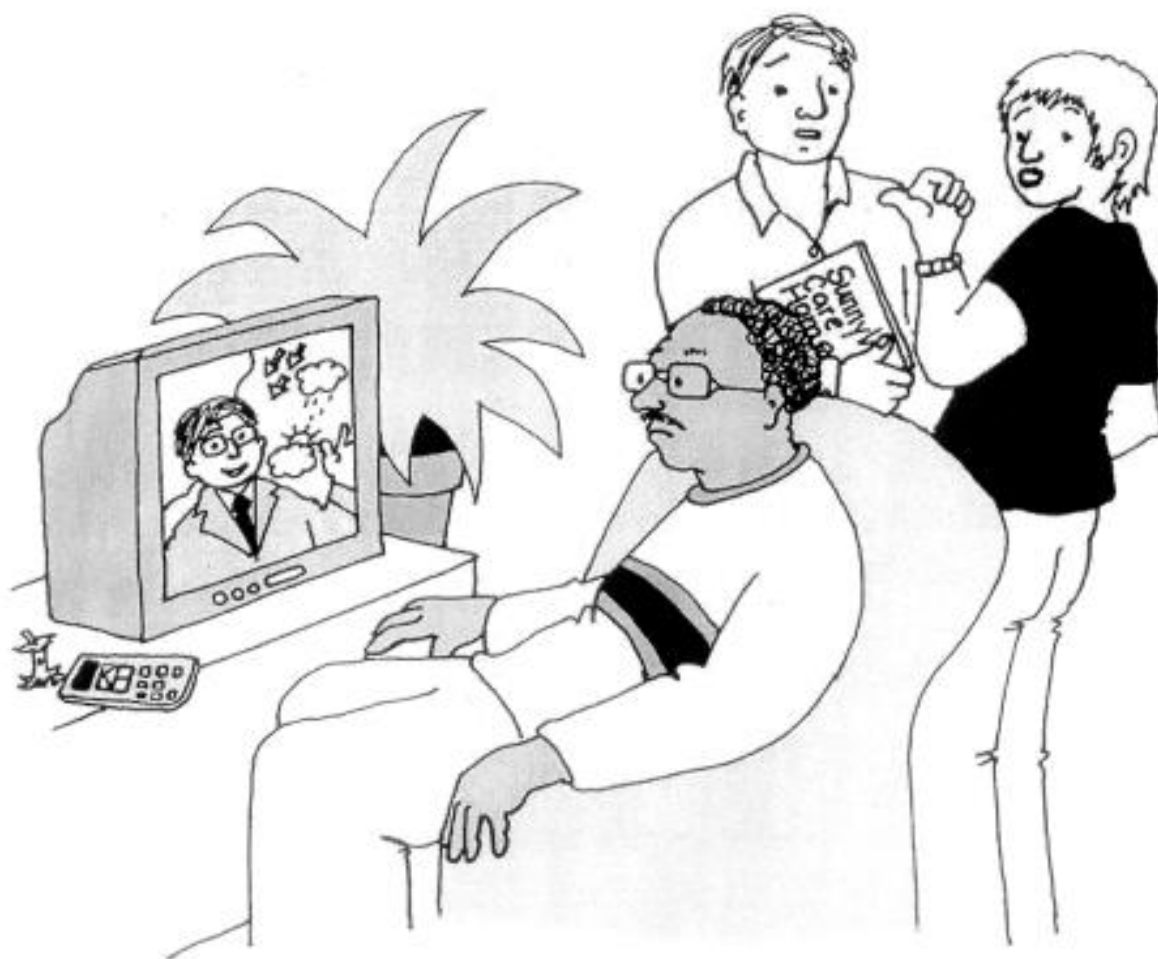
✓ **Self-Directed Support is when:**

- ✓ **you** are in control of the money you get for your support
- ✓ **you** can choose how to spend the money for your support
- ✓ **you** can choose things about your life – for example, who you want to get support from
- ✓ **you** can get help to do these things if you need it.



X Self-Directed Support is not:

- X** other people telling you what to do
- X** other people making decisions about your life without you.



Can you direct your own support?

Your **local council** may already offer Self-Directed Support. If not, they should start soon.

Who can you ask about Self-Directed Support?

You can ask:

- * a care manager or social worker
- * other people at the council who know about Self-Directed Support
- * people who support you now
- * your friends or family
- * someone who already has a Personal Budget
- * people who work for **in Control**.

There is more information about **in Control** on the last page of this booklet.

My local contact is:

How does Self-Directed Support work?

There are 7 things that should happen when you direct your support – 7 steps to being in control.

The next few pages are about these 7 steps.



Step 1

My money – finding out how much

The first thing is to find out how much money you can get from your council to spend on support.

The money you get to spend on your support is called your **Personal Budget** or **Individual Budget**.

To find out how much money you can get, you have to fill in a **self-assessment form**. Someone can help you with this.

You have to show the form to a care manager or social worker.

Are you in control at Step 1?

Things are going well so far if:

- ✓ you know how much money you can get
- ✓ you will have enough money to get the support you need
- ✓ you know what you can spend your **Personal Budget** on.



So it looks like I can get £15,000.

Step 2

Making my plan

Step 2 is to make a **plan**. The plan says how you will spend the money on your support.

When you make your plan, think about:

- * what works and doesn't work in your life at the moment
- * what is **important** to you and what you want to do
- * what **support** you want
- * ideas about how to make these things happen.

Help to make your plan

You can get help from:

- * a friend
- * someone in your family
- * a broker. A broker is someone who you pay to help plan and sort out your support
- * your care manager
- * a social worker
- * someone who supports you now.

Are you in control at Step 2?

Things are going well so far if:

- ✓ you can choose the person you want to help you plan
- ✓ someone tells you about the different ways to plan.
You can choose the best way for you
- ✓ everything in the plan is about you and what you want
- ✓ you can plan to do new things that you have not done before
- ✓ you get the right amount of support for you.



Who else can we get to help us do this plan?

Step 3

Getting my plan agreed

A **care manager or social worker** at the council has to say your plan is ok before you get your **Personal Budget**.

Your Personal Budget is the money you get for support.

Your plan must answer these questions:

1. What is important to you?
2. What do you want to change?
3. How will you arrange your support?
4. How will you spend your money?
5. How will you manage your support?
6. How will you stay in control?
7. What will you do next?

Are you in control at Step 3?

Things are going well so far if:

- ✓ your care manager or social worker explains the rules for deciding if your plan is ok
- ✓ you can talk about the new things in your plan with your care manager or social worker
- ✓ your plan answers the questions on page 10.



Yes - it looks like a good plan.

Step 4

Organising my money

When the care manager agrees your plan, you get your Personal Budget.

There are 2 ways to look after the money:

1. You can get the money yourself in a direct payment
or
2. You can choose someone to look after the money for you.

You can even do a bit of both.

If you want someone else to look after the money, you could choose:

- * a friend or someone in your family
- * a broker – someone you pay to help you
- * a Trust – a group of people that the law says can look after your money for you
- * a service provider or organisation (a group of people who run services) that will keep your money and just use it for you
- * your care manager or social worker.

The Mental Capacity Act says that some people need a Deputy or Attorney. You can find out more about these from the Office of the Public Guardian:
0845 330 2900.

Are you in control at Step 4?

Things are going well so far if:

- ✓ you can choose who looks after your money
- ✓ you always know how your money is spent – even if someone else looks after it for you
- ✓ you can use the money in different ways so that you get the life you want.



I'm opening a bank account for my support money.

Step 5

Organising my support

This is when you sort out the support you want.

You can choose how much help you get to sort out your support. People who can help are:

- * a friend or someone in your family
- * a broker – someone you pay to help you.
- * a Trust – a group of people who the law says can look after your money for you
- * a Deputy or Attorney (under the Mental Capacity Act)
- * a service provider or organisation (a group of people who run services) that will keep your money and just use it for you
- * your care manager or social worker.

Are you in control at Step 5?

Things are going well so far if:

- ✓ you can choose your support – with help if you need it
- ✓ you choose who supports you
- ✓ you choose when and how you get support
- ✓ you know how much money you have for support
- ✓ you can choose if you employ your own support staff – people who you pay to support you. Sometimes these people are called Personal Assistants
- ✓ you can spend money on anything that helps you get the life you want. You don't have to spend it all on people who support you.



I can choose how I get my support.

Step 6

Living life

This is about living your life your way. There are things most people want in life – things like:

- * a nice place to live
- * feeling safe
- * having fun in your spare time
- * a job or something interesting to do in the day
- * being part of your community
- * friends
- * having a holiday.

If you have a Personal Budget you can use it to get the life you want.

Are you in control at Step 6?

Things are going well so far if:

- ✓ you get the support you need to live the life you want
- ✓ you get the same chance to do what you want as other people
- ✓ you have a job – if you want one
- ✓ you choose where you live and who with
- ✓ you have friends and relationships
- ✓ anyone who helps you to choose really makes sure you are in control.



My life's changed – I'm in control.

Step 7

Seeing how it worked

You should meet with your care manager or social worker about once a year to see how things are going. But you can ask for a meeting any time.

Your care manager or social worker needs to know how your plan is working and how you are spending the money.



It's gone well. Let's talk about what's next.

Are you in control at Step 7?

Things are going well so far if:

- ✓ the meeting with your care manager or social worker happens in a way that is right for you
- ✓ you can talk about what has worked well, what has not worked well, and any changes you want to make for the future
- ✓ your care manager or social worker explains clearly what needs to happen
- ✓ you can change your mind about what you want to do
- ✓ you do not have to wait for a meeting to make changes to your support. But you should tell your care manager about any big changes you want to make
- ✓ you can ask for a meeting with your care manager to talk about your plan when you want to.

What the words mean

Here is what some of the words in this booklet mean.

Self-Directed Support

Support that you decide and control. You control the money for support – your Personal Budget. You can choose what support you want and how to spend your Personal Budget. You can get help to do this if you want.

in Control

The organisation that helps make **Self-Directed Support** happen.

Personal Budget or Individual Budget

The money you get to pay for your support and other things in your plan.

Assessment form

A form that helps you work out what money you can get for your support.

Personal assistants

People you choose to work for you and support you in a way that is right for you.

How to find out more about Self-directed Support

Look at our website at www.in-control.org.uk

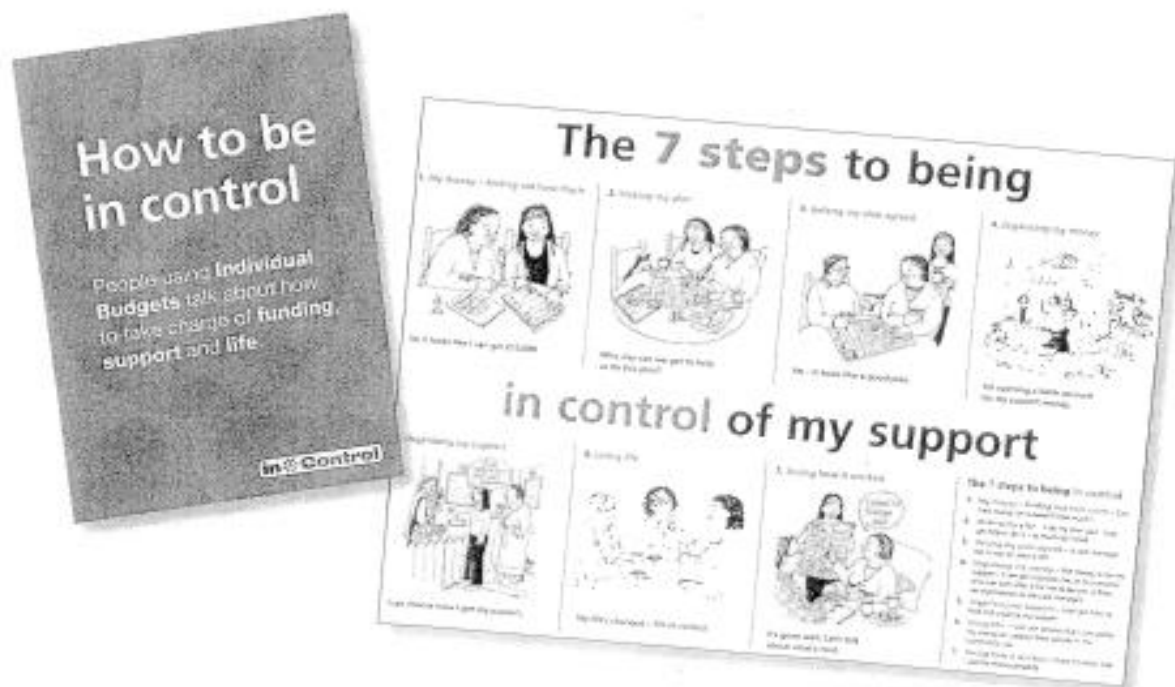
There is a poster that tells you about in Control.

There are free books about planning support and other things.

There is a DVD you can buy called **How to be in control**

You can find the following books on the in Control web site at www.in-control.org.uk:

- * Keys to Citizenship
- * The Essential Family Guide



Or write to:

in Control Support Centre
4 Swan Courtyard
Coventry Road
Birmingham
B26 1BU
Telephone 0121 708 3031
Email: **admin@in-control.org.uk**

Or you can ask your council. Someone there should know about Self-Directed Support.

You can also speak to someone at:

The Learning Disability Helpline
Telephone 0808 808 1111
Email: **helpline@mencap.org.uk**

in Control made this booklet for local authority members to give to people in their area.

Local authorities: add your logo
and main contact number.

in  Control

You can get in touch with in Control

Gaynor Cockayne
in Control Support Centre
4 Swan Courtyard
Coventry Road
Birmingham
B26 1BU
tel. 0121 708 3031
fax. 0121 707 6305
email. admin@in-control.org.uk
web. www.in-control.org.uk

ADULT AND COMMUNITY SERVICES SCRUTINY FORUM REPORT

13 January 2010



Report of: Scrutiny Support Officer

Subject: PUTTING PEOPLE FIRST – THE DELIVERY OF
ADULT SOCIAL CARE SERVICES – EVIDENCE
FROM MANCHESTER CITY COUNCIL AND
OLDHAM COUNCIL – COVERING REPORT

1. PURPOSE OF REPORT

- 1.1 To inform Members of the Forum that representatives from Manchester City Council and Oldham Council have been invited to attend this meeting (*subject to availability*) in relation to the ongoing inquiry into 'Putting People First – The Delivery of Adult Social Care Services'.

2. BACKGROUND INFORMATION

- 2.1 Members will recall that at the meeting of this Forum on 14 October 2009, Members agreed to invite a representative from Manchester City Council and Oldham Council to attend a future meeting of the Forum as part of the evidence gathering process for their investigation into 'Putting People First – The Delivery of Adult Social Care Services'.
- 2.2 Manchester City Council and Oldham Council have been invited along to this meeting to share with the Forum how their authority is delivering the 'Putting People First' agenda.
- 2.3 Oldham Council is a similar size unitary authority to Hartlepool and has rolled out their programme in a similar way. Manchester City Council is a much larger authority who has taken a different initial approach to the delivery of their 'Putting People First' agenda because they did not join up with In Control.

3. RECOMMENDATION

- 3.1 That Members of the Forum consider the views of the representatives from Manchester City Council and Oldham Council, seeking clarification on any relevant issues from the representatives where felt appropriate.

CONTACT OFFICER: - Laura Starrs – Scrutiny Support Officer
Chief Executive's Department - Corporate Strategy
Hartlepool Borough Council
Tel: 01429 523 087
Email: laura.starrs@hartlepool.gov.uk

BACKGROUND PAPERS

The following background paper was used in preparation of this report:-

- (i) Report of the Scrutiny Support Officer entitled 'Putting People First – The Delivery of Adult Social Care Services: Scoping Report' Presented to the Adult and Community Services Scrutiny Forum on 26 August 2009; and
- (ii) Report of the Scrutiny Support Officer entitled 'Putting People First – The Delivery of Personalised Adult Social Care Services – Options for Gathering Alternative Practice Evidence from Other Local Authorities in Relation to the Implementation of the Putting People First Agenda' Presented to the Adult and Community Services Scrutiny Forum on 14 October 2009

ADULT AND COMMUNITY SERVICES SCRUTINY FORUM REPORT

13 January 2010



Report of: Scrutiny Support Officer

Subject: 'PUTTING PEOPLE FIRST – THE DELIVERY OF
PERSONALISED ADULT SOCIAL CARE SERVICES'
– EVIDENCE FROM THE AUTHORITY'S
PORTFOLIO HOLDER - COVERING REPORT

1. PURPOSE OF REPORT

- 1.1 To inform Members of the Forum that the Portfolio Holder for Adult and Public Health Services has been invited to attend this meeting to provide evidence in relation to the ongoing investigation into the 'Putting People First – The Delivery of Personalised Adult Social Care Services'.

2. BACKGROUND INFORMATION

- 2.1 Members will recall that at the meeting of this Forum on 26 August 2009, the Terms of Reference and Potential Areas of Inquiry/Sources of Evidence were approved by the Forum for this scrutiny investigation.
- 2.2 Consequently, the Authority's Portfolio Holder for Adult and Public Health Services has been invited to this meeting to provide evidence to the Forum in relation to his responsibilities, and views on, the implementation of the 'Putting People First' agenda in Hartlepool.
- 2.3 During this evidence gathering session with the Authority's Portfolio Holder for Adult and Public Health Services, it is suggested that responses should be sought to the following key questions:-
- (a) What are your roles and responsibilities in relation to the delivery of personalised adult social care services in Hartlepool?
 - (b) Can you suggest any improvements to the implementation of the 'Putting People First' agenda in Hartlepool?

- (c) What impact do you think personalised budgets has had on:-
- (i) Clients; and
 - (ii) Adult Social Care Services

3. RECOMMENDATION

- 3.1 That Members of the Forum consider the views of the Portfolio Holder for Adult and Public Health Services in relation to the questions outlined in section 2.3.

CONTACT OFFICER

Laura Starrs – Scrutiny Support Officer
Chief Executive's Department - Corporate Strategy
Hartlepool Borough Council
Tel: 01429 523087
Email: laura.starrs@hartlepool.gov.uk

BACKGROUND PAPERS

The following background paper was used in preparation of this report:-

- (a) Scrutiny Investigation into 'Putting People First – The Delivery of Personalised Adult Social Care Services' - Scoping Report (Scrutiny Support Officer) – 26.08.09

ADULT AND COMMUNITY SERVICES SCRUTINY FORUM

13 January 2010



Report of: Scrutiny Support Officer

Subject: SIX MONTHLY MONITORING OF AGREED ADULT AND COMMUNITY SERVICES SCRUTINY FORUM'S RECOMMENDATIONS

1. PURPOSE OF REPORT

- 1.1 To provide Members with the six monthly progress made on the delivery of the agreed scrutiny recommendations of this Forum.

2. BACKGROUND INFORMATION

- 2.1 As Members will be aware, Scrutiny Co-ordinating Committee on the 21 November 2007 approved the introduction of an electronic database to monitor the delivery of agreed scrutiny recommendations since the 2005/06 Municipal Year. Approval was also given for the introduction of a standardised six monthly cycle for the submission of progress reports to each Scrutiny Forum.
- 2.2 The newly created electronic database, to be known as the Scrutiny Monitoring Database, will run along the same principles as the Authority's former Corporate Performance Management Database and in addition to provision of standardised six monthly monitoring reports, as detailed above, will provide the Scrutiny Co-ordinating Committee with a breakdown of progress against all Scrutiny Forums' recommendations on an Annual basis. The introduction of the new database will also provide the ability to produce 'real time' information of the progression of recommendations upon request.
- 2.3 In accordance with the agreed procedure, this report provides for Members information details of progress made against each of the investigations undertaken by the Forum. Attached as **Appendix A** is a Summary Report that breaks down progress made by investigation and **Appendix B**, provides a detailed explanation of progress made against each recommendation.

3. RECOMMENDATIONS

- 3.1 That progress against the Adult and Community Services Scrutiny Forum's agreed recommendations, since the 2005/06 Municipal Year, be noted and explored further where appropriate.

Contact Officer:- Laura Starrs – Scrutiny Support Officer
Chief Executive's Department - Corporate Strategy
Hartlepool Borough Council
Tel: 01429 523087
Email: laura.starrs@hartlepool.gov.uk

BACKGROUND PAPERS

No background papers were used in the preparation of this report.

Adult and Community Services Scrutiny Forum**The Quality of Care Homes Provision in Hartlepool**

N	No longer deliverable	1
G	Target achieved	2
A	Expect to achieve target	4

Access to Recreation Facilities for Vulnerable / Older People

G	Target achieved	2
A	Expect to achieve target	4

Scrutiny Recommendations (Not Completed) Monitoring Report

December 2009

Department: *
Division: *

Scrutiny: Adult and Community Services Scrutiny Forum
Scrutiny Enquiry: *

N	No longer deliverable	1	7.7%
	Adult and Community Services Scrutiny Forum	1	
A	Expect to achieve target	8	61.5%
	Adult and Community Services Scrutiny Forum	8	
G	Target achieved	4	30.8%
	Adult and Community Services Scrutiny Forum	4	
Total No. of Actions		13	

Scrutiny Recommendations (Not Completed) Monitoring Report

December 2009

Progress	Rec. No.	Recommendation	By When / Milestone	Update on progress	Lead Officer
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SCRUTINY INVESTIGATION INTO:

ACS/08-9/5 THE QUALITY OF CARE HOMES PROVISION IN HARTLEPOOL

Recommendation:

ACS/08-9/5c That the Council regularly publicises its gradings for individual Care Homes along with the Commission for Social Care Inspection quality ratings on the Council's website, in 'Hartbeat', in the local press and public libraries in order to raise public awareness of ratings and to encourage care homes to raise their standards.

A	ACS/08-9/5c	CSCI reports with gradings are available now, via a link, on the Council's website. http://www.hartlepool.gov.uk/site/scripts/document_s_info.php?categoryID=4120&documentID=925 Further work on aligning the Council's grading of care homes and CSCI ratings will lead to the publicising of the combined gradings	April 2010	The Regional Improvement & Efficiency Programme (RIEP) has commissioned work to develop a core set of quality standards for regulated services, including care homes. Councils across the North East are involved in developing these standards and work is due for completion in 2010. To incorporate these standards, there has been a delay in completing this action. The Council intends to publicise it's quality gradings once work completed in developing the new gradings system. (Orig. Deadline 1/10/09)	Phil Hornsby
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Recommendation:

ACS/08-9/5d That the Council aligns its care home gradings with the Commission for Social Care Inspection quality ratings to provide an overall grading.

A	ACS/08-9/5d	Work has started with providers to develop the quality gradings approach for care homes for older people	April 2010	Proposal to introduce a single quality grading system has been put to providers. Officers are researching other LAs approaches to inform Hartlepool's final model. The Regional Improvement & Efficiency Programme (RIEP) has commissioned work to develop a core set of quality standards for regulated services, including care homes. Councils across the North East are involved in developing these standards and work is due for completion in 2010. (Orig. Deadline 1/10/09)	Phil Hornsby
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Scrutiny Recommendations (Not Completed) Monitoring Report

December 2009

Progress	Rec. No.	Recommendation	By When / Milestone	Update on progress	Lead Officer
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SCRUTINY INVESTIGATION INTO:

ACS/08-9/5 THE QUALITY OF CARE HOMES PROVISION IN HARTLEPOOL

Recommendation:

ACS/08-9/5e That the Council considers including within their service specifications the minimum standards which are not legally enforceable through the Care Homes Regulations 2001.

A	ACS/08-9/5e	Revision of the current service specifications will include specific reference to the National Minimum Standards	April 2010	The current specification and contract documents are being reviewed and will include specific reference to National Minimum Standards. The Care Quality Commission are consulting on changes to the Regulations and Standards. The Regional Improvement & Efficiency Programme (RIEP) has commissioned work to develop a core set of quality standards for regulated services, including care homes. Councils across the North East are involved in developing these standards and work is due for completion in 2010. (Orig. Deadline 1/10/09)	Phil Hornsby
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Recommendation:

ACS/08-9/5f That, where possible, the Council influence future residential care developments to locate dementia units on the ground floor of any new development in Hartlepool.

N	ACS/08-9/5f	The Council in consultation with Planning and CSCI to consider whether this recommendation can be implemented.	June 2009	Informal discussions have concluded that frail older people, who may be immobile, are just as vulnerable as those with dementia. Therefore, it is felt it would not be beneficial to insist that dementia units be located on the ground floor of any development.	Phil Hornsby
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Scrutiny Recommendations (Not Completed) Monitoring Report

December 2009

Progress	Rec. No.	Recommendation	By When / Milestone	Update on progress	Lead Officer
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SCRUTINY INVESTIGATION INTO:

ACS/08-9/5 THE QUALITY OF CARE HOMES PROVISION IN HARTLEPOOL

Recommendation:

ACS/08-9/5g That the Portfolio Holder for Adult and Public Health lobby the Government to review the personal expenses allowance so that it is reflective of a person's needs and abilities.

A	ACS/08-9/5g	The Portfolio Holder for Adult and Public Health to approach the MP for Hartlepool to seek his support and write to the Department of Health requesting a review of the personal expenses allowance to reflect the person's needs and abilities.	July 2010	A review Hartlepool's policy for disability related expenditure relating to personal allowances for individuals in Care Homes has been completed. A meeting is arranged with Portfolio holder to discuss a way forward. (Original Deadline: July 2009)	Jeanette Willis
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Scrutiny Recommendations (Not Completed) Monitoring Report

December 2009

Progress	Rec. No.	Recommendation	By When / Milestone	Update on progress	Lead Officer
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SCRUTINY INVESTIGATION INTO:

ACS/08-9/6 ACCESS TO RECREATION FACILITIES FOR VULNERABLE / OLDER PEOPLE

Recommendation:

ACS/08-9/6c That the Council develops easy to read notices detailing forthcoming recreational activities to display in all leisure facilities, community and voluntary group buildings, libraries, doctors surgeries and schools.

A	ACS/08-9/6c(i)	As part of the new marketing strategy, this will be developed as a gradual process as and when targeted promotional campaigns are utilised. There are shelf-life implications to consider and the expense of developing these.	December 2009	Marketing brief is currently being written and should be completed by Christmas to role out from January 2010 onwards.	Maxine Crutwell
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Recommendation:

ACS/08-9/6e That the Council continues to work in partnership with key organisations to develop new recreational activities / initiatives which will improve the health and well being of the people in Hartlepool.

A	ACS/08-9/6e	This is a main area of work for the Section and new partnerships for the development of new activities and initiatives are constantly sought. This is very much linked to our service plan for 2009/10 and we will continue to deliver on this to a high level.	March 2010	Work is progressing well in this respect. Wii Fit initiative is now being piloted in several care settings. Partner in a recent event ran by the Department which highlighted all the activities and initiatives available for older people. Refurbishment of the Mill House LC will help improve physical access to the Centre & it's facilities. Member of the Team now attending 50+ Forum meetings.	Pat Usher
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Scrutiny Recommendations (Not Completed) Monitoring Report

December 2009

Progress	Rec. No.	Recommendation	By When / Milestone	Update on progress	Lead Officer
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SCRUTINY INVESTIGATION INTO:

ACS/08-9/6 ACCESS TO RECREATION FACILITIES FOR VULNERABLE / OLDER PEOPLE

Recommendation:

ACS/08-9/6f That the Council supports the interim improvement measures and future investment in the town's leisure facilities to maintain and improve access, participation and satisfaction levels.

A	ACS/08-9/6f	Capital funding of approx. £700k has now been secured by the Section to improve access at MHLC. This will involve the creation of a new 'changing village' as well as a new foyer and reception area. This will build on the recent improvements already made at the site. The recent MORI Household survey already indicates a 4% increase in satisfaction levels with sport and recreation facilities. This is expected to take Hartlepool into the top quartile. (tbc)	May 2010	Contractors now on site and work has started with the provision of a changing village for the swimming facilities. Once complete, the work will move on to redesigning the foyer/reception area layout. Target completion date for the works is April 2010.	Pat Usher
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Recommendation:

ACS/08-9/6g That the Council considers the value of partnership working in any future plans for the building of a new leisure facility within Hartlepool.

A	ACS/08-9/6g	Discussions have already been held with potential key partners regarding the redevelopment of the physical infrastructure of the MHLC site. As detailed in recent Cabinet reports, It is intended to engage with consultants with the necessary expertise to take the plan to the next level, primarily around the procurement and management of such a development.	September 2010	The advert to secure a consultancy has resulted in a strong shortlist and selection to appointments underway. This will enable progress to be made on the capital scheme. In the meantime improvements to the changing facilities to Mill House Leisure Centre are underway and will enable better facilities in the short term. (Original Deadline: Aug 2009)	John Mennear
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