

SOCIAL SERVICES, HEALTH & HOUSING POLICY OVERVIEW

COMMITTEE REVIEW OF PERSONALISATION AND DISABILITIES WITH REFERENCE TO TRANSITION

Cabinet Member	Councillor Philip Corthorne
Cabinet Portfolio	Social Services, Health & Housing
Officer Contact	Charles Francis, Democratic Services
Papers with report	Social Services, Health & Housing Policy Overview Committee's review of 'Personalisation and Disabilities with reference to Transition'.

HEADLINE INFORMATION

Purpose of report	To receive the Social Services, Health & Housing Policy Overview Committee's report providing recommendations which address the progress made in delivering the new agenda for self directed support in the delivery of Social Care.
Contribution to our plans and strategies	This report contributes to the Transformation of Adult Social Care in Hillingdon which is part of the Adult Social Care, Health and Housing Improvement Programme.
Financial Cost	There are no additional financial implications flowing from these recommendations not already included within the 2012/13 MTFF agreed by Council in February. The allocation of an individual's personal budget is included within the department's revenue budget.
Relevant Policy Overview Committee	Social Services, Health and Housing Policy Overview Committee
Ward(s) affected	All.

RECOMMENDATIONS

That Cabinet:

1. Welcomes the report from the Social Services, Health and Housing Policy Overview Committee (as in Appendix 1) and note the general consensus it found in favour of the steps currently being taken to provide self directed support; and
2. Accepts the recommendations of the Policy Overview Committee report highlighted below, noting the officer comments on their implementation.

Policy Overview Committee Recommendations

- a) That Cabinet welcome the positive difference that personalisation is making to individuals lives within the borough.**
- b) That Cabinet notes the Committee's endorsement of the depth and range of consultations undertaken by officers to develop personalisation in Hillingdon and concur these need to be concluded within an agreed timeframe so certainty can be provided to Service Users and Carers.**
- c) That Cabinet notes the Committee's endorsement of the approach taken by officers to ensure personal budget review periods are sufficiently flexible to meet needs – i.e. address any problems encountered during a) transition and b) associated with a more creative approach to budgets to ensure that the support plans are sufficiently flexible thereby reducing potentially unnecessary interim reviews.**
- d) That to ensure that service user's needs can be met as they change over time, Cabinet be requested to ensure a mix of buildings based and activities centred service provision is available.**
- e) That Cabinet recognise that a range of appropriate supported living units are integral to the success of the reduction in traditional buildings based day services.**
- f) That Cabinet request that Officers ensure that market co-ordination and the development of a commissioning marketplace is incorporated into existing officer roles and therefore within existing budgets.**
- g) That Cabinet request Children and Families and Adult Social Care officers undergo training and development in order to promote a culture of service users choice that enables responsible, supported and shared decision-making so that reasonable, every day risks, can be taken with confidence, to achieve positive outcomes for the service user. This positive risk taking within a supported framework of safeguarding will introduce a cultural change to the way the Council has previously viewed safeguarding concerns**
- h) That Cabinet request that Officers be asked to investigate those opportunities to improve processes (e.g. information sharing / transfer between Children and Families and Adult Social Care) to ensure a smooth transition for a) young people to adulthood and b) users of personal budgets**
- i) That Cabinet be requested to endorse the approach taken by officers in developing a market portal to ensure that relevant up to date information regarding services / activities across the Borough are available for residents, support planners, and care managers to access and enable them to develop effective support plans.**
- j) That Cabinet be requested to endorse the approach taken by officers to develop support planning within the Voluntary Sector to promote choice and control and encourage the move away from statutory services to more flexible solutions wherever appropriate.**

- k) That Cabinet acknowledge the valuable work conducted by carers and that their essential contribution to the development of the personalisation agenda will be facilitated by a) a separate carer's assessment and b) separate targeted advice for carers.**

Reasons for recommendation

The recommendations are aimed at enhancing Hillingdon's approach to providing personal budgets. There is a government commitment to ensure that all Local Authorities provide personal budgets to all social care users by April 2013. Personalised budgets will have a significant impact on the delivery of all elements of social care and beyond. Enhancing the delivery of personalised budgets will enable Hillingdon's social care customers to make informed life choices and create a support plan specifically tailored to their needs.

Alternative options considered / risk management

The Cabinet could decide to reject one or more of the Committee's recommendations.

Supporting Information

1. The Committee chose 'Personalisation and Disabilities with Reference to Transition' as a review topic in 2011/12 to assess the progress which had been made since the 2009/10 review and to focus on ways of enhancing the customer journey for those service users with a disability and undergoing transition.
2. The aim of this review was to review the progress in delivering the agenda for personalisation in the delivery of Social Care with particular reference to a) Youth in Transition between Children's and Adult Social Care and b) supporting Adults with Disabilities to access non-traditional social care services through a personal budget.
3. The review took place between August 2011 and January 2012. Since the review concluded in January 2012, significant progress has been made and thirty percent of users now have a personal budget.
4. The Committee heard from numerous Council officers including, the Corporate Director of Social Care, Health and Housing, the Head of Audit and Enforcement and the Head of Transformation as well for the organisation Look Ahead, DASH, Hillingdon Carers, service users and carers.
5. The Committee's recommendations with officer comments on their implementation are listed below:
 - a) **That Cabinet welcome the positive difference that personalisation is making to individuals lives within the borough.**

Officers are working towards achieving greater choice and control for residents. Current projections show that the Department is on track to deliver its target of all service users receiving a personal budget by 2013

- b) **That Cabinet notes the Committee's endorsement of the depth and range of consultations undertaken by officers to develop personalisation in Hillingdon and concur these need to be concluded within an agreed timeframe so certainty can be provided to Service Users and Carers.**

Officers have sought feedback from a variety of user groups and will continue to do so on an ongoing basis to understand service users views and ensure that their requirements around personalisation are met. Delivering personalisation is both an interactive and learning process.

- c) That Cabinet notes the Committee's endorsement of the approach taken by officers to ensure personal budget review periods are sufficiently flexible to meet needs – i.e. address any problems encountered during a) transition and b) associated with a more creative approach to budgets to ensure that the support plans are sufficiently flexible thereby reducing potentially unnecessary interim reviews.**

Officers acknowledge that ensuring there is sufficient in-built flexibility will be key to delivering personalisation. Interim reviews may still need to be conducted but the need will be driven from the support planning requirements ie service user needs led rather than as a separate administrative process

- d) That to ensure that service user's needs can be met as they change over time, Cabinet be requested to ensure a mix of buildings based and activities centred service provision is available.**

Officers recognise that service user's needs will inevitably change over time. Innovation and support planning will be essential elements of an integrated approach to ensure a variety of suitable and relevant service provision is available to users.

- e) That Cabinet recognise that a range of appropriate supported living units are integral to the success of the reduction in traditional buildings based day services.**

Officers recognise that modernising services for vulnerable adults includes enabling people to live active and fulfilled lives and exercising a wider range of choice over daily living options including accommodation and day opportunities.

- f) That Cabinet request that Officers ensure that market co-ordination and the development of a commissioning marketplace is incorporated into existing officer roles and therefore within existing budgets.**

This is beginning to happen. Officers are taking the lead and personalised budgets are becoming an integral aspect of officers' daily roles.

- g) That Cabinet request Children and Families and Adult Social Care officers undergo training and development in order to promote a culture of service users choice that enables responsible, supported and shared decision-making so that reasonable, every day risks, can be taken with confidence, to achieve positive outcomes for the service user. This positive risk taking within a supported framework of safeguarding will introduce a cultural change to the way the Council has previously viewed safeguarding concerns.**

All Adult Social Care Teams have undergone personal budget and risk enablement training. Further training is currently being undertaken around support planning and positive risk taking. All Children's Social Care Teams will be undergoing personal budget and risk enablement training in 2012/13 as personalised budgets are introduced for disabled children.

- h) That Cabinet request that Officers be asked to investigate those opportunities to improve processes (e.g. information sharing / transfer between Children and Families and Adult Social Care) to ensure a smooth transition for a) young people to adulthood and b) users of personal budgets**

Officers recognise the need to work closely across Departments to ensure smooth transitions occur and to enhance the user experience.

- i) That Cabinet be requested to endorse the approach taken by officers in developing a market portal to ensure that relevant up to date information regarding services / activities across the Borough are available for residents, support planners, and care managers to access and enable them to develop effective support plans.**

Work to develop the market portal continues to progress and officers are currently focusing their efforts so that the market portal becomes the primary information source / route for Hillingdon residents.

- j) That Cabinet be requested to endorse the approach taken by officers to develop support planning within the Voluntary Sector to promote choice and control and encourage the move away from statutory services to more flexible solutions wherever appropriate.**

The Voluntary Sector are currently undergoing training (late March/early April) and will be commencing with service users support planning from mid-April.

- k) That Cabinet acknowledge the valuable work conducted by carers and that their essential contribution to the development of the personalisation agenda will be facilitated by a) a separate carer's assessment and b) separate targeted advice for carers.**

Officers are continuing to develop a resource allocation system (RAS) so that carers where appropriate can have a personal budget. A personalisation leaflet for carers is available but further advice and guidance is planned.

Financial Implications

There are no additional financial implications flowing from these recommendations not already included within the 2012/13 MTFF agreed by Council in February. The allocation of an individual's personal budget is included within the department's revenue budget.

EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES

What will be the effect of the recommendation?

The Committee's recommendations will provide a springboard for the Council to take those steps necessary to improve the delivery of self directed support for vulnerable adults.

Consultation Carried Out or Required

The Committee took evidence from external organisations, officers and experts as described in the attached report (see page 9).

CORPORATE IMPLICATIONS

Corporate Finance

Corporate Finance has reviewed this report and concurs with the financial implications as stated.

Legal

Under the Council's Constitution, the Cabinet has the appropriate powers to agree the recommendations proposed at the outset of this report. There are no other significant legal implications arising out of this report to bring to Cabinet's attention at this stage.

BACKGROUND PAPERS

None.