

**SOCIAL SERVICES, HEALTH & HOUSING
POLICY OVERVIEW COMMITTEE:
MAJOR REVIEW OF THE TRANSFORMATION
AGENDA AND DIRECT PAYMENTS IN HILLINGDON**

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 'The Transformation Agenda and Direct Payments in Hillingdon'

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 as the one off costs of implementing Self Directed Support are contained within the Social Care Reform Grant provided by the Department of Health; and 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 attached report from the Social Services, Health and Housing Policy Overview Committee 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.**

3. **Agrees that the Commissioning for Personalisation Strategy is brought to a future meeting of the Cabinet prior to publication.**
4. **Notes the comments made by the Chairman of the Audit Commission regarding funding pressures placed upon Councils in respect of Adult Social Care and calls upon the Government to ensure that the forthcoming Personal Care at Home Bill will be fully funded in line with the "New Burdens Doctrine"**

Policy Overview Committee Recommendations

- a) **To note the implementation of the personalisation agenda will not change the eligibility criteria for those seeking adult social care.**
- b) **That Officers be requested to develop a comprehensive marketing strategy to ensure universal information, advice and guidance is available to all adults in need of adult care services.**
- c) **That Officers be requested to work in partnership with external organisations, and in particular within the West London Alliance when commissioning services, to deliver best value through economies of scale, whilst maintaining quality of service.**
- d) **That Officers be requested to ensure that at each stage of developing a personal budget for an individual, as well as reviewing the effectiveness of services purchased using this budget, the potential for abuse or exploitation is identified and minimised.**
- e) **That Officers ensure robust safeguarding and monitoring systems are in place that respond quickly and in a timely manner in order to protect clients, carers and providers from instances of abuse to avoid the Council potentially becoming liable for the acts or omissions of the service provider.**
- f) **That the Committee revisit this topic in 12 Months time to assess the progress made by the Council and for the Officer report back to the Committee to include any cases where there have been allegations of abuse within the pilot schemes.**

Reasons for recommendation

The recommendations are aimed at building upon Hillingdon's approach to providing self directed support. There is a strong government expectation on all Local Authorities to provide more personalised services. Self directed support will have a significant impact on the delivery of all elements of social care and beyond. Enhancing the delivery of self directed support will enable Hillingdon's social care customers to make informed life choices and choose the best package of support options for them.

The Chairman of the Audit Commission Michael O'Higgins stated on 18th February 2010 that *"There are huge financial pressures on councils in the years ahead, but redesigning services and exploiting technology can make them better, more efficient and more personal."* It is the Cabinet's view that Hillingdon is at the forefront of the efficiency and personality of its care services and will continue with this approach. The Cabinet member is also aware of the potential funding shortfall with respect to the Government's Personal Care at Home Bill, which will only further increase the pressures on local authorities and is concerned that it is not being funded in line with the "New Burdens Doctrine"

Alternative options considered / risk management

The Cabinet could decide to reject or amend the Committee's recommendations.

Supporting Information

1. The Committee chose 'The Transformation Agenda and Direct Payments in Hillingdon' as a review topic in 2009/10 in response to the introduction of the new performance target - National Indicator NI 130 - 'Social Care clients receiving Self Directed Support' and the government expectation that all local authorities make significant progress by 2011-12.
2. The aim of this review was to review the progress in delivering the new agenda for self directed support in the delivery of Social Care with particular reference to: a) the development of the universal offer, b) ensuring services are in place to meet individual need and choices and c) systems of monitoring standards and safeguarding vulnerable people in the new system.
3. The review took place between June 2009 and January 2010.
4. The Committee heard from the Transformation Team Manager, the Transformation Change Manager, Julia Woods Regional Manager South East from in Control, the Head of Commissioning, the Interim Head of Transformation, Interim Director Head of Adult Social Care and the Adult Safeguarding Manager.

5. The Committee's recommendations with officer comments on their implementation are listed below:

- a) **To note the implementation of the personalisation agenda will not change the eligibility criteria for those seeking adult social care.**

Officer Response

Delivering personalised adult social care services will take place within the current budget envelope and eligibility criteria, as a means of improving choice and control for adults receiving support from the council.

- b) **That Officers be requested to develop a comprehensive marketing strategy to ensure universal information, advice and guidance is available to all adults in need of adult care services.**

Officer Response

A strategy for universal information, advice and guidance is currently in development as part of the overall Commissioning for Personalisation Strategy, due for publication in April 2010. A voluntary sector reference group has been put in place to help guide the production of this document. The strategy will include a comprehensive plan to make sure adults in need of adult care services are aware of the information and support that is available to them.

- c) **That Officers be requested to work in partnership with external organisations, and in particular within the West London Alliance when commissioning services, to deliver best value through economies of scale, whilst maintaining quality of service.**

Officer Response

Partnership working is at the core of our approach for delivering personalisation. Hillingdon is a key member of the West London Alliance Adult Social Care Efficiencies Programme. This is a wide-ranging and important partnership programme focusing on achieving a well developed social care market that provides value for money for people purchasing adult social care services from their personal budgets.

- d) That Officers be requested to ensure that at each stage of developing a personal budget for an individual, as well as reviewing the effectiveness of services purchased using this budget, the potential for abuse or exploitation is identified and minimised.**

Officer Response

Ensuring vulnerable adults are safeguarded remains a top priority for the council. A series of measures are being put in place to reduce safeguarding risk for people receiving Self-Directed Support. Close working is being undertaken with the Safeguarding Adults Service to develop new policies and procedures that permit individual choice while being sensitive to risk.

- e) That Officers ensure robust safeguarding and monitoring systems are in place that respond quickly and in a timely manner in order to protect clients, carers and providers from instances of abuse to avoid the Council potentially becoming liable for the acts or omissions of the service provider.**

Officer Response

Monitoring processes are being redesigned to help ensure the safety of individuals. This includes the use of a pre-loaded card which supports e-enabled, quick and effective monitoring and rapid intervention if any unusual activity takes place.

- f) That the Committee revisit this topic in 12 Months time to assess the progress made by the Council and for the Officer report back to the Committee to include any cases where there have been allegations of abuse within the pilot schemes.**

Officer Response

Officers welcome the opportunity to report on the progress of the personalisation agenda in a further 12 months, including the full findings of the pilots and the first phase of implementation.

6. The Committee's report (attached) gives full details of the review.

Financial Implications

There are no additional financial implications as the one off costs of implementing Self Directed Support are contained within the Social Care Reform Grant provided by the Department of Health; and 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

The financial implications of the recommendations are set out above. The subject matter of the Policy Overview Committee's review, as described in the accompanying report, is likely to have significant positive financial implications in terms of greater effectiveness, value for money and improved service outcomes from service delivery.

Legal

There are no specific legal implications arising from this report and there are no legal reasons why the Cabinet should not agree the recommendations proposed.

BACKGROUND PAPERS

NIL