

PERTH AND KINROSS COUNCIL

Housing and Health Committee

29 October 2014

**Promoting Choice and Control: Implementation of the Social
Care (Self Directed Support) (Scotland) Bill**

Report by Executive Director (Housing and Community Care)

PURPOSE OF REPORT

The purpose of this report is to update Committee on the work undertaken to date following the implementation of the Self Directed Support (Scotland) Act 2013 in April 2014.

1. BACKGROUND

1.1 The Self Directed Support (Scotland) Act 2013 came into force on the 1 April 2014. It provided service users with four options in regard to the manner in which their social care could be delivered extending to:

- Option 1 Direct Payments
- Option 2 Supported Person directs their support
- Option 3 Council directs the support
- Option 4 Mixture of the above

1.2 Report 14/14, which was presented to the Housing and Health Committee in January 2014, outlined the key work which required to be undertaken to support the implementation of the Self Directed Support (Scotland) Act 2013 in April 2014.

Progress to Date

1.3 The work undertaken from January 2014 focussed around the following three identified outcomes within the aforementioned report these being:

1. A confident, competent workforce to support delivery of a personalised approach through the application of Self-Directed Support (SDS)
2. A fair and consistent approach to the allocation of individual carer's budgets across all care groups in Perth and Kinross
3. Improving choice and control to improve outcomes for service users

The following is an update of work undertaken within each of these areas

1.4 Outcome 1; A confident, competent workforce to support delivery of a personalised approach through the application of SDS

An interactive training programme has been developed to support and equip Perth and Kinross Council staff with the relevant information around SDS. This programme includes a suite of self-study materials, training workshops and team sessions which were designed to support workers to become more confident around discussing outcomes and how they would support clients to choose how they would like to access their support as part of SDS.

1.5 Report 14/14 identified that the priority for training was to ensure that Council Officers had the necessary training to comply with their duties identified within the legislation. Between January and April 2014, 315 staff attended 21 training activities across localities which meant that the majority of staff with duties under the Act had been trained. Detail of the training activities and breakdown of attendance figures are outlined in Appendix 1.

1.6 Between May and August 2014 the focus of the training moved to the wider Community Care staff groups and to date 110 staff have attended 13 learning activities across localities further developing awareness and understanding of SDS.

1.7 To further support the implementation across the wider Council and partner agencies it was determined that there should be the creation of joint training opportunities. Subsequently a 'train the trainer' programme was developed for providers of care within the Perth and Kinross area. To date 4 'train the trainer' programmes have been run for providers in the area with a total number of 43 provider staff having taken part.

1.8 A key success factor of the training was the ability to be able to evidence change in practice of key workers around the delivery of choice and control for clients. An initial survey was sent to all participants of training activity between January and August 2014. Responses to date have indicated that 57% of respondents felt their confidence had been increased in relation to personalisation and outcome conversations, 58% felt that they were now more outcome focussed and 61% felt the training had helped them to support individuals to have more choice and control. As learning develops, focus groups, will support staff to embed the learning further and to ensure that the training reflects the needs of participants.

1.9 Outcome 2; A fair and consistent approach to the allocation of individual and carer's budgets across all care groups in Perth and Kinross

A number of key steps have been implemented to ensure that there are flexible governance and management systems in place to allocate and monitor resources. An additional module for the SWIFT system has been purchased consisting of a suite of self-service solutions which allow people to directly engage and 'take control' of how their support will be shaped and delivered to meet their outcomes.

The new legislation enables clients to take more control around how their support is shaped and delivered. In order to support this, there needs to be robust and flexible governance of resources in place. In line with this, a financial authorisation process which empowers and encourages workers to take professional responsibility for the authorisation and monitoring of all care packages that they implement as part of SDS is being tested. Further detail of this is outlined in Appendix 2.

A local Performance Framework has been developed to monitor the balance of quantitative as well as qualitative measures in relation to uptake and use of SDS options and the achievement of service user outcomes.

Performance data collected to date shows a steady increase in the number of clients accessing their support via Options 1, 2 and 4 with a corresponding decrease in the number choosing Option 3 suggesting that clients are being enabled to opt to access their support in more creative ways. Ongoing review and analysis of the data collected at a local and strategic level is undertaken at the monthly SDS Evaluation Group and is utilised to develop future learning.

Carers

Perth and Kinross Council recognises the role that carers play in reducing the demand for formal care services and is committed to supporting carers. The Carers (Waiving of Charges for Support) (Scotland) Regulations 2014 came into effect on 1 April 2014 to accompany the implementation of Social Care (Self Directed Support) (Scotland) Act 2013. Following the implementation of the Carers (Waiving of Charges for Support) (Scotland) Regulation 2014, further work is being undertaken to determine the impact on the income that can be recovered should it be identified that the services provided are solely in support of the carers role.

1.10 Outcome 3; Improving choice and control to improve outcomes for service users

The work to support Outcome 3 is evolving and actively being taken forward as part of integration and locality working across Perth & Kinross. Progress under each of the four key elements identified in report 14/14 is as follows:

The development of a differentiated pathway for accessing support in line with the eligibility criteria: A working group is currently reviewing the eligibility criteria to ensure that this is not an unnecessary barrier to the client exercising their right to choice and control as identified within the legislation.

The development of a commissioning plan to support new ways of delivering personalised services: In line with the wider integration agenda, the Commissioning Team together with integration partners, are developing the commissioning plan. This will include the support of new ways of delivering personalised services within localities.

The development of integrated working: The Integrated Leadership Group comprising senior managers from NHS, Local Authority and Voluntary Sector is leading the operational delivery of Health and Social Care Integration in the following areas:

- Community Engagement
- Person Centredness
- Integrated Care Teams

Working closely with communities to plan and coproduce local community resources which individuals can access: A series of locality community engagement events run in partnership will be undertaken in November. The purpose of these is to work with local communities to understand what currently is available within their area and to support them to identify and develop future alternative provision specific to the needs of the community.

Progress

The implementation of Self Directed Support is progressing as detailed in three outcomes previously stated in this report. We have set challenging targets in terms of the uptake of the four options contained within SDS. We will use the first six months data to set a baseline from which we will work towards our agreed targets within the BMIP.

The Scottish Government has requested further information regarding the previous three years Transformation spend and a projection of future activity and spend over the coming four years. Perth and Kinross Council have submitted a detailed response outlining the requirement for further funding.

The Scottish Government also invites Local Authorities to submit bids to test SDS in a residential care setting.

2. PROPOSALS

Perth and Kinross Council have submitted a bid in order to achieve continuing, wider implementation across the Health and Social Care Partnership it is proposed to take forward the following:

- Continued development of training across the wider partnership to support the change in culture required including the use of focus group feedback to ensure training is delivering the required change in practice
- Further development of the risk enablement approach to working with service users at all stages of the SDS journey and work closely with them to ensure that they are involved in the planning and agreement of future SDS strategies

- Development of joint commissioning plan which supports new ways of delivering personalised services within localities
- Through integrated working further embed a person centred/outcome focussed approach across the partnership
- Ensure, through the development of community capacity building activity, that we continue to work closely with people who require support, their carers, families and communities to develop creative alternatives for maintaining the health, wellbeing and independence of vulnerable people
- Implement the recommendations of the working group looking at the implications around the Carers (Waiving of Charges for Support) (Scotland) Regulation 2014

3. CONCLUSION AND RECOMMENDATIONS

3.1 Perth and Kinross Council continue to work with partners and users of service to ensure that individuals are able to take control and shape how their services are delivered. A significant amount of work has been undertaken since the last report to Committee in January 2014.

3.2 Housing and Health Committee is invited to:

- (i) Note the content of the report and support the continuing implementation of the plan to support the delivery of Personalisation and SDS
- (ii) Instruct the Executive Director (Housing and Community Care) to bring forward a further report to Housing and Health Committee in twelve months time
- (iii) Homologate the bid submitted by this Council to the Scottish Government for additional transformation monies in 2015/16 to support the continued implementation of SDS

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Approved

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1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

Strategic Implications	Yes / None
Community Plan / Single Outcome Agreement	Yes
Corporate Plan	Yes
Resource Implications	
Financial	Yes
Workforce	Yes
Asset Management (land, property, IST)	None
Assessments	
Equality Impact Assessment	None
Strategic Environmental Assessment	None
Sustainability (community, economic, environmental)	None
Legal and Governance	None
Risk	None
Consultation	
Internal	Yes
External	Yes
Communication	
Communications Plan	Yes

1. Strategic Implications

Community Plan / Single Outcome Agreement

- 1.1 The implementation of Self-directed Support has particular relevance to the delivery of the Perth and Kinross Community Plan and Single Outcome Agreement in respect of the following local outcomes:

- (i) People in vulnerable circumstances are protected
- (ii) Longer healthier lives for all
- (iii) People are ready for life and work
- (iv) Nurtured and supported families

Corporate Plan

- 1.2 This section should set out how the proposals relate to the achievement of the Council's Corporate Plan Priorities:

- (i) Giving every child the best start in life;
- (ii) Developing educated, responsible and informed citizens;
- (iv) Supporting people to lead independent, healthy and active lives; and
- (v) Creating a safe and sustainable place for future generations.

2. Resource Implications

Financial

- 2.1 Scottish Government provided transition monies, as outlined in Committee Report, March 2013. A progress report has been submitted to the Scottish Government in support of this.

As indicated, there may be a potential impact as a result of the implementation of the Carers (Waiving of Charges for Support) (Scotland) Regulations 2014. Following the outcome of work being undertaken by the subgroup looking at this, a detailed report will be developed to facilitate understanding of any potential impact.

There are regular budget monitoring meetings with Head of Finance, Locality Team Leaders and Service Managers within Housing and Community Care which will be further developed once reporting is finalised.

Workforce

- 2.2 The transition monies have supported additional posts which have been necessary to facilitate implementation of the Self Directed Support Act 2013. The impact of these posts is under review as is their long term sustainability.

Members of learning and development team regularly meet with Locality Team Leaders, Service Managers and teams across Community Care to ensure that learning is supported as part of the implementation and change of practice required.

Asset Management (land, property, IT)

- 2.3 The Asset management implications arising from this report are in relation to the required development of the SWIFT IT system as described in this and previous report. The improvements are currently being taken forward as part of a planned project delivery. The IT improvements will provide a more efficient functionality in the future.

3. Assessments

- 3.1 Equality Impact Assessment

Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.

This report is relevant for the purposes of EqIA as the implementation of Self Directed Support seeks to improve access to services for a number of vulnerable or marginalised groups.

- 3.2 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals.

However, no action is required as the Act does not apply to the matters presented in this report. This is because the Committee are requested to note the contents of the report only and the Committee are not being requested to approve, adopt or agree to an action or to set the framework for future decisions.

Sustainability

- 3.3 There are no issues in terms of sustainability.

Legal and Governance

- 3.4 The report contains issues which will have a legal or governance impact on the Council as it reflects new legislation which places new duties and responsibilities up on the Council. Members of the Legal Team have been involved in discussions and have provided the necessary guidance required particularly, when considering the impact of the Carers (Waiving of Charges for Support) (Scotland) Regulations 2014.

Risk

- 3.5 There are no risks arising from the proposals in this report

4. Consultation

Internal

- 4.1 The following parties have been consulted prior to submission of this report:

- Legal Services
- Finance
- Human Resources

There has been ongoing consultation with staff who have supported the development of the implementation plan. They are as follows:

- Social Work Practitioners
- Contract and Commissioning team
- Finance Team
- Legal Services
- Information systems SWIFT
- Communications

5. Communication

- 5.1 An engagement plan has been developed and there has been regular Community Care Matters bulletins circulated. The internet and local intranet pages have been updated, in light of the implementation of Self Directed Support (Scotland) Act 2013 and the Carers (Waiving of Charges for Support) (Scotland) Regulations 2014. The communication plan uses various communication methods including social networking, web pages and information leaflets as a manner which promotes consistency of message.

2. BACKGROUND PAPERS



None


3. APPENDICES

Breakdown of training activities undertaken
Financial authorisation process

Appendix 1

Personalisation L&OD Events Statistics January - April 2014

Attendance breakdown by Locality		No. attending 						Resource & Business Support
Workshop/Event Name 		North	Perth City	South	Unknown	External		
Change to SWIFT to Support Personalisation		9	33					
Making sense of outcomes		2	18	2	1			
Positive Risk Taking workshop		9	21					
SDS Options		6	40	1				2
Talking Mats		12	15			6		3
Train the trainer: Learning through the use of case study		1	6					1
Delivering Personalisation services in an integrated way within localities		6	28	3				3
Supporting others to manage change, competency and practice		1	11	1				1
Finance Drop-in session			5	1				
Reablement & Homecare		3	8	2				1
Outcomes		1	4	4				
Commissioning; creating alternatives (South Locality)			7	9	1			
Commissioning; Creating Alternatives (North Locality)		5	4					
Finance drop in session		2	16					
Grand Total		57	216	23	2	6		11

Date of Training and Course Description	No. of attendees 
14/01/2014	54
Delivering Personalisation services in an integrated way within localities	40
Supporting others to manage change, competency and practice	14
14/02/2014	4
Talking Mats	4
18/02/2014	10
Making sense of outcomes	10
25/02/2014	13
Making sense of outcomes	13
03/03/2014	49
SDS Options	49
13/03/2014	30
Positive Risk Taking workshop	30
14/03/2014	28
Talking Mats	28
25/03/2014	14
Finance Drop-in session	6
Train the trainer: Learning through the use of case study	8
27/03/2014	18
Finance drop in session	18
07/04/2014	14
Reablement & Homecare	14
22/04/2014	7
Outcomes	7
30/04/2014	26
Commissioning; creating alternatives (South Locality)	17
Commissioning; Creating Alternatives (North Locality)	9
02/06/2014	2
Outcomes	2
11/04/2014	4
Talking Mats	4
19/03/2014	42
Change to SWIFT to Support Personalisation	42

Knowledge Hub Breakdown			
Session	No. Views	No. Posts	
What is Personalisation	228	23	
Understanding our Legal Requirements	178	37	
Meet your Service Manager; South Locality	56		
Meet your Service Manager; North Locality	23		
Meet your Service Manager; Perth City Locality	52		
Commissioning; Creating Alternatives Hub 1	130		
Commissioning; Creating Alternatives Hub 2	45		

No. of Events
Jan - Apr 14
21

Locality	No. attending	% Attendance
North	57	18%
Perth City	216	69%
South	23	7%
Unknown	2	1%
External	6	2%
Resource & Business Support	11	3%
Grand Total	315	100%

Personalisation L&OD Events Statistics May to August 2014

Attendance breakdown by Locality		No. attended							
Workshop/Event Name		North	South	Perth	External	ECS	Housing	SDS Team	Unknown
[-] Making Sense of Outcomes		5	8	16		3			
14/05/2014			4	5		2			
19/05/2014		2	1	8					
28/05/2014		1	3	2		1			
02/06/2014		2		1					
[-] Personalisation for Providers		8		35					
29/07/2014				9					
22/08/2014				15					
26/08/2014				11					
27/08/2014		8							
[-] SDS for Clerical Staff			1	11					
07/08/2014			1	11					
[-] Sensory Awareness Training around SDS		1		3			2	1	1
06/08/2014		1		3			2	1	1
[-] Talking Mats				11	4				
26/06/2014				2	3				
06/08/2014				9	1				
Grand Total		14	9	76	4	3	2	1	1

Date of Training and Course Description	No. attended
Making Sense of Outcomes	32
Talking Mats	15
Sensory Awareness Training around SDS	8
SDS for Clerical Staff	12
Personalisation for Providers	43

Knowledge Hub Breakdown		
Session	No. Views	No. Posts
Commissioning; Creating Alternatives Hub 2	45	

No. of Events
Jan - Apr 14
13

Team(s)	No. Attending	% Attendance
North	14	13%
South	9	8%
Perth	76	69%
External	4	4%
ECS	3	3%
Housing	2	2%
SDS Team	1	1%
Unknown	1	1%

Appendix 2

Financial Authorisation Levels

Authorisation Levels:

- £0 to £100 – Social Work Assistant and Community Care Assistants
- £101 to £200 – Social Workers
- £201 to £300 – Senior Practitioners
- £301 to £400 – Team Leaders
- £401 to unlimited – Service Managers

Authorisation levels monitored via:

- a) Monthly locality monitoring meetings with Service Manager, Team Leader and Finance staff to ensure that the costs of care packages approved at each authorisation level, are not increasing to above the standard average cost calculated prior to the introduction of SDS

Supporting teams via:

- b) “Supervision Validation Tool” which encourages open dialogue with workers around reviews of costed care packages authorised by workers under their remit.

