

Open Report on behalf of Glen Garrod, Executive Director of Adult Social Services

Report to:	Adults Scrutiny Committee
Date:	25 May 2016
Subject:	Personal Budgets

Summary:

This report provides an overview of personal budgets and direct payments in Lincolnshire, including the background to personalisation, current performance, process and delivery.

Actions Required:

The Adults Srutiny Committee is requested to consider and comment on the report.

1. Background

What is Personalisation?

Personalisation means recognising people as individuals who have strengths and preferences and putting them at the centre of their own care and support. Personalisation aims to ensure that the care and support each person gets is matched to their needs and wishes.

Personalisation is at the heart of the Care Act, the biggest change to the legal framework for care and support in England for more than 60 years.

The Care Act 2014 - *The Act is built around what is important to people, it:*

- ensures that people's **well-being**, and the outcomes which matter to them, will be at the heart of every decision made
- places new duties on councils critical to realising the potential of personalisation – such as those relating to **information and advice** and **market shaping**
- creates a new focus on **preventing and delaying needs for care**
- puts **carers** on the same footing as those they care for
- puts **personal budgets** on a legislative footing for the first time

Personalisation ensures that people have the opportunity to exercise more choice and control over their care and support and to become more active participants in their communities.

At the centre of the vision for personalisation are two important principles:

1. That we should build a system that promotes people's independence and wellbeing

And

2. That people should have control of their care and support and be able to make the choices that are right for them

Good care should mean care that is built around the whole person, their skills, aspirations and preferences as well as their needs. Good care should also extend the opportunity for independence and help to build stronger community links.

What is a Personal Budget?

A personal budget is a sum of money allocated as a result of an *assessment of needs*. It is made up of the amount it would cost to meet a person's agreed support needs. The money can be paid directly to the person so that they can arrange their own care and support (this is known as a direct payment). Alternatively, the council can arrange this on the person's behalf, or it can be a combination of some care arranged by the council and some organised by the person with a direct payment. Direct payments are cash payments made to people who request one to meet some, or all, of their unmet eligible care and support needs.

Integrated Personal Commissioning

Lincolnshire has been chosen as one of nine Demonstrator Sites for developing Integrated Personal Commissioning. Integrated Personal Commissioning will allow people to bring their Social Care Personal Budgets and their Personal Health Budgets (PHBs) together in one place to develop an integrated care and support plan. As with personal health budgets people can choose to take their personal budget as a direct payment.

Personal Budget Process - If someone has eligible needs this is the process they will follow

Contact

Offer initial information and advice or signposting to support independence. If appropriate proceed to assessment.

Assessment

Assessment undertaken to build an understanding of the person's situation, including their own strengths, what they can do, what help and support there is around them as well as where they have difficulties. The assessment helps us understand what outcomes they want to achieve.

Eligibility

Upon completion of the assessment we make a decision about whether the person is eligible for care and support. Some identified needs will be referred to as eligible needs. Eligible needs are those which if they are not being met by other means, Adult Care would have to ensure eligible needs are met.

RAS

Resource Allocation System – sometimes referred to as a RAS, is used to give an indication of the amount of money that may be needed to meet any eligible needs. The RAS works on the principle that if needs can continue to be met by informal support arrangements, then a smaller personal budget is needed.

Support Plan

If the person meets the eligibility threshold we will develop a care and support plan which captures what outcomes they want to achieve and their needs in relation to each area of the assessment. The person's plan will show how they wish to use the budget and they are encouraged to take as much control as possible over how it is spent.

Allocation

Once the person's support plan is agreed a Personal Budget is allocated to meet the person's unmet eligible needs. A person may also receive a Personal Health Budget when someone has a long term health condition (Continuing Health Care)

Delivery

Personal Budgets can be either be paid direct to the person as a Direct Payment to enable them to arrange their own care and support or be arranged for them, or a combination of the two. The most choice and control is usually achieved by having a direct payment to buy care and support directly from individuals or organisations.

Penderels Trust

'Penderels' is the current provider of support to people in Lincolnshire accessing a direct payment/personal budget through Adult Social Care, Children's Services and Mental Health. They currently support 1,882 people to manage their personal budgets/ direct payments.

First and foremost, if people are opting to employ their own staff, Penderels discuss in detail what it means and the responsibility entailed in taking on this role.

Penderels support people to employ their own staff through advertising or using their online Personal Assistant (PA) finder. As part of the recruitment service Penderels take enquiries on the service users behalf, draw up a short list of the applicants, support the interviewing process, take up references and Disclosure Barring Service (DBS) checks and issue contracts to the PAs. They also provide employment law advice. Penderels offer a competitive payroll service and have a company on board for the auto enrolment for pensions.

If a person is unable to manage the finances on their budget Penderels will do this for them through a 'Managed Account' and we are currently holding 1,020 of these.

Penderels also offer a 'suitable person service' for those people who have no family support, whereby if an agency is providing support we will go and visit every four weeks to ensure that the service provider is keeping its times and duties and report if there are any safeguarding issues. Penderels currently have 11 'Suitable Persons.'

Training can also be sourced for PAs on behalf of the service user and Penderels deliver 'Good Employer' Workshops around the county to support this activity.

Progress on Personalisation in Lincolnshire

In Lincolnshire all adults and their carers who meet the national threshold for care and support receive their support in the form of a personal budget where appropriate.

At the end of March 2016, 34% of adults with a longer term package in the community received their care in the form of a direct payment. This represents just over 1,900 adult clients. Also, 2,490 carers received a direct payment in the year, which is 48% of carers who have received direct care in the year.

Many people who use personal assistants take a direct payment to pay for the service they receive, which in turn will increase demand for personal assistants.

As a result of the age profile of adults supported in Lincolnshire, and the rural nature of the county, many older people continue to rely on the Council to commission support on their behalf, mainly in the form of home support.

The low uptake of direct payments among older adults is a national phenomenon, and the focus has therefore been on encouraging the younger generations to take control of their personal budget. There has been good progress with encouraging

young adults transitioning from Children's Services to take on a direct payment; 60% of adults aged 18-24 received a direct payment in 2015/16. This percentage reduces with each 10 year age band, with just 5% of adults aged 85+ taking a direct payment.

Carers and Personalisation

The Care Act 2014 introduced a national eligibility framework for supporting carers in England. This resulted in changes to the way carers are assessed and supported and notably there has been a move away from a one size fits all approach to an individual support package.

As well as an increased focus on early help and prevention, the Carers Service delivers support in a personalised way which promotes individual carer wellbeing and sustainability of the caring role. To enhance this approach to service delivery the Carers Service has linked to the Integrated Personal Commissioning (IPC) programme. Personalisation ensures that where carers are eligible for support they have a person centred support plan which focuses on the individual carer's strengths and community assets. Where personal budgets are taken as direct payments, carers are able to exercise more choice and control over how their eligible needs are met.

Understanding Impact

In January 2016, Lincolnshire signed up to the Personalised Outcomes Evaluation Tool (POET) which has been developed by 'In Control', a charity funded by the Department of Health, in conjunction with Lancaster University. This involved participating councils administering a personalisation survey to a sample of adults to see the impact that personal budgets have on peoples' lives.

- 69% of people knew how much money was in their personal budget, higher than the national average of 55%
- 56% of people reported that they felt able or mostly able to control how their personal budget was spent compared to the national average of 72%
- 86% of people said that they had been given a copy of their support plan, higher than the national average of 80%
- 92% said their views were fully or mostly taken into account compared to national average of 90%
- 94% said their support plan included the outcomes they wished to achieve, higher than the national average of 88%

The POET survey for Lincolnshire is attached at Appendix A to this report.

The intention is now to undertake this survey in Lincolnshire on an annual basis and to expand upon it, with this year's survey setting the baseline.

2. Conclusion

Personalisation continues to be a priority both locally and nationally and we will continue to build on the early success of the implementation of personalisation in Lincolnshire. The intention is to support people to have as much choice and control over the support that they need to maintain living independently as an active member of their community.

We aim to ensure all local people who have eligible needs are able to access personalised support and care in their own homes wherever possible using community based services and our voluntary partners. Local Authority support should be aimed at those who need it most enabling people to access the right care at the right time and in the right place.

3. Consultation

a) Policy Proofing Actions Required

n/a

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	The Personal Outcomes Evaluation Tool Survey Lincolnshire County Council Data Report: February 2016 - Personal Budget Recipients

5. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

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