

APPENDIX A

Priorities for change identified at two engagement events with people who use services, providers and Nottinghamshire County Council staff.

As part of the consultation process on the future of Direct Payment Support Services in Nottinghamshire, two stakeholder events were held, on the 15th and 18th July 2013. The events were organised and facilitated by the staff from the Council's Joint Commissioning Unit and the "Think Local, Act Personal" Team. Both events used an approach based on the "Working Together for Change"¹ process. Stakeholders who took part included;

- 11 Front line workers and managers from the Council's operational social work teams,
- A Clinical Commissioning Group representative
- 8 Representatives from organisations that currently provide Direct Payments Support Services in Nottinghamshire
- 2 representatives from a User Led Organisation (Disability Nottinghamshire) and a Community Volunteer Service
- 8 Personal Assistants and representatives of organisations providing care and support services
- 6 Service Users and Carers.

The first event focussed on a range of issues relating to Personal Assistants, employed by people using their Direct Payments. Delegates worked in small groups to consider; what we have tried, what we have learnt, what we are pleased about and what we are concerned about. This work was used as the basis for identifying some key priorities for change. The top four priorities were;

- Improving ways of bringing together people with Direct Payments who want to become employers with Personal Assistants who have the right skills and attributes.
- Simplifying the process
- Looking at rates of pay for Personal Assistants
- Ensuring that support to become an employer is available at an early stage.

The second event looked at the question of what good Direct Payment Support looks like. Working in small groups, delegates considered what is working and not working. The ideas were themed and prioritised in terms of what to keep and what to change. The top priorities for change were:

- Complicated information and processes are difficult to understand.
- People are not clear about what Direct Payments can be used for.
- It takes too long for money to come through
- There need to be better contingency planning arrangements for when things go wrong, for example if Personal Assistants leave at short notice.

¹ *Working Together for Change* is a structured approach to engagement with people using services to review their experiences and determine their priorities for change. NCC, together with several other local authorities worked with the Department of Health and Helen Sanderson Associates to test and refine the approach.