

30 November 2015**Agenda Item: 7****REPORT OF SERVICE DIRECTOR FOR STRATEGIC COMMISSIONING,
ACCESS AND SAFEGUARDING****PERSONAL OUTCOMES EVALUATION TOOL (POET) SURVEY OUTCOMES
2015****Purpose of the Report**

1. To update the Adult Social Care and Health (ASCH) Committee on the outcomes of the Personal Outcomes Evaluation Tool (POET) work conducted via the National Framework to assess the effectiveness of the Department's Personal Budgets process.
2. To update the ASCH Committee on an Expression of Interest submission to Lancashire University and 'In Control'. 'In Control' is an independent organisation which advises public sector organisations on personalisation. NCC will engage in the next phase (Phase iii) of the POET, to explore ways to embed the POET's good practice findings, and develop an outcomes focus to Personal Budget activity.

Information and Advice

3. The POET survey has been developed over a number of years by 'In Control' and the Centre for Disability Research at Lancaster University. The survey (which was posted out to 1,000 service users and carers throughout Nottinghamshire) provides detailed feedback about the experience and outcomes for individuals in receipt of a Personal Budget; in addition providing up to date quantitative data. The survey aims to assist Local Authorities by:
 - capturing the outcomes and experiences of a sample of local Personal Budget users and family members
 - identifying from a carers' perspective, through analysis and benchmarking, areas of local strengths and those requiring improvement
 - providing the information to form the basis of a local action planning session with stakeholders.
4. Target individuals were invited to attend specific events, ensuring that the views of a range of service user sub-groups were captured in a representative way. The targeted sub-groups were carers, dementia service users and older people. In total, 188 people completed the survey which is in line with national trends for this type of survey.

Feedback indicating areas of strength within Nottinghamshire

5. Just under two thirds (63%) of Personal Budget recipients from Nottinghamshire said their views were taken into account when the budget was set, similar to other areas of England (64%). The majority (82%) of Personal Budget recipients in Nottinghamshire said their views had been taken into account in their assessment, similar to other areas of England.
6. 92% of Personal Budget holders in Nottinghamshire reported that they had received help to plan their Personal Budget, a similar proportion to Personal Budget holders in other parts of England (91%).
7. In Nottinghamshire, the most common sources of support were help from someone from the Council (32%) and from family/friends of Personal Budget holders (29%).

Feedback identifying areas for development within Nottinghamshire

8. Areas for development are:
 - to ensure 'independence and flexibility (including being able to easily change the allocation)
 - to ensure the views of Personal Budget holders are taken into account in the planning phase
 - to develop an effective and easy process when 'making changes to support'
 - to enable service users to have carers chosen by themselves
 - to improve budgeting: to develop an effective and easy process when 'agreeing the budget', and to ensure people know what a budget allocation can be spent on, particularly once individuals are left to manage their budget
 - to facilitate getting out and about in the community
 - to make sure people know they are in receipt of a Personal Budget
9. The next stage of the process is to arrange a feedback session with participants. This will provide an opportunity for the Department to highlight the positive areas from the report and to enable any actions from the survey to be shared with participants and partner agencies.
10. The Authority has submitted an Expression of Interest to Lancashire University and 'In Control', to engage in the next phase (Phase iii) of the POET survey. The Department will explore ways to embed the POET's good practice findings, and develop an outcomes focus to Personal Budget activity. In summary, the Department will send out a further POET survey; discussions are under way for running the survey on a yearly basis and embedding the questions in Frameworki at the review stage. Clearly there are cost implications to this, which are currently being explored.

Other Options Considered

11. As this was a National Survey, the Department was obliged to follow the set guidance.

Reason/s for Recommendation/s

12. The findings from the survey show that the Department will need to address the systems currently being used in allocating and managing Personal Budgets, in order to make sure that they are easier for service users and carers. The actions being taken by the Department arising from the survey are as follows:

ACTION	LEAD	TIMESCALE
1. To provide better information sources to enable understanding of Personal Budgets	ASCH Transformation team	March 2016
2. To equip frontline staff with the information which enables them to demonstrate the range of options available for Personal Budget allocations	ASCH Transformation team	March 2016
3. To train staff on 'areas for development' (see paragraph 8) e.g. budgeting, planning, involving service users, etc	ASCH Transformation team	Summer 2016
4. To identify actions to extend the survey's reach to groups missed during this process	Strategic Commissioning	March 2016
5. To report the findings of the survey to service users and carers, and to include Senior Leadership Team representation at the event	Strategic Commissioning	December 2015

Statutory and Policy Implications

13. This report has been compiled after consideration of implications in respect of finance, the public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Implications for Service Users

14. Learning from the POET survey will be utilised to improve the experience for service users in receipt of a Personal Budget.

Financial Implications

15. The Department may need to apply some resources to enable any actions to be taken forward but this is not yet known.

RECOMMENDATION/S

That the Committee:

- 1) notes the outcomes of the Personal Outcomes Evaluation Tool (POET) work conducted via the National Framework to assess the effectiveness of the Department's Personal Budgets process
- 2) notes the actions requiring further work on Personal Budgets, including the Phase iii POET work, in collaboration with Lancashire University and 'In Control', to embed the POET's good practice findings, and develop an outcomes focus to Personal Budget activity.

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Constitutional Comments

16. As this report is for noting only, no Constitutional Comments are required.

Financial Comments (KAS 05/11/15)

17. The financial implications are contained within paragraph 15 of the report.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

Personal Outcomes Evaluation Tool survey
The POET Survey: NCC Data Report April 2015
POET Survey Free Text Responses

Electoral Division(s) and Member(s) Affected

All.

ASCH349