

6 October 2014**Agenda Item: 8****REPORT OF DEPUTY DIRECTOR, ADULT SOCIAL CARE, HEALTH AND
PUBLIC PROTECTION****DIRECT PAYMENTS SUPPORT SERVICE PROGRESS UP-DATE****Purpose of the Report**

1. This report provides an up-date on progress with implementing the new Direct Payment Support Service (DPSS).

Information and Advice

2. A new approach agreed by Committee in October 2013 approved a change in the provision of services that promotes greater independence and control for people in managing their Direct Payments (DPs). This includes the extended use of pre-payment Cards, which offer a cost effective, safe and secure method for people to their purchase services, does not require people to set up a separate bank account for their DP and reduces associated administrative work.
3. Initially the Council undertook a tender process to initiate change was terminated in January 2014. An interim measure was therefore subsequently required and it was proposed to establish a small temporary team for 18 months within the Council, which was agreed by Committee in March 2014. This team would support the changes to be made as part of the process of individual's annual review of their needs and support package. The team would also take on all new referrals of people needing support to manage their Direct Payments.
4. The temporary team would enable a consistent approach to be applied to implementing the new approach, as well as gather the overarching information the Council requires in order to gain a true picture of future needs and make a decision on the best way of providing the service in the future. Options for procuring elements of support services that would be more cost effective if done at scale, such as providing payroll support and insurance, were also agreed. All work currently with existing DPSS providers would remain with them during the period this work was being completed and further consultation undertaken as to the best longer term method of commissioning DPSS.
5. Progress since March includes:
 - Pre-payment Card Current Accounts are now being offered as the first and main option for all new Service Users who take all or part of their personal budget as a Direct Payment.

- Briefings for operational managers and staff have been held to promote the new approach.
 - The Pre-payment Card Information Leaflet for service users has been up-dated. This explains how to activate and manage their account and includes a helpline number offered by the card provider.
 - Discussions have been held with colleagues in the Environment and Resources Department on the potential to purchase employer liability insurance on behalf of DP recipients employing their own support staff. This would secure better rates through economies of scale. A procurement exercise is being planned.
 - A consultation and information gathering exercise has been carried out through a telephone survey in which calls were made to just fewer than 2,000 recipients of Direct Payments. Information was successfully gathered from nearly 50% of the people called. The survey has yielded useful information about the way people use their Direct Payments and Direct Payment Support services and given us a better understanding of the market for Personal Assistants.
 - A process has been developed in order to gather further data on use of DPSS as part of the work currently being undertaken by the review teams.
 - Meetings have taken place with some existing Direct Payment Support Service Providers as part of the rolling re-accreditation process. The meetings have explored the extent to which providers may be willing and able to make use of Pre-payment Card current accounts within their “managed account” services. The response has been positive with the majority of providers that this has been discussed with to date.
 - Draft job descriptions for the team have been completed and been to Corporate Job Evaluation.
6. The decision to create an interim team within the Council has effectively been on hold since March. This is due to the need to fully understand a number of broader emerging issues which could potentially impact on the team and DP processes, including the final Care Act Guidance which was delayed until June 2014, as well as Nottinghamshire’s developing Adult Social Care Transformation programme.
7. Following completion of the analysis of the impact of the Care Act and Transformation programme on the original proposal, this information and the outcomes of the telephone survey will then form the basis for further engagement with providers and key stakeholders. An options report will then be presented to Committee with appropriate recommendations to enable a decision to be made.

Other Options Considered

8. Other options have been considered as part of previous Committee reports.

Reason/s for Recommendation/s

9. This report provides an up-date of work underway and recommends putting recruitment to the team on hold pending further consultation and analysis of new issues that have emerged since the original proposal. This is in order to ensure that if posts are established, that these are appropriate for the work required into the future and fit within new processes and pathways.

Statutory and Policy Implications

10. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working 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

11. As outlined in the report progress has already been made on implementing an approach to supporting people to manage their Direct Payments that supports greater independence, for example, through the roll out of use of Pre-payment Cards. The impact on service users of not recruiting to the team is that there will not be the provision of one-off information and advice to people except those that receive an ongoing package of support. People's current support package will remain in place with independent sector DPSS providers, subject to annual review of their needs and support plan.

RECOMMENDATION/S

It is recommended that Committee:

- 1) note the report and progress made with implementing the new DPSS model promoting greater independence and control for people in managing their Direct Payments
- 2) agrees to hold recruitment to the proposed Council team to support this work, pending further analysis of relevant newly emerging issues
- 3) receives an update report at a future meeting.

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Constitutional Comments (LM 16/09/14)

12. The Adult and Social Health Care Committee has delegated authority within the Constitution to approve the recommendations in the report

Financial Comments (KAS 16/09/14)

13. There are no financial implications contained within 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.

- 'None'.

Electoral Division(s) and Member(s) Affected

- 'All'.

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