

16th May 2016**Agenda Item: 7****REPORT OF SERVICE DIRECTOR FOR STRATEGIC COMMISSIONING,
ACCESS AND SAFEGUARDING****PERSONAL OUTCOMES EVALUATION TOOL (POET) SURVEY OUTCOMES
2015 - UPDATE****Purpose of the Report**

1. To update the Adult Social Care and Health (ASCH) Committee on the progress made in implementing the recommendations arising from the Personal Outcomes Evaluation Tool (POET) Survey 2015.

Information and Advice

2. The POET survey was 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) provided 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 aimed to assist local authorities by:
 - capturing the outcomes and experiences of a sample of local Personal Budget users and family members
 - identifying from a carer's 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.
3. In total, 188 people completed the survey in Nottinghamshire, which is in line with national response trends for this type of survey.
4. The POET survey and subsequent activity have taken place in the context of wholesale changes required by the implementation of the Care Act 2014. A key part of this legislation is the support for people in receipt of Personal Budgets, and in Nottinghamshire there have been many developments to improve the experience for both service users and carers. These improvements are generally in line with and reinforce the findings from the POET survey.
5. Members will recall that an initial report was brought to Committee on 30 November 2015, which outlined the key strengths identified by Nottinghamshire respondents. To summarise:
 - 63% of respondents said their views were taken into account when the Personal Budget was set, which is similar to other areas of England (64%)

- 82% of respondents said their views had been taken into account in their care and support assessment, which is similar to other areas of England
- 92% of respondents reported that they had received help to plan their Personal Budget, which is similar to other parts of England (91%)
- 32% of respondents said the most common sources of support were help from someone from the Council and 29% said support was from family/friends.

POET survey feedback identifying areas for development within Nottinghamshire

6. The previous Committee report highlighted a number of areas for development, following the feedback from the respondents:
 - 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.
7. The Council has identified a number of actions to improve the experience of using Personal Budgets for service users and carers. This has been enhanced by the developments taking place around the Care Act 2014, which are also progressing improvements for service users and carers.
8. The following information demonstrates the specific outcomes achieved to facilitate relevant changes. The majority of the agreed timescales have been met relating to the specific recommendations.

Recommendation 1: to provide better information sources to enable understanding of personal budgets by March 2016

Actions / Progress

9. There has been a great emphasis on expanding and improving information relating to service users and carers. The key development is the launch and ongoing development of the online directory and resource, Notts Help Yourself: www.nottshelpyourself.org.uk. This website offers information and signposting for all Nottinghamshire residents, including self-funders, service users and carers; and helping service users to gain relevant information about community resources. A communication plan has been developed for a number of initiatives to take place, aimed at raising awareness of Notts Help Yourself within the general public.
10. As part of the Better Care Fund, and in partnership with the local Clinical Commissioning Groups, the Local Authority has established a Carers Support Service. The Carers Support Service consists of six Community Care Officers who carry out carers' assessments by phone; assess eligibility for a Personal Budget; give advice/information to

carers; and signpost to other voluntary and statutory agencies. The Carers Support Service refer to the Nottinghamshire Carers' Hub when carers require extra support. Where a telephone assessment is not possible due to preference, or due to a cognitive or hearing impairment, carers are referred for a face to face assessment. Soon, carers' assessments will also take place in community clinics.

11. In addition the Local Authority jointly commissions (with the local NHS) a Nottinghamshire Carers Hub; the Compass service for carers of people with dementia; the Pathways service for carers of people at end of life and has jointly produced the Carers Information Pack
12. Staff have devised a number of factsheets for service users which are available online.

Recommendation 2: To equip frontline staff with the information which enables them to demonstrate the range of options available for Personal Budget allocations by March 2016

Actions / Progress

13. As above, the launch and development of the Notts Help Yourself Website assists in equipping staff to find information about national and local resources which may be useful for service users, carers and self-funders; to signpost them to local providers, what's available in the local community and generally towards organisations which may help people with maintaining and improving their independence. Staff with mobile devices are able to easily access this information when out on visits or within clinics.
14. Relevant staff guidance, policies, the Adult Social Care Strategy, and the One Space area are available to staff, to assist workers in guiding service-users and carers around what is available to support them.
15. A series of Carer Factsheets have been developed to assist staff:
 - Fact Sheet 1 - Carers Personal Budgets (one-off payments)
 - Fact Sheet 2 - Carers Personal Budgets (on-going)
 - Fact Sheet 3 - Carers Personal Health Budgets.

Recommendation 3: To train staff on areas for budgeting, planning, involving service users by Summer 2016

Actions / Progress

16. A series of Promoting Independence Workshops for staff were held during 2015 aimed at equipping staff to provide clear information to service users about how they can access and use personal budgets. This included carers' workshops which updated staff on Personal Budgets for carers. The events also included direct payments workshops covering the following areas: assessment, eligible needs, indicative budgets, and support plans. These sessions also encouraged staff to think about the experience of service users and using a person centred approach to using Personal Budgets. A process is in place to enable all staff to navigate the Notts Help Yourself website.

17. Plans are in place to develop an assessment and support planning core training package that will encompass all of the points relating to Personal Budgets. This will be available later in 2016 and will be completed by members of the ASCH training reference group.

Recommendation 4: To identify actions to extend the survey's reach to groups missed during this process by March 2016

Actions / Progress

18. The survey was a random sample of people, who did not necessarily represent all target groups. Therefore, it was decided to extend the range of views by approaching extra groups, to elicit their experiences of Personal Budgets, to add to the feedback acquired through the POET survey. These included dementia cafés, disability groups, and older person's luncheon groups.

Recommendation 5: To report the findings of the survey to service users and carers, and to include Senior Leadership Team representation at the event by December 2015

Actions / Progress

19. There was no event in December 2015, due to lack of capacity, but sessions with key groups have been identified to feedback key issues from the POET survey, and to enable service users and carers to participate in taking forward identified issues. A presentation will be made to the Disability Independence Advisory Group (DIAG) on 26 May 2016.

Other Options Considered

20. The report is for noting only.

Reason/s for Recommendation/s

21. The report is for noting only.

Statutory and Policy Implications

22. 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.

Financial Implications

23. There are no financial implications arising from this work as the work has been contained within the funding for the implementation of the Care Act 2014.

Implications for Service Users

24. Learning from the POET survey is expected to improve the experience for service users and carers in receipt of a Personal Budget. Seeking feedback from service users and carers on a continual basis will enable the Department to know if experiences are positive, or require further interventions to facilitate improvement. Better quality information, links to

new developments, particularly around ICT, will contribute to improvements, alongside a better knowledge base of operational community teams when assessing or reviewing service users and carers.

RECOMMENDATION/S

- 1) That the Committee notes the progress that has been achieved in relation to the outcomes of the Personal Outcomes Evaluation Tool (POET), conducted via the National Framework, to assess the effectiveness of the Department's Personal Budgets process.

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Constitutional Comments

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

Financial Comments (KS 29/04/16)

26. The financial implications are contained within paragraph 23 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

Personal Outcomes Evaluation Tool (POET) Survey outcomes – report to Adult Social Care and Health Committee on 30 November 2015

Electoral Division(s) and Member(s) Affected

All.

ASCH394