

PERTH AND KINROSS COUNCIL**Housing and Health Committee****29 January 2014****Promoting Choice and Control: Implementation of the Social
Care (Self Directed Support) (Scotland) Bill****Report by Executive Director (Housing and Community Care)****PURPOSE OF REPORT**

The purpose of this report is to update Committee on the work undertaken to date to implement Personalisation and comply with the implementation of the Self Directed Support (Scotland) Act 2013 in April 2014

1. BACKGROUND / MAIN ISSUES

- 1.1 The 10 year National Strategy for Self Directed Support, published in 2010, provides a framework for transforming the way in which social care is delivered. This strategy will transform the range of support available to consumers and the options open to them for managing this support. The Self Directed Support (Scotland) Act 2013 will come into force on the 1st April 2014 and will offer four options to service users with regard to the manner in which their social care can be delivered, extending to:

Option 1 Direct Payments

Option 2 Supported Person directs their support

Option 3 Council directs the support

Option 4 Mixture of the above

Once fully implemented, Self-Directed Support will significantly increase both the range of support which service users can access and the option to them to manage that support.

- 1.2 Report 13/112, which was presented to the Housing and Health Committee in March 2013, outlined the implementation plan and the Scottish Government Grant monies allocated to Perth and Kinross Council to support the transformation.

1.3 Implementation

1.3.1 The first phase started on 3 December 2012 and included:

- Older people in the Strathmore and Highland Localities
- People with Physical Disabilities in the Strathmore and Highland Localities
- People with Learning Disabilities across Perth and Kinross
- People with Mental Health difficulties across Perth and Kinross

1.3.2 This phased implementation has provided an opportunity to develop ways of managing the challenges which accompanied the introduction of Self Directed Support, and include:

- A change in culture for staff
- Traditional public expectation of direct Council provision of social care
- The need for greater access to community resources for people requiring social care and support and the development of a wider range of more flexible, local alternatives
- Financial viability during the fairly lengthy transition phase, as the public become more confident in using alternative types of support to directly provided services

A Performance Framework was developed on the basis of 14 factors and after 100 cases were completed a comprehensive evaluation was conducted. This provided evidence of the impact on families and individuals of being afforded greater choice and control over the manner in which they are supported. Feedback was sought from staff, service users and carers. Service users reported that having options as to how social care was delivered did provide them with more choice and control. In addition, 67% of employees felt that they were confident in working through the options with individuals. This was reflected in their practice with some excellent examples of developing creative support plans. A comparison of personal outcomes has been undertaken and where Self Directed Support has been offered, there is evidence of greater improvement for individuals.

An analysis was also undertaken to determine the financial implications of the introduction of Self Directed Support. During the first phase, evidence emerged of a nominal difference in spend between traditional delivery of Social Care and Self Directed Support. Further analysis is required and a framework for monitoring and managing resources has been implemented to provide support.

1.4 **Future Considerations**

The evaluation of the first phase of implementation highlighted certain factors which required to be addressed to support a full roll out across Perth and Kinross. The implementation plan for the full roll out has three overarching outcomes, as follows:

1. A confident, competent workforce to support delivery of a personalised approach through the application of self-directed support
2. A fair and consistent approach to the allocation of individual carer's budgets across all care groups in Perth and Kinross
3. Improving choice and control to improve outcomes for service users

The current National Eligibility Criteria which are used in Perth and Kinross were applied during the first phase. The evaluation, however, highlighted difficulty in applying these criteria which pre date the arrival of Self Directed Support. The Association of Directors of Social Work has highlighted the need for a review of the National Eligibility Criteria, but in the interim we propose to apply a risk enablement eligibility criteria within the service user pathway (Appendix 1). The aim is to refocus resources onto multi agency prevention and early intervention strategies and to a review the benefits this may deliver.

1.5 ***Outcome 1 A confident, competent workforce to support delivery of a personalised approach through the application of self directed support.***

The training programme has been evaluated and adapted to support the learning and development of all staff. Significant changes were required, particularly in relation to Commissioning and the use of Individual Service Fund Agreements. It is intended to develop the training programme in partnership with other key agencies including health, third sector, independent providers, service users and carers. A robust engagement plan and Learning and Development Programme has been devised.

While the priority is to ensure that council Officers with duties under the Act have the necessary training to comply with the legislation on 1 April 2014, it is essential that the wider learning for all groups is progressed over the next 18 months to support the transformation.

1.6 ***Outcome 2 A fair and consistent approach to the allocation of individual and carer's budgets across all care groups in Perth and Kinross***

We are currently reviewing the current system to ensure that there is a robust and flexible governance and management system to allocate and monitor resources effectively.

In addition to financial systems to support the implementation of the new legislation, it has also been necessary to evaluate how well our IT systems can support the changes. There is a requirement to invest in an upgrade of the current IT system, which is already planned by Business Improvement.

To implement Self Directed Support, it may be necessary to have additional functionality, requiring a modest investment - currently being explored. The system will then have the potential to support future development and enhance the delivery of Self Directed Support

1.7 ***Outcome 3 Improving choice and control to improve outcomes for service users***

The Self Directed Support (Scotland) Act 2013 places a responsibility on Councils to promote choice and consider new ways of providing services. In the first phase there is evidence of creative working to develop alternative supports. There is ongoing work with between Perth and Kinross Council and Centre of Inclusive Living to develop Peer Support Groups with service user. A further example, was the identification of an alternative resource to direct services in a rural area, which enabled someone to be discharged from hospital discharge .This highlighted the benefits of multi agency working and considering alternative supports to prevent prolonged delays, whilst enabling the service user to have increased choice and control over the way in which they managed their support.

1.8 The legislation supports a new way of service users commissioning services. The longer term planning and transformation of services to release and redirect financial resources from both internal and external provision will support the development of personalised services, delivered at a local level.

There are four key elements of work to support Outcome 3, as follows:

1. The development of a differentiated pathway for accessing support in line with the eligibility criteria.
2. The development of a commissioning plan to support new ways of delivering personalised services.

3. The development of integrated working.
4. Working closely with communities to plan and coproduce local community resources which individuals can access.

- 1.9 There is considerable work underway in other areas, which will support this agenda. The Change Fund for Reshaping Older People Service's has funded Community Engagement Workers to engage with communities and build upon existing assets and resources. The requirement for strong partnership working between services is also essential.

An excellent example of collaborative working can be found in Pitlochry where Growbiz, in-conjunction with Duncan of Jordanstone College of Art and Design and the Community Engagement Group, have been working with local businesses to expand social care provision. This has provided an opportunity to use different methods of engagement, map local provision and utilise community assets to design alternative support services. As a result, opportunities to develop micro-provision have been created.

1.10 **Commissioning Statement**

The introduction of self- directed support requires a shift towards a system for delivering care and support which focuses on enabling individuals to exercise choice and control over their care and support. Currently, the majority of care and support services are organised to meet the needs of service users, following which these are purchased or directly delivered by Housing and Community Care.

Self-Directed Support will lead to a fundamental change in how services are organised and purchased. Research undertaken by other Councils indicates that the implementation of the self- directed support legislation will lead to an uptake in users directing their own support of between 3% and 4% each year over the next five years. Given this information, it will be necessary to consider a realignment of care and support funding which adjusts the balance of existing block purchased services and services, currently directly provided by the Council – in a manner which reflects the changing shape of consumer demand.

In order to offer a variety of support options, reasonable choice of provider and the responsiveness which will be required under self -directed support, the Council's Commissioning approach will be adjusted to offer greater flexibility. It is envisaged that, while much external purchasing of self -directed support will be made from existing contracts, new and alternative contractual arrangements will also be required to provide greater flexibility. The contractual arrangements outlined above will be put into place for the 1 April 2014 to provide a framework which supports greater consumer choice.

As indicated earlier in this report, the development of self directed support goes hand in hand with focusing on outcomes for supported people and with the development of community capacity. This in turn, will offer creative alternatives for maintaining the health, wellbeing and independence of vulnerable people. Moving forward, Joint Commissioning Strategies, such as the emerging strategy for older people will be key vehicles for reshaping how care and support services are delivered in local communities in response to self directed support, changing demographics, health and social care integration and locality working.

1.11 Carers

In the context of the new legislation, a number of regulations are being developed by Scottish Government in relation to Direct Payments and charging which have yet to be published. These will be incorporated into our evolving strategic response to the challenges of Self Directed Support.

2 PROPOSALS

It is now proposed to extend implementation of Self Directed Support to the remainder of Perth and Kinross, with effect from 1 April 2014. In order to achieve this aim, it is proposed to take forward the following initiatives:

- Continuing training of staff in relation to personalisation and the specific demands of Self Directed Support
- Projection of the long term financial impact of Self Directed Support, based upon continuing analysis of service user support preference
- Development of 'choice' through capacity building at locality and community level
- Development of integrated locality planning and service delivery groups at locality level to reflect and improve the experience of service users

3 CONCLUSION AND RECOMMENDATIONS

- 3.1 Perth and Kinross Council continue to be represented on national development groups to ensure that local actions are informed by Scotland-wide thinking. It is the view of those involved in the development of this work that Perth and Kinross Council can feel confident that they will be in a position to comply with the new legislation upon its introduction, to the benefit of individuals and their families.

3.2 Committee are invited to:

- Support the continuing implementation of the plan to support the Self Directed Support (Scotland) Act 2013
- Instruct the Executive Director (Housing and Community Care) to bring forward a further report to Housing and Health Committee in six months time
- This will allow the opportunity for further development and analysis of the changing shape of service provision and its impact on service users

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1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

Strategic Implications	Yes / None
Community Plan / Single Outcome Agreement	Yes
Corporate Plan	Yes
Resource Implications	
Financial	Yes
Workforce	Yes
Asset Management (land, property, IST)	None
Assessments	
Equality Impact Assessment	None
Strategic Environmental Assessment	None
Sustainability (community, economic, environmental)	None
Legal and Governance	None
Risk	None
Consultation	
Internal	Yes
External	Yes
Communication	Yes
Communications Plan	Yes

1. Strategic Implications

Community Plan / Single Outcome Agreement

- 1.1 The implementation of Self-directed Support has particular relevance to the delivery of the Perth and Kinross Community Plan and Single Outcome Agreement in respect of the following local outcomes:

- (i) People in vulnerable circumstances are protected
- (ii) Longer healthier lives for all
- (iii) People are ready for life and work
- (iv) Nurtured and supported families

Corporate Plan

- 1.2 The implementation of Self-directed Support has particular relevance for the following strategic objectives:
- (i) Giving every child the best start in life
 - (iii) Promoting a prosperous, inclusive and sustainable economy
 - (iv) Supporting people to lead independent, healthy and active lives

2. Resource Implications

Financial

Scottish Government has provided transition monies, which was outlined in Committee Report, March 2013.

As indicated, there may be a requirement for the SWIFT system to be upgraded. If an upgrade is required to support the delivery of Self Directed Support it will be necessary to have a detailed business case and explore the options to facilitate this.

There are regular meetings with Finance Team Leader and Service Manager, Housing and Community Care who are supporting the implementation.

Workforce

The transition monies have supported additional posts which have been necessary to facilitate implementation of the Self Directed Support Act 2013. The impact of these posts is under review as is their long term sustainability.

A working group meets regularly to consider learning and development programme.

Asset Management(land, property, IT)

2.3 The Asset management implications arising from this report are in relation to the required development of the SWIFT IT system as described in the report. The improvements are currently being scoped out. Staff will be able to implement SDS from April 2014 and the IT improvements will provide a more efficient functionality in the future.

3. Assessments

Equality Impact Assessment

- 3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.

This report is relevant for the purposes of EqIA as the implementation of Self Directed Support seeks to improve access to services for a number of vulnerable or marginalised groups.

Strategic Environmental Assessment

- 3.3 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals.

However, no action is required as the Act does not apply to the matters presented in this report. This is because the Committee are requested to note the contents of the report only and the Committee are not being requested to approve, adopt or agree to an action or to set the framework for future decisions.

Sustainability

- 3.3 There are no issues in terms of sustainability

Legal and Governance

- 3.4 The report contains issues which will have a legal or governance impact on the Council as it reflects new legislation which places new duties and responsibilities up on the Council.

Risk

- 3.5 There are no issues of risk arising from the proposals in this report.

4. Consultation

Internal

The following parties have been consulted prior to submission of this report:

- Head of Legal Services
- Head of Finance
- Head of Human Resources

There has been ongoing consultation with staff who have supported the development of the implementation plan. They are as follows:

- Social Work Practitioners
- Contract and Commissioning team
- Finance Team
- Legal Services
- Information systems SWIFT
- Communications

5. Communication

An engagement plan has been developed and there has been regular bulletins circulated and the web pages are being updated, in light of the implementation of Self Directed Support (Scotland) Act 2013. The communication plan will use various communication methods including social networking, web pages and information leaflets as a manner which promotes consistency of message.

6. BACKGROUND PAPERS

7. APPENDICES

Appendix 1 Pathway and Risk Enablement Criteria

MAKING CHOICE REAL: Risk Enablement Eligibility Criteria DRAFT



