Report of the Service Director   Decision to be taken after:
Adult Social Care   17 March 2010

NORTH LINCOLNSHIRE COUNCIL

> **ADULT SERVICES**
> **CABINET MEMBER**

PROGRESS OF THE PERSONALISATION PROJECT

1.   **OBJECT AND KEY POINTS IN THIS REPORT**

  1.1   This reports sets out the progress of the Personalisation Project
         from April 2009 to March 2010. It outlines the work of the project,
         highlights the achievements to date and summarises the
         challenges ahead.

  1.2   The Cabinet Member is asked to note the progress and to
         endorse the achievements and challenges to support the
         continuation of the project.

2.   **BACKGROUND INFORMATION**

  2.1   This report follows on from four key reports presented to the Cabinet
         Member in 2008 and 2009:

  - "Putting People First – The Future for Adult Social Services"
    (30/1/2008);
  - "Transforming Adult Services Grant" (07/08/2008);
  - "Transforming Adult Services – Progress Report" (20/04/2009)
  - "Your Life, Your Choice" (15/07/2009)

  2.2   Each of these reports highlights the need for the council to transform
         the ways in which adults receive social services. Contained within the
         reports is a vision for Adult Social Services in North Lincolnshire over
         the next five years and recommendations for change.

         Fundamental to the transformation required in Adult Social Services is
         a move away from placing people in services. There needs to be a
         move towards a system of support that designs bespoke services
         around the person in line with their aspirations and choices. This move
         from a service led approach to a person led approach is called
         'personalisation'.

         The personalisation of Adult Social Services is a national requirement
         and is underpinned by national performance indicators. Progress is
         scrutinised by the Department of Health and the Care Quality
         Commission. It involves setting up a system of self-directed support

that includes establishing a process of support planning that leads to individual budgets being issued. Individual budgets will enable people to purchase support services of their choice and exert control over them.

The personalisation of Adult Social Services entails reviewing and redesigning current assessment, care planning, finance and data collection processes and systems. It has implications for workforce development, commissioning and service design. Personalisation also challenges existing systems for charging, income collection and resource allocation. However, the outcomes of personalisation should have significant benefits for service users and their carers in helping them to remain independent and to improve the quality of their lives.

In August 2008 the Cabinet Member approved the establishment of a Personalisation Project Team for three years, funded by a specific government grant. The team was established in March 2009 and is focussed on developing the systems and processes required to transform Adult Social Services. Much progress has been made in the year that the team has been doing its work, but there is more to do in the year ahead to embed the principles and structures of personalisation into Adult Social Services.

3. **Progress and Challenges**

3.1 Overall, progress on personalisation in North Lincolnshire Adult Social Services to date is seen as average when compared nationally with progress made by other councils. However, in some areas of development, North Lincolnshire is well ahead in its plans.

3.2 North Lincolnshire council is one of the very few councils to implement a new staffing and management structure in Adult Social Services to ensure the sustainability of personalisation. In addition, North Lincolnshire council is the only unitary local authority in the country to implement a pre loaded card payment system so that service users can purchase the support they need without recourse to more complicated payment systems.

3.3 In addition, North Lincolnshire council is leading a Yorkshire and Humber regional project, which will see the establishment of a user led organisation in 2010. The outcomes of the work of this project will help people to recruit and train personal assistants and will offer advice to people on the productive use of individual budgets.

3.4 The Personalisation Project is organised around five themes and the project team are working with colleagues and partners to co-ordinate and facilitate activity within each theme. A table indicating progress is attached to this report as Appendix 1.

3.5 The challenges in 2010 -2011 in relation to personalisation in North Lincolnshire can be summarised as follows:

- Replacing the current assessment and care planning system with a support planning process that gives real choice and control to individuals;
- Implementing a Resource Allocation System that is equitable and provides people with the funds they require to meet their needs, whilst at the same time ensuring robust management of the council's resources;
- Ensuring that people receiving support services through the use of individual budgets are safeguarded from harm whilst at the same time acknowledging their right to manage their own risks;
- Engaging North Lincolnshire residents in the opportunities presented to them by personalisation and the use of individual budgets;
- Further engagement with care and support providers to enable them to remodel their services in line with the principles of personalisation;
- Improved engagement with the voluntary sector;
- Developing approaches to commissioning to secure the support services that people want;
- Further developing the workforce to enable staff and carers to feel supported in what they do so that personalisation is sustainable;
- Establishing a user led organisation in North Lincolnshire;
- Meeting the targets set against the key national performance indicators that relate to personalisation.

3.6 Further reports to the Cabinet Member will be presented as responses to the challenges above are planned and developed in 2010-2011.

4 **OPTIONS FOR CONSIDERATION**

4.1 That the Cabinet Member notes the progress and endorses the achievements and challenges to enable the project to continue.

4.2 That the Cabinet Member notes the progress, achievements and challenges but does not support the project to continue.

4.3 Analysis of options

4.3.1 The project plan is designed to deliver personalisation in line with government and regulatory requirements. There is a momentum in North Lincolnshire that is positive in terms of the council's ability to transform Adult Social Services so that people have more choice and control over their support services. Support from cabinet member for what has been achieved and what needs to be achieved in the future would add to this momentum and provide a positive message for all concerned.

4.3.2 If the project does not continue the council could not sustain the development of Adult Social Services and would fail to deliver personalisation. This would put the performance of the council at risk in relation to key performance targets. This may well have a detrimental impact in relation to the judgement of the council by the Care Quality Commission and the Audit Commission. In addition Adult Social Services may find it difficult to ensure that people have the increased choice and control over support services that they require.

5. **RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)**

   5.1 Financial implications

   Any financial implications relating to personalisation will be outlined in other more specific Cabinet Member reports. There are no financial implications of this report.

   5.2 Staffing implications

   There are no staffing implications as a result of this report.

   5.3 Property implications

   There are no property implications.

   5.4 IT implications

   There are no IT implications

6. **OTHER IMPLICATIONS (STATUTORY, ENVIRONMENTAL, DIVERSITY, SECTION 17 - CRIME AND DISORDER, RISK AND OTHER)**

   6.1 Statutory implications

   By 2011 there must be significant improvements in the ways in which care and support services are organised in line with the requirements of personalisation in order to better discharge the council's statutory responsibilities to vulnerable adults.

   6.2 Environmental implications

   There are no environmental implications.

   6.3 Diversity implications

   By improving people's choice and control over the support services they receive, personalisation gives opportunities for people from diverse groups to have their needs met in better and more appropriate ways.

6.4   Section 17 – Crime and Disorder implications

There are no crime and disorder implications.

6.5   Risk and other implications

Any other implications, including risks will be highlighted in specific reports to the Cabinet Member as appropriate. There are no risk implications to this report.

7.   **OUTCOMES OF CONSULTATION**

7.1   North Lincolnshire residents continue to be engaged and involved in the development of personalisation and their ideas and views are incorporated into the project.

7.2   Staff and providers are engaged in the project and are key stakeholders in ensuring that the transformation required to deliver personalisation is sustainable. Trade unions have also been fully involved in the process.

7.3   Local NHS organisations are represented on the North Lincolnshire Personalisation Project Board which is steering the Personalisation Project.

8.   **RECOMMENDATIONS**

8.1   That the Cabinet Member note the progress of the Personalisation Project as outlined in Appendix 1 and endorse the achievements and challenges of personalisation in North Lincolnshire.

8.2   That the Cabinet Member supports the continuation of the project.

SERVICE DIRECTOR ADULT SOCIAL CARE

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Background Papers used in the preparation of this report
'Our Health, Our Care, Our Say' DoH 2006
'Putting People First' DoH 2007
'Putting people First the North Lincolnshire Way' NLC 2009
'Your Life, Your Choice' NLC 2009

Appendix 1
Progress of the Personalisation Project 2009 - 2010

Theme	Progress
Workforce Development	Drop in briefing sessions for all staff groups held which were well attended by care management staff
	Delivered awareness sessions for all care management teams
	Established a service manager partnership focussing on leading the project outcomes within the service
	Developed and delivered personalisation and support planning training to key staff and managers
	Leading for the Yorkshire and Humber region on workforce development to develop a user led approach to recruiting, training and retaining personal assistants.
	Held " The Big Conversation" conference to engage service users and to develop steering groups to establish a User led Organisation in North Lincolnshire
	Established a steering group to develop a service user hand book on how to employ and retain personal assistants
	Working with Sheffield council to develop a service user led personal assistant training program
	Developing 5 partnership groups to design further training programs for all staff and informal carers 1. ASS staff 2. Providers and staff 3. Service users 4. Carers 5. Public information
	Established a sub regional group to develop a sub regional manager training program in partnership with North East Lincolnshire, East Riding, Hull and 'In Control' which is the agency that has national lead on personalisation.
Communication	Information about personalisation established on North Lincolnshire council website
	Newsletters published for service users, providers and staff.
	Staffed a stand at the Corus Gala informing people about and consulting people on personalisation
	Presented personalisation vision to health and social care partners
	Held a service user conference
	Held service user and carer personalisation event for people with long term conditions using day support services to support people to move towards more personalised services
	Established staff awareness lunch times sessions using a nationally recognised DVD published by 'In control'
Commissioning and Market Management	A work shop to raise the awareness of external providers of social services support was held in October 2009
	The care provider contract for the extra care housing scheme, Ashby Meadows, takes a personalised approach where people contract directly with the provider for their support.
	Service areas are starting to review services and are beginning to remodel support services in line with the principles of personalisation.
	The commissioning team are in the process of developing five locality based provider development groups in North Lincolnshire
	Work is ongoing with the Occupational Therapy Service to develop a personalised approach to therapy.

Appendix 1
Progress of the Personalisation Project 2009 - 2010

Theme	Progress
Assessment, support planning and risk management	The project team have collated and analysed a number of self-assessment forms and consulted assessment and care management teams on the development of a new self-assessment process. The council's Finance section and Adult Social Services have developed a resource allocation system following the piloting of an interim resource allocation system across the service. The North Lincolnshire Safeguarding Adults Board has agreed to the governance arrangements for the risk management process. A Safeguarding Adults Risk Management Sub-group has been established. A parents briefing has been held at St Hughes school to support parents in developing support plans for children prior to their transition to Adult Social Services. Further developments implemented: ❖ A self assessment indicative personal budget questionnaire ❖ A support planning tool ❖ A new review form ❖ A Care First process to ensure that data for performance monitoring purposes is maintained
Finance, audit and performance	There has been a significant increase in the numbers of services users receiving individual budgets. This has had a positive impact on the use of the pre-loaded card which is now beginning to be used widely. Work has taken place to ensure that the proposed Resource Allocation System is within budget Internal auditors have agreed in principal to the new controls put n place to ensure personalisation delivers the desired outcomes whilst at the same time addresses affordability. Audit activity in Adult Social Services has been agreed for 2010/11 and 2011/12 to monitor the outcomes of implementing personalisation. A draft performance management system has been developed