

NORTH YORKSHIRE COUNTY COUNCIL

CARE AND INDEPENDENCE OVERVIEW AND SCRUTINY COMMITTEE

8 APRIL 2010

UPDATE ON IMPLEMENTATION OF SELF-DIRECTED SUPPORT

Report of the Corporate Director – Adult and Community Services

1 Purpose of the report

1.1 To update the Care and Independence Overview and Scrutiny Committee of developments on the implementation of self-directed support.

2 Background

2.1 Self-directed support is the system by which North Yorkshire County Council (NYCC) delivers personalised adult social care. Self-directed support sits within the personalisation framework, the objective of which is to enable all adults to live independently.

2.2 NYCC is committed to implementing self-directed support by the 2007 national concordat *Putting People First* between the Department of Health and the Local Government Association.

2.3 The Local Government Association and Department of Health have published a series of milestones local authorities are expected to achieve towards implementing self-directed support. This includes that 30% of eligible service users have a direct payment and/or a personal budget by April 2011

2.4 These milestones are included in NYCC's project plan for the implementation of self-directed support.

2.5 The implementation of NYCC's self-directed support project plan is overseen by the Self-Directed Support Project Board, which is chaired by the Head of Self-Directed Care and Transformation. The Project Board regularly reports to Adult and Community Services (ACS) Management Board.

2.6 Further information on the self-directed support process is included in the *Personalisation in North Yorkshire* newsletter for Members. Information is also available on the NYCC intranet and internet.

3 Self-directed support process implemented

3.1 Between July 2009 and January 2010 all ACS frontline social care staff received five days of Community Care Pathway training on the principles and processes of self-directed support. Following training all staff are now using self-directed support processes and paperwork.

3.2 Self-directed support is now the standard method by which all new eligible people for social care receive support from ACS.

3.3 Self-directed support is being piloted in five assessment teams for pre-existing clients who are having their support arrangements reviewed and/or reassessed: Swaledale, Scarborough North, Pickering, Harrogate and Craven Learning Disability, and Selby Learning Disability. The progress of the pilot is closely monitored by the Self-Directed Support Project Board.

4 Responsive to feedback

4.1 Feedback gathered from discussion forums with frontline social care staff, held between January and March 2010, is informing the continuing development of self-directed support assessment and support plan documentation.

4.2 People who receive support have been feeding back their views on self-directed support through postal questionnaires and face-to-face interviews. A postal survey in February 2010 was sent to 448 people who have been assessed using self-directed support. A positive response was received from the 161 who replied, and their comments are being used to further develop the self-directed support process and communications approach.

4.3 The self-directed support project team has delivered self-directed support information presentations to the learning disability and older person partnership boards, and attended meetings of organisations such as the Ripon Over-50s Forum, Carers Resources and the Scarborough Older Lesbian, Gay, Bisexual and Transgender Group. Feedback received from these meetings was used to develop the self-directed support process and communications approach further.

5 Raised public awareness and engagement with partners

5.1 A communications and engagement strategy is being developed to complement the self-directed support project team's communications plan. This includes the branding of self-directed support to make it easily recognisable in communications material.

5.2 An self-directed support information leaflet is being prepared in regular and easy-read versions with advice from user-led groups and the learning disability partnership boards.

5.3 An article on self-directed support was published in the March edition of the North Yorkshire Times. The NYCC website includes information on personalisation and self-directed support.

5.4 Self-directed support information events have been held for all ACS staff. An information event for independent providers is being planned for May 2010 and another event for staff from partner NHS organisations in June 2010.

5.5 An information event was held in March 2010 for integrated mental health managers from NYCC and partner NHS organisations. Information from this event

5.6 The *Putting People First* newsletter is circulated to staff, providers and other stakeholders and gives progress updates on the implementation of self-directed support. The biannual *Personalisation in North Yorkshire* newsletter provides updates to County Councillors, District Councillors and MPs.

6 Recommendations

6.1 The Committee is asked to:

- a. Note the Update on Implementation of Self-Directed Support Report
- b. Receive ongoing reports of progress

DEREK LAW MBE
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Background Documents: *Personalisation in North Yorkshire* Newsletter, January 2010 edition