

Personalisation Programme



Your support, your way

*Putting people first in the
London Borough of Richmond*

End of Year report

April 2008 – March 2009

1. Introduction

The London Borough of Richmond upon Thames has been at the forefront of the Personalisation and Self Directed Support agenda in this country for nearly two years, and is committed to the principle of giving individuals choice and control in the way funds are spent to support them to live their lives.

Self Directed Support officially began in October 2007 for all disabled and older people approaching the Council for support. After 9 months of implementing this approach to social care, SDS was expanded in August 2008 to all adult clients. This has been a challenging time for all those involved and in particular for front line staff operating under this new way of working. In parallel with this the Council ran an SDS pilot for people with mental health problems. This pilot has been one of the largest in the Country and the findings from this work will be used to inform future roll out.

This report documents the journey of Self Directed Support for the financial year 2008/9. It includes information relating to our performance and achievements over the past year, as well as the challenges and priorities for the coming 12 months.

2. Achievements 2008/09

Whilst 2008/09 has been a challenging year for SDS there is much to be celebrated. Our key achievements for 2008/9 were:

- Richmond Council became one of only six Local Authorities in the country committing 10% of its Adult Care budget to Personal Budgets.
- 971 individuals across all client groups were given a Personal Budget or Direct Payment during the year
- An independent brokerage service, RIBS was established, one of only five in the country to be led by user led organisations. Two full time support brokers and a Development Manager are now employed by RIBS and the service is fully operational.
- LBRuT was awarded Demonstrator site status by the Office for Disability Issues in the country for its commitment to developing and transferring Support, Advocacy and Brokerage functions to user-led organisations

3. Local Challenges

A significant change programme inevitably brings with it a wealth of challenges. The key issues we have faced during the year are as follows:

- Business processes have struggled to cope with the introduction of SDS Coupled with a relatively high staff turnover, adapting to new ways of working has impacted on waiting times for service users and increased the paperwork for staff..

To tackle these pressures, a review of business processes is underway. A best practice forum has been set up and regular staff training and email updates are helping workers familiarise themselves with the new ways of working.

- Enabling genuine choice and control –allocating individuals a Personal Budget does not in itself mean that they have genuine choice and control over their support. Good advice and support is needed to help people use their money effectively.

To ensure people can make best use of their budgets, The Council has invested in developing high quality support services and peer support.

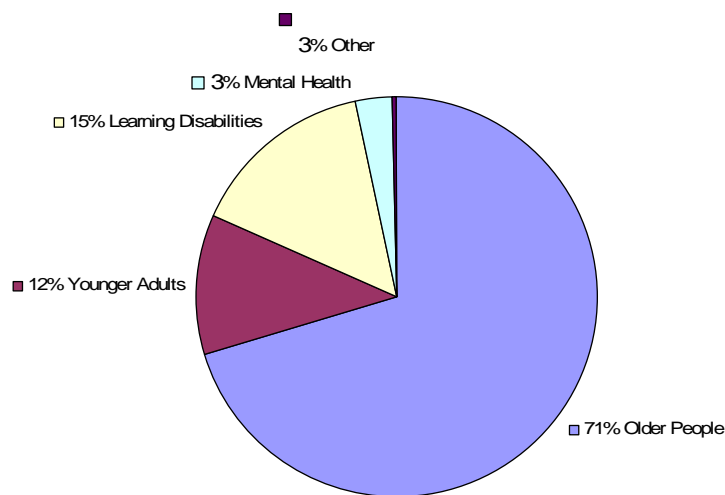
- To ensure that individuals have genuine new and different things to buy with their budget.

The Council is developing a Provider development programme which will be rolled out during 2009.

4. Personal Budget Holders

The chart below portrays who was receiving a Personal Budget as at the 31st March 2009 broken down by client group.

People in receipt of Personal Budgets on 31st March 2008



5. How people are using their budgets

Throughout the past year the Council has been tracking the progress of implementation of SDS on a month by month basis as well as monitoring how people are choosing to manage their Personal Budget.

The table below shows that at the end of the year (31st March 2009) there were 628 (current) individuals in control of a Personal Budget, with an additional 69 individuals who have dropped out of the SDS system. This represents roughly a fifth of our total client population. Of this total, 120 individuals were in direct control of the money through a Direct Payment, 71 individuals chose to have their budget managed via a service provider through an Individual Service fund; these individuals are all in the Learning Disabilities service. A further 437 individuals are having their Personal Budget managed by the Council, and finally, there are 197 individuals receiving a traditional Direct Payment – they will transfer to SDS during the course of this year.

How are people using their personal budget	Total
Number of people with a Personal Budget (PB)	697
<i>Of these the number with a personal budget in the form of a direct payment for all or some of their package</i>	143
<i>Of these the number of people with a personal budget with a Council managed account</i>	483
<i>Of these the number of people with an Individual Service Fund (ISF) (ISFs are where an individual asks a third party other than the Council to manage their budget for them)</i>	71
Direct payments	
Number of people without a PB but with a direct payment i.e. DP people who haven't yet been through SDS	274
Total supported via Personal Budgets or Direct Payments	
Number of people with a Personal Budget or a Direct Payment	971

6. What people say about personal budgets

'Julie's experience in her own words -

"It is much easier now. When my son asks me if I can go out with him, the money makes it easier for us to go out. Before this, I was staying in the house all the time. On holiday I had peace and quiet, nothing made me upset. I saw my parents again. My sister helped me and showed me how to be with my son. I was able to talk to my son without getting upset. I am also going to a book keeping class and a touch typing computer class which will help me."

'John's' experience from a care management perspective -

John is a young man with muscular dystrophy that results in him needing help in every aspect of his daily life. He has a very supportive and dedicated family and his goal was to attend university. With help from his family, John developed a support plan that involved employing personal assistants close to his age and peer group that lived in the halls of residence at the university and provided his daily care, as well as friendship. This type of support was more cost effective than providing full-time paid carers through agencies, and it also crucially gave him a more positive and typical experience of university life.

7. Other voices

In early 2010 the Council will publish a report which tracks the outcomes of 25 people receiving a Personal Budget. Based on peer interviews, the study will demonstrate how SDS is working in practice as well as identify areas for improvement and good practice

8. Safeguarding

Everyday life involves us all in making choices and decisions. Some choices might involve taking risks and while this can be a positive thing, it can also pose questions over people's safety, the safety of others and who is ultimately responsible if something goes wrong.

Support planning therefore needs to ensure that an individual's safety is not put at risk through and that a clear distinction is drawn between putting a person at risk and enabling them to manage risks appropriately. It can also be used as a mechanism to help prevent abuse occurring.

During the assessment and support planning process, the care manager, service user and carer engage in a dialogue about what the service user wants to achieve and how they will be supported to reach their personal outcomes. There may be areas of disagreement between people, their family carers and practitioners, needing negotiation and support. This risk matrix is to be used to provide documentary evidence for everyone concerned.

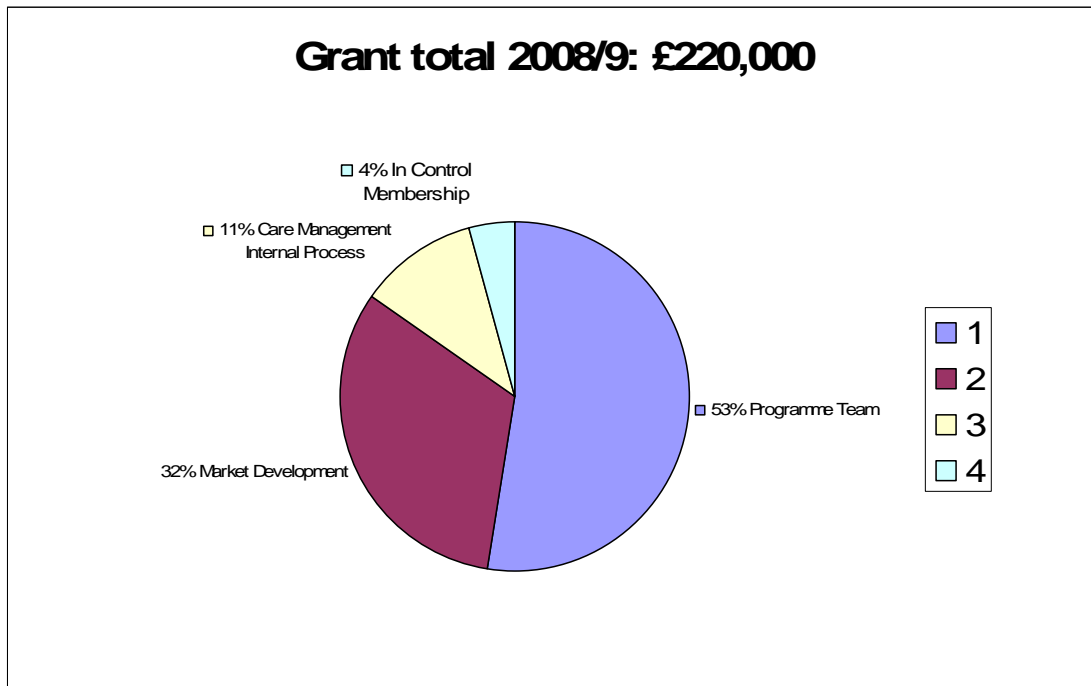
The risk matrix must be used in conjunction with the existing needs assessment and support planning processes. A service user may have more than one risk. If this is the case, the risk with the highest overall rating determines the Review period.

Risk Rating	Review Period
1 - 2	Annual
3 - 4	6 monthly
6 - 9	3 monthly

Where a 3 monthly Review period is indicated the situation must be monitored until the risk is reduced to a rating between 1 and 4 and a review is carried out. This may occur at any time within the 3 month period. The case cannot be de-allocated until this Review is completed.

9. How Richmond Council is using the Social Reform Grant to promote Self Directed Support.

Like most Authorities, Richmond Council has a dedicated programme team to implement self directed support. Richmond is unusual however in investing a significant proportion of its grant in independent support and advice. In a recent survey by the Local Government Association, Richmond was cited as an example of good practice in the development of independent support. The National Council for Voluntary Organisations has recently published a case study of Richmond's experience as an example of good partnership working.



10. Priorities 2009/10

For the coming the year the priorities for the development of SDS in Richmond Council are:

- **Transforming Care Services** – Focusing on re-designing adult care services to deliver a more personalised and responsive services. This includes the implementation of SDS in Mental Health Services.
- **Building Stronger Partnerships** – Focusing on market development and strengthening community partnerships to deliver the personalisation agenda. This includes developing a market place which enables greater choice and control for clients, working across the voluntary and community sectors.
- **Strengthening Business Systems** – Focusing on improving the financial, information and quality assurance systems to support personalisation. This includes streamlining our systems and processes to ensure the customer journey is as smooth and efficient as possible.

In addition it is important that communications and engagement with key stakeholders remains a key part of the programme for 09/10.

11. Conclusion

Overall 2008/9 has been a very successful year for Self Directed Support and we remain a leading edge Local Authority implementing the Personalisation agenda. Consequently we are in a strong position to face the challenges that approach us 2009/10. It is important that we build on the good work carried out during the past year, working with partners to ensure better outcomes for our community.