

**SOCIAL CARE AND ADULT SERVICES SCRUTINY PANEL
PERSONAL BUDGETS – ACTION PLAN**

9 NOVEMBER 2010

SCRUTINY RECOMMENDATION	PROPOSED ACTION	BY WHOM	BUDGET COST	TIMESCALE
<p>a) That a starter pack be developed in partnership with service users which contains real life case studies and provides advice on helping people to find local reliable services that help individuals to stay safe and make the most of their Personal Budget.</p>	<ul style="list-style-type: none"> • Pack to be developed with Middlesbrough Link 	<p>Iain Mackenzie</p>	<p>£1,500</p>	<p>December 2010</p>
<p>b) That a universal Information, Advice and Advocacy Strategy be developed to enable anyone in need of services / support to be aware of what information is available in Middlesbrough and where people can access it from. Helping people to remain independent and prevent them developing higher level needs is of key importance in delivering this agenda.</p>	<ul style="list-style-type: none"> • Strategy drafted • Delivery and Resourcing Plan • Implementation Complete 	<p>E Williamson E Williamson E Williamson</p>	<p>Nil Not known Not known</p>	<p>November 2010 February 2011 July 2011</p>
<p>c) That a citizens' portal be developed to enable service users to see the different types of services on offer in Middlesbrough, how much those services cost and how other service users rate them. Provision of this information in a brochure format to also be developed. The structure of the citizens' portal will</p>	<ul style="list-style-type: none"> • Included in tender for new system, which will deliver recommendation. • Brochure to be produced promoting details of services available to service users. 	<p>Tony Parkinson Elise Williamson</p>	<p>£80,000 Not known</p>	<p>September 2011 October 2011</p>

<p>enable an accreditation or kite mark to be awarded by the Council to user led organisations, with a view to providing assurances to service users that they can shop with confidence from the services listed via the portal.</p>	<ul style="list-style-type: none"> • Accreditation system approved and in place. • Commencement of assessments 	Louise Grabham	Nil	January 2011
		Louise Grabham	Nil	March 2011
<p>d) That as part of the portal mechanism and work undertaken with the Voluntary and Community Sector that a section be created within the portal to provide information on employing a Personal Assistant. This could involve creating a space where people can advertise for a Personal Assistant, as well as highlight user led organisations with banks of trained / specialised Personal Assistants for meeting the specific needs of service users.</p>	<ul style="list-style-type: none"> • Information to be provided on Portal in conjunction with, The Main Project and MVDA, Redcar Rok • Information regarding organisations who provide PA's to be included in Directory of Services. 	Iain Mackenzie	Nil	
		Elise Williamson	Nil	
<p>e) That given the benefits offered by peer support and peer advocacy further work be undertaken in partnership with the Voluntary and Community Sector to develop these types of services for service users to access on an independent basis. In addition efforts to develop user led organisations and micro providers are to be continued to enable service users to benefit from the offer afforded by a more diverse social care market place.</p>	<ul style="list-style-type: none"> • Assessments of current VCS organisations undertaken to ensure they are able to develop and sustain existing and new services by utilising Regional funding. • Work with MVDA to encourage bids for funding to external agencies. 	Louise Grabham	£20,000 (external funding)	January 2011
		Louise Grabham	Nil	November 2010 ongoing
<p>f) That a mechanism be developed to measure the quality of life outcomes for service users in receipt of a Personal</p>	<ul style="list-style-type: none"> • Quality of life measures to be included in process and then re-assessed at time individual care 	Iain Mackenzie	Nil	March 2011

<p>Budget. These arrangements need to assess how safe people feel, whether they are receiving the level of service they expect and whether the support they are receiving is helping to improve their quality of life. A mechanism that monitors the effectiveness of assessment support and advice offered to those who partake in the assessment process but who are not eligible for publicly funded social care support to also be developed.</p>	<p>needs are reviewed.</p> <ul style="list-style-type: none"> Client satisfaction measures to be developed for those who are eligible for Publicly funded services. 	<p>Iain Mackenzie</p>	<p>Nil</p>	<p>March 2011</p>
<p>g) That to ensure an equitable provision of service for all client groups a single resource allocation system be developed, as at present there are four separate resource allocation tables. These reflect the unit costs of service delivery for each of the client groups (Learning Disabilities, Mental Health, Physical Disabilities and Older People) and it has been suggested nationally that this may be inequitable.</p>	<ul style="list-style-type: none"> Redesign Needs Assessment to include Transport needs Create draft single RAS, assess impact on client groups and refine as appropriate Seek Executive approval to implement 	<p>Tony Parkinson</p> <p>Tony Parkinson</p> <p>Tony Parkinson</p>	<p>Nil</p> <p>Nil</p> <p>Not known</p>	<p>November 2010</p> <p>January 2011</p> <p>March 2011</p>
<p>h) That in line with the panel's previous recommendation on training for Personal Assistants that a record is maintained of the number of Personal Assistants who have participated in any training offered by and on behalf of the Council, as well as the number who have been subject to CRB checks. All service users are to be encouraged to undertake a CRB check when employing a PA and the reasons as to why CRB checks are not undertaken by</p>	<ul style="list-style-type: none"> Register of training and CRB checks to be developed and introduced. 	<p>Tony Parkinson</p>	<p>Nil</p>	<p>January 2011</p>

service users employing a PA are to be recorded.				
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