

# **Personal Budgets and the Care Act - Using the learning, moving forward**

## **A Practical Development Programme**

**June 2019-March 2020**



### **Programme outline**

In Control is offering an opportunity for up to 10 Councils who want to use the learning from the last 10-15 years to fully realise the potential that personal budgets can offer people as part of successful Care Act implementation. We now have very clear knowledge about what works best in implementing personal budgets and this knowledge can quickly be put to effective use in localities.

This development programme combines place based and collaborative elements. Participant councils will receive hands on local support from In Control and access to joint programme development sessions in order to complete the following process:

#### **One: A high level stock take**

Using the criteria of the three “building blocks of great support” that have emerged from 10 years of Personal Outcomes Evaluation Tool (POET) surveys, in many councils, In Control will support a high level review of current systems and tools used locally, focussing on the main steps of the care and support process, including;

- Sign posting and initial response
- Assessment and the identification of outcomes
- Determination of eligibility
- Options for holding and managing personal budgets
- Allocation decisions
- Support Planning
- Plan approval process
- Review arrangements
- Public Information

In particular the review will consider what information is provided directly to people who ask for help, about how the care and support system works locally, about how key decisions will be made and the support and choices available to them throughout the process. The review will identify areas for improvement and recommend required action.

The stock take will be a desktop review of key tools and paperwork including information leaflets assessment and planning tools and other relevant documentation. These will be assessed against the 3 building blocks and areas for improvement identified.

In addition to the appraisal of tools and paperwork In Control will support a set of one off, on site structured and facilitated focus groups for key stakeholders;

- Managers involved in supervising care planning and assessment staff and in ratifying eligibility and allocation decisions.
- Council staff working in assessment and care planning roles.
- Providers of care and support services.
- People who have recently been through the assessment and care planning process and their family members.

The working groups will provide insight to recent experiences of the care and support system in Islington from a range of perspectives. Participants will use this personal experience of the care and support system locally to consider the extent to which the 3 building blocks of great support are at play. They will highlight areas of good practise to be shared more broadly in the borough and identify practical action required to ensure the experience of local people is in line with the building blocks of great support.

In Control will provide a summary of the sessions along with detail of key issues and findings.

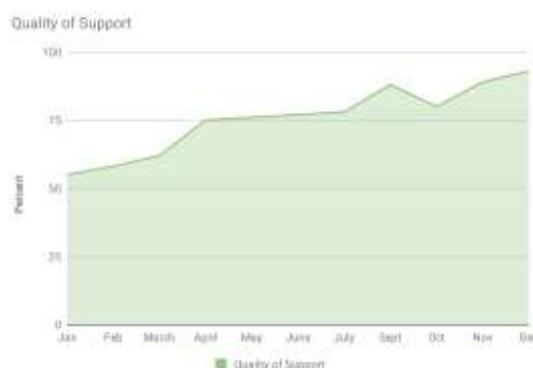
## **Two: Embedding performance and quality assurance using the Personal Outcome Evaluation Tool.**

In Control will support key performance and practise managers to embed the POET into the review process and where possible IT systems. Ensuring routine capture of critical performance information. Allowing the production of regular live reports detailing performance against each of the building blocks of great support.

This will ensure senior managers and other interested people locally will have access to up to date performance information detailing the experience of people outcomes for local people who have support.

In Control support with;

- Provision and licenced use of the POET.
- Support to embed and routinely capture POET responses.
- Preparation of the POET report benchmarking local findings with those gathered from elsewhere in England.
- Presentation of key findings to key stakeholders and facilitate consideration of implications for strategic development.



### **Three: Designing an approach for community investment**

Of course not everything you want to do is achievable by working at an individual or family level. Often it will make sense to work in a collective basis with communities. There is much from our learning to date that is applicable at a wider level so we are working with councils to re-invent commissioning.

In Control will undertake a design and development session with local commissioners and other relevant and interested people that will explore how the learning from personalisation, person centred planning and in particular the building block of great support might be applied at a community as well as an individual level.

The session will take participants beyond thinking about individual support arrangements and consider how a community centred planning process might provide an alternative to traditional commissioning mechanisms. We will work with local commissioners and other relevant people to develop an approach to community development that transfers the building blocks for good support from an individual to a community level.

In Control will facilitate the design process. Should the council choose to adopt the approach we will also seek to agree with the council how we can be available to support the implementation of the approach and undertake an evaluation of its impact.

### **Cost and application**

The programme is available on a “membership plus” basis at a cost of £7,000. Participant councils will become [Community of Change](#) members of In Control for one year and have access to the wider membership benefits as well as the personal budgets development programme

### **Contact information:**

For more information or express an interest in this opportunity

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### **The Practical Development Programme will be delivered by our In Control team including:**

#### **Julie Stansfield**



Julie has over 30 years of experience in the health and social care sectors. She is qualified in business, management and leadership with a particular focus on managing change. She has put theory into practice, managing considerable changes in social and health care commissioning and provider arrangements, covering a variety of disability and health sectors and organisations and working with older people, people with learning disabilities, children with complex needs and people with enduring mental health needs. This has led to radical changes in systems, models and cultures within previously traditional institutional services. Julie is rooted in her passion for inclusion and enabling people to have the support they need to lead an ordinary life. In 2003 she was one of the founders of the national charity “In Control Partnerships”, which pioneered self-directed support and the personalisation agenda in health and social care policy and practice.

## John Waters



John has worked in social care for 30 years starting work as a care assistant in a home for older people in the late 1980's he trained as a social worker in the early 1990s and worked in a range of practice, management and commissioning roles. He has been a member of our core team since we first formed as a charity. John's work on asset based self-assessment and resource allocations were some of the key innovations emerging from In Control's first phase of work. These ideas and approaches still underpin shape many of the ways government agencies are seeking to personalise their approach to care and support.

As In Control's technical lead, John Waters has helped local authorities and other government agencies understand and solve key systems challenges they face when adopting self-directed support. John has led the development of methodologies, tools and techniques that ensure self-directed support can be underpinned by a sustainable resource allocation system (RAS).

John has also leads In Control's research and evaluation programme and his work has been central to our understanding of personalisation. Recognising a pressing need to better understand what is working well what is not working well for people who need support, John led our work to develop the Personal Outcome Evaluation Tool (POET). A an approach designed to help local authorities and other public agencies to routinely measure the day to day experiences of people receiving support.

This need was recognised by the House of [Commons Personal Budgets in Social Care inquiry June 2016](#) that concluded; 'It is not yet clear how local authorities can implement personal budgets to maximise benefits to users and more evidence is needed', and called for an improved uptake of the POET survey.

In addition to these technical developments, John has an interest in social innovation and has taken forward work that has seen self-directed support emerge in challenging new areas; including work with entrenched rough sleepers and more recently with repeat offenders serving custodial sentences. John is also active in his own local community where he often acts as an informal support and advocate to families seeking to take control of their care and support.

## Martin Routledge



Martin Routledge joined In Control in April 2011 and he is one of the founding members of In Control. He has worked for 20 years in councils, higher education, research and the third sector. In these roles Martin led successful service and system change initiatives including shifts from institutional provision to community based support, from traditional day services to employment, education and leisure, introducing asset based approaches to social work, child to adult transition and person centred planning across systems. As director of the North West Training and

Development Team he delivered and facilitated support to local authorities and health organisations implementing community based support. Martin taught management of change at undergraduate level and to social work students and was mentored in the *Management of Change Through Innovation* approach by of Director the National Institute for Social Work, Gerry Smale. He has mentored local teams and leaders to apply this approach to change initiatives and applied it to more strategic policy goals including national implementation of person centred approaches and self-directed support.

Martin has been working on the development and delivery of personalisation in the UK for many years. He currently leads the development of Community Circles. In addition he advises In Control and Greater Manchester person & community centred approaches programme, is Chair of trustees at IAS, board member of Think Local Act Personal and supports the Independent Living Strategy Group (chaired by Baroness Campbell of Surbiton). Martin is also currently convening the national #social-carefuture network which aims to catalyse more rapid shifts towards citizen and community led approaches.