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*"Personal Budgets are making a difference to my life"*

## Personalisation on the Island

**Welcome** to the second e-bulletin about transforming social care on the Island.

The project has been moving forwards and lots of things have happened since the last e-bulletin in February.

There are 37 clients who now have a Personal Budget (PB), with a further 112 people currently in the process of arranging a Personal Budget.

To help speed up the Personal Budget's process, we have three new members of staff supporting the project:

- Finance Support Officer
- Admin Officer
- Visiting Finance Officer

Preparations for the next phase of the pilot are underway. Phase II has evolved using lessons learnt from Phase I. The main difference between them is that Phase II will also look at Supporting People needs.

Supporting People money, if eligible, will then be included within the service user's budget. As such, we will now refer to the money given to people as an Individual Budget rather than a Personal Budget.

We are continuing our work with partner organisations to set up a User Led Organisation (ULO) that will help us to work in partnership with people to bring about the changes that are needed.

To help ensure that we deliver the personalisation agenda, there are now seven working groups that look at specific areas of responsibility:

• Positive Risk Enablement  
• Service Users & Carers  
• Commissioning & Contracts  
• Workforce  
• Finance & RAS  
• Policy, Procedure & Business Process  
• Staff Personalisation Forum

- The groups are made up of a range of people from across the Council as well as provider and other organisations and, where appropriate, service users and carers.

**Gill Vickers, Interim Head of Adult Social Care**

## Workforce

To help staff to adjust to the new way of working one of the working groups specifically looks at workforce issues.

As part of this process, there is a Staff Reference Group (SRG) that looks at issues and feeds back to the working group. The SRG is made up of staff from each of the care management teams to ensure as full a staff representation as possible.

Members of the SRG will feedback to their teams which will enable everyone to know what's happening.

There is also a questionnaire for all care staff to complete which will enable the council to carry out a skills analysis and enable us to arrange training where it's needed. The deadline for completion is 16 October.

# Resource Allocation System (RAS)

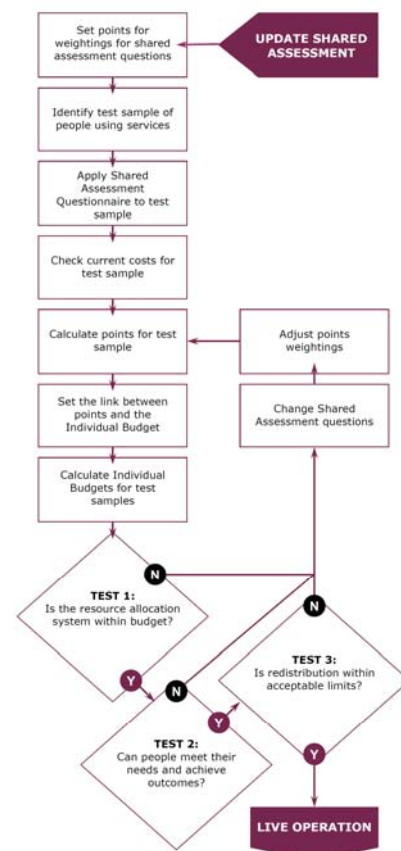
The Resource Allocation System (RAS) is crucial to enabling Personal Budgets to work. Its purpose is to decide how much money a person should get in a way that is fair and which maximises the control the person has over how the money is used.

Resource allocation is based on outcomes. Providing a clear, up front allocation of money that is linked to achieving agreed outcomes allows a person to be flexible about how they use money and control the way their support is provided.

The Isle of Wight Council has designed a Shared Assessment Questionnaire (SAQ) that shows desired outcomes for individuals. Each of the responses on the SAQ is allocated a number of points—this is called weighting. The more points, the larger the resulting budget.

We use the process shown to create a RAS that works for clients as well as for the Council. This process was developed out of the In Control national pilot.

The next step we are looking at is joining a national RAS pilot—which will provide equity from authority to authority. Importantly though, it will look at local factors and be adjusted accordingly. This pilot is being run by an organisation called FACE (Functional Assessment in the Care Environment).



## Training

### Training Sessions for Professionals

To support professionals through the transforming social care process and to give them the skills to deliver Self Directed Support and Personal Budgets, a series of training workshops have been arranged.

In order to ensure equality between professionals, these workshops are open to staff from both the council and health, as well as providers. There is no cost to individuals for the training, which is delivered over 2 days.

The dates are as follows:

- ⇒ 23<sup>rd</sup> & 24<sup>th</sup> November
- ⇒ 7<sup>th</sup> & 9<sup>th</sup> December
- ⇒ 4<sup>th</sup> & 5<sup>th</sup> January

### Personalisation Champions

We are also looking at having personalisation champions who would be people with additional expertise and knowledge around personalisation. We already have a list of providers who are interested, however, we are also looking for staff from across Adult Services to become champions. Volunteers will attend a 3-day training course, followed by a series of mentoring days beginning a month later.

The dates for the champions training are as follows:

- ⇒ 11<sup>th</sup>, 13<sup>th</sup> & 17<sup>th</sup> November: Mentoring—15<sup>th</sup> December, 7<sup>th</sup> January, 13<sup>th</sup> January
- ⇒ 8<sup>th</sup>, 11<sup>th</sup> & 13<sup>th</sup> January: Mentoring—16<sup>th</sup> February, 25<sup>th</sup> February, 4<sup>th</sup> March

Venues for both sets of training are yet to be finalised.

To book onto one of the above workshops, please contact Vicky Jones on 520600 ext 2225 or via e-mail at [vicky.jones@iow.gov.uk](mailto:vicky.jones@iow.gov.uk)

# Provider Workshop

A provider workshop was held on 7 September. It was well attended, with professionals from a wide range of organisations in attendance.

The aim of the day was to build on the provider event held earlier in the year and discuss an Island-wide approach to personalising care services and support for older and disabled people. It provided updates on issues, enabled providers to explore how they might need to change and how the TSC team could help providers through this change.

Providers themselves wanted to understand several areas, including:

- Understanding personalisation
- How the funding works
- Transition from block contracts to individually purchased care services
- Provider development
- Producing a skilled workforce
- Outcomes for service users

Part of the format for the day included a breakout session, during which delegates split into 4 groups to look at: "User Led Organisations", "Micro-provision", "Developing a consortium approach" and "From individual to strategic change". Each group was asked to think about opportunities, challenges, how to deliver these areas and what support they may need to do this.

We asked providers to come forward if they were interested in becoming Personalisation Champions and we had a very good response with six providers interested.

As a result of the day, we are going to do a number of things, including:

- Opening up training arranged for public sector staff to include provider's staff to ensure consistent knowledge and understanding around SDS.
- Work with providers to help to facilitate greater service user and carer involvement.
- Support providers to carry out gap analysis through our Contracts Team.

The presentations, together with a more comprehensive summary of the discussions from the day will shortly be sent out to providers. If you don't receive these, then please contact us ([vicky.jones@iow.gov.uk](mailto:vicky.jones@iow.gov.uk)) and we will arrange for them to be sent to you.

## Pilots

So that people can get the most from Self Directed Support, whether they meet FACS criteria or not, the Council is looking to fund three pilots:

- Brokerage
- Advocacy
- Advice, Information & Guidance

Initially, during the pilot periods, these services will be free for people using them.

The pilots will be grant funded, with bids being sought from third sector organisations or a consortium of organisations.

In addition, we would also welcome innovative ideas for pilots, from both the third and independent sectors, to transform the type and way support is delivered.

### Timetable

12 Oct 2009	Prospectus issued
23 Nov 2009	Closing date for applications
7 Dec 2009	Appraisal Panel meets
28 Jan 2010	Services begin

The advertisement inviting bids will be placed in the County Press around the date the prospectus is issued.

For further details, or to place an expression of interest, please contact Sharon White or Carl Francis on 520600 or via e-mail at [sharon.white@iow.gov.uk](mailto:sharon.white@iow.gov.uk) or [carl.francis@iow.gov.uk](mailto:carl.francis@iow.gov.uk)

For independent advice and support with your application, please contact the IW Rural Community Council on 524058.

## What words mean

<b>Advocacy</b>	Taking action to help people say what they want, secure their rights, represent their interests and obtain services they need.
<b>Brokerage</b>	Independent help to develop the support plan and organise the support.
<b>Co-production</b>	Working in partnership with people to bring about the changes that are needed.
<b>Eligibility Criteria</b>	The rationale for decisions made by councils on whether or not to offer a person social care funding or services. Councils have to follow their Fair Access to Care Services (FACS) guidance.
<b>FACS (Fair Access to Care Services)</b>	The way the Department of Health decides who is eligible to receive a social care service from the Council.
<b>Indicative Allocation</b>	The Personal Budget amount you have to plan with. This may not be the final allocation.
<b>Individual Budget (IB)</b>	This is the overall budget someone has for a range of services or support, not just from social care. IBs combine resources from the different funding streams to which an assessed individual is entitled to.
<b>Personal Budget (PB)</b>	A notional amount of social care funding from the Local Authority. This budget is the amount of money someone has for a range of services or support in relation to their <i>social care needs</i> .
<b>Personalisation</b>	To enable people who receive support, whether provided by statutory services or funded by themselves, to have choice and control over the shape of that support in all care settings.
<b>User Led Organisation (ULO)</b>	An organisation managed and run by empowered service users, providing real opportunities to users to use their expertise in the planning, development, delivery and monitoring of services which are outcome focused.

### NEXT ISSUE:

- ULO
- PB Process Map
- TSC Timeline
- MORE ... What words mean

## TSC Web Site

The Council is setting up a new web site specifically for Transforming Social Care.

It will have information about personalisation, the transforming social care project, Self Directed Support and PBs. There will be FAQs, published documents (including the SDS Information Pack and e-bulletins), news and events as well as useful links.

It will also have a secure page for care professionals to access all the up-to-date documents and forms for use within the SDS process.

It will be available to everyone, from care professionals, health colleagues and providers, to members of the public including people receiving services.

We will give you the full web address in the next e-bulletin.

For further TSC information: [www.networks.csip.org.uk/personalisation/](http://www.networks.csip.org.uk/personalisation/)

To contact us e-mail: [vicky.jones@iow.gov.uk](mailto:vicky.jones@iow.gov.uk)