

# Community Care Forum 18th November 2009 Report

Report Author: Mary Kelly,  
Community Care Development Worker, Slough CVS

*Community Care Project linking the Statutory Authorities, Voluntary Groups,  
Users and Carers together*

## Getting Personal



# **Contents**

<b>Page 1.....</b>	<b>Introduction</b>
<b>Page 2.....</b>	<b>Summary</b>
<b>Page 3.....</b>	<b>Conclusions and Recommendations</b>
<b>Page 4.....</b>	<b>Who was there and what they said</b>
<b>Page 5 .....</b>	<b>How the day was run</b>
<b>Pages 6 &amp; 7. ....</b>	<b>Pictures from the day</b>
<b>Page 8 .....</b>	<b>Appendix 1</b>
<b>Page 16.....</b>	<b>Appendix 2</b>

## Introduction

Eleanor Cryer, Slough CVS's Chairperson welcomed 92 users and carers who represented a wide range of voluntary and community organisations working in the Health and Social care arena to the November 2009, Community Care Forum "**Getting Personal**".

The aim of the Forum was to inform voluntary and community groups, users and carers about issues around the Personalisation agenda and to provide an opportunity on the day for attendees to seek clarification on how personalisation will be implemented in Slough.

Councillor Chrissy Small, Commissioner for Health and Wellbeing, Slough Borough Council, joined in the work of the day. Steve Rose, Joint Commissioning Manager, Slough Borough Council, presented an explanation on personalisation and took questions from Forum attendees. Richard Andrew, Senior Policy Officer, Regional Action and Involvement for the South East (RAISE) presented on personalisation from a Voluntary Sector perspective. Tracey Cartmell, Lead on Personalisation for Slough Borough Council joined in the work of the day.

This report will endeavour to facilitate a process by which these and further questions will regularly be forwarded to Tracey Cartmell. Her responses will be distributed to all voluntary and community groups throughout Slough. The process is intended to continue to inform voluntary and community organisations, users of services and their carers, until the next Community Care Forum.

In addition, issues raised on the day will be forwarded to RAISE's regional Voluntary and Community Sector's Health and Social Care Network.

# **November 2009 Community Care Forum**

## **Summary**

The Work-groups identified a wide range of questions, concerns and a number of suggestions.

### **From individuals, a number of common themes emerged around brokerage and choice, e.g.**

- What is the role of a broker?
- How do people access brokerage?
- Is it compulsory to use a broker?
- How will brokerage be evaluated and consistency, value for money and quality standards be ensured?
- How a personal budget could be spent e.g. holidays?
- Could a family member provide services?
- If a family member provided services would they be employed by the budget holder?
- If a family member was in receipt of benefits and was employed (by the budget holder) would their benefits be affected?

### **For Voluntary and Community Organisations the common themes were:-**

- The need for more information about Personalisation
- How can voluntary and community organisation providers in Slough contribute to establishing the criteria for independent brokers?
- How will brokers be selected?
- What training will be provided to smaller voluntary and community groups to enable them to bid?
- Individuals and Voluntary and Community Organisations both wanted to know how/who would pay for brokerage.

**See appendix 1 for complete list of questions**

## **November 2009 Community Care Forum**

### **Conclusions**

- It was apparent from the questions and issues raised at the Forum that there is a great deal of confusion as to what is personalisation, what will be the impact on services available to people and how the Personalisation Agenda will be delivered in Slough.
- There was also a good deal of concern around how brokers will be selected and the transparency of that process.

### **Recommendations**

- Much more information about Personalisation to be made available
- Specialised brokers be appointed for different social care needs e.g. mental health, learning disabilities
- There should be transparency around the appointment of brokers
- An evaluation process to be put in place to ensure that brokers provide consistency, value for money and service to a quality standard

The Forum looks forward to hearing from Slough Borough Council on the issues raised by Forum members, and to a continuing conversation around Personalisation.

## November 2009 Community Care Forum

### Who was there and what they said

In addition to representatives from East Berkshire NHS Primary Care Trust and Slough Borough Council the following groups also attended. Ability Housing, Age Concern, Bi-polar Support Group, Carers Forum, Carers UK, Citizens Advice Slough, Destiny Support, Disability Matters, East Berks Laryngotomee Club, Hindu Temple, Inspirations, Kingsway Connections, Parvaaz, Pines Residents Association, Slough Carers Support, Slough Community Transport and Shopmobility, Slough Federation of Residents and Tenants, Slough Mencap, Special Voices and United Voices.

75 Attendees completed the monitoring sheets. ( appendix 2-3)  
Of these 22% identified themselves as Asian/ British Indian/British Pakistani. 3% as Black African. 3% Black Afro/Caribbean. 5% as White Irish 5% White Other and 62% White British

### Examples of comments from the day

“It was good, I learnt a lot. Well done SCVS”

“Good last session, need more chance to discuss issues.”

“Need more seats!!”

“Not enough information about brokerage.”

“Still not enough information about how people in Slough will benefit from Personalisation.”



## **November 2009 Community Care Forum**

### **How the day was run**

The Forum broke into five work-groups to look at further issues from a range of perspectives.

The Work-groups looked at:-

- Brokerage from an Individuals Perspective
- Brokerage from an Organisational Perspective
- Impact on Voluntary and Community Organisations
- Impact on Individuals
- Information and Training Needs

The Work-groups identified a range of questions, concerns and suggestions.



# November 2009 Community Care Forum

## Photos from the day



## November 2009 Community Care Forum

### Photos from the day



A selection of photographs of delegates and speakers at the November 2009 Community Care Forum.



## **Appendix 1**

### **Group A Brokerage - for individuals**

#### **What is a Brokers Role?**

- What does the broker's role include?
- Who looks after your budget?
- How can you ensure that brokers are neutral?
- Will people be supported to find a broker?
- Will I pay the broker for the services I want to use?
- Must brokers always be independent?
- Is brokerage for everyone as well as carers?
- Can there be brokers for specialist areas?
- How or who, will pay for brokerage?
- Will there be a syndicate of brokers to cover all areas of health and social care?

#### **Assessment process**

- Will personal budgets be means tested and if so what is the criteria?
- What is a self assessment questionnaire?
- Who help me fill this in?
- How will the money I get be arrived at?
- Care plan outcomes...what does this mean?
- What kind of questions would a broker ask me?

#### **Choice**

- What kind of things can I spend my budget on?  
eg. family/holidays/new kitchen equipment?
- What can't I spend it on?
- If I choose to use the money to go to the pub and take a friend, will the money pay for them?

- Can I ask a family member to help me, and could this be instead of a broker?
- How can we as parents of young adults with a disability, be sure that our children get more choice?
- Choice of services provision to individuals?
- How will my whole package of benefits and care elements be effected by personal budgets?
- Would money come off mobility allowance if you are using the money in different ways?

**Group B; Brokerage - for organisations:**

- Is there a template for brokerage and what are the criteria / principles that will guide it? (Independence, transparency, no hidden agendas, flexibility are key requirements).
- The Group suggested the following minimum for a brokerage and asks - does this reflect current thinking by the Local Authority?
  - A refined ability to help to decide what the best options may be for an individual.
  - Well informed backed by a comprehensive directory of accredited and approved suppliers.
  - High level of impartiality and integrity.
  - Close links with the assessment process.
  - Excellent relationships with suppliers, local authority and clients.
- There should be a quality standard for brokerages backed by a national scheme. Quality Assurance assessed on the lines of the Quality Care Commission.
- Able to offer a range of choices to ensure the right service for the right person.

## **Appendix 1**

### **Group B; Brokerage - for organisations cont.**

- The control should be left with the individual after detailed assessment.
- Assessments should be thorough - but not take too long.
- Will providers (VCS) be able to contribute to establishing the criteria?
- Is it the intention to build upon and strengthen existing local provision or to respond to the "marketplace" without taking the current services into account?
- How do organisations find out about the process of appointing and approving brokerages?
- What training will be available?
- What time will be allowed for existing organisations/providers to adjust to new requirements to allow them to compete?
- How will special and detailed needs of individual clients (that may cost more) be reflected in costings to ensure a level playing field?
- What flexibility will there be to allow a response to individual's needs? (Examples of very specialist requirements - food, music, travel were cited.
- How will the tendering process work?
- How will quality/added value be taken into account?
- How will brokers be trained and resourced?
- Does the Council believe that it has a comprehensive list and way to contact all organisations?
- Is there a method by which all organisations will be kept informed of stages in the development of personalisation locally to allow them to contribute?

## Appendix 1

### Group C - Information and training needed

- Is there an assessment of the likely impact upon current services – particularly those that are free to users?
- Concern was expressed about how an organisation was given a pilot programme without apparent consultation or assessment or the knowledge of other organisations - there is also concern that organisations have not been contacted to engage with the pilot
- How will brokerages be evaluated and consistency, value for money and quality standards be ensured?
- Will there be a comprehensive strategy for communication engagement that will also ensure that disinformation is addressed?
- How will individuals who do not have a carer or someone to support them access the system?
- Will brokerage mean more services?
- How will existing centres/individual projects know what is available to their current clients and what other services they may be using – how will networking between services be promoted?
- Will brokerages with sector based and if so what sectors?
- **HOW WILL IT BE PAID FOR** - there is an understanding that individuals may have to pay up to 30% of their budget for the brokerage service - is this true?

***The following should also be taken into account: (These specific points were made by an individual and endorsed by the group).***

- Best practice in valuing people - set against (for example) a local strategy for people with learning disabilities.
- A link between support for people with learning disabilities and those with physical disability, so that they work in partnership.
- Demonstrating a link to high level reports - for example "A life like any other" for adults with learning disabilities.

## **Appendix 1**

### **Group C - Information and training needed cont.**

#### **Carers**

- Carers helped to identify what training/information they need.
- Provide training and information for Carers
- Carers need information on what the budget can be used for and general information on Personal Budgets?
- How do people find a budget?
- How often will we visit a broker? If your care needs change, is there a time restriction on how many I can ask to be assessed?
- Use Citizen's Advice Slough & People First to give out information
- Stress Management
- What about the legal stuff? E.g. employing a cleaner/carer
- How do I access information about training for personalisation if I haven't got a computer?

#### **Providers & Brokers**

- Training for ALL staff involved in providing services
- Business skills/planning
- Budget management, checks and controls
- Unit cost pricing
- Working in Partnership Training
- Merger Training

#### **Voluntary and Community Groups**

- Training for Community Groups so that they may be equipped to tender to provide services
- Will local charities be equipped to provide a full service outside their designated client base?
- Merger Training
- Brokerage Training

## **General**

- What Policy Control/choices influence individual budgets?
- Need information on key issues, facts and statistics
- Where is the funding for training coming from? Not just for professionals but also for carers
- Need information sharing and a training directory showing all training courses in Slough

A clearly expressed vision by Slough Borough Council on how personal budgets will be delivered in Slough to be made available to all Slough.

## **Workgroup D - Impact on Voluntary and Community Organisations**

- Voluntary and Community Organisation's will have to modify, change service delivery
- What are the arrangements for paying brokers/advocates?
- Concerns about brokerage how independent will it be?
- Impact unknown until have more information. Minefield!
- Personalisation will put pressure on smaller, user led Voluntary and Community Organisations in terms of admin, resources and formalising procedures.
- Fear that many smaller Voluntary and Community Organisations will fold

## **Appendix 1**

### **Workgroup E Impact on Individuals cont.**

- When will personalisation start?
- Do I have the right to say no to a personal budget?
- How will I benefit from this process?
- Can the money be spent on holidays?
- If I am happy with my current service can I continue receiving it?
- Will it disrupt current service provision?
- Can you have direct payment and directly funded services together?
- How will I know where to get services from?
- How do I find a broker?
- Will brokers receive training and will they have access to full information?
- What is the cost to users for advocacy and brokers?
- If personalisation is to be beneficial to service users assessments need to be quicker
- If a user takes direct payments do they become an employer? Can they employ friends/family
- Individual on personal budget. If they have a Personal Assistant through Slough Borough Council, the Personal Assistant needs to be CRB checked and undergone safeguarding training etc.

## **Appendix 1**

### **Workgroup E Impact on Individuals cont.**

#### **Translation and support**

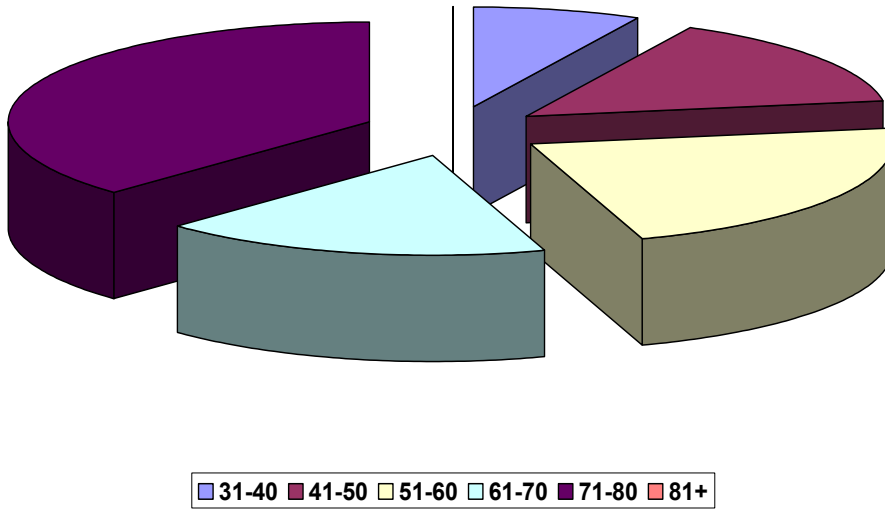
- Can I speak to the broker in community language?
- Can I ask my social worker about personalised budgets?
- Can you arrange an information session for Carers Groups?

#### **Payment**

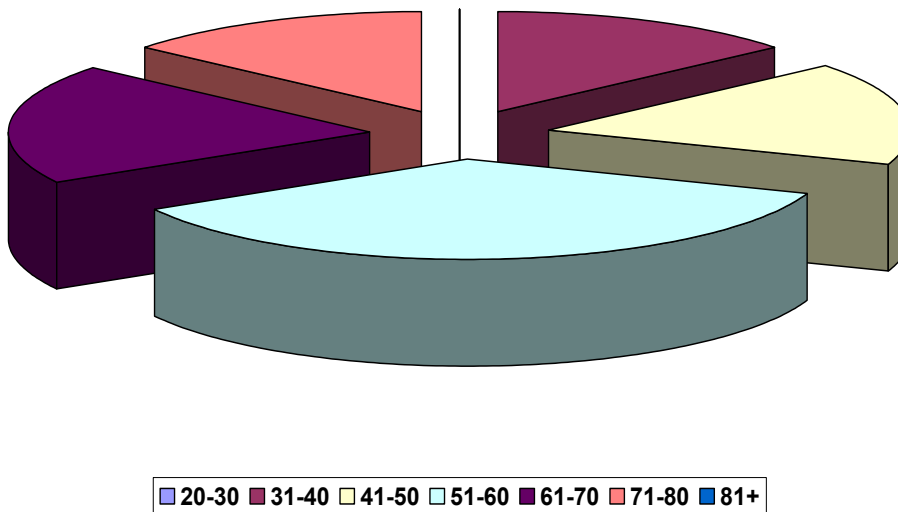
- If already receiving personal services, will we automatically receive payments, can I receive the personal budget in cash rather than by a cheque?
- What will happen if I don't have a bank account?
- Can I buy other services with my funds?
- Can I use a personalised budgets for other items e.g. musical and recreational equipment?
- Can I use my personal budget to pay for holidays? Can I ask the council for information on the group?

## Appendix 2 - Monitoring

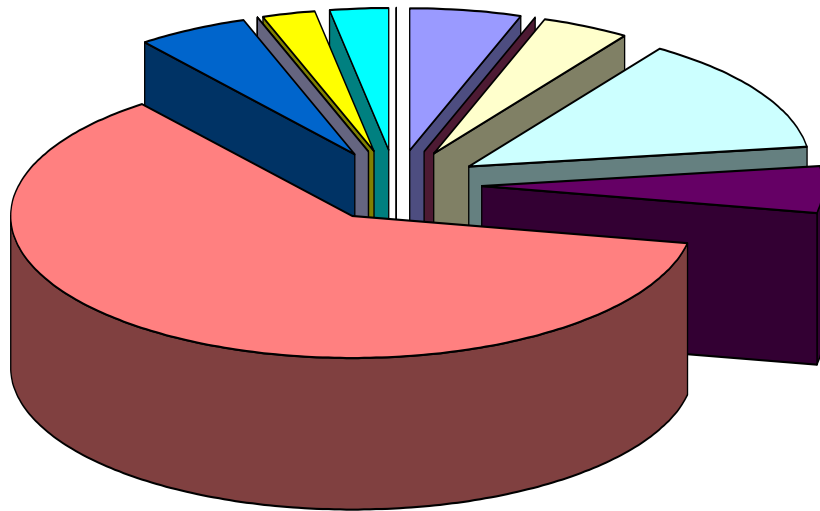
Age Female



Age-Male



Ethnicity



Asian	British Afro-Caribbean	British Indian	British Pakistani
White Other	White British	White Irish	Gypsy/Roma/Traveller
Mixed Black Caribbean	Mixed White Asian	Black African	Black Afro Caribbean
Chinese			



**Thanks to all those who participated on the day  
and contributed to this report.**

**Mary Kelly,  
Community Care Development Worker, Slough  
CVS**

Produced by Slough CVS, January 2010