



Social Care Future On-Line Spring Gathering

‘Getting direct payments back on track’

Welcome!



Welcome to *(insert name of session)*



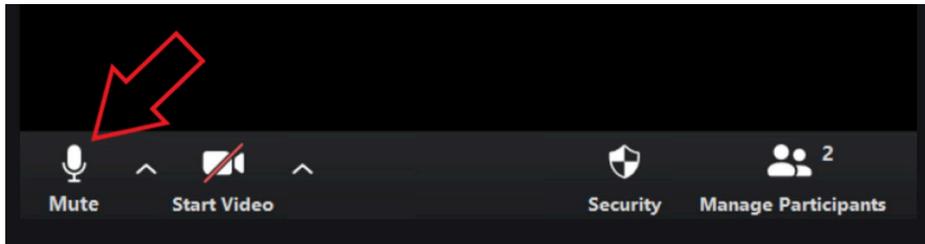
Just a reminder ...we are recording all the sessions apart from the break and lunchtime breakout rooms.

We know that it can be hard to get your voice heard on a video session. If you have something to say, then please do use your yellow card (or a banana or a rubber duck! Anything yellow will do)



We will be keeping to time and the session will end at *3pm*

Some Zoom basics



Please stay on mute if you are not speaking

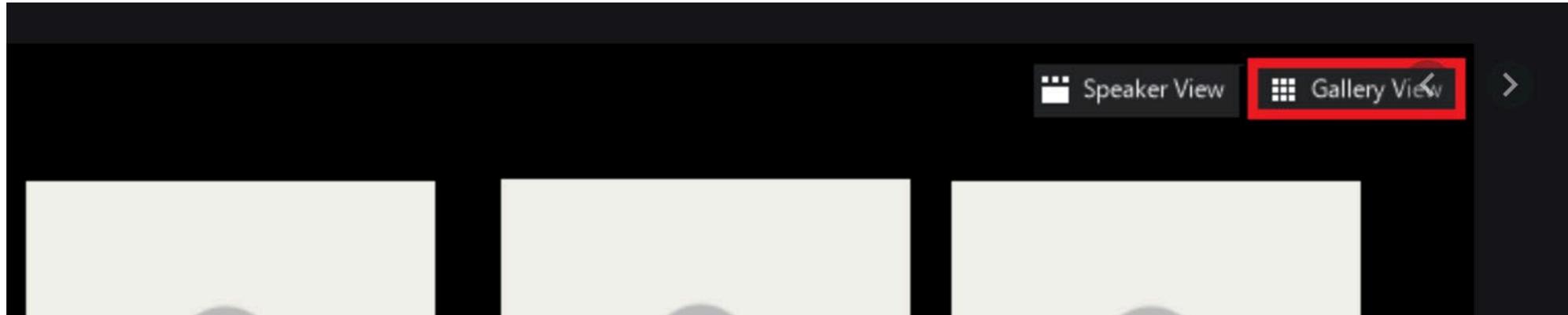


If you'd like to turn your video on, we'd love to see you, but if you want to go and make a cup of tea or have a snack while you are in the session, you might want to turn your video off



To see the captions, click on the CC button at the bottom of your screen

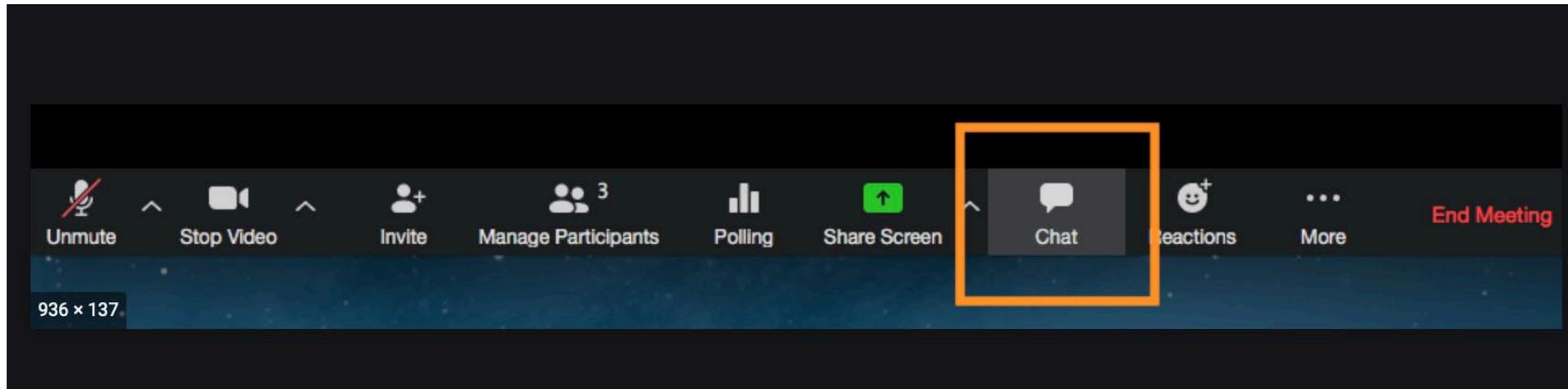
Some Zoom basics



Choose Gallery View if you want to see everyone, or Speaker View if you want to see a big picture of the person speaking.

When the presenter is sharing their screen, you will only see a few people's videos down the right-hand side of your screen. If these videos are in the way, you can move them by clicking on the black bar at the top and dragging them where you want them to be.

Some Zoom basics



Please do use chat for questions and comments – we will save and share the chat from each session.

Some Zoom basics



If you are having problems with your sound please check your sound settings – click on the microphone icon to check and test your settings.

If you have headphones in, you will probably have to change the settings as the default is likely to be your computer speakers

A composite screenshot showing Zoom's audio settings menu and the Windows system settings for audio. The Zoom menu on the left shows options for selecting a microphone and speaker, with 'Speakers (USB Audio Device)' selected for both. The Windows 'Settings' window on the right shows the 'Audio' settings, with a yellow callout box pointing to the 'Speakers (USB Audio Device)' dropdown menu. The callout text reads: 'If you cannot hear the test sound, select a different speaker.' A yellow arrow points from the callout to the dropdown menu. The Zoom interface at the bottom shows 'Mute' and 'Stop Video' buttons, with a yellow arrow pointing to the 'Mute' button.

Select a Microphone

- Microphone (3- USB microphone)
- Microphone (USB Audio Device)
- ✓ Same as System

Select a Speaker

- PC speaker (NVIDIA High Definition Audio)
- S27E500 (NVIDIA High Definition Audio)
- ✓ Speakers (USB Audio Device)
- Same as System

Test Speaker & Microphone...
Switch to Phone Audio...
Leave Computer Audio

Audio Settings...

Admin In C

Mute Stop Video

Settings

General
Video
Audio
Share Screen
Background & Filters
Recording
Statistics
Keyboard Shortcuts
Accessibility

If you cannot hear the test sound, select a different speaker.

Test Speaker Speakers (USB Audio Device)

Output Level:
Volume: [Slider]

Use separate audio device to play ringtone simultaneously

Microphone

Test Mic Same as System

Input Level:
Volume: [Slider]

Automatically adjust microphone volume

Suppress background noise Auto ?

Select the default noise suppression level (low) to optimize for music

DIRECT PAYMENTS: WORKING OR NOT WORKING?

Are direct payments
working the way
they should be?



The journey - briefly

- Brought together a group of direct payment recipients and their supporters to improve COVID-19 direct payment guidance
 - National Co-production Advisory Group members
 - In Control
 - London Self-Directed Support Forum
 - Disability Rights UK
 - NHS England, Local Government Association, Association of Directors of Adult Social Services, Skills For Care

The journey - briefly

- Some key issues needing guidance were also longstanding issues for direct payment recipients
 - Flexibility – or lack of – about how the direct payment could be used
 - High degree of scrutiny on spending and requirements to submit paperwork for checking
 - Complicated processes to get things changed – care and support plans, panels etc

The journey - briefly

- Looked to the future to ‘reimagine self-directed support starting with direct payments’
- In doing so, we thought we needed to make some reminders of the past and why we have direct payments
 - A key reform as part of wider campaigning for rights to independent living
 - Recognition that people know best what will work for them
 - The Law (Care Act) already should make this a reality



Between the covers

- Context and a reminder of the journey
- A clear statement of ‘the deal between citizen and state’
- A description of what good looks like using ‘working/not working’ person centred thinking tool to work this out
- Recommendations of how people and places could use the document to help get direct payments back on track

Between the covers

CITIZEN

RIGHTS

- To have as full and good a life as other citizens
- To have eligible needs met so I have the opportunity to have this full life
- To know the cost of meeting these needs
- To know all my options, their benefits and drawbacks before I choose the right option for me
- To have the help I need to choose the best option for me and get it and keep it working
- To take and manage the money if I want to in the way that works best for me
- To use the money in the way that best suits me to meet my needs
- Not to be unduly scrutinised about how I have spent the money I am entitled to
- To have things reviewed from time to time to see if everything is going well.

RESPONSIBILITIES

- To make sure all my eligible needs are met
- To look after the money for meeting these needs carefully, ensuring I can show how it's used when asked
- To be a good employer if I decide to employ my own staff, or to work well with the provider I choose if the Council arranges things.

UNDERTAKINGS

- To keep good financial records of what I've spent the money on
- To have a plan for how I will spend the money. This plan might change as life events come along. If it does, I'll let the Council/CCG know
- Not to spend the money on illegal things
- If I employ my own staff, to make sure all my responsibilities as an employer are seen to
- To let the Council or CCG have back any money I don't need, once I've decided I definitely don't need it for any future events I can't foresee now.



STATE

RIGHTS

- To decide what needs, if any, are eligible for support
- To decide a reasonable cost for meeting any eligible needs
- To decide whether making a direct payment is an appropriate way for the needs to be met, if people choose this option
- To see records of how the money has been spent and be able to understand how spend on these things has met or is meeting identified eligible needs
- To decide to stop making a direct payment
- To decide when it is best to review how things are going.

RESPONSIBILITIES

- To be transparent about decisions made
- To provide all the information and advice needed for people to make their own decisions about the best way to meet their needs
- To create a care and support plan

which details the eligible needs to be met, the cost of meeting them and the way the person has chosen to meet them. If this is a direct payment, to detail the amount and frequency of the payments

- To provide the support people need in order to manage their money and make sure if people are being employed that all associated responsibilities are being met.

UNDERTAKINGS

- To complete an assessment and care and support plan in a reasonable time
- To provide a copy of the assessment of needs made, and of the care and support plan created
- To make the payments as agreed if a direct payment is taken
- To review how things are going at reasonable intervals or when things change
- To take a balanced approach to checking that the money has been used to meet the eligible needs identified.

Between the covers

	WORKING	NOT WORKING
Care and support planning (statutory)	Outcomes agreed in the assessment are carried forward, as is the allocation and the person's choice about taking a direct payment in lieu of services. The frequency of the payment is also detailed. Information, advice and signposting are provided to help people meet needs identified that are not eligible for statutory support.	The plan is a detailed schedule of costed services that will be put in place to meet the needs identified.
Brokerage (putting support in place)	<p>People are offered help to think through how they are going to use their direct payment to achieve their outcomes. This often comes from people like them (peer support).</p> <p>As decisions are firmed up, the true cost of care and support is determined. This is an evolving and iterative process. This might mean negotiating some fine tweaks to the initial indicative budget detailed in the care and support plan.</p>	<p>In-house brokerage services allocate work to commissioned service providers based on time and task.</p> <p>People are sometimes offered a choice of provider of services like home care. For those who want choice, a direct payment is offered to purchase these services, but often a differential rate emerges as a result (direct payment rate, home care rate).</p>
Becoming an individual employer	<p>People are offered support where they have chosen to employ their own staff to provide care and support. This is provided by people who have done this themselves (peer support) or those who have developed specialist skills in this area and whose values are rooted in promoting and delivering person-centred approaches.</p> <p>People are helped to think through recruitment focusing on values.</p> <p>They are supported to be good employers ensuring they do all the things they need to around PAYE and National Insurance and Employer Liability insurance as well as developing good employer practice such as offering training and ensuring regular supervision to review performance and development needs.</p>	<p>Information and advice about becoming an employer is provided by councils or organisations commissioned to do this on their behalf, with a focus on keeping control and managing perceived risks.</p> <p>Statutory organisations develop lists of personal assistants by using traditional recruitment approaches focusing primarily on a narrow view of relevant skills and experience rather than personal qualities and values.</p>

A call to action!

- Working with some places that want to improve
- Working with the Local Government Association and Association of Directors of Adult Social Services around bureaucracy – processes too complicated
- Want to see more places want to improve and use tools like this to do so

Why are we focusing on this area, how are we doing it, who are we working with

“Making choice real - creating the tools , practice and the market solutions people need to take control of their lives”

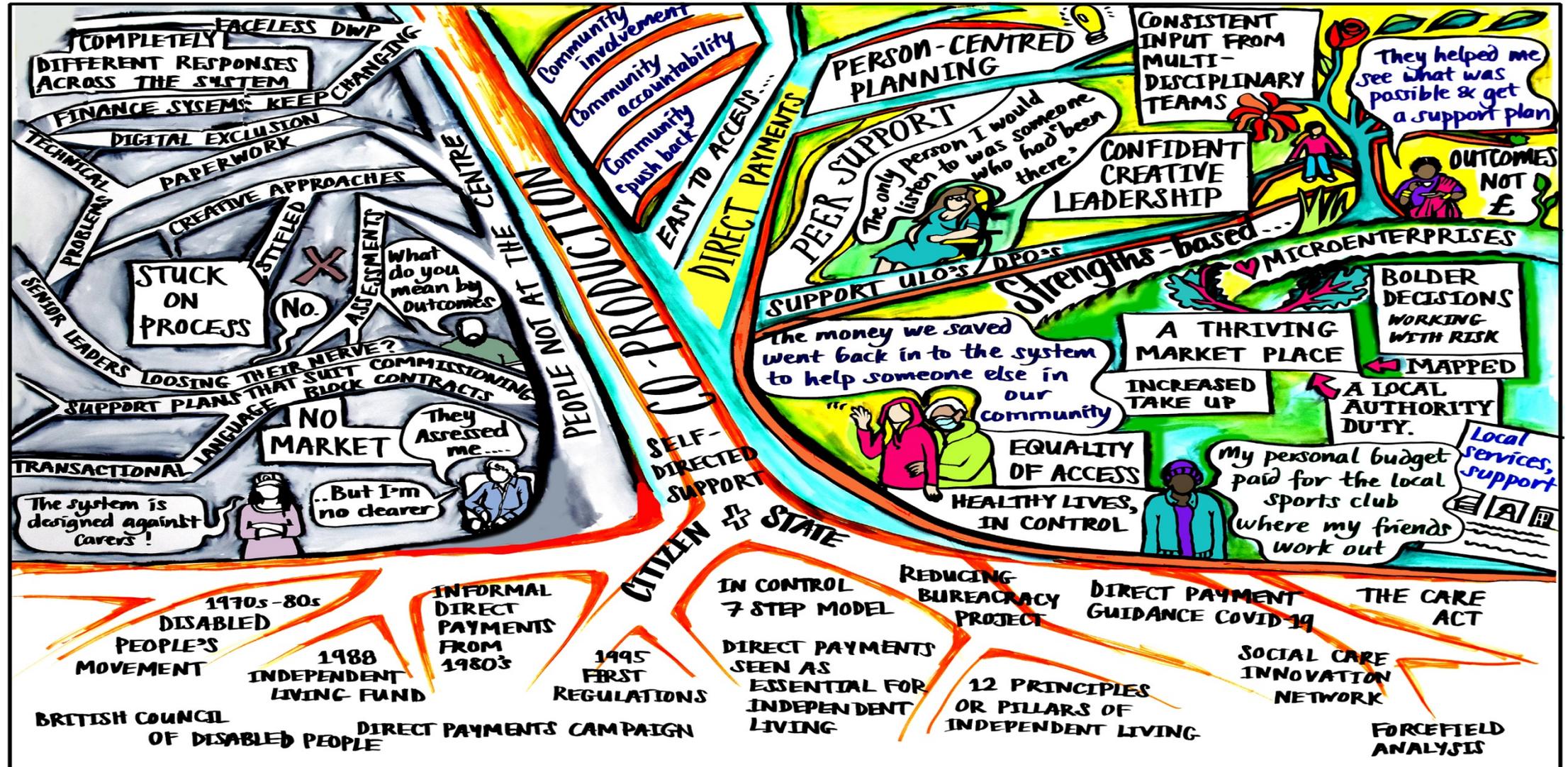
- To develop and create the infrastructure, practice and market required to allow people who access social care support and their circles of support to have real choice. Allowing greater control over their care and support; in so doing to have ordinary lives.

We will do this by:

- Developing infrastructure that empowers people to take control of their own lives, and care and support needs
- Developing a CPD offer to support good practice, putting personalisation at the heart of practice
- Developing a market that puts people at the centre and gives real choice to people over how they are supported and connecting people to a range of solutions



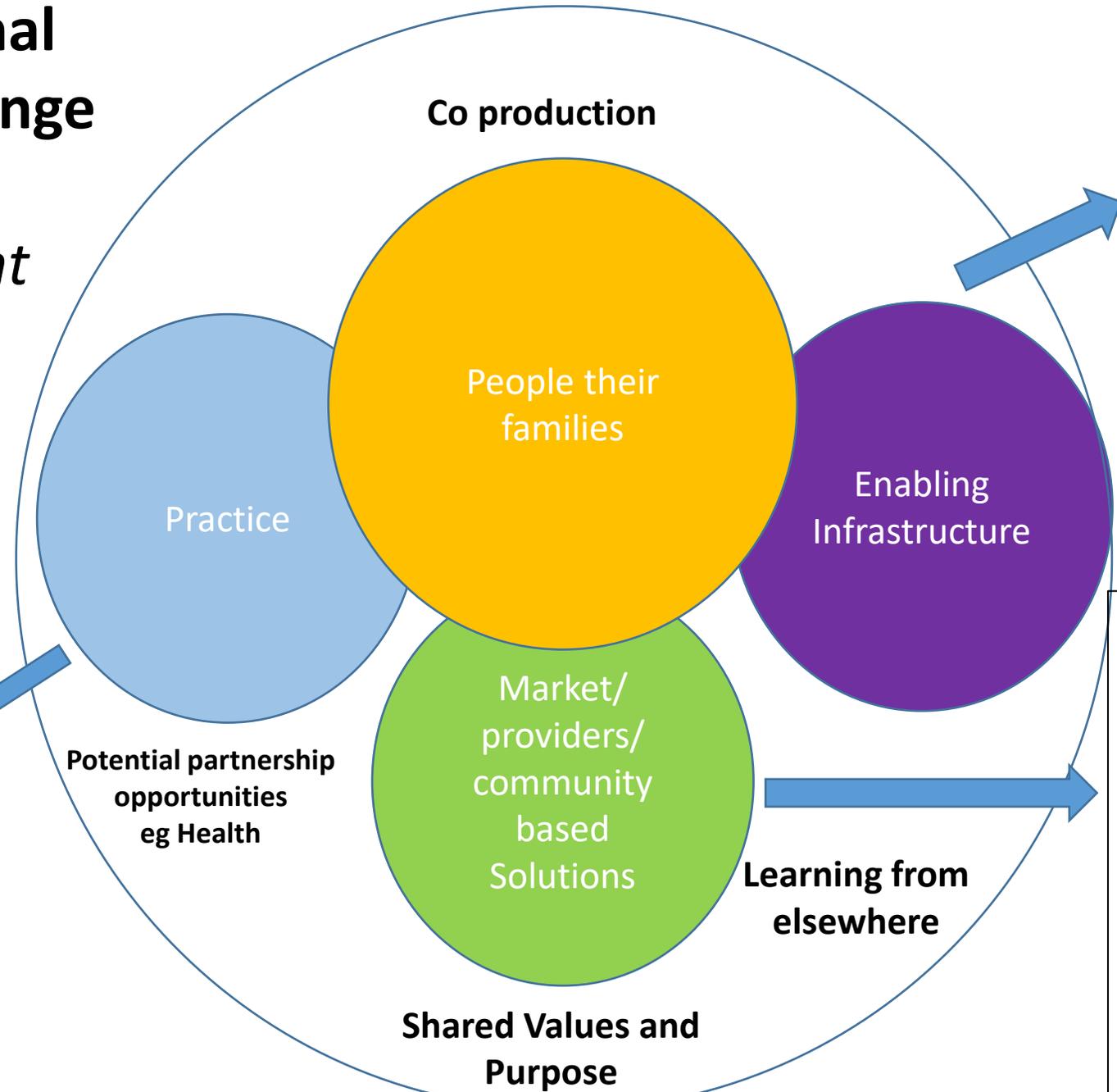
BRINGING SELF-DIRECTED SUPPORT BACK TO ITS ROOTS



Multi dimensional approach to change

Creating the right conditions

- Foundations of Practice offer for frontline teams
- System improvements
- Updates to Policies and Practice Guidance
- Specific CPD offer for DPs
- Training and support to providers/PAs



- Process improvements
- Improved communications
- DP Support Service Offer eg processes /infrastructure to support it
- Internal system changes – inc care and support plans
- Exploring digital solutions to connect people to solutions (eg Tribe and Virtual Wallet)
- Review of DP rates

- DP Support Service Offer Redesign
- PA market development and support
- Development of ISF offer
- Development of Community Micro Enterprises inc links to Tribe Project
- Digital systems to support market shaping
- Encouraging person centred practices through contracts /other levers
- Advocacy Services – review & recommissioning

Re-designing our Offer

People with lived experience, providers and social care workers and commissioners

Finance, procurement, policy leads – people from other functions and organisations with an interest

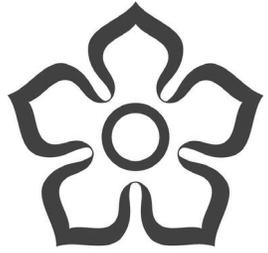
- Got strategic support for the change journey
- Meaningful co production matters
- We decided to work with TLAP and NCAG members to co produce our approach to understand what is working well and what doesn't in relation to our offer
- Agreed Ground rules - including language
- Started with 'what enables people to have a good life' – aim was to develop values and principles to support us to ensure people and person centre approaches are at the centre of the wider Adult Social Care and Children and Families offer
- We then moved in to agreeing what was working well, what needed to be improved and agreed themes for future co production sessions
- We didn't let Covid 19 stop us – re planned timescales and moved to virtual sessions, supporting people well with accessibility needs and valued peoples time
- All sessions had between 30 – 50 people, good balance of perspectives

Welcome to Jade

What are the things that when working well enable you to have choice and control over your life?

What are the challenges/things that don't work so well?

How was the approach we took over the few months for you in the work we have done with TLAP?



Leicester
City Council

Working Together

Direct Payment Letters



Finance Letters: Old Vs New Version

Dear John Doe,

DIRECT PAYMENTS RETURN – Up to 31.12.20

Please submit your Financial Return from the end date of the last submission till 31 December 2020, as soon as possible but not later than the **31.01.21**. Please remember to submit all the following documents:

- Direct Payments Financial Return Form.
- Copy of Bank Statements covering the above period.
- Receipts / Invoices for expenditure over £10.00 within this period.

Please tick the box if you attend college or go on respite placements –
If applicable, please return this letter along with your returns.

If you are wishing to use the Direct Payments Support Service for the completion of this return, then please speak to your social worker, who will then contact the agency. Please ensure that you provide all the information and relevant paperwork to the agency well before the deadline, to help them to submit the return correctly and within the set timescale.

Please note that as per your Direct Payments Agreement if you do not submit your timely returns, do not pay your contribution or misspent the care money, then we will refer your case to your care management team to review. This may lead to your services being moved to commissioned care. It is important that you send your returns in accordance with the terms of assessment and your Direct Payments Agreement.

Should you have any concerns, please do not hesitate to contact the Direct Payment Monitoring Team on the number(s)/email mentioned above.

Yours Sincerely,

Direct Payment Monitoring Team

P.S.: Any original documents sent will NOT be returned/you may send scanned copies of your return via email, if it is safe to do so.

Please also note that the "AllPay" PREPAYMENT card option is still available. Should you wish to opt in, then you do not need to submit any future quarterly returns and will be able to use the card as any other debit card to pay for your arranged care fee. Please contact your social worker or us if you choose to do so.

Dear John Doe,

Please send us your direct payment financial details - Up to 31.12.20

I am writing to let you know that we require the details of the money spent as part of your direct payment agreement with us.

Please send us a copy of all the following that cover the period between 01.10.20 and 31.12.20

- Direct Payments Financial Return Form
- Bank Statements
- Receipts or invoices for payments you have made over £10.00

If possible, email these to directpaymentreturns@leicester.gov.uk.

If you are not able to do this, we are happy to receive copies by post. The address for this is on the bottom of this letter.

If it is easier for you to send us originals and you would like these to be returned, you must enclose a stamped addressed envelope.

It is important that we receive the information above so we can support you to know that all is well with your financial(money) account.

These checks protect both you and us.

We would be grateful for you to return the above items by 15 August 2021.

If you have any questions or would like us to explain anything further, including any difficulties with finding the information requested, or you need more time to gather the information, please call us on 0116 4541010 (option 2,3,2).

I look forward to receiving your financial documents shortly.

Yours Sincerely,

Direct Payment Monitoring Team



Flexible Approach & Offer of Support

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Friendly Wording

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Independent Living Group

Join the ILG Community

The new UK peer support group aiming to help you navigate being an individual employer of PAs.

Whether you are steeped in experience or just starting out
Join the community now

independentlivinggroup.com



If you are interested in joining the organising group, please e-mail;

support@independentlivinggroup.com

 **ILG Support**

 **Mark Bates Ltd**
THE HOME OF PREMIER CARE