



**Direct Payments Support service**

**Annual Report**

**March 2016 – April 2017**



# Introduction

This report sets out a commentary on the performance of the Direct Payments Support Service (the Service) over the past 12 months in relation to the elements described in the specification set out under the four key themes of:

- 1. Service Delivery**
- 2. Outcomes**
- 3. Organisational Requirements**
- 4. Quality and Performance**

## Section 1 – Service Delivery

### Information and Advice

The provision of clear information, advice and guidance allowing all individuals, families and representatives to make informed choices about Direct Payments (DPs) is a key and critical element of our operational practice. The Service makes use of the full range of multi-media to ensure that all citizens of Knowsley can obtain information and build confidence about using Direct Payments as a means of having control of their personal budgets to purchase their care and support services as they choose.

Our comprehensive information pack is continuously developed and updated in line with local and national policy. We have this year been focussing on increasing take-up by hard-to-reach groups, particularly older people and those with mental health problems. We have worked in partnership with Healthwatch, Older People's Voice, and the Community Mental Health team, attending coffee mornings and meetings to promote direct payments. .

The Service taps into KDC's specialist knowledge of providing accessible information and uses Department of Health resources to provide [easy-read guidance to customers using Direct Payments](#). Information for visually-impaired customers is provided on Audio CD and the service works in partnership with other agencies, for example, Bradbury Fields, providing materials in Braille, upon request. Local translation and interpreting services are accessed as and when required. Audio versions of our quarterly Newsletter for DP users are published via our website as well as in word format for access by customers who use specialist computer software to read information.

Our Customer Records Management System (CRM) systems demonstrate that no person is excluded from the Service on the grounds of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

## Events

During the year, the Service continued to actively involve and liaise with statutory, voluntary and private sector agencies to promote the use of Direct Payments attending events and presenting to:

- Alzheimer's Society Memory Cafe
- Dementia Community Support
- Community Health Forum
- Knowsley Parent Carers Voice Forum
- Knowsley User Led Organisation
- Planning for Later Life Events
- Huyton Job Centre Plus
- Carers Strategy Launch event
- Information stalls at 'Look to the Future' events and Knowsley Flower Show
- Awareness training for Social Workers based in Adult Social Care and Children's services in Knowsley.

In particular, the launch of the Knowsley Parent Carers Voice (KPCV) event in April 2016, saw KDC, cited as a well-respected organisation of Knowsley, provide information materials, advice and guidance. Throughout the year, we attended a series of the KPCV network meetings providing consultation, round table discussions and individual one to one surgeries at parents' request.

## Newsletter

The Service quarterly newsletter was distributed to all clients, and our wider network - a circulation of over 1200 readers. The newsletters published information on wide range of topics, including:

- Free Social Care Training qualifications for PA's working in Knowsley via Skills for Care
- Free Training for Personal Assistants through KMBC's Workforce Development Programme

- Launch of Disabled Go – free information website for Disability access
- Volunteers Weeks
- “Transforming Adult Social Care“ KMBC’s Adult Social Care Strategy
- Planning for Later Life
- “Get Connected“ - Digital inclusion events
- Good Employer workshops
- The BIG Pathway – learning and development programme
- Information about the Care Act 2014
- Pensions Automatic Enrolment and the new legal duties for all employers and what to expect from our Payroll Service
- Introducing new ways of working e.g. mobile pay slips, electronic time sheets
- Assisted Refuse collection service
- Annual Winter Survival Community event
- Results of customer satisfaction surveys

In addition to the Service providing ongoing support for the 796 Direct Payments recipients in Knowsley to help them to successfully manage their direct payments, the Service has provided information packs to 75 members of the general public wanting information about getting a direct payment before taking the step of actually contacting Social Services to request an assessment.

This is an increase of almost 100% on previous years (2015/2016 = 42, and 2014/15 = 36) showing that the Service objective of raising awareness across the borough had taken effect.

In addition to supporting the clients receiving direct payments and wider general public, the Service also responded to numerous telephone queries from members of Knowsley Council’s care management teams, the financial assessment team, the central payments team, review teams and care managers requesting guidance on the Council’s own internal processes.

## Employing a Personal Assistant

During the year, the Service experienced an increase in requests for assistance with recruiting Personal Assistants. Requests have come from both new and existing clients. We have supported 140 service users through the end-to-end recruitment process which included producing job descriptions and person specifications, advertising vacancies, short-listing applications, conducting interviews, requesting references, carrying out identity and DBS checks (where appropriate) and appointing the PAs.

In addition, the Service helped clients to identify and employ PAs for holiday cover and short-term cover for sickness. KDC Connections is used effectively alongside free to use web-based recruitment sites to help the Service managed this effectively with its limited resources and funding.

The pressure on the capacity of the Service to deliver recruitment services to an undefined and open-ended number of clients continues to present challenges for the team, especially when asked for help to find PAs at short notice and, in November and December alone, we recorded 28 such requests to source suitable staff to fill vacancies where PAs had left for one reason or another.

These requests are significantly challenging for the Service as KDC is not an agency organisation that employs PAs and as such has no 'bank' of staff to accommodate such requests and is not funded as such. Despite this the Service and its team continue to work 'above and beyond' to make sure clients are as safe and looked after as possible, and can continue to enjoy control over the services they use for their care and support needs.

The KDC-Connections PA finder website was enhanced during the year to provide more information to PAs and employers about accessing training and qualifications. At 31 March 2017 there were 18 vacancies for PAs advertised on the KDC-Connections site and 92 people were registered as PAs looking for employment.

## Case Study 1

At the start of last year the Service began working closely with Knowsley CCG and a male in his early sixties with complex medical and health needs.

The Service provided information about Direct Payments for Healthcare at the request of the Continuing Healthcare Team (CHC) and also provided our newly published information booklet on Personal Health Budgets.

An indicative budget of £532.42 per week was allocated. This individual was very clear about wanting to be able to spend the budget flexibly and creatively on activities or items that met his agreed health and wellbeing outcomes as stated in his assessment of need. He was also very clear about wanting to remain living at home independently and prevent any admission into long term nursing home care. A Support Plan was completed by the individual with assistance and facilitation from the Service. The plan involved recruiting a Personal Assistant for up to 20 hours per week and a contract with a cleaning agency.

Using a Personal Health Budget, the person was able to choose the health and wellbeing outcomes he wanted to achieve, in agreement with the healthcare professionals. He knew how much money comprised his personal health budget to cover his healthcare and support needs and with support from the Service was able to create his own support plan.

This ensured he was able to choose how his budget is held and managed and he was able to spend the money in ways and at times that made sense to him.

The arrangement has worked very well for the individual, with ***no hospital admissions in the 12 month period and no experience of infections***. His spouse feels well supported and able to deliver the main care needs. There is a very positive relationship with the PA. This support arrangement is preventing any admission into Nursing Home care.

***The PHB has proved cost effective with the actual budget currently amounting to £301 per week, significantly lower than the original indicative budget and the cost of Nursing Care provision.***

## CASE STUDY 2

M was first referred to our service in February 2011. A former Social Worker in the local area, M had become increasingly unwell during the latter stages of her working life with a diagnosis of Bi-Polar Disorder. Her employment contract ended on medical grounds and frequent admissions to the acute inpatient wards ensued.

When the Service first met M she had been ***detained in the acute inpatient ward at Whiston hospital for 6 months***. The Service worked jointly with the Recovery Team and a support plan for Direct Payments was designed and agreed for M to employ two PAs who would support her to return to her own home, with KDC providing also providing a payroll and managed accounts service.

M needed to recruit a new PA for 13 hours per week for support. ***The Service provided end-to end recruitment support, including family members and her Support Worker from the Recovery Team, this helped to ensure a positive outcome.***

From this specific experience and from support generally provided by the Service, ***M continues to report improved knowledge and understanding of the choices available to her. M describes feeling empowered to make informed choices and decisions about her care, and is able to take greater control over her life.*** M comments that ***she feels “safe, secure and well supported in her own home”.***

***At a medication review (Under the Mental Health Act), M’s Consultant Psychiatrist commented that it was rare, in his view, for a person with complex, rapid cycling Bi-Polar not to be admitted at least once a year. He was impressed by the nature of her support arrangement and the positive impact on her wellbeing.***

From a financial perspective, the cost of the Direct Payment to date is less than the cost of 6 months on the acute in-patient ward.

## Support to Self- Manage a Direct Payment

The current service specification places a high emphasis on self-help and self-management of the Direct Payment including the recruitment of Personal Assistants.

With this in mind, the Service developed KDC Connections PA Register website to aid clients in employing and finding PAs. From the outset of creating and developing KDC Connections, information resources have been uploaded to the site including the [Skills for Care 'Employing a Personal Assistant' toolkit](#) and [KMBC's Learning and Development prospectus](#) for employers to source suitable training for their PA/s.

Advice and guidance for people to self-manage Direct Payment accounts in line with KMBC's Direct Payment Agreement is initially provided through comprehensive information given at the first point of contact.

This guidance and information is reinforced with [FACT sheets](#), the first visit information pack, service leaflets, Good Employer sessions, newsletter articles, and ongoing access to help via telephone and email.

When the Service receives a new referral from KMBC, home visits are undertaken within the service specification of 10 working days by an experienced Independent Living Coordinator.

During the period the Service conducted 156 first visits to new clients explaining in detail the scheme and providing a comprehensive information pack for future reference.

The information pack is personalised and typically includes:

- KDC's Services Information leaflets and other providers
- FACT Sheets on varying topics including:
  - Keeping Records for audit
  - PAs annual leave
  - Short breaks
  - Client Contributions
- Schedule of Direct Payments payment dates
- Leaflet on the KMBC's charging policy

- Employers and public liability insurance pack
- Template contracts of employment
- Skills for Care Individual Employer Funding information

The service continues to have a track record for delivering a responsive service and during the period under review, 94% of first visits were completed within 10 working days of receiving the referral an improvement on previous years (92% in 2015/16 and 91% in 2014/15).

The target of 100% would have been reached, however, some visits were rescheduled to take place outside of the two week period at the request of the clients.

Independent Living Coordinators regularly signpost people to other local agencies for additional support such as Knowsley Carers Centre, KPAIS and Bereavement Services, all of which are designed to help them have greater choice and control over their lives.

## **Training and Support**

The existing PA workforce in Knowsley, estimated at 900, is often unskilled and many workers have a poor experience of education, feeding a culture of reluctance to engage in learning and development.

Our clients themselves sometimes have difficulty recognising the importance and value of training their PAs. This can be an unregistered and unregulated workforce often run by inexperienced employers. Many PAs are lone workers with little supervision and no peer support.

Of course, we know that the issues are not exclusively linked to the monetary offer. Many PAs in Knowsley are currently working well and happily providing great support for people regardless of the hourly rate.

Any good employer, following the best practice in employment law, offering and creating good terms and conditions and a happy and healthy place to work will generally create a motivated PA.

This is a key part of the support provided by the Service. Over the past 3 years we have invested increasingly in this aspect.

In many examples we encounter Individual employers lacking confidence and certainty in recruiting PAs, we offer our support to recruit using effective person-centred and creative approaches to find the right match.

The Service submitted and was successful in being awarded a Skills for Care grant (as a user led organisation) to pay for the learning and development of PAs and people who employ them we were one of four North West organisations selected for the grant.

We embarked on a 9 month project aimed specifically at our clients and the current PA workforce and supporting them through training. The project comprised four elements:

- 1. Social care training and development for PAs**
- 2. Care Certificate Pilot**
- 3. Stepping Inside Dementia Training Pilot**
- 4. Good Employer Workshops for individual employers**

We decided on a target of getting 100 PAs to access training and targeted the audience via direct marketing using social media, email, flyers in payslips, newsletters and mailchimp.

## **Outcomes:**

### **1 Social care training and development**

- 76 PAs supported to access the learning and development training available through KMBC (76% of the target set) with a total of 67 courses attended.

### **2 Care Certificate Pilot**



Ten PAs enrolled and completed a Care Certificate course receiving accreditation.

One PA with mild learning difficulties was supported and completed the care certificate, by having additional support for literacy needs, funded through the grant

Participants responded positively to undertaking the Care Certificate. Some comments received stated;

*“I really enjoyed the work books they are really easy to understand, I feel this certificate will be a great asset to me .Stacey (the assessor) is really great and supportive also“.*

*“It has been very knowledgeable, even learning things that I thought I knew, but were wrong so it has been an eye opener*

- Evaluations and informal feedback with PA’s, indicated an increased confidence in performing their role and a more open willingness to engage in learning and development opportunities further

### 3 Stepping inside Dementia



#### **Summary of evaluation responses – Stepping inside Dementia:**

At the start of the day participants were asked to indicate their level of Confidence and Knowledge in caring for a person with Dementia;

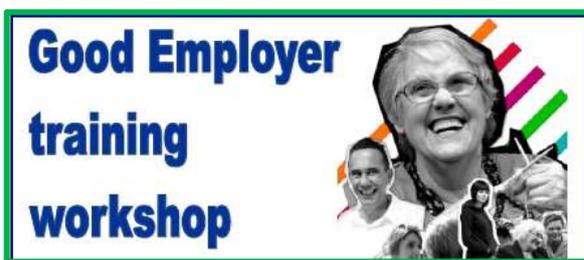
- 93% were somewhat confident
- 7% were not at all confident
- 93% reported some knowledge
- 7% reported no knowledge

At the end of the day, participants were asked again to indicate their level of Confidence and Knowledge in caring for a person with Dementia.

- 100% of participants reported an increase in confidence
- 75% of those reported they now felt completely confident.
- 100% of participants reported an increase in their level of Knowledge
- 65% of those reported they now felt completely knowledgeable in caring for the person with dementia.

Getting actual attendance on workshop/classroom based sessions proved to be one of the most challenging aspects of the project and the difficulty we have experienced historically, such as, non-attendance on the day. Follow-up assessment as to why people did not attend showed a variety of reasons, such as illness, hospital appointments, and changes in care needs. For the dementia workshop a very pro-active approach was employed, with calls to delegates directly, prior to the event, to confirm on more than one occasion that they would be attending. This method proved to be effective, however, this is very resource and time intensive.

#### **4 Good Employer Workshops**



The Service had planned “Good employer” sessions but despite intensive promotional and targeting work, there was very low uptake for these with people

cancelling and withdrawing from the sessions after booking. As a result, the Service decided to change the approach and undertake all the planned sessions on a home visit basis. 16 individual employers were engaged to take part via one to one sessions in their own homes. This proved to be effective and an approach that was preferred by individual employers

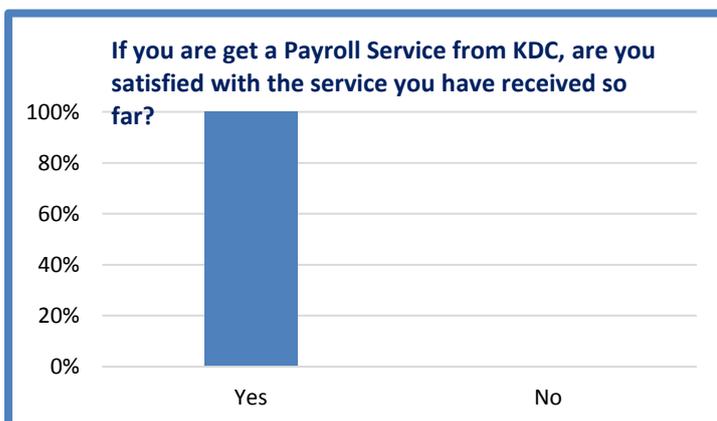
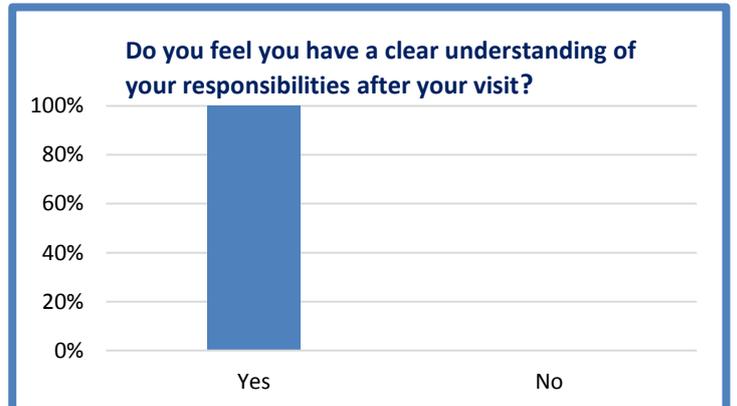
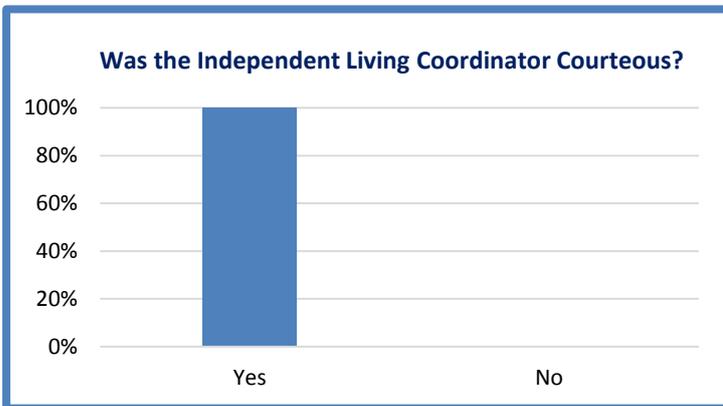
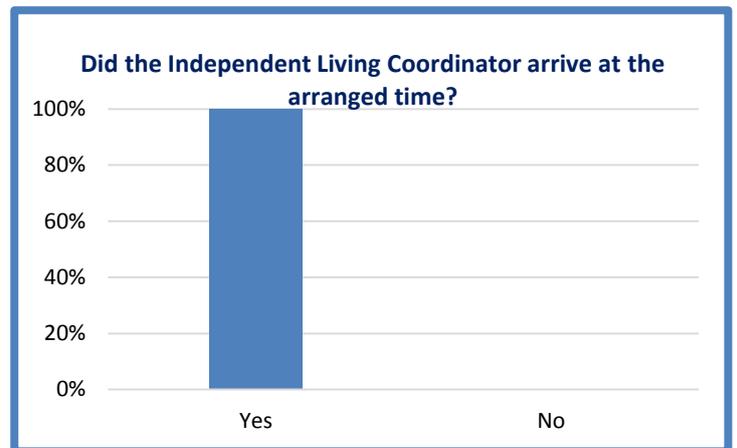
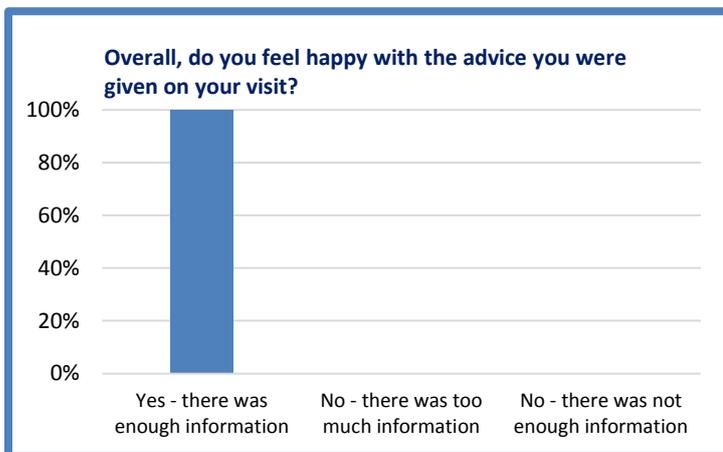
This investment has directly benefitted the Service and indirectly benefitted its community, this is important in the context of sustainability given the continued reduction in statutory funding and increasing need.

## Section 2 - Outcomes

### Consultation/Service User feedback

Feedback from service-users in regard to the Service is actively encouraged. We frequently conduct customer satisfaction surveys and provide feedback opportunities through our website.

A standard method used to assess the quality of the Service delivery is to conduct an evaluation based on first home visits after referral, the results for the period can be seen below (based on response rate of 37.5 %).



There were no additional comments from clients suggesting ways to improve the service.

The results are very positive and naturally we are pleased with this feedback as well as the overall response rate, however, we were concerned about the limited additional comments received and reviewed the evaluation format as part of our continuous service improvement programme

In line with the Service ethos of continuous improvement we designed and conducted further in-depth Customer Satisfaction surveys using a combination of contact methods – telephone, email, and survey monkey.

The first phase targeted people using the Managed Account Service and **not** previously surveyed, clients with an ordinary account receiving Direct Payments for **less** than two years.

In addition to the general questions about rating levels of satisfaction with our service delivery, in the more in-depth survey we tested out levels of confidence surrounding being an individual employer, confidence in a PAs ability to carry out the tasks required of them, whilst also taking the opportunity to ask participants about their level of satisfaction around a Direct Payment meeting their care and support needs.

In the second phase we targeted people with ordinary accounts who had been receiving Direct Payments for **more** than two years with little or no direct contact from the Service for over 12 months.

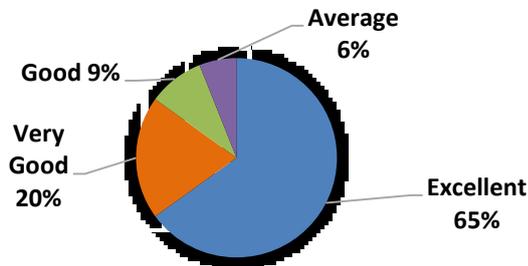
Similar to the first survey, we replaced the last question to ascertain their confidence in carrying out their responsibilities for keeping records for the local authority financial monitoring purposes.

## Results      Managed Accounts employing a PA



“I don't have to worry about it at all. “  
“My queries are dealt with promptly“  
“The stress & anxiety is removed. Also the physical amount of time needed“.  
“Someone is always there to give me advise me [sic] when I need it. “  
“Everything is done for me - they remind me of anything pending and are always polite and helpful. “  
“Excellent has I already have enough day to day stuff and would add more pressure on me, they r great and very helpful“

**THINKING BACK TO WHEN YOU FIRST STARTED RECEIVING DIRECT PAYMENTS, HOW WOULD YOU RATE THE SUPPORT, INFORMATION AND ADVICE YOU RECEIVED KDC IN THE EARLY STAGES OF SETTING UP YOUR MANAGED ACCOUNT?**



“The whole process was explained to my ability of understanding“

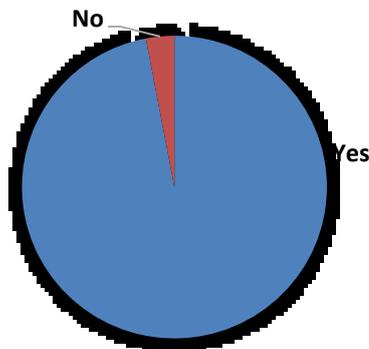
“Everything was explained in detail and leaflets were provided for future reference“

“They helped with all aspects making a formidable task very doable“

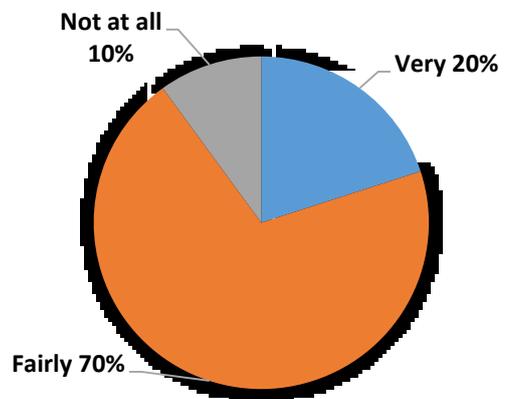
“Always there for any help at all a phone call away“

“Every stage was explained and the support was fantastic. “ “Excellent has [sic] I already have enough day to day stuff and would add more pressure on me, they r great and very helpful staff “

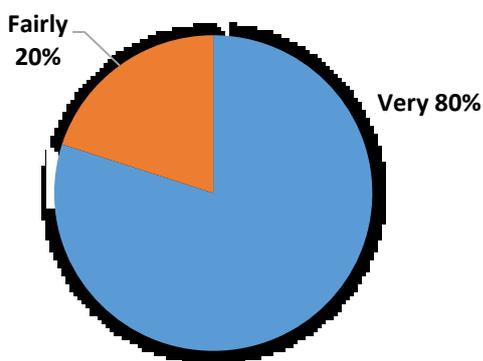
**DO YOU USE YOUR DIRECT PAYMENT TO EMPLOY A PA?**



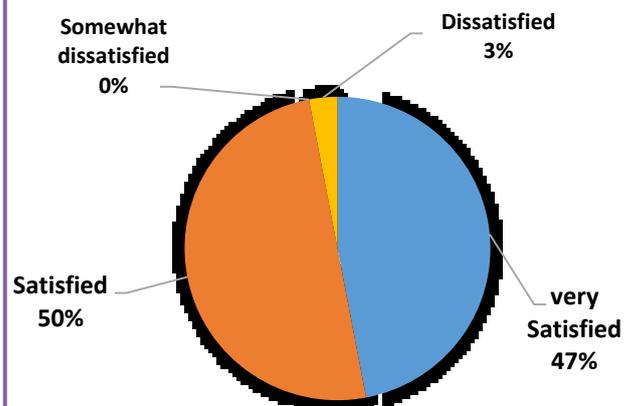
**HOW CONFIDENT DO YOU FEEL BEING AN EMPLOYER?**



**HOW CONFIDENT ARE YOU IN YOUR PA'S ABILITY TO BE ABLE TO CARRY OUT THE TASKS REQUIRED OF THEM?**



**HOW SATISFIED ARE YOU THAT YOUR DIRECT PAYMENTS IS MEETING YOUR NEEDS?**



All comments are recorded and responded to or discussed at team meetings to identify any learning or development opportunities. Here are some examples of the comments we received;

### Respondent's comments on Managed Account Service

*"Thank you for all your help and support, I really appreciate the fact that you never make me feel silly for asking questions no matter how simple they are."*

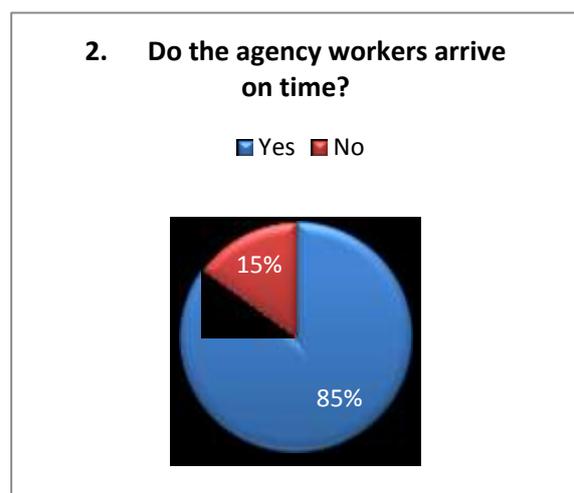
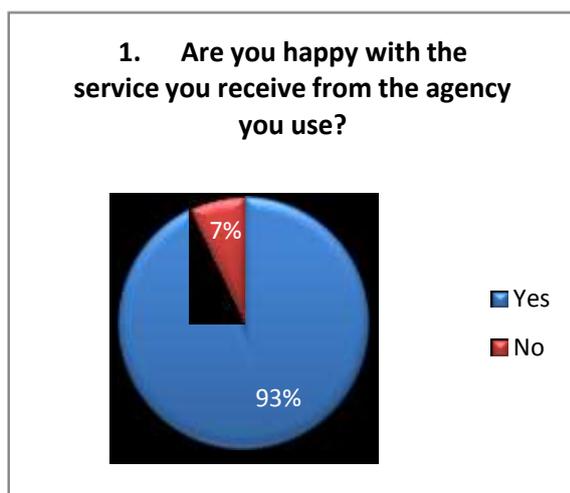
*"Thank you for all help I receive - I really appreciate it."*

*"Staff very helpful 'as all that I have spoken to"*

*"Really satisfied with all KDC'S help in managed accounts very helpful thanks"*

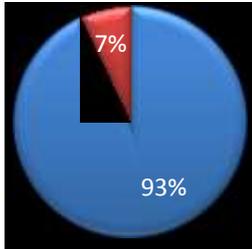
### Results - Managed Accounts using Agency Care

To support the work on contacting Managed Accounts Customers and to allow further opportunity for customer feedback, we conducted a telephone survey targeting service users whose contact was outside 12 months using an **agency** to deliver their care and support needs.



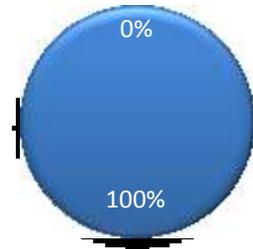
**3. Do the agency staff stay for the required amount of time?**

■ Yes ■ No

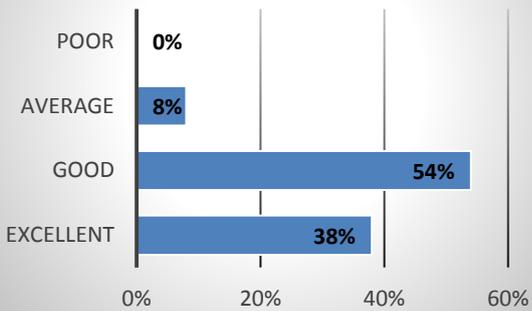


**4. Do the agency carry out all the necessary tasks required?**

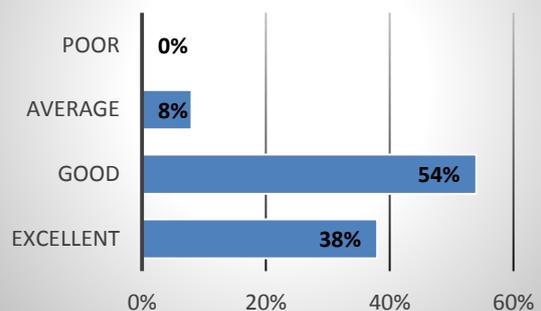
■ Yes ■ No



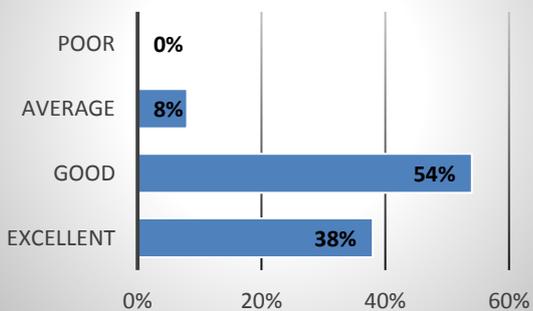
**5. How would you rate the service you receive from your agency overall?**



**6. How do you rate the service received from KDC Managed Accounts Service?**



**7. How would you rate the service you receive from your agency overall?**



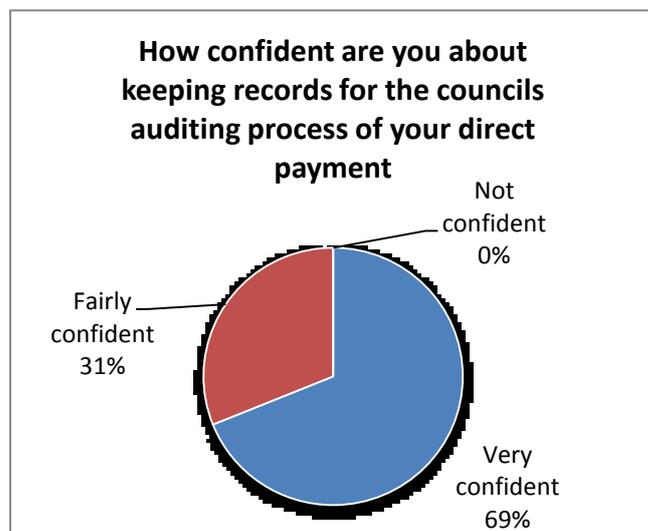
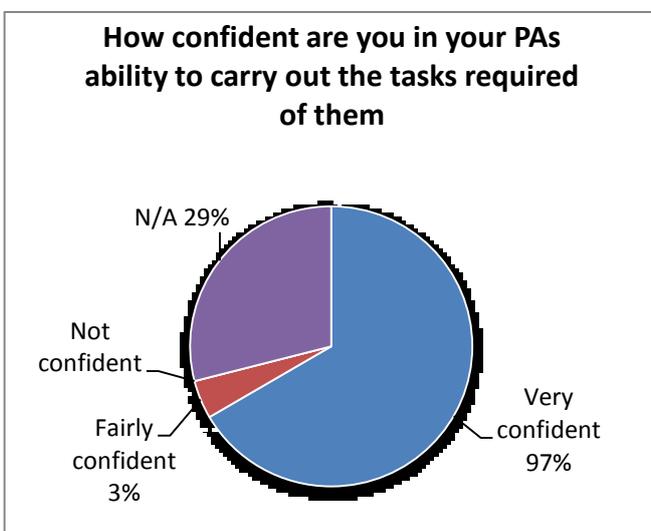
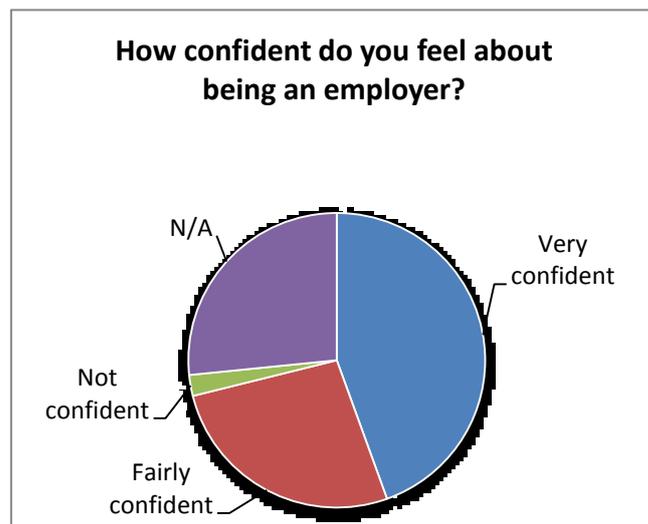
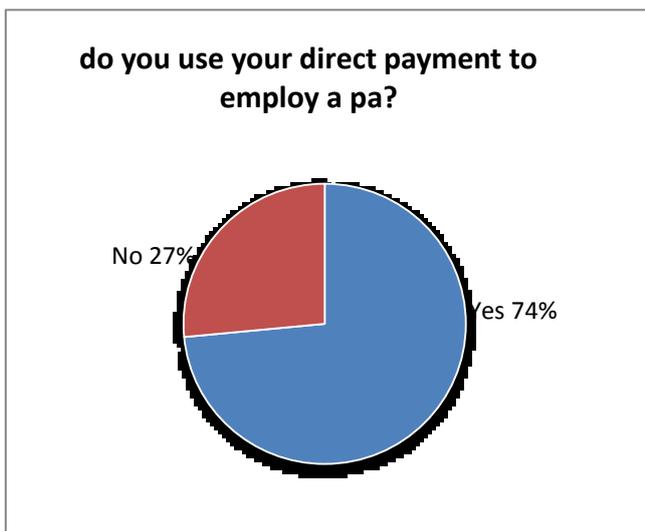
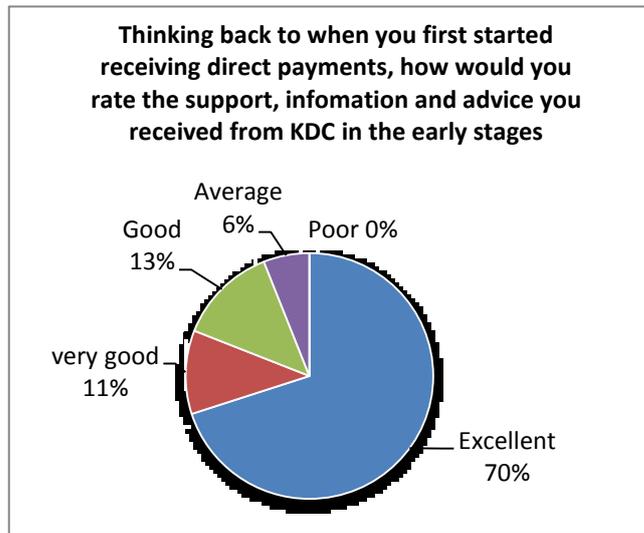
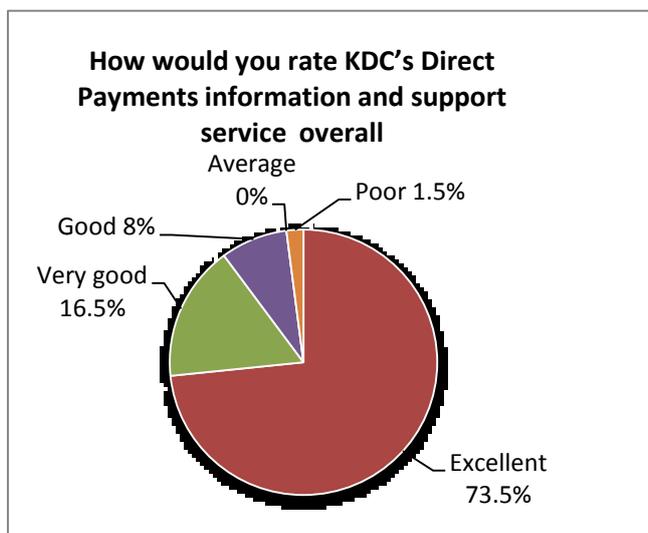
**Negative Comments received**

- Agency timekeeping erratic
- Too many different staff

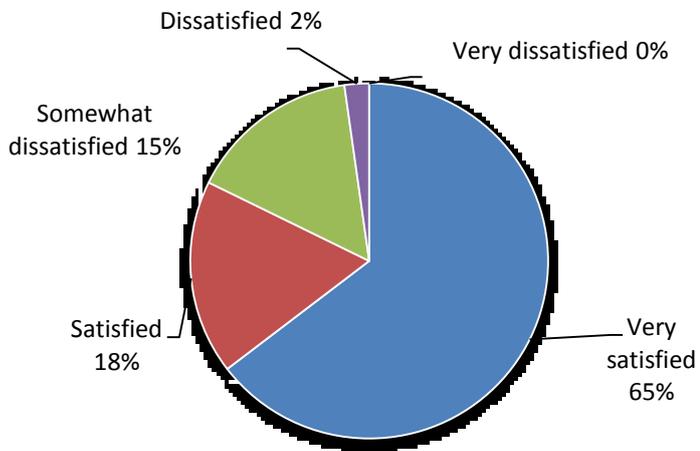
**Positive comments received**

Everything running smoothly very happy with KDC

## Results - Ordinary non-managed accounts employing a PA



**How satisfied are you that your DP is meeting your care and support needs**



**Comments on meeting needs**

**Very satisfied** – *“It gives me control and a degree of flexibility in organising my case package”.*

**Dissatisfied** - *“the hours being allocated do not represent the hours being put in by the PA as more is done than being paid for”*

*“Mother is having to pay too much towards her care as she needs more “*

The Service provided follow-up support to those reporting not being confident as an employer through delivering the good employer home visit sessions.

A number of clients expressed dissatisfaction with how the Direct Payment is meeting care and support needs, which was entirely related to the resource allocated based on needs assessment and panel decisions.

We immediately followed up on the poor rating from one individual. This was related to our explanation about annual leave. We have now clarified this topic and have received positive feedback regarding satisfaction levels.

The Service made follow-up calls with these clients to provide guidance for those wanting to request a review/reassessment

## Have Your Say

Throughout the year the Service provided information on a range of consultation and listening exercises to clients via our [KDC Website - "Have Your Say" web pages](#), and news, direct email campaigns to Direct Payment Users, Twitter, Facebook and our quarterly News & Views newsletters posted to all our clients

- Whiston & St Helens Hospital – Patient Focus Group – Living with and Beyond Cancer
- Aintree Hospital – Healthwatch Listening Event
- Care Quality Commission
- Care Quality Commission – Inspection of North West Ambulance Service
- Crime and community safety in Knowsley – what matters to you
- Consultation event for Disabled people, older people and carers.
- Second Independent Review into PIP
- Vital Signs Community Consultation - Growing Stronger Communities Together
- Adult Social Care – Local Account
- KMBC Budget savings consultation
- Calderstones Consultation
- CQC – NHS foundations hospitals consultation
- KMBC Short Breaks Service for Children and Young People
- 5BP – New name of our Trust – consultation

## Social Value

KDC delivers social value as an organisation which champions all aspects of disability and disabled people and is well-connected to the network of public and private social purpose groups and organisations.

In addition volunteers play a key role in creating and sustaining capacity to deliver a high quality and effective service. During the year, volunteers have provided support to the Service by answering telephone calls, conducting surveys, administration tasks and reception, donating in total 1,206 hours over the year which equated to £9,045.00 (based on NLW)

The Service delivers social value by enabling people to take control of their own care and support needs by using their personal budget to purchase services of their choice. This delivers empowerment leading to improved health and wellbeing, three of the key social values, as well as saving money on costs to directly commission services. In 2016-17 the Service supported 107 people to have control and choice by accessing Direct Payments for the first time. In addition, during the period, 17 people were supported to retain control and choice by taking up a managed accounts service when they found it difficult to run their Direct Payments themselves.

In terms of Knowsley's Social Value Outcomes the service aims to:

- Promote opportunities for training and formal qualifications for PAs which will increase the proportion of people with skills and formal qualifications in Knowsley (Social Value Measure 2).
- enable individuals to use their personal budgets to reduce social isolation through utilising good support-planning skills and passing on knowledge of local services/groups (SVM5)
- support people to improve their confidence to self-manage their personal budget, building resilience and reducing dependence on services (SVM5)
- support people to organise their care and support services to enable them to live independently (SVM9)
- focus on prevention and delays in admissions by supporting an increased take up of personal budgets and promoting personal health budgets (SVM10/11)
- Focus on increasing the numbers of people having a personal budget through its promotion and awareness-raising activities and support/training for front-line health and social care professionals (SVM25).

KDC 's strategic objectives are developed in support of 'The 12 Basic Rights' – a list of needs identified by disabled people which, if met, would enable them to live independently and fully participate in society.

Statements to this effect are published in the Business Plan, and via our Website and the Service plays an important role in helping people to secure these needs. The conversations during initial visits between Independent Living Coordinators and clients are key in this, as well as ongoing telephone conversations and visits following take up of Direct Payments, examples include:

- Signposting clients to advice services to ensure their income is maximised
- Explaining information for clients about how to query their financial assessment
- Distribution of Easy News and Disability Now magazines
- Advice and help to advertise for and recruit PAs
- Information about accessing support for technical aids, assistive technology and equipment
- Signposting for help with housing issues
- Information about the new Arriva bus assistance cards for disabled people
- Information about other local groups for activities and social events e.g. the BIG group, Meadowbrook, and Active Community Enterprises.
- Information for carers and signposting the Knowsley Carers

KDC has its own clear set of values as a Charity which describe ‘the way we do things around here’ and is committed to ensuring that we work in inclusive, supportive, creative – as well as challenging - ways. These are published in Business Plans and on the Website.

KDC delivers social value as an organisation which champions all aspects of disability and disabled people. Throughout the year, members of the team represented its communities by attending and actively participating in a variety of partnerships and forums:

- Health and Wellbeing Partnership Board
- Health and Wellbeing Engagement Forum
- Learning Disability Partnership Board
- Physical and Sensory Impairment Partnership Board
- Knowsley Pathways Group
- Hate Incident Prevention Forum
- Hate and Anti-Social behaviour Risk Assessment Committee

KDC further enables social value by helping citizens in Knowsley to contribute to the way in which services for them are designed and developed. Local opportunities to take part in consultations and surveys are promoted via the 'Have Your Say' section of the website and circulated by email and through newsletters and leaflet drops.

### **Managed Accounts service**

During the year the Service worked with KMBC's Internal Audit and Counter Fraud Team conducting an audit of the KDC Managed Accounts service. The report highlighted the following areas of good practice;

- *The accounts maintained by KDC are accurate and up to date. Transactions are supported by prime documents (e.g. invoices, payslips etc.);*
- *The KDC managed account system provides a clear audit trail both in terms of transactions and also with the system notes. The individual accounts, showing their relative account balance at midnight the previous day and the accounts cannot go overdrawn*
- *Client contributions are being managed effectively by KDC. Accounts are regularly monitored and appropriate records are being maintained that identify arrears and arrangements in place to recover any arrears; where service users refuse to pay their client contributions these cases are reported to Adult Social Care.*
- *Where excessive balances have been identified, these are returned to the Council, via annual audits or final balances.*

During the year, we have introduced a range of improvements and developments in our processes and operating practice including;

- We enhanced the Managed Accounts service to include the provision of a Payroll Summary Report for each payroll period. This contains a declaration for the employer to sign to confirm that the hours paid have been worked by each of the PAs.
- Flyers have been distributed in payslips explaining the new procedure and reminding employers to check the hours paid, sign to confirm and keep safe the Payroll Summary Report Declaration. The summer edition of “News & Views”, the quarterly newsletter for Direct Payment recipients included an item explaining the procedure and reminding people of their duty. Please view the link [here](#)
- We continue to explore possibilities of using technology and IT software that will allow us to verify hours worked by PA’s. In addition, we continue to implement a risk-based approach to monitoring.
- A procedure and process map for effectively managing all closed accounts has been established and implemented. Client end dates are identified and the steps in the process are followed to take action and close the account and return all relevant monies to KMBC.
- A documented ‘Leavers’ procedure has been implemented to ensure effective management of the closed account process and includes appropriate charging of payroll fees due. The process has been updated to include the calculation and refund of any proportion of payroll fees received in advance as a result of the implementation of the annual Direct Debit collection procedure
- In addition, a monitoring tool was implemented which uses contacts logged in our CRM system to produce exception reports enabling targeted visits or phone calls to clients showing no contact for more than 12 months. A checklist is used to record and store discussions.

At 31 March 2017, 450 direct payments recipients benefited from a KDC Managed Account service.

## Payroll Service



KDC provides a comprehensive payroll service directly to 98% of people using direct payments in Knowsley to employ PAs delivered by its trading subsidiary, *Your Payroll*.

The payroll service includes paying an initial visit to the client at home to explain about the systems and processes, organise paperwork, and provide a Letter of Engagement which sets out the respective roles and responsibilities of the provider and the client.

The Payroll Service was extended to include a Pensions Auto Enrolment service element to support clients in discharging their new legal duties and comply with the requirements of the new workplace pension's regulations. The Auto Enrolment service includes setting up a qualifying pension scheme with NEST (National Employment Savings Trust) and automatically enrolling PAs in line with the statutory requirements.

Other developments in the Payroll Service include the development of cloud based IT solutions offering the option for PA's to choose to access their pay slips on line via secure log on to the cloud.

## Section 3 - Organisational Requirements

### Staff

The service remained staffed to the level agreed under the contract, i.e. 1.5 full-time equivalent Independent Living Coordinators. The CEO/Manager provides leadership, management and supervision.

Staff training and development remains and essential part of individual and organisational development at KDC and is resourced, encouraged and monitored.



The organisation was re-assessed during October 2016 against the new Investors in People Generation Six Standard, and achieved the 'Accredited' award.

### **Investors in People Executive Report as follows:**

“Staff at KDC confirmed there was a clear understanding of the organisation’s purpose, vision and objectives, and how this aligns to people’ roles.

The values of the organisation play an active role in the ongoing development of the organisation’s strategy and people are led, managed and developed in line with them. **Staff clearly understand what is expected of them with regards to their own performance and feel a strong sense of accountability to achieve their objectives.** There are clear processes in place to support them to succeed. The future priorities of the organisation are clearly communicated and there is a strong level of transparency within the organisation

People are able to take responsibility for decisions and are clearly aware of the opportunities they have to shape the way the organisation operates. As a result, they are comfortable making suggestions, trying new approaches to work and experimenting with new ideas. People receive regular and consistent feedback there is a culture of informal praise was in place.

“The organisation utilises the performance management process to support the learning and development of people, as well as informally recognising opportunities throughout the year. **Development is clearly linked to the needs of the organisation as well as the progression of the individual and it was demonstrated that learning needs have been met”.**

**KDC remains committed to ensuring that its workers possess the appropriate level of knowledge and skills to deliver their role effectively.**

During the year, members of the Service participated and completed a range of training courses and development seminars as seen below.

<b>2016/2017</b>	<b>Course</b>
<b>March 2017</b>	Advanced Autism Dementia Awareness Autism Awareness
<b>February 2017</b>	Safeguarding children and adults Fire Safety Lone Worker Asset Based Approach Workshop
<b>January 2017</b>	Infection control Emergency first aid – refresher Learning Disability Awareness
<b>December 2016</b>	Carers Strategy Engagement Forum National Network for Self-Directed Support
<b>November 2016</b>	Care Act 2010 Stepping inside Dementia Shaping the Future Event Mental Health and Stress Awareness Event SoMo Community Event Planning for Later Life Event
<b>October 2016</b>	Safeguarding Adults Threshold Workshop Health & Safety in the workplace Fire Extinguisher Training Advanced Autism Infection Control
<b>September 2016</b>	Equality & Diversity
<b>July 2016</b>	Fire Safety Refresher
<b>June 2016</b>	KMBC “Developing Services for Social Care Stakeholders”
<b>May 2016</b>	Realising the Five Year Forward View: Driving Personalisation through Personal Health Budgets
<b>April 2016</b>	Functional Skills – IT Ongoing study towards a full Chartered Institute of Payroll Professionals (CIPP) qualification Employers – what’s new for 2016 Statutory Sick Pay Statutory payment for Birth Shared Parental leave

## Information Governance

KDC has a data processing agreement in place with Knowsley MBC and systems and processes employed for information security comply with its requirements. In April 2016 the Service embarked on a project to reduce paper and wastage and completed the transfer of all paper-based data to electronic formats.

All records are retained in electronic formats within secure IT systems, governed by password and access protocols. All hard copy records are transferred to digital format and then immediately destroyed and disposed of through a confidential waste service.

KDC's IT network security is delivered by a firm of specialist consultants and is subject to a service level agreement which defines the responsibility for maintenance, monitoring and reviewing of security features agreed.

Security features are identified through risk assessment processes and subject to regular review and where necessary, refinement. They include:

- Authentication, encryption and network connection controls.
- Technical parameters required for secure network connections.
- Access approval, restriction and revocation procedures.
- Anti-virus/malicious code detection, removal and prevention procedures.

There are procedures in place for granting systems access, and which level of access, managing changes and suspending, revoking or removing access rights. Procedures for staff in relation to logging into the system include password protection features:

- users must change their password after the first logon
- complex passwords are specified
- users must change passwords periodically
- password reuse is prevented

Network integrity is further protected by the prohibition of the use of

Portable storage devices such as CDs/DVDs, USB sticks and memory cards as well as personal laptops. Computers are locked when not in use. Staff are provided with procedures and training for collecting and accurately recording service user information on all systems, and for routinely checking information with the source. The procedures include informing the service users and gaining consent where appropriate. KDC has a Data Handling Policy which describes the procedure for protectively marking documents, including a matrix for establishing the appropriate level of protection or restriction.

Retention of personal data is governed under a Data Protection, Retention and Access Policy and staff operates to the guidance set out therein for storage and disposal of documents. Such records, including information provided in referrals, assessments, care and support plans or any other documents created by health and social care teams and shared with KDC, are kept for 6 years after the last service was ended or where appropriate, 6 years from when the service user has died. This is in line with Knowsley MBC's procedure on the retention and destruction of Adult Social Care documents.

The Data Protection, Retention and Access Policy also sets out the procedures and guidance for dealing with data subject access requests received directly and indirectly. All requests are reported to and responses overseen by the CEO/Manager and a note of all requests and the action taken is recorded. All requests must be made in writing and no personal information will be disclosed over the telephone. Information is delivered within the timescales stipulated by the Data Protection Act 1998.

The initial visits allow the Independent Living Coordinator to explain the systems and processes for keeping records of their personal information safe and secure. In addition, the Letter of Engagement for the Managed Accounts service, which is signed and retained by the client, contains a section which sets out the policies and procedures governing the protection of client's personal data.

## Complaints and Compliments

At the outset of KDC's involvement, customers are given guidance about how to complain if they are unhappy with the service they receive. A leaflet is provided in the information pack for new customers. Any complaints are discussed with the team, investigations undertaken and action taken to rectify or redress the issue. A strong focus is placed on following up the cause of complaints to identify and implement changes to prevent any recurrence of the problem.

We received one formal complaint during this year which was reported to our commissioners through our contract management reports process

Throughout the reporting period we have received numerous verbal compliments about our service. We continue to explore other methods to enable people to record any compliments if they wish to.

The service often receives compliments during the normal course of business but not all are recorded as such, however, a number of unsolicited compliments received during the period, which have been recorded, are reported as follows:

We have received the following written compliments;

- When completing a Customer Satisfaction survey a service user commented ***“Colette Salt is priceless! Everything answered and explained at the visit.”***
- ***“Again, I thank you Colette, you are a good person 😊*** I would appreciate any paperwork for my PA being forwarded, and any monies owed, (not that there is any left in the empty pot) to be finalised. Unless we get a new government, then the disabled will always be the cheap target. Who's to say we won't get a break? But until then, I can only ***thank you for your guidance and your respect for people like me. Keep smiling Colette, they can't charge us for that...maybe?*** Take good care of yourself, and yours Colette, God bless. “ - Written by service user ending his Direct Payments due to financial assessment

- ***“Thank you Colette you’re always a great help. Much appreciated xxx”***
- ***“Hi Johanne. That is amazing thank you so much, that is fab.... And a big relief. Your help has been invaluable.”*** – Recruitment help

Our Customer Finance workers in the Managed Accounts service have been receiving a number of compliments thanking them for their service and in particular how helpful they have been.

Following a talk to Knowsley ULO on 7 July we received the following email compliment

*“Hello Andy, just to thank you and KDC for yesterday for taking the time out and delivering the information session (I’ve finished yesterday’s clean-up operation so I’m sitting down with my laptop, catching up on things!!) I was struck by the diversity of people from some not knowing about DP, some new to DP, some receiving DP...with lots to digest. It would be great to have you back and in 6 months’ time and do it all over again and perhaps share even more examples of ways in which people choose to spend their DP’s. Equally those that attended yesterday can come back and share their DP experiences, along with more local people ‘new’ to it. Would you like to run another for January 2017? Wednesday 4 12.30 – 2pm to be precise!! We’ll have more chairs by that point too - I’m ordering additional chairs ready for next month’s PIP lowdown, which should also be as informative for local people. Thanks once again and I think it’s great to be able to provide platforms for Knowsley born and bred organisations to share their expertise and know how with local people.”*

With thanks (again)  
Nancie Price  
07715 392 158  
E: [hello@kulo.org.uk](mailto:hello@kulo.org.uk)  
[www.kulo.org.uk](http://www.kulo.org.uk)

***“Dear Johanne***

***Thank you so much for sending me the links to help me sort out a CV. It was a massive help!!! “***

We received a compliment from John Moores University thanking us for accommodating a placement learning experience for undergraduate students currently studying a **BA (Hons) Health and Social Care for**

**Individuals, Families and Communities** during the academic year 2015/2016. See attached email



BA Health & Social  
Care for Individuals

### **Partnership and Liaison Arrangements**

In April, the Service team met with representatives from Premier Care, who provide the Employer and Public Liability insurance cover to Direct Payments recipients employing PA's. The purpose of this meeting was to review and ensure that all our customers were receiving the best possible service from Premier Care, and to ensure that team members are confident and familiar with all aspects of the insurance policy in order to effectively inform, advise and guide all employers and employees with any queries. In addition, we discussed our collective actions, working in partnership to ensure that all employers have up to date policies and are properly covered and insured, as an outcome from the meeting we identified a set of development actions.

In April we met with newly recruited Social Workers for the KMBC Review Team, holding round table conversations to provide an overview of Direct Payments and the purpose and function of the Service. Positive questions and answers took place and participants left with a detailed information pack including the current "Direct Payments guidance for Social Workers" which was co-produced by KDC/KMBC. Links to KDC website and Social Media were also provided.

In April we met with Corrine Barclay who had recently been appointed Outreach Officer for Deafblind UK for Knowsley and subsequently featured an article to promote the benefits of membership in the spring edition of our Direct Payments Newsletter.

In June the Service attended the KMBC Adult Social Care Stakeholder event for the launch of the Market Position Statement 2016-19 and to hear about updates on the commissioning and Service Plans for 2016/17.

We listened carefully to presentations from Sally Hobbs and we looked forward to learning more about the Commissioning Plan for Social Care. We welcomed the development of the Healthwatch Knowsley feedback centre and the launch of the Outreach for Our People Booklet (OOPS). It was useful to receive an update and introduction to the e-marketplace “Live Well Knowsley “and receive examples of the Live Well Website. We looked forward to the introduction in Knowsley.

The Service was invited by Abby Jones, Operational Manager Living Life Well, Specialist Mental Health and Community services to present an overview of Knowsley’s Direct Payments scheme and associated processes to the community mental health team based at the Anita Samuels Centre in Huyton.

In July, by invitation, we delivered a talk on Direct Payments for Knowsley User Led Organisation at their monthly information sessions. Over 30 Community members were present. Information packs were provided for all present. The Service received positive feedback and were invited to return again in January 2018.

In the autumn, the Service hosted a Student Social Worker and a new Social Worker in the Mental Health Recovery Team. We delivered overview talks, outlined the local operating process, provided detailed information packs which included current local Direct Payment guidance for Social Workers. Introductions were provided to other workers in KDC and overview of KDC services in general.

In September the Service attended a KMBC Stakeholder event which included consultation on Transforming Adult Social Care – “the future of Adult Social Care In Knowsley“ and information and updates about Knowsley Hospital Discharge Service Out of Hours, EDT and Urgent Response and Locality Working. We participated in positive and productive conversations and engaged in valuable networking opportunities. We have published both the Market Position Statement and *The Future of Adult Social Care in Knowsley* on our KDC Website. In addition, we have shared this on our Social Media and a front page news item in our *Direct Payments Autumn Newsletter 2016*

At the end of November, we provided an information stall for Knowsley Parent Carers Voice on Carers Rights day as part of a workshop delivered by Luke Clements on the Care Act.

The Service hosted two student placements at KDC - a second year Social Work student from Edge Hill University on a 70 day placement. The second student was a second-year Health and Social Care student from John Moore's University on a 40 hour placement.

In February the Service met with Employment Advisors from the Huyton Job Centre Plus to share information about our work supporting individual employers to recruit Personal Assistants and to discuss joint working and support offered by Job Centre Plus.

Following on from the initial meeting, in March the Service delivered a talk and discussion with 12 Job Seekers about Direct Payments in general, and an overview of PA vacancies available at that time. We continue to share our vacancies with the Job Centre.

On 20 March, we provided an information stall as part of the market place at the Carers Strategy Launch event. The event was well attended with many people visiting our stall and taking leaflets promoting Direct Payments and providing information about our services.

## **Policies and Procedures**

It is the work of the Personnel Committee to review all company policies via a rolling programme and make recommendations to the Board for ratification of new policies and major changes and amendments.

## **Policies Reviewed**

In line with our schedule, the following policies were reviewed between April 2016 and March 2017:

1. Anti-Bullying and Harassment
2. Anti-Violence and Aggression
3. Code of Conduct
4. Complaints Policy
5. Substance Misuse Policy and Guidance
6. Equality & Diversity
7. Fixed Asset and Depreciation Policy
8. Flexible Working Policy

- |  |   |
|--|---|
| 9. Family Leave  | 18. Grievance policy and procedure  |
| 10. DBS  | 19. Safer recruitment   |
| 11. Safe Working Policy                                  | 20. Fire safety   |
| 12. Retirement Policy and Procedure                      | 21. Health & Safety   |
| 13. Reserves Policy                                      | 22. IT Internet and Email Policy & Use of Company Business Systems                |
| 14. Data Handling and Disposal Policy                    | 23. Managing employee's performance – reviews objectives and personal performance |
| 15. Data protection policy – personnel records           | 24. Managing Sickness Absence   |
| 16. Data Protection Retention and Access Policy          | 25. Safeguarding Vulnerable Adults  |
| 17. Environment, Sustainability and Social Impact Policy |   |

### **Confidentiality**

The CRM system continues to demonstrate that no person has ever been excluded from the Service on the grounds of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex or sexual orientation. The Service pays particular attention to ensuring that people who are traditionally hard to reach have equal access to information.

All staff undertake the one-day Equality Act training and Safeguarding Alerters training as mandatory and the Service links into the MASH.

All employees and volunteers must sign up to the organisations' Code of Conduct which further establishes a culture of politeness and respect in dealings with all people.

The service operates within a strong set of cultural values which are published on the website, in business plans and annual reports.

## Section 4 - Quality and Performance

### Service Performance, Monitoring and Evaluation

<b>Direct Payments Activity</b>	<b>Apr 16- Mar 17</b>	<b>Apr 15 - Mar 16</b>	<b>Apr 14 - Mar 15</b>	<b>Apr 13 - Mar 14</b>	<b>Apr 12 – Mar 13</b>
New Referrals	158	203	271	262	238
No of recipients declining the scheme	22	29	63	66	29
No of service users joining the scheme	107	164	188	176	154
People employing a Personal Assistant	82	113	111	127	112
People employing an Agency	8	13	64	41	7
Recruited with support from the service	21	10	26	3	1
Employed family and/or friends	61	113	85	124	112
Number of recipients leaving the scheme	102	99	104	86	62

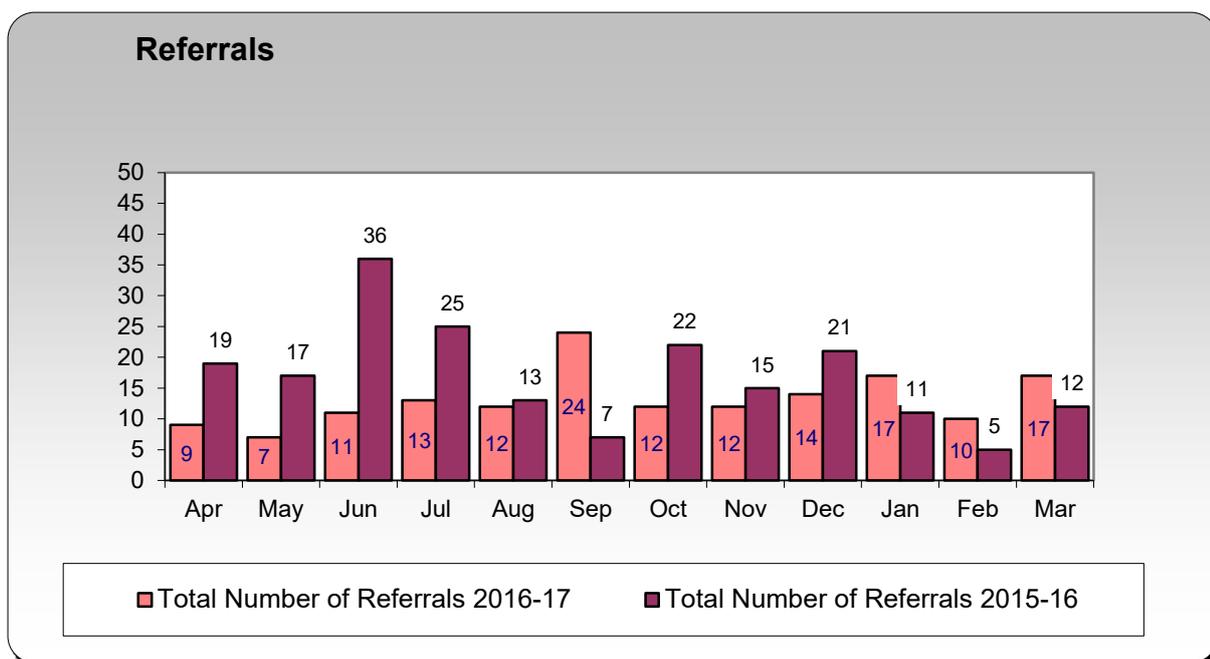
At 31 March 2017, records showed 796 individuals were recorded as receiving a Direct Payment. The following table provides a breakdown of the distribution for the period, together with a comparison of numbers of Direct Payment recipients over the last 5 years.

	At 31 March 2017	At 31 March 2016	At 31 March 2015	At 31 March 2014	At 31 March 2013
Total	796	801	736	657	526
% increase in year	-1%	9%	12%	25%	-
% increase year on year	51%	52%	40%	-	-

### Referrals

Between April 2016 and March 2017 KDC received 158 referrals, an average of 13 each month (compared to 203 referrals for April 2015 to March 2016, an average of 17 each month).

**Graph 1**



The data across the reporting period for 2016/17 indicates the referrals for each client group were:

- 60 (38%) for Older People
- 45 (28%) for Adults with Learning Disabilities
- 33 (21%) for Adults with a Physical Disability
- 6 (4%) for Parents of Disabled Children
- 14(9%) for people with mental health issues

The data across the reporting period for 2016/17 indicates that referrals from the Care Management Teams were:

- 44 (28%) from Integrated Disability,
- 36 (23%) from Kirkby West Locality Team,
- 28 (18%) from Halewood,
- 28 % (18%) KAT/Reablement
- 6 (4%) from Children with Disabilities
- 7 (4%) from LLams
- 6 (4%) from Review Team
- 2(1%) from 5bp Recovery Team
- 1 (1%) from Knowsley CCG CHC team
- 0 from Kirkby CMHT.

In April , 2016 the three Area Social Work Teams for KMBC Adult Social Care were disabanded and merged into 2 new teams , namely , Kirkby West and Halewood East . Therefore , previous year comparisons are not possible in Table 2 . However , it is interesting to note the total number of referrals from Area Teams in 15-16 was 76 compared with 64 for 16-17

**Table 1**

<b>Referral Sources - Care Management Team</b>	<b>April 16 - Mar 17</b>	<b>Apr 15 - Mar 16</b>	<b>Percentage (-/+)</b>
Central Locality	N/A	36	-100%
North Locality	N/A	24	-100%
South Locality	N/A	16	-100%
Kirkby West	36	N/A	100%
Halewood East	28	N/A	100%
Integrated Disability Team	44	35	26%
Children’s with Disabilities	6	29	-79%
Kirkby CMHT	0	1	-100%
5 Boroughs Partnership Recovery Team	2	16	-87%
Knowsley Access Team/Reablement	28	27	4%
CHC / Personal Health Budgets	1	6	-83%
Review Team	6	13	-54%
<b>Total</b>	<b>158</b>	<b>203</b>	<b>-22%</b>

Over the year there were 158 new referrals, 107 service users joined the direct payments scheme and 22 service users declined the direct payments scheme. 29 service users are either awaiting or undecided. (For the period April 2015 to March 2016, 164 service users joined the direct payments scheme and 29 service users declined the direct payments scheme). This shows a conversion rate of 87% in 2016/17 compared with a conversation rate of 80% in 2015/16.

### **Usage Breakdown**

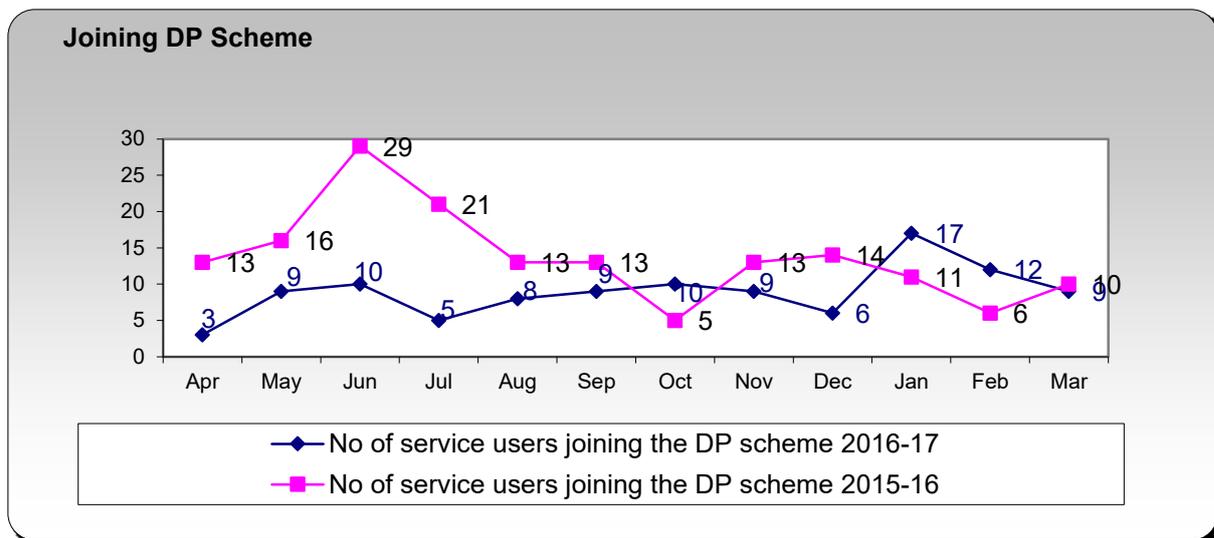
88 clients used their direct payments for domiciliary care, 16 clients for respite, 1 client for social inclusion and 2 for transport. 82 clients employed a personal assistant and 8 people contracted with an agency.

21 clients have recruited with the support from a service provider and 61 clients have employed family and or friends.

**Table 2**

Breakdown of Direct Payments used for:	Apr16 – Mar17	Apr15 – Mar16	Percentage (-/+)
Domiciliary Care	88	135	-35%
New Respite	16	22	-27%
Social Inclusion / Other	1	7	-86%
Transport	2	0	100%
<b>Total</b>	<b>107</b>	<b>164</b>	<b>-35%</b>

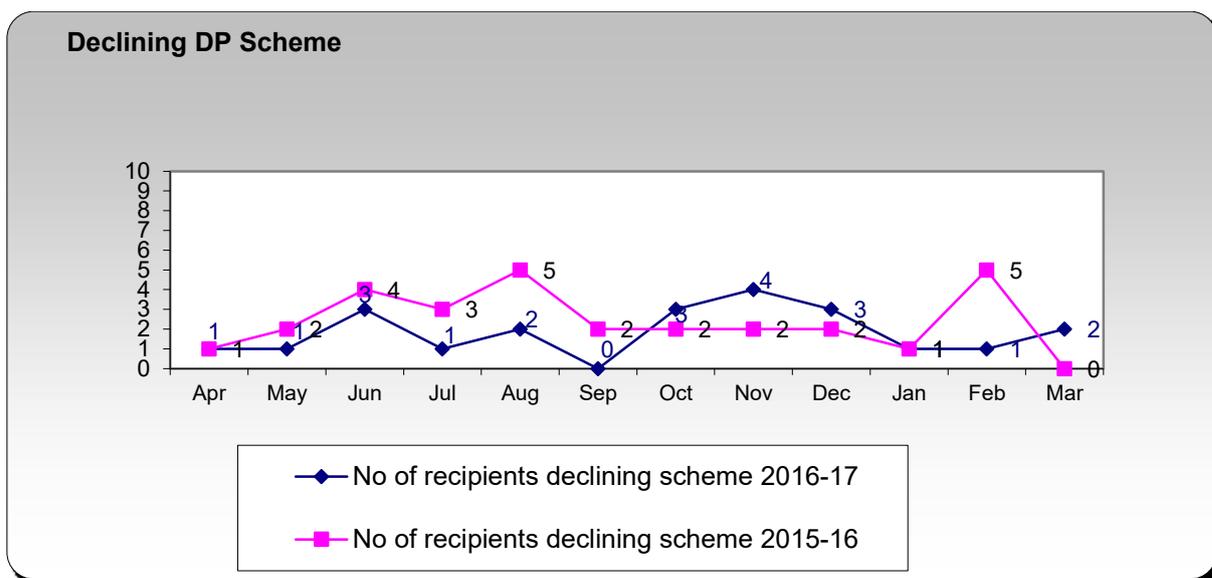
**Graph 2**



**People declining Direct Payments**

The number of people declining to take up Direct Payments following referral in the year was 22. In the comparative period in the previous year, 29 declined. This may be an indicator that the collective information, advice, guidance and support offered to people by KMBC and KDC is leading to more people deciding to commence receiving a Direct Payment following referral to our service.

**Graph 3**



**Table 3**

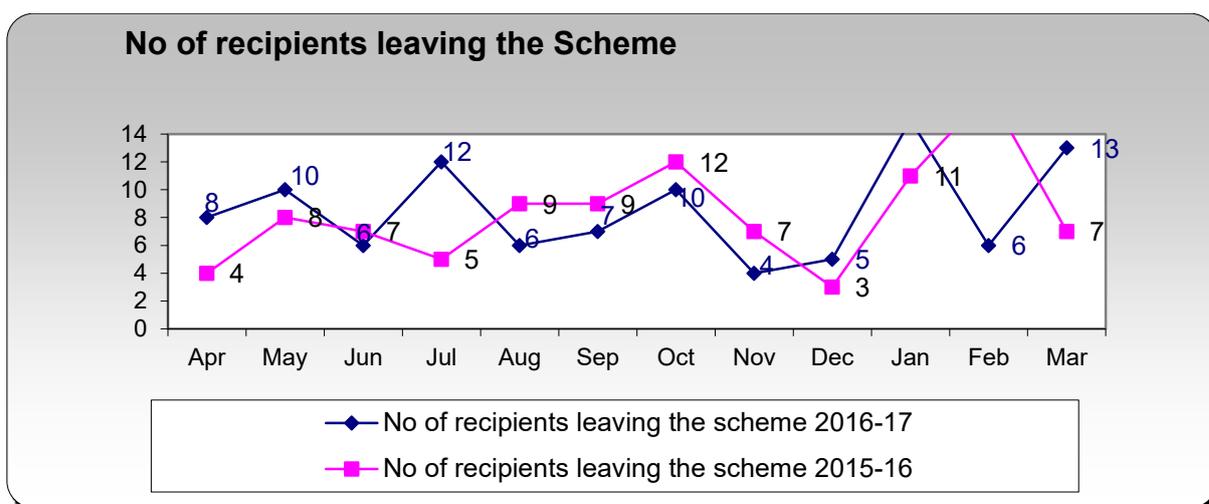
Reason for decline	April 15 -Mar 16	Apr 15 -Mar 16
Happy with Social Services	3	8
Moved into residential	0	2
Family Provision	10	10
KMBC Refused Funding	2	1
Deceased	5	0
Financial Assessment or Other	2	8
<b>Total</b>	<b>22</b>	<b>29</b>

**People leaving Direct Payments**

102 clients left the scheme during April 2016 to March 2017;

- 40 clients died
- 8 left due to charging issues
- 19 went into residential care
- 11 finished the objective (respite)
- 7 returned to Commissioned services
- 1 no longer needed a Direct Payment
- 7 relocated
- 9 decided to receive care and support through family provision.

**Graph 4**



**Table 4**

Reason for Leaving Scheme	April 16- Mar17	April 15 - Mar 16	Apr 14 - Mar 15
PA Finished	0	0	0
Non Compliance with Audit	0	1	5
Relocation	7	3	5
Died	40	34	47
No Longer needs DP	1	4	10
Residential Care	19	16	20
Charging Issues	8	23	14
Return to Commissioned Services	7		
Family Provision	9		
Objective finished	11	0	3
<b>Total</b>	<b>102</b>	<b>99</b>	<b>104</b>

**Waiting times and visits by Independent Living coordinators**

The Service is committed to ensuring that everyone received a prompt, effective and responsive service. Our recording indicates that all referrals are contacted within two working days of receiving the referral. The vast majority are contacted by telephone on the day of the referral. Where it was not possible to gain contact by phone or when we were given incorrect contact details, a letter was written and posted on the same day. For 187 people the waiting time for a first visit from the Service was less than 14 days. 16 people waited over 14 days for a first visit due to the

client and/or representative cancelling for hospital appointments and such.

## **Quality Assurance and Service Improvement**

KDC is accredited by the Legal Services Commission for its standards in providing information and advice services and continues to hold the Community Legal Service Quality Mark.

Quality standards are measured against the PQASSO outcomes which encompass all aspects of an organisation's performance including having a clear mission and plans to support the needs of individuals and communities, sound financial management, effective governance and a focus on outcomes.

KDC is an accredited 'Investor in People' and holds the Standard Award which demonstrates that a management framework for high performance through people is in place. The IIP Standard sets out a clear structure and benchmark for improvement. The accreditation process highlighted a number of areas of practice that were assessed as 'beyond the standard,

Following a detailed external independent assessment, KDC has achieved the Star Standard, a quality mark which tells people that we are an effective, professionally-run organisation which delivers high quality services backed up by robust policies and efficient processes.



The STAR Standard has been developed by Halton and St Helens Voluntary and Community Action in partnership with local commissioners. It has been designed with two main purposes in mind:

- To demonstrate the quality of systems and services of voluntary, community and faith sector (VCFS) organisations.
- To identify any gaps and areas for development for VCFS organisations to improve delivery of services and access to funding opportunities.

KDC has a framework in place that measures performance against key indicators which are linked to personal and team objectives, in turn aligned to the operational objectives identified in the business plan. Personal objectives are monitored via monthly supervision sessions and team objectives are reviewed through fortnightly meetings attended by all staff and volunteers engaged in delivering the Direct Payment Support Service and the associated Payroll and Managed Account Services.

These meetings focus not only on progress against operational objectives but also on performance against the specific indicators agreed for the service as part of the contract to ensure that targets are being met and identify any areas which can be improved or streamlined.

Customer surveys and evaluation questionnaires are regularly carried out which provide valuable information in terms of client experience and opinions. Results are analysed, reviewed and discussed to enable development points to be identified and actioned. Detailed accounts of the customer survey and evaluations completed during this year are provided in the Outcomes section of this report under Consultation, Customer feedback is also obtained via complaints and compliments received.

Every month, the Service arranges 'Essential Information' training sessions for people who are new to the Direct Payments scheme. This provides further opportunity for customers to feedback their experience. Evaluation surveys of the training sessions are also carried out to ensure that they remain fit for purpose to suit customer needs.

## **Personal Health Budgets**

Our offer to support people with Personal Health Budgets continues to develop. Progress is slow in terms of Referrals directly from the CCG. Most new PHB's occur when an individual has a pre-existing social care Direct Payment and subsequently meets the criteria for CHC funding as their health needs have increased.

In May we were pleased to receive an invite from NHS England Personal Health Budget team to the leadership event “Realising *the Five Year Forward View: Driving Personalisation through Personal Health Budgets*” in London.

Personalisation and choice are key drivers to realising the ambitions set out in the Five Year Forward View, and personal health budgets are one way to offer real control and flexibility to people with a range of health conditions. Currently a small number of people with the most complex health needs have a legal right to have their care delivered through a personal health budget, with clinical commissioning groups (CCGs) now looking at how this offer can be expanded to others who could benefit in their localities including people with learning disabilities, children in receipt of an education, health and care plan, people with long term health conditions and for the provision of wheelchairs.

The latest Mandate to the NHS sets out an expectation of a rapid expansion over the next few years, and by 2020 at least 50 - 100,000 people should have the option of a personal health budget. To do this effectively will require a marked cultural shift for the NHS, with new approaches to commissioning healthcare services and a different relationship between people and health professionals.

NHS England invited senior CCG leaders and invited representatives from the voluntary and community sector, (The personal invite was for Andy Gilbert reflecting his work and contributions to the development of Personal Health Budgets as previously reported in our Annual Reports for 14/15 & 15/16) to explore the opportunities offered by personal health budgets to solve some of the problems facing our health service, while offering real choice and control to disabled people and those managing long-term conditions. The conference also provided an opportunity to find out more about additional resources and support that are available for CCGs developing ambitious plans to expand the offer of PHBs.

In addition the launch of the [Integrated Personal Commissioning - Emerging Framework](#) was made at the conference.

The total number of people with a personal health budget in Knowsley during the period from April 2016 and March 2017 is 27. We continue to work in positive relationships with the CCG to ensure that all individuals are informed that they have a right to ask for a Personal Health budget.

Our development work around PHB's has continued to progress over the year with some positive feedback. We were invited by NHS England to join a small group from the Third sector to help them plan the continuing work for Voluntary and Community Organisations in supporting people with PHB's. We have continued to update our webpages [KDC Webpages for Personal Health Budgets](#)

## **Conclusion**

KDC has been supporting people to access and manage Direct Payments for 16 years. The year in view represents yet more innovation and investment in the service in support of our continued commitment to making Direct Payments the default offer for people with health and support needs in Knowsley.

More people have enjoyed greater independence and improved resilience through the enhanced functionality of our on-line PA finder facility. New partnerships and collaborations were formed, in particular our support for the launch of the new Knowsley Parent Carers Voice and ongoing support has ensured that local parent carers are well-informed and enabled to find the right solutions for their families.

Our strategic plans for developing the PA marketplace were enabled through a major project funded by Skills for Care which resulted in increased numbers of PAs accessing training and development opportunities, including achieving the Care Certificate and the delivery of dementia awareness training sessions for PAs, carers and families.

KDC has a strong culture of continuous improvement and values its Investor in people status. Once again, the period saw investment in our

people as well as our internal systems and processes, focusing on improving efficiency and effectiveness and deliver greater value for money. Fast-tracking of Direct Payments for people using person health budgets was introduced successfully, ensuring that individuals can exercise their preferred choice over how their end of life care is managed.

Plans were approved to develop and extend our networks to enable people to be linked into their communities and make better use of groups and activities to enrich their lives and augment care and support services.

The year ahead brings new challenges, not least of which is the uncertainty of the contractual position under which KDC currently works, however our continued commitment to our charitable aims – for people to live independently and have choice and control – will ensure that the service remains responsive to our community.

**Knowsley Disability Concern  
October 2017**