

Agenda Item	12.
Report No	PEO 23/18

HIGHLAND COUNCIL

Committee: People Committee

Date: 15 March 2018

Report Title: **Self Directed Support (Children) - 6 Month Update Briefing**

Report By: Director of Care and Learning

1. Purpose/Executive Summary

- 1.1 The purpose of this report is to update on the changes agreed by Committee in August 2017 to the process and procedure used by Care and Learning to assess the needs and outcomes for children and the subsequent individual support planning who are eligible for consideration as per The Social Care (Self-directed Support) (Scotland) Act 2013 implemented on 1 April 2014.

2. Recommendations

2.1 Members are asked to:-

- i. Note the update information: and
- ii. Approve the recommended actions in section 5.

3 Background

3.1 In August 2017, the Committee agreed that:

- The Self Directed Support (SD-S) allocation process should be based on the use of the Child's Plan to identify disability need and appropriate supports, because this brings the process into full alignment with the Highland Practice Model.
- Changes should be made to the levels of authorisation for SD-S, reflecting decisions being made at local (Area) level up to £7999, and that the SD-S Panel should make decisions for packages of £8000 and over. This allowed the Area Care and Learning Managers to hear appeals for disputed packages over £8000, and the SD-S Panel to hear appeals for packages below £8000.
- Highland Council should use the eligibility criteria agreed for the Health and Disability team for qualification for consideration for an SD-S assessment for Children.
- Clearer guidance should be made available on appropriate spending to families who received direct payments.

4. Update

4.1 Implementation of these actions commenced after the Committee agreed the proposals in August 2017, and was fully implemented by 1 November 2017. This involved all 278 parents/carers receiving a pack with a covering letter, explaining the changes, along with a copy of the agreed qualification criteria and the traffic light "how to spend your budget" document that was submitted to the committee.

4.2 To support implementation, a second staff development day was held in December 2017.

4.3 Ten parent question and answers sessions were arranged for February and March 2018. To date, the sessions in Fort William, Skye, Ullapool, Wick and Golspie have taken place, presented by the local District Manager, the chair of the SD-S Panel and representative of the payment card implementation team. Over the next 3 weeks a further 5 sessions will take place in Inverness, Nairn, Aviemore, Dingwall and Tain. Parents were also given opportunity to submit questions in writing if they could not make one of these sessions.

4.4 Comments from family members who have attended the Q&A sessions are in strong favour of the introduction of the payment card, mainly because it will negate the need for them to submit returns. Comments were also noted to be in favour of the new processes, and parents reported that "it is more clear now".

4.5 From 1 November 2017 to February 2018, 32 cases have either been to the SD-S Panel for consideration or to be recorded as support packages agreed locally. (see appendix 2 for anonymised record)

4.6 Of these 32 cases, 7 were new cases totalling a new spend of £16,615 and 20% of the cases assessed in period - highlighted in blue on appendix 2. Four were considered exceptional need cases, requiring a total additional spend from last year of £48,849 to maintain the child at home and prevent accommodation - highlighted in yellow on

Appendix 2.

4.7 Overall budget spend for November to February 2016/17 has increased by £13,609, once the additional figures for new cases and exceptional cases are removed. In other words the underlying spend on existing cases increased slightly. Overall the direct payment element for November to February 2016/17 has decreased by £1,290. These figures represent a small percentage of the overall budgets.

5. Future actions

- 5.1 Continued monitoring of new cases coming to the Panel is required to assess if this 20% increase in cases over the 3 month period is repeated, or is exceptional given the potential impact that repeated increases in cases would have on budget and frontline staff.
- 5.2 Further development days for workers are to be arranged in late April 2018 and 3 monthly after that, until the end of 2018, in order to continue to support frontline workers in working with the SD-S process. A further development day for managers will be arranged once the new family team management structure is in place.
- 5.3 Although the budget differentials as outlined in 4.7 are not considered as significant, continued monitoring on a quarterly basis would be prudent to measure likely budget impact.
- 5.4 A meeting between NHS Highland, Highland Council and SD-S Scotland in mid-March 2018 is intended to promote engagement with the 3rd sector to work co-operatively to achieve disability outcomes for children and families in Highland as per SD-S option 2, the use of a broker.
- 5.5 The questions and answers from all the parent sessions will be circulated to all parents once the sessions are complete for further advice and guidance (see Appendix 1 for a sample of the Q&As.)
- 5.6 Completion of guidance for the appeal process is required. This is scheduled for completion before the summer.

6. Implications

6.1 Resource

The proposed future actions require no additional change to present resourcing. The proposed training for staff and further information sessions with families can be met by present staffing levels.

6.2 Legal

This update has been compiled and confirmed as being within current relevant legislation.

6.3 Community (Equality, Poverty and Rural)

The aim continues to be to ensure that resources are directed towards meeting identified disability outcomes by supporting and encouraging informed choice by families.

6.4 Climate Change / Carbon Clever

A neutral impact continues to be predicted given no additional forms or resourcing are

required to implement.

6.5 Risk
No new risks are identified.

6.6 Gaelic
There are no specific implications.

Designation: Director of Care and Learning

Date: 5 March 2018

Author: Sandra Campbell, Head of Children's Services

Background Papers:

Appendix 1 Q&A samples

Appendix 2 cases recorded between 1st November 2017 – February 2018

Sample questions from parent & answer sessions throughout Highland held from Feb-March 2017

Concerning changes to S-DS assessment for children and

The introduction of the payment card system to replace direct payments.

- Will I still get my daughters horse riding lessons paid for by direct payment?
Yes, if the outcome is linked to her disability causing an unmet need.
- Can I change what I originally agreed to spend on?
Yes, but any change needs to be agreed with HC.
- Will my son's holiday be covered by S-DS?
Yes if he is going on his own and it is considered to meet an unmet disability need but no if it is a family holiday.
- Can my sons Personal Assistant be paid to go on holiday with him?
Yes so long as the support is meeting an unmet disability need. This may be included as an appropriate spend even if holiday is with the whole family.
- Will I still have to do returns when the payment card comes in?
No, spending monitoring can be done in real time so no longer requires quarterly returns.
- I pay my Personal Assistant in cash. How will the card work for me?
The PA needs a bank account and you can then set up an instant bank transfer.
- I give my son's Personal Assistant some cash when she takes him out to get drinks, snacks etc. Will I still be able to do that?
No, the payment card cannot be used at a cashpoint or get cashback from a till. However, if money for snacks and drinks are agreed as appropriately meeting a disability unmet need, there may be opportunity to have a second card which you can top up with small amounts to give to the PA to use whilst out. This would need to be agreed at the putting the plan together phase.

Cases sent since 01/12/17

ID	Date Submitted	16/17 Direct Payment Total	Direct Payment Total 17/18	Total Budget for 16/17	Total Budget for 17/18	Notification of Appeal Request Y/N
	04/12/2017	2,710.71	5,724.64	7,087.71	9,614.74	N
	04/12/2017			4,438.80	18,169.04	N
	04/12/2017	1,280.00		1,240.00	1,160.00	N
	04/12/2017	3,400.00	3,230.99	3,400.00	3,230.99	N
	04/12/2017	3,066.00		3,066.00	1,764.00	N
	07/12/2017	21,114.70	30,017.14	21,114.70	42,636.34	N
		11,025.92	6,137.00	11,025.00	6,137.00	N
		16,938.96	23,442.80	16,938.96	23,442.00	N
			229.00		290.00	N
	08/12/2017				1,560.00	N
	28/12/2017	2,404.08	605.00	2,404.08	2,319.68	N
	28/12/2017			2,695.08	2,431.78	N
	13/12/2017	4,412.88	4,262.88	4,622.08	4,262.88	N
	13/12/2017				2,400.00	N
	13/12/2017		3,741.12		3,741.12	N
	19/12/2017	2,126.00	2,044.00	2,336.00	2,044.00	N
	21/12/2017	2,806.32		6,006.32	6,717.60	N
	28/12/2017	3,427.40	4,416.60	4,274.00	8,617.60	N
	08/01/2018	5,546.32	5,998.40	5,546.32	5,998.40	N
	08/01/2018				5,081.50	N
	11/11/2017		2,698.00		2,698.00	Y (*not heard)

February Panel 2018:-

	23/01/2018	151,983.00	159,075.54	151983	159,075.54	N
	26/01/2018	4,991.92	5,242.08	4,991.92	5,242.08	N
	26/01/2018	2,500.00	1,620.00	2,500.00	1,620.00	N
	26/01/2018	3,069.75	1,568.55	3,069.75	1,568.55	N
	26/01/2018	987.50	2,424.00	987.50	2,424.00	N
	26/01/2018	2,845.95	2,734.08	2,845.95	2,734.08	N
	26/01/2018	2,456.75	3,283.55	2,456.75	3,283.55	N
	26/01/2018	7,410.00	1,632.00	7,410.00	4,632.00	N
	26/01/2018	320.00	3,043.00	320.00	3,043.00	N
	31/01/2018	6,852.00	936.00	6,161.00	6,186.00	N
	31/01/2018	17,470.00	5,776.92	8700	22,026.92	N

	totals	281,146.16	279,883.29	287,620.92	366,152.39	