



**Haringey Council**

<b>Report for:</b>	<b>Adults and Health Overview &amp; Scrutiny on 16<sup>th</sup> April 2013</b>	<b>Item Number:</b>	
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<b>Title:</b>	<b>Personalisation and Personal Budgets – Summary Briefing Note</b>
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<b>Report Authorised by:</b>	<b>Mun Thong Phung, Director Adult and Housing</b>
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<b>Ward(s) affected: All</b>	<b>Report for : Non Key Decisions:</b>
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## **1. Describe the issue under consideration**

- 1.1 The aim of Personalised Care is to give greater choice and control to a vulnerable person in need of care and support. Personalisation is the term used to describe a new way of delivering support to vulnerable adults. Personalisation recognises the individual as the expert about their own situation and what services/activities will best help them ameliorate their support needs. A key component of the Personalisation agenda is the provision of excellent advice, information and signposting to services in order that people can help themselves to improve their circumstances. Personalisation is much greater than the financial resources the Council makes available to its residents with eligible needs, resources hitherto referred to as personal budgets. Personalisation seeks to mobilise all the resources of the community to support vulnerable adults, (Libraries, Adult Education, Sports and Leisure Services, Volunteering etc).
- 1.2 Personal budgets can provide or commission or make cash payment in lieu of services to meet eligible needs. The Council can make cash payments in lieu of services directly to people or their carers or can make payments to third parties to use or manage services on behalf of an eligible person or their carer.
- 1.3 This report updates Adults and Health Overview & Scrutiny on the progress with the development of Personalisation in Haringey. The report has a particular focus on



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the role out of Personal Budgets to all people in receipt of social funded care in the community.

## **2. Background information**

2.1 Personal budgets can be delivered in the following ways:

- A Direct Payment – a cash payment direct to the eligible person or their carer;
- An Individual Service Fund - a cash payment to a third party;
- A Council Managed – a commissioned service on behalf the eligible person or their carer; and
- A Mixed Service a combination of the above.

2.2 Direct Payments for people who meet Haringey's Fair Access to Care Services eligibility criteria are the preferred method of delivery of Personal Budgets as they promote independence, health and wellbeing by giving vulnerable people greater choice and control over their lives.

2.3 Individual Service Funds assist with the transformation of the social care economy. Individual Service Funds can range from a Payroll/Payment Service to include brokerage or a Provider Service who accounts directly to the eligible person or their carer for services drawn down by them.

2.4 Council Managed Services are the more traditional method of delivering services; here the Council takes on all responsibility for procurement, quality and payment for services. People eligible for a personal budget or their carers can choose any of the above methods or combination thereof to receive their personal budget.

## **3. Process**

3.1 All referrals to Adults Social Care are routed through a single point of contact; from here people are given advice and information as part of a screening process to determine whether or not people would benefit from a full assessment;

3.2 The assessment process is underpinned at each point with an assessment of risk, that is what risks might exist. Where any risks are identified then a risk management plan is developed with the individual and any carer that may be involved;

3.3 Where an individual is allocated a personal budget as a result of this process there is a specialist group of staff available to assist them in spending this budget to optimise meeting their eligible needs. This group of staff help to turn the individual support plan, a statement of aspirations the individual wishes to achieve in a period, into a reality;

3.4 All new recipients of a personal budget receive a review of their support plan and the services being purchased after six weeks. This review acts as a safeguard to ensure people are confident in managing their affairs and that the configuration of services employed is of a good standard and appropriate. People are then offered



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an annual review after this time as a default; however people are advised they can ask for help at any point; and

- 3.5 Some people with very complex situations may need a higher frequency of review, in these situations the person is likely to have an allocated social worker stay involved with their care until such time as the levels of risk associated with their situation have been reduced to a minimum.

## **4. Developments**

- 4.1 By April 2013, circa 70% of all people in receipt of community based service to do so through a personal budget by April 2013.
- 4.2 In order to increase the level of choice people have over who provides their support, Adult Services has developed an accreditation system to augment the registration requirements of the Care Quality Commission. The accredited scheme has approved 39 organisations so far to operate within the Haringey System. This system, alongside individual reviews of service, will help to protect individuals. However, with adults it always has to be choice and control balanced with risk.
- 4.3 Supported living options have been developed to allow people to move from residential care settings into homes of their own. Also, two extra care supported housing schemes have been developed and both opened over the past 1<sup>1/2</sup> years. These schemes provide a direct alternative to people having to move into residential care. People have their own front door, with the on-site personal care they need.
- 4.4 The Council has launched a purchase care system where a debit card allocated to a resident and is pre-loaded on a monthly basis with their personal budget dispensing with the need for residents to set up a separate bank account to receive a cash personal budget.
- 4.5 The Council developed an online directory of services called [HAricare](#) to provide advice and information for people to help themselves. There is already an online referral form available within the website. In 2013/14 this service will be further developed to allow people to complete a referral and begin the assessment process themselves on line. It is hoped this new facility will interface directly with the Adult Social Care Data Base. The enhancements will also explore the idea of an online market place where people can buy support services in much the same way as they now do their other shopping on line.

## **5. Equalities**



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5.1 Personal Budgets are available to all residents in receipt of community based services. Personal Budgets promote greater choice and control for the recipient and therefore represent a significant improvement in the way services are offered.