Direct Payments for the future

The good, the bad and the obvious, but quite hard to do



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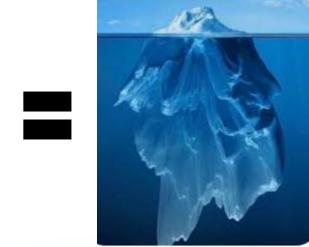


Ever felt....?









Sheffield City Council



Direct Payments Improvement Programme

Steering Group, now Personalisation Board

Strategy & Policy

Systems & Process

Market Shaping Money Management Direct Payment Audit Review Direct Payments Support

Support Planning

Calculating the budget

Setting out our vision, our offer and commitment

Devising system changes and improvements, simplifying processes and creating procedures

Developing a market for people directing their own support, promote a PA workforce, introduce microproviders, create Individual Service Funds, Define quality

Review the Recognised Provider List, develop new standards, build relationships, create other options for people, and rebalance option Build relationships, reduce bureaucracy, simplify process, remove the Improve support for new people or those having issues, reduce burden level on social work staff, design training, improve practice, create procedures and improve information resources

Develop support planning models, focus on strengths, based on outcomes, using an indicative budget

Create a calculation tool, test and create mechanism for calculating an upfront budget

Built on: Togetherness, Trust, Transparency, Simplicity



Better Direct Payments: from insight to action

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INFLUENCING THE SUCCESS OF DIRECT PAYMENTS

Commit to longterm strategic leadership to improve direct payments

Acknowledge direct payments can work for all

Listen to people through the assessment and planning process Recognise the vital role of social workers and practitioners

Provide good support, information and regular training for practitioners

Share clear expectations on purpose and use of a direct payment Develop people with the right mix of skills and values in support services

Encourage peer support

Offer practical support to personal assistants and people with direct payments

Use technology where it can help people

Shape the market through commissioning Promote alternative and innovative models of personalised support

thinklocalactpersonal.org.uk



Foundations - ownership

Commit to longterm strategic leadership to improve direct payments

Acknowledge

direct payments can work for all

Share clear expectations on purpose and use of a direct payment

What was put in place	Benefit
Coproduction – scope of influence	 Commitment of working with people and clear where decisions fell. Engagement exercise to get people involved. Funding to local ULO to support activity. Range of options to be involved.
Personalisation Board	 Brings together people, SCC Adults & Children's Services and ICB. Collective decision making and governance.
Direct Payment Vision	 Clear coproduced vision of what we all wanted. Joint public commitment Started building trust Quick win
Personalisation & Direct Payment Strategy	 Public commitment linked Social Care & City strategies Got Council Members on board – helps momentum & pledges time and resource to longer-term initiatives Keeps it on agenda (regular AHSC Committee)
Policy: statement of intent	 Clear, transparent statement on Sheffield approach. Clarity on parameters of use. Improved customer experience. Build confidence in Direct Payments system

Market Shaping

What to put in place

Use technology where it can help people

Market shaping • Real alternatives to 'traditional' services and providers. royant smaller local providers from exiting market

Benefit

Shape the market through commissioning

		 Prevent smaller local providers from exiting market Create Micro-providers within communities.
	Promote and recognise the PA workforce (Incentives & Benefits)	 #PersonalAssistantandProud campaign Generates new workforce. Encourage more people to employ PAs. Builds economy.
	PA Rates Decision Making Tool	Equitable, transparent decision-making.Fair rates of pay.Puts PA employers in control.
	Updated the PA Register	Tool for recruitment.Platform to send prospective PAs to.Allows diversity of recruitment.
	PA Workforce Summit	 Joint ownership of PA recruitment issues to tackle together across region.
	PA Champion role	 Promote the PA role. Engage education facilities to promote role. Develop support networks for existing PAs.
	Develop Individual Service Funds Pilot	 Alternative flexible option from Direct Payments. Relieves pressure from inauthentic Direct Payments and spot purchasing arrangements
	Rebuild Money Management Offer	 Increases options to manage own Direct Payment. Reduce reliance and financial pressure.

Support, advice and training

Recognise the vital role of social workers and practitioners

Provide good support, information and regular training for practitioners

Develop people with the right mix of skills and values in support services

Encourage peer support

Offer practical support to personal assistants and people with direct payments

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What to put in place	Benefit
Invest in the workforce	 They feel heard. Refocused back to social work activity. Direct Payment Calculator simplifies and gives accuracy. Re-engineered training options.
Unified Direct Payment teams and functions to a dedicated Direct Payment Advice team	 Refocus of expertise. Builds greater capacity in social care functions. Improved customer experience. Front-loaded proactive support. Improved data integrity.
Updated procedures, guidance and factsheets	 Straight-forward information that's co-designed. Stored on website for transparency. Links back to legislative requirements More consistent improved practice.
Tackling the hard stuff – people not following the rules, debts due to non-payment of contribution and exceptional circumstances for PAs	 Transparency and shared decision-making through Complex Direct Payments Forum Builds trust and sense of fairness More trusted system. Builds confidence.
Direct Payments Support Service moving in-house	 Appropriate support for individuals. Seamless hand-offs for targeted support and advice

Payments.

Reduced burden on social care staff to 'manage' Direct

Introducing peer coaching and mentoring.

Support Planning – back to basics

Listen to people through the assessment and planning process

What to put in place Benefit Ensure compliance with legislation. 'Direct Payments First' model Enables everyone to take control, have autonomy and flexible support. Trained confident staff Review support planning Refocus planning to outcome focused model, resources and Plan differently for creative lower cost support tools Enable people to use Direct Payments as intended Support planning pilot Good outcome focused, strengths-based plans in place to with Pathway to Adults take though adulthood. and Direct Payment Testing with targeted groups for learning Review teams **Dedicated Direct** Dedicated team to tackle high-cost covid changes to align to pre-pandemic costs Payment Review team Savings of £1.2m To test, learn and shape new practices before crossservice roll-out Act as 'Direct Payment buddies' to existing staff **Build Indicative and** Care Act compliance. More accurate budget forecasting. Personal Budget calculations Transparency of budget allocation (possible RAS)

Promote alternative and innovative models of personalised support

Take-aways



Personalised support is the right thing to do



We can offer choice, flexibility, autonomy starting now – the law is there!



Direct Payments are here to stay so we might as well invest and get them to work in the best way for everyone



Do it together and get the buy-in from the start



Have a dedicated person to lead



Time for questions...