

Building on the work of Better Direct Payments

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Getting past stuck

DIRECT PAYMENTS: WORKING OR NOT WORKING?

Are direct payments
working the way
they should be?



INFLUENCING THE SUCCESS OF DIRECT PAYMENTS



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Direct payments: Working or not
working?

Improving direct
payments oversight

Better direct payments

Better Direct Payments



INFLUENCING THE SUCCESS OF DIRECT PAYMENTS

1
Commit to long-term strategic leadership to improve direct payments

2
Acknowledge direct payments can work for all

3
Listen to people through the assessment and planning process

4
Recognise the vital role of social workers and practitioners

5
Provide good support, information and regular training for practitioners

6
Share clear expectations on purpose and use of a direct payment

7
Develop people with the right mix of skills and values in support services

8
Encourage peer support

9
Offer practical support to personal assistants and people with direct payments

10
Use technology where it can help people

11
Shape the market through commissioning

12
Promote alternative and innovative models of personalised support

Better Direct Payments



November 2023

Seek to gain cross sector re-commitment to self-directed support and direct payments as a vehicle to achieving this.

Wide range of stakeholders by invitation

- Consensus
- Conundrums
- Commitments

Themes that emerged

Principles, process, practice

- The system allows/enables social workers to work in a human/heart way – computer says ‘yes’
- Back to basics with the self-directed support process as it should be
- Proportionate auditing
- Equity - Direct Payments work for everyone

Support for people and assessors

- Direct Payments are easier to implement than commissioned services + quick set up times
- Local support available from organisations of people with lived experience

Things to spend direct payments on

- Pool of properly rewarded, stable, well-trained personal assistants
- Commissioning to stimulate more active, inclusive, welcoming communities

Things we're working on – some with others

Principles, process, practice

- New research – commissioned by DHSC, done by Kings Fund
- Resources to support practitioners – with South West Councils direct payments network
- Digitising and streamlining assessments

Support for people and assessors

- New TLAP publication - North Somerset's recent improvement work on Direct Payments
- New TLAP publication - positive stories of success by diverse groups of people and the ingredients for success
- What a good direct payment support service looks like – with South West direct payment support service provider network and ILG

Things to spend direct payments on

- Draft Personal Assistant role in the Care Workforce Pathway
- Guidance on employment status of Personal Assistants – with National Direct Payments Forum and ILG

Webinars in November

- West Midlands ADASS
- Use of Credit Unions in Shropshire as alternative for Money Management provision
- Birmingham City Council 'direct payments first' approach
- Skills for Care – Social workers and Commissioners

In person events

- Sheffield City Council with Yorks and Humber ADASS
- PA Summit
- South West Direct Payments Network
- 'Better Direct Payments'

Elsewhere

- National Direct Payments Forum
- Independent Living Group
- Community
- ILG -PA

Time to act

A roadmap for
reforming care
and support in
England

Fixing the plumbing and wiring

#SocialCareFuture

**Fixing the social care
plumbing and wiring**



Fixing the plumbing and wiring — solutions menu

We grouped solutions together into a menu of options for action.

The next slides show these in more detail.





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