**SERVICE SPECIFICATION**

**Peterborough City Council**

**Peterborough Direct Payment Support Service**

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| **OUR VISION**Peterborough City Council (PCC) is committed to achieving positive and personalised outcomes for individual adults, children, young people and families, including parents and carers (hereafter referred to as ‘people’). These outcomes are in line with the Association of Directors of Adult Social Services (ADASS) outcomes. PCC, in line with the directions in the Care Act 2014, wants to increase the number of people choosing to take Direct Payments as part of Personal Budget arrangements; please see PCC’s Personal Budget policy and Direct Payments policy. It is anticipated that the increased uptake of Direct Payments will support:1. Improved health and wellbeing outcomes for individual adults, children, young people and their families
2. Flexibility, choice and control for people who need additional support
3. A diverse local care and support market

There are key areas of work underway to deliver the vision of increased Direct Payment uptake:1. Procurement of an enhanced Direct Payment Support Service
2. Development of the Personal Assistant (PA) market
3. Raising awareness of personalisation

The development of the Direct Payments offer sits within the wider context of transforming Social Care in Peterborough and within the national context of the Care Act 2014 and the Children and Families Act 2014. In line with duties outlined in the Care Act 2014, PCC needs to ensure information and advice is available for people who pay for their own care.**Legislative Context**Direct Payments were first introduced in 1997 under the Community Care (Direct Payments) Act 1996. Initially, local authorities were given a power, rather than a duty, to make payments for working age disabled adults. The Government indicated that the user group for Direct Payments could be expanded without the need for further legislation, should the system prove successful. The discretion under the 1996 Act was extended to include older people in 2000, and further legislation was introduced in 2001 to include parents of disabled children and carers. A duty to provide Direct Payments was introduced in 2003 when regulations, made under Section 57 of the Health and Social Care Act 2001, made it mandatory for local authorities to make Direct Payments to people who consented and were eligible and able to manage them, with or without assistance. Community Care, Services for Carers and Children’s Services (Direct Payments) (England) Regulations 2003 (SI 2003/762) have since been revoked and replaced by the Community Care, Services for Carers and Children’s Services (Direct Payments) (England) Regulations 2009 (SI 2009/1887).In 2009, as per the Community Care, Services for Carers and Children’s Services (Direct Payments) (England) Regulations 2009 (SI 2009/1887), provision was extended to people appointed to receive Direct Payments on behalf of individuals lacking the mental capacity and to persons subject to mental health legislation. The Care Act (Direct Payments Regulations) 2014 confirms Personal Budgets in law for people with eligible assessed needs, and carers, including the right to Direct Payments. The Care Act states that, from April 2015, local authorities need to assign a personal budget to all people who are eligible for support. The personal budget is the amount of money needed to cover the cost of the support for which a person is eligible. The local authority also has to ensure that people are given relevant and timely information about Direct Payments so that they can make a decision regarding whether to request a payment and how to use and manage this payment appropriately. **Background**People with eligible support needs should have those needs documented through an Education, Health and Care Plan (ECHP) or Care and Support Plan (CSP). These plans explain what support they need, how this support will be arranged, and how much the support will cost. The total cost of the additional support can be detailed in a Personal Budget. Depending on circumstances, people may manage their Personal Budget in a number of ways:“a. Direct Payments – where individuals receive the cash to contract, purchase and manage services themselvesb. An organised arrangement – whereby the local authority, school or college holds the funds and commissions the support specified in the EHC plan (these are sometimes called notional budgets)c. Third party arrangements/nominees – where funds (Direct Payments) are paid to and managed by an individual or organisation on behalf of the child’s parent or the young persond. A combination of the above.” (Department for Education & Department of Health, 2015:48) Direct Payments can offer much more flexibility in terms of the range of support that can be purchased, they can be used to independently buy personal care, support, access to activities and short breaks. However, they do require more management by the individual than services which are commissioned and purchased by the local authority. Families and individuals often need help in understanding the role and responsibilities of becoming an employer, and the legal framework around managing Direct Payments. Research has shown that supporting people to manage their Direct Payments is critical to the success of the Direct Payments arrangement and to the delivery of individual outcomes[[1]](#footnote-1). In addition, the Care Act states that support must be available to people to enable them to understand options and make appropriate choices in relation to Direct Payments. To support the increased uptake of Direct Payments it is anticipated that there will need to be an essential/consequent increase in the number of Personal Assistants available locally. Furthermore, the availability of Personal Health Budgets, from 1 April 2014 means there may be opportunities to work in an integrated way with Peterborough and Cambridgeshire CCG to develop and manage the local Direct Payments market.Peterborough currently provides Direct Payments for 451 adults and 35 children (total of 486). There are 269 adults and 1 child in receipt of a Managed Account (Total of 270). There are a total of 209 service users utilising the local payroll service. Approximate £9.5 million is paid by Peterborough City Council in Direct Payments. 71% are paid to people who are under 65, 29% to people over 65. Approximately two thirds of PCC Direct Payments are used to purchase a care and support service, and a third are used to employ a Personal Assistant to provide care. Service currently includes managed account service, PA support, payroll service and support, information advice. We currently don’t have any individual service funds in Peterborough. **Transforming Social Care in Peterborough** This transformation of social care is focused on keeping people healthy and living in their own homes and communities for longer. PCC puts great emphasis on flexibility, choice and control, as care and support services move away from institutional care and towards community and home based support. This approach is based on:1. Significant feedback from people who prefer community or home-based support because it allows them to remain more independent for longer
2. Tailoring the support provided, in a community setting or at home, to the needs of an individual and their carer
3. A focus on prevention and early intervention within the community; this is more cost effective as it helps to delay and reduce the need for more expensive, longer-term support such as extensive care packages and residential homes
4. Maximising the impact of our limited resources
5. Ensuring that specialist care services remain available for people with complex care needs.

One of the biggest changes resulting from the transforming social care programme has been the rise of ‘personalisation’; “Personalised care planning empowers individuals, promotes independence and helps people to be more involved in decisions about their care. It centres on listening to individuals, finding out what matters to them and finding out what support they need” (Department of Health, 2011:2). The Council is moving towards a care and support system that:1. Supports individual choice, greater independence and less reliance on ongoing statutory support wherever possible
2. Enables individuals, families and carers to get information, advice and low level support easily and quickly
3. Enables PCC to become a commissioning organisation that builds capacity, quality and service choice
4. Enables PCC to offer support to social enterprises, commercial organisations, NHS, statutory providers and voluntary and community groups
5. Breaks down the ‘red tape’ and enables the right person-centred support to be commissioned through a genuine co-production approach.

PCC’s commissioning team will review existing support and the customer journey to ensure that all commissioned services achieve set outcomes. By reshaping services, the local market and investing in preventative services rather than longer term support PCC aims to maximise flexibility, choice and control for all people, thereby increasing personalisation of care.**Description of Service**We are looking to commission a high quality, Peterborough city wide Direct Payment Support Service that enables the outcome of improved independence, health and wellbeing of people with eligible needs funding their own support.Priority activities for the service are to:1. Provide high quality information and advice on Direct Payments, purchasing care and support directly, and on the support services opportunities available locally.
2. To provide support to the service users on the matter of HR in compliance with the HR legislations current at the time
3. Offer personalised support to people to manage their Direct Payments in ways that they can understand and manage
4. Provide independent support to people who are purchasing support through Direct Payments and people who fund their own support (self-funders)
5. Assist Direct Payments recipients by directly employing support staff to understand and manage their duties as employers
6. Provide a high quality and efficient payroll service
7. Provide a managed bank account service for Direct Payment recipients who choose not to receive and manage their Direct Payment themselves
8. Support the development, implementation and ongoing management of a Personal Assistant register and ‘support with confidence’ scheme for Personal Assistants
9. Enable access to DBS checks for Personal Assistants
10. Work with commissioners (both public sector, self-funders and Direct Payments recipients) and other partners to develop and effectively facilitate the Personal Assistant market.

Any successful tender will:1. Demonstrate a ‘whole family’ approach, working in partnership with other services and agencies across the education, health, social care and the voluntary/community sector
2. Work effectively across the age spectrum to ensure the service is equally accessible by, and responsive to, the differing needs of adults, children and young people, and their families
3. Satisfy compliance with Peterborough City Council’s current Direct Payments procedures for children’s and adults’ services
4. Have appropriate levels of risk insurance/liability cover in place in case of mismanagement/fraud
5. Be transparent about unit costs for specific elements of the service e.g. information and advice, payroll etc. within any block funding. These unit costs should also apply to self-funders purchasing support from the service
6. Demonstrate effective management of financial and operational arrangements to optimum capacity, financial probity and best value
7. Have an accessible local and sustained presence within the Peterborough City Council boundary
8. Be clear if intending to signpost elsewhere for aspects of service delivery and be clear on any proposed sub contractual arrangements
9. Take a preventative approach with people using the service to enable independence and reduce deterioration in care needs.

The following outlines PCC’s requirements for a Direct Payments Support Service. For the purpose of this document the term ‘people’ can include as appropriate, those people in receipt of, or considering taking Direct Payments along with their family. People will be referred into the service by Peterborough City Council operational Social Care staff, their partners within health (such as the Peterborough and Cambridgeshire CCG) and via self-referral for people funding their own support. Importantly, the service will be *actively and effectively* marketed by the Provider to ensure people who may benefit from the service area are aware of it. The components of the service fall into five principal areas of activity;1. **Information and advice** –People have access to good quality information and advice when and where they need it**.**

**Outcome:** People have improved choice and control over support services and can make informed choices relating to Direct Payments or funding their own support and the support opportunities available to them.* 1. The Service will provide information and advice about Direct Payments and self-funded support and the support options available that can be purchased and issues relating to employing a Personal Assistant.
	2. The Provider will offer information and advice in a range of community locations.
	3. The Provider will offer information and advice using a variety of methods and media that reflect the strengths and abilities of people who use, or are likely to use, the service.
	4. The Provider will ensure all staff and volunteers have relevant DBS checks and appropriate training and experience to work with families.
	5. The Provider will have systems in place to ensure all staff are competent in delivering information and advice that is accurate and compliant with Data Protection.
	6. The Provider will ensure there are cover arrangements to ensure continuity of service, for example during annual leave or periods of staff sickness
	7. The Provider will provide information and advice that helps to reduce the risks associated with employing staff directly through Direct Payments or through self-funding, and will support people to make informed choices relating to their role as an employer.
	8. The Provider will comply with all relevant legislation including (but not limited to) PCC’s Safeguarding policies and procedures, equality and health and safety

 1. **Targeted information and advice –** People will have access to relevant advice and are facilitated to access support providers, including PAs, to help achieve the outcomes in the care and support plans

**Outcome:** People are enabled to develop and implement outcome based support plans and put in place the support they need and have formal arrangements in place with support providers as appropriate.2.1) The Provider will have an established record of providing services and improving outcomes for people.2.2) The Provider will accept referrals from a range of health and social care partners and provide appointments for people within a reasonable timescale.2.3) The Provider will use a range of local resources and develop and maintain their own, as required, to ensure people can access detailed information on the full range of local support options and can make informed choices about the support that would best deliver the outcomes they require.2.4) The Provider will support people to negotiate and agree service requirements and costs with third party support providers and will carry this out on the service user’s behalf where required and appropriate. The Provider will ensure that best value and personalised, high quality support is achieved. 2.5) The Provider will offer one to one support where required2.6) The Provider will be flexible in where it delivers support including from, but not limited to, community based centres and home visits 2.7) The Provider shall offer information and advice that is empowering and enables people, including parent carers of disabled children and young people, to understand their rights and maintain their autonomy and independence for as long as possible2.8) The Provider will enable people to put in place or source insurance that protects them as an employer and protects from public liability claims2.9) The Provider will support people directly employing staff to set out arrangements through an effective employment agreement and to comply with Health and Safety legislation in the workplace2.10) The Provider will offer a fully auditable payroll service that enables people to fully comply with Council, HMRC and employment requirements2.11) The Provider will make available to self funders the same services covered under this contract for the same price.2.12) The Provider will develop an effective working relationship and referral pathway with a range of partners including but not limited to;* Local Authority - Adult Social Care
* Local Authority - Children’s Social Care
* Local CCG - Continuing Health Care team
* Other voluntary sector organisations.
* Health and Care providers
1. **Provision of a Managed Account service** – people are facilitated to access a direct payment managed account service to coordinate and administer their individual Personal Budget Direct Payment resource.

**Outcome**: People are empowered to make positive and personalised choices regarding their support and are facilitated by accessing a managed account service.3.1) The Provider will manage payments, financial arrangements and support access to bank account facilities on behalf of people who are not able to do so themselves but for whom a Direct Payment offers the best way to provide support. This will be carried out in line with PCC financial management standards (see appendix 5 for more detail about expectations for this part of the service)3.2) The Provider will arrange and enable access to DBS checking for PAs and people employing PAs taking due care and attention to the service user groups of children, young people and adults. 3.3) Any changes to charges to services users for the payroll and managed accounts service aspects of the service must be mutually agreed by the Council and the Provider.1. **Personal Assistants –** The Providerwill improve access to Personal Assistant (PAs) and will support people to employ PAs with the right skills and capabilities to meet individual needs.

**Outcome**: Personalised support is facilitated by the development and implementation of a Personal Assistant’s register4.1) The Provider shall work with PCC to develop and maintain a PA register enabling people to recruit PAs with the right skills and abilities, and enabling PAs to secure work4.2) The Provider will support PAs and prospective PAs to identify training and development opportunities; this will enable prospective PAs to take up training opportunities and opt to join the PA register. DBS checks for PAs will also be undertaken by the Provider 4.3) The Provider shall support people to advertise, recruit, and appoint PA’s safely. All PAs should complete a one page profile in line with ‘Person Centered’ best practice1. **Community Engagement -** The Provider will engage with a wide range of partners and communities, raising awareness about Direct Payments and developing relationships with potential future users of the service and local professional workforce.

**Outcome:** Increased awareness and knowledge about Direct Payments. Conduct activities for local organisations, professionals and voluntary agencies working with children and young people with additional needs and adults known to social care services.5.1) The Provider shall carry out awareness raising events and activities within local communities on at least six occasions during any one financial year.5.2) The Provider shall develop strong links with a wide range of partners including but not limited to health and social care agencies, carers support services, housing, advocacy support services, local voluntary sector and community groups.5.3) The Provider will actively market and promote the service, actively encouraging people to access the service. This should include the creative use of Social Media.5.4) Targeted groups should include seldom heard communities and people with protected characteristics. Peterborough City Council reserves the right to increase the scope of provision to include other services that meet an identified need or to enhance or change the existing provision; any change will be subject to a contract negotiation and variation.**ACCESS** The Provider shall maximise accessibility by offering information and advice and support from a range of community settings and in the service user’s home. Information and advice will be free of charge to people and their families.The Provider’s opening hours shall be flexible and responsive to individual need. The service shall be delivered as a minimum every weekday (Mon – Fri) throughout the year (except public holidays). The Provider shall inform people of what ‘out of hours’ support is available locally and nationally should they need emergency help. **SOCIAL VALUES**The Council aims to promote improved health, independence and inclusion through the provision of care and support services which enable vulnerable adults to achieve as full and independent lives as possible. The Council is committed to meeting (and where possible exceeding) the social value obligations it has with respect to the economic, social and environmental well-being of Peterborough. Further details of the Council’s obligations in this regard can be found within the Public Services (Social Value) Act 2012, available from: http://www.legislation.gov.uk/ukpga/2012/3The Care Act 2014 placed new duties on the Council to facilitate vibrant, diverse, sustainable, high quality care and support for the benefit of its local population. As detailed above, there are changing demographics across the area, together with an ageing population and the Council needs to promote an innovative, flexible, adaptive model for delivery of Direct Payment service which is robust and responsive to individual needs, leads to better access, and provides good quality and offer value for money. |

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| **MONITORING ARRANGEMENTS AND FINANCE** |
| Peterborough City Council is required to collect, analyse and disseminate monitoring information in order to show value for money and improving outcomes for families receiving these services. Details of the specific service outcomes and activities are outlined in Appendix 1. Monitoring information will be provided via the following methods:* quantitative data, to be supplied numerically by agreed reporting methods
* qualitative data and evidence of outcomes and impact, by agreed reporting methods
* a monthly financial status report including, as a minimum, total payments in, individual and total balances held and invoices paid. This should reconcile with the bank balance held.
* any other financial statistics required by the commissioner.

The Provider will be contractually obligated to submit monitoring information accurately within the management/monitoring tool provided. This information is required on a quarterly basis, or more frequently on request of the Commissioners. Performance review meetings will be held quarterly, along with annual review meetings between PCC’s contracts, procurement & compliance team, commissioners and the provider. Quality visits may be planned or unannounced by PCC and/or partners such as Healthwatch. The Provider shall record service user information electronically in a way that is capable of reporting against outcomes and ad hoc reporting requirements. Monitoring information, including quarterly financial information, must be completed and returned on time; payment will be linked to the timely receipt of such documents. All data collected by the provider will be owned by the Council and transferred to the Council on completion of the contract or in the case of termination of the contract.All monitoring information will remain confidential between the Provider and the commissioner, until agreed by the commissioner (in discussion with the Provider where appropriate) as an accurate record of services delivered. Peterborough may from time to time undertake a service review and will contact people directly to request feedback on the services provided. Performance monitoring, outcomes and quality requirements will be finalised with the Provider post award of contract – outline details of this are shown in ‘Document 1’ entitled Outcomes for the Peterborough Direct Payments Support Service.Providers are not permitted to increase the costs of the chargeable elements of the service paid through an individual’s Direct Payments without permission of the Council.  |

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| **ACCOUNTABILITY**The organisation would be accountable initially to The PCC Director of People and Communities. This will be in the first instance through the Commissioners of the service. |

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| **SAFEGUARDING SELF AUDIT TOOLKITS (SAFEGUARDING ADULTS TOOLKIT and SAFEGUARDING CHILDREN’S TOOLKIT**The organisation will be required to periodically complete on an ongoing basis the safeguarding ‘Self-Audit Tools’ which can be found within the Invitation to Tender documents. Any separate ITT requirement/s regarding SAFEGUARDING TOOLKITS will be fully explained within the ITT Documents. |

**Outcomes for the Peterborough Direct Payments Support Service**

\*Please note: Numerical targets/outputs in this appendix are shown per year of contract delivery

These outcomes and reporting are not exhaustive and may change throughout the life of the contract

The organisation will be required to provide a minimum of 4 case studies to demonstrate good practice and improved outcomes for individuals and families (in relation to any of the outcomes below) either on an individual basis or a service/agency basis.

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| No | Outcome | Output/activity | How Measured |
| 1 | People have improved choice and control over support services and can make informed choices relating to Direct Payments or funding their own support and the support opportunities available to them. | * office based and home visits where necessary
* creation of relevant information – available in suitable formats
* referrals made via agreed routes, and people and/or families screened and prioritised for appropriate next steps
* pathway for self-funders to be included and details of charges
 | * numbers of people accessing the service and new referrals
* contacts made within one week of referral
* number of contacts for information and advice
* number of contacts for payroll service
* numbers of active support cases
* people accessing Direct Payments have their support set up within 6 weeks of referral made to service
* number of reviews
* spreadsheet of people of children, young people, families and adults – to include name, date of birth, gender, disability, ethnicity, postcode and number of contacts made
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| 2 | People are enabled to develop and implement planned outcomes and put in place the support they need and have formal arrangements in place with support providers as appropriate. | * office based and home visits where necessary
* creation of relevant information – available in suitable formats
* referrals made via agreed routes, and people and/or families screened and prioritised for appropriate next steps
 | * people observed by support staff to have experienced positive changes
* wherever possible, people demonstrate the experience of positive change from their own understanding
* service user survey (annual) feedback on effectiveness of support
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| 3 | People are empowered to make positive and personalised choices regarding their support and are facilitated by accessing a managed account service  | * partnership approach to developing personal support plans through the approaches described above, using practical and supportive steps
 | * numbers of people accessing the service and new referrals
* contacts made within one week of referral
* number of contacts for information and advice
* number of contacts for payroll service
* numbers of active support cases
* people accessing Direct Payments have their support set up within 6 weeks of referral made to service
* number of reviews
* spreadsheet of people of children, young people, families and adults – to include name, date of birth, gender, disability, ethnicity, postcode and number of contacts made
* case studies provided
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| 4. | Personalised support is facilitated by the development and implementation of a Personal Assistant’s register | * partnership approach to developing the personal assistant workforce
* develop an appropriate PA register process
* develop processes for ‘matching’ PAs and people on the register
* training opportunities linked to partners, health, social care and the independent and voluntary sectors to develop knowledge and skills
* facilitate opportunities for PAs to share good practice and experience
 | * register of Personal Assistants available to people locally with training, skills and qualifications listed
* number of PAs accessing training and development opportunities
* number of PAs achieving appropriate levels of qualification
* number of PAs completing safeguarding training
* number of PAs active in year
* number of PAs going through DBS procedures in a year
* case studies provided
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| 5 | Increased awareness and knowledge about Direct Payments.  | * Conduct activities for local organisations, professionals and voluntary agencies working with children and young people with additional needs and adults known to social care services
* provision of information, drop-ins workshops, facilitated to raise awareness for other local organisations and professionals working with children and young people with additional needs and adults known to social care services
 | * number of workshops provided – target of 4 per year
* number of participants (and their position/post) – target of 30 per workshop
* details of workshop content
* participant feedback
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**References**

Department for Education & Department of Health (2015) Special educational needs and disability code of practice: 0 to 25 years Statutory guidance for organisations which work with and support children and young people who have special educational needs or disabilities [WWW]. Available at <https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/398815/SEND_Code_of_Practice_January_2015.pdf> 9 (Accessed 6th July 2016).

Department of Health (2011) Information sheet 1 personalised care planning, an ‘at a glance’ guide for healthcare professionals; improving care for people with long term conditions [WWW] Available at

<https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/215946/dh_124048.pdf> (Accessed 6th July 2016).

1. <http://www.thinklocalactpersonal.org.uk/_library/TLAPTrustIsTheKeyFINAL.pdf> [↑](#footnote-ref-1)