

## Future Service Aims and Focus of the Service:

### Support for Social Workers and Colleagues

#### **Key Points:**

- Joint training for social workers and providers
- Ongoing support with provider
- Prompt alerts for social workers around under and over spending
- Joint service user visits
- Providers to hold regular surgeries in practitioners offices to enable providers to co-locate on a rota basis – enables complex case sessions

### Increase the number of PAs. Matching support between service users and PAs

#### **Key Points:**

- Job fairs in the community
- Training and recruitment schemes
- Visits to schools and universities to promote part time work
- Qualification incentive/career pathway
- PA register

### Increase the take up of direct payments for Mental Health and Older People Services

#### **Key Points:**

- Process needs to be as simplistic as possible
- Joint visits with social workers and provider
- Tangible ideas and flexibility in what to buy – especially for Mental Health service users
- Peer support for confidence building
- Confidence building for Older People who may fear doing it wrong

### Local Knowledge

#### **Key Points:**

- Awareness of transport difficulties with rural locations/matching car users to remote locations and non-drivers to local areas
- Demographical matching of service users with PA's – personalisation with language and gender preferences
- Personalisation awareness/consideration of local conditions
- Co-location with other services/libraries/fire stations etc
- Directory of Voluntary Organisations

### Information, Advice and Guidance for Families

#### **Key Points:**

- Pre-work – promoting Direct Payments and explaining processes
- Literature in different languages and easy to read formats
- Easily accessible information – digital and paper formats
- Face to face meetings to explain the process, clear expectation of what the provider can and cannot do
- Mobile accessibility and drop in sessions

## Proportionately charged Managed Account/Payroll Services based on care requirements?

### **Key Points:**

- Irrespective of the care requirements, the same back office functions are required
- Charge per pay slip – Pay as you go or all-inclusive options
- Charge to be a percentage of the budget with an upper cap limit
- Managed accounts are monitored frequently irrespective of use and could therefore incur a static cost
- Retainer fee when a PA is not used as there is still the monthly requirement to report to HMRC even when there is zero pay

## Proactive Account Management

### **Key Points:**

- Clear processes and criteria to be defined
- Allocated account worker
- Different levels of scrutiny dependent upon needs of individual service user
- Continual account overview/alert if balance is either too high or too low
- Pre-payment card promotion

## Measuring Outcomes

### **Key Points:**

- Measure outcomes in social work review
- Case studies with social worker
- Measure use of other services
- Telephone, text and paper surveys
- Use of Outcome Star at review