

Recommendations The Council should	Council's Response	Next Steps	Timescale	Responsible Officer
<p>To ensure people know about Direct Payments, how to access these services and are encouraged to take them up, we recommend that local authorities: R1 Review public information in discussion with service users and carers to ensure it is clear, concise and fully explains what they need to know about Direct Payments.</p>	<p>The Council's Direct Payment Policy has been reviewed and updated following feedback from service users, carers and staff and is subject to approval by Delegated Decision.</p> <p>Adult Services have recently reviewed its public information following feedback from service users, carers and staff that the existing information was not helpful. The new leaflet is designed to start with an explanation and to expand on the detail if the reader is interested to know more and will be available on the Council's website. An easy read version is being finalised for publication. Adult Services have also recorded service users on YouTube videos talking about their experience and demonstrating that a wide range of people access Direct Payments.</p> <p>Service users and staff have been complimentary of the changes made and agreed it addressed the concerns raised.</p>	<p>Seek approval of new Direct Payments Policy by Delegated Decision</p> <p>Update Council's website with new leaflet, including easy read version and You Tube videos.</p> <p>Share public information with staff, partner agencies and potential service users</p>	<p>Dec 2022</p> <p>Dec 2022</p> <p>Dec 2022</p>	<p>Neil Elliott</p> <p>Sian Nowell</p> <p>Sian Nowell</p>
<p>To ensure people know about Direct Payments, how to access these services and are encouraged to take them up, we recommend that local authorities: R2 Undertake additional promotional work to encourage take up of Direct Payments</p>	<p>On approval of new Direct Payments Policy, training for all staff will commence to raise awareness and confidence and should have a positive effect on future take up.</p> <p>Adult Services will also arrange a social media campaign once the new Policy and public information is in place.</p>	<p>Commence awareness raising with staff through a series of training sessions.</p> <p>Launch social media campaign</p>	<p>Jan 2023</p> <p>Jan 2023</p>	<p>Sian Nowell</p> <p>Sian Nowell</p>

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<p>To ensure people know about Direct Payments, how to access these services and are encouraged to take them up, we recommend that local authorities: R3 Ensure advocacy services are considered at the first point of contact to provide independent advice on Direct Payments to service users and carers.</p>	<p>Advocacy options are available to all Direct Payment service users, promoting a service users led approach.</p> <p>Service users are referred to Dewis: Centre for independent living, who are Adults Services commissioned advisory service and support provider for Direct Payments if someone is interested in Direct Payments. They provide information around the benefits; how Direct Payments operates in detail and what support is available for people.</p>	<p>No further action required</p>	<p>Not applicable</p>	<p>Not applicable</p>
<p>To ensure Direct Payments are consistently offered we recommend that local authorities: R4 Ensure information about Direct Payments is available at the front door to social care and are included in the initial discussion on the available care options for service users and carers.</p>	<p>Once a care need is determined, a conversation about options, including Direct Payments takes place at Adult Services Single Point of Access (SPA) with service users. There is also a requirement to discuss Direct Payments and other service offers to meet assessed need at assessment stage.</p>	<p>No further action required</p>	<p>Not applicable</p>	<p>Not applicable</p>
<p>To ensure Direct Payments are consistently offered we recommend that local authorities: R5 Provide training to social workers on Direct Payments to ensure they fully understand their potential and feel confident promoting it to service users and carers.</p>	<p>Staff guidance has been reviewed and updated.</p> <p>Staff awareness and training will start following approval of new updated Policy. (Reference R2 above).</p>	<p>Commence awareness raising with staff through a series of training sessions.</p>	<p>Jan 2023</p>	<p>Sian Nowell</p>

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<p>To ensure there is sufficient Personal Assistant capacity, we recommend that local authorities through the All-Wales local authority Direct Payments Forum and with Social Care Wales: R6 Work together to develop a joint Recruitment and Retention Plan for Personal Assistants.</p>	<p>Dewis: Centre for independent living, is Adults Services commissioned Direct Payments support provider. This includes supporting the recruitment of Personal Assistants for Direct Payment service users.</p> <p>Recruitment and retention of Personal Assistants, like other social care staff is a significant challenge currently and Dewis: Centre for independent living, like other support providers are supported by the Regional Cwm Taf Workforce Development Team to deliver training and support opportunities for Personal Assistants.</p> <p>The development of an overarching social services workforce development strategy is progressing, and will include actions that will support options to increase recruitment and retention of social care workers, including Personal Assistants</p>	<p>Complete overarching workforce development strategy</p>	<p>Mar 2023</p>	<p>Neil Elliott</p>
<p>To ensure services are provided equitably and fairly we recommend that local authorities and the Welsh Government: R7 Clarify policy expectations in plain accessible language and set out:</p> <ul style="list-style-type: none"> • what Direct Payments can pay for • how application and assessment processes, timescales and review processes work; 	<p>The Council's Direct Payment Policy has been reviewed and updated following feedback from service users, carers and staff and is subject to approval by Delegated Decision. (Reference R1 above).</p> <p>In addition, Adult Services following a review of its Direct Payments offer is also diversifying its current offer through social and micro enterprise development in partnership with Community Catalyst.</p>	<p>Seek approval of new Direct Payments Policy by Delegated Decision</p> <p>Commence Community Catalyst pilot</p>	<p>Dec 2022</p> <p>March 2023</p>	<p>Neil Elliott</p> <p>Mari Ropstad</p>

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<ul style="list-style-type: none"> • how monitoring individual payments and the paperwork required to verify payments will work • how unused monies are to be treated and whether they can be banked; and • how to administer and manage pooled budgets. <p>Public information should be reviewed regularly (at least every two years) to ensure they are working effectively and remain relevant.</p>				
<p>We recommend that the Welsh Government: R8 Ensure that people who receive both NHS continuing healthcare and Direct Payments have greater voice, choice and control in decision making</p>	<p>Welsh Government recommendation</p> <p>Note: Welsh Government are currently consulting on the means to deliver better access to Direct Payments for people eligible for CHC funding to support greater voice, choice and control in decision making</p>	<p>Not applicable</p>	<p>Not applicable</p>	<p>Not applicable</p>
<p>To effectively manage performance and be able to judge the impact and value for money of Direct Payments, we recommend that local authorities and the Welsh Government: R9 Work together to establish a system to fully evaluate Direct Payments that captures all elements of the process – information, promotion, assessing,</p>	<p>Await steer from Welsh Government regarding development of a Direct Payment evaluation system so consistent with other Local Authorities.</p> <p>At the outset of the Direct Payments Policy review Adult Services engaged using a community of enquiry approach with service users, carers and staff to seek their views from their experiences of using Direct Payments. This information had a</p>	<p>Retake Direct Payment survey with staff, service users and carers to review success of the introduction of the new Policy and approach to Direct Payments.</p>	<p>June 2023</p>	<p>Sian Nowell</p>

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<p>managing and evaluating impact on wellbeing and independence</p>	<p>significant influence on the work undertaken to make improvements and the draft changes were returned for further consultation to confirm that we had captured their views effectively in the new documentation, training, and guidance.</p> <p>It is intended to routinely survey staff, service users and carers following the introduction of the Policy and changed approach to maintain its relevance going forward.</p>			
<p>To effectively manage performance and be able to judge the impact and value for money of Direct Payments, we recommend that local authorities and the Welsh Government: R10 Annually publish performance information for all elements of Direct Payments to enable a whole system view of delivery and impact to support improvement</p>	<p>Current national metrics relating to Direct Payments required by Welsh Governments, include</p> <p>AD/013: The total number of adults with a care and support plan where needs are met through a Direct Payment on 31st March</p> <p>AD/018: The number of care and support plans for adults supported by Direct Payments that were due a review during the collection year</p> <p>AD/019: The number of care and support plans for adults supported by Direct Payments that had at least one review during the collection year.</p> <p>Plus, the total number of adults on 31st March with a care and support plan by Direct Payments</p>	<p>No further action required</p>	<p>Not applicable</p>	<p>Not applicable</p>

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	<p>Not aware of any plans Welsh Government have to review/add to Direct Payments performance measures. Will adapt Adult Services reporting once Welsh Government advice received, if required.</p> <p>Adult Services local performance dashboards include information relating to Direct Payments. Plus, information relating to Direct Payments is captured through quarterly monitoring of Dewis: Centre for Independent Living Contract.</p> <p>Information on Direct Payments is included in the Annual Directors Report.</p>			