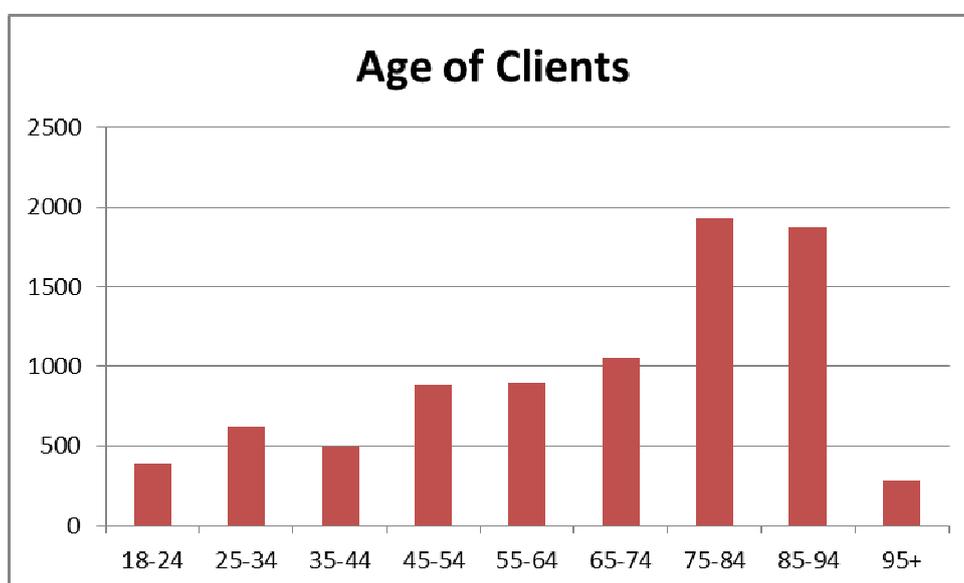
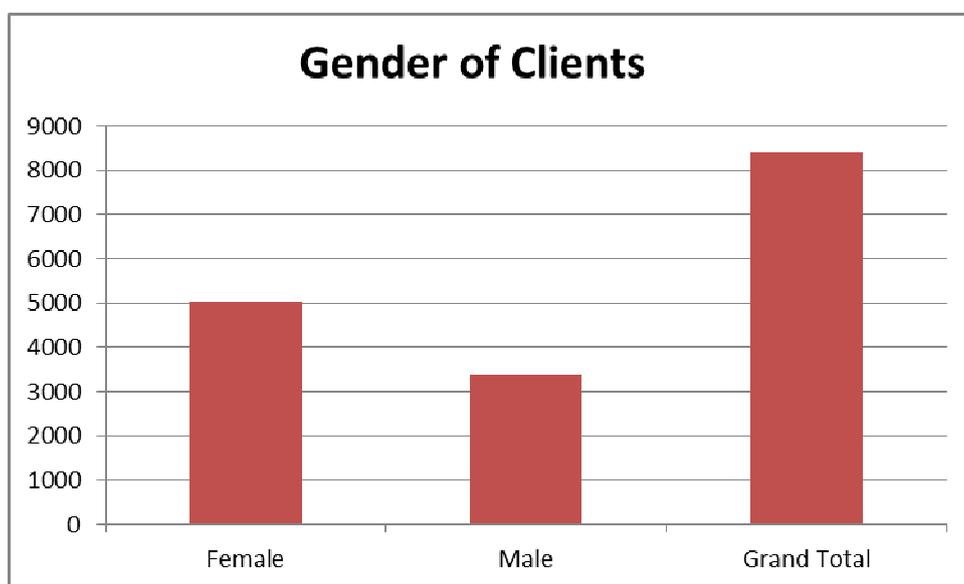


Citizen Engagement

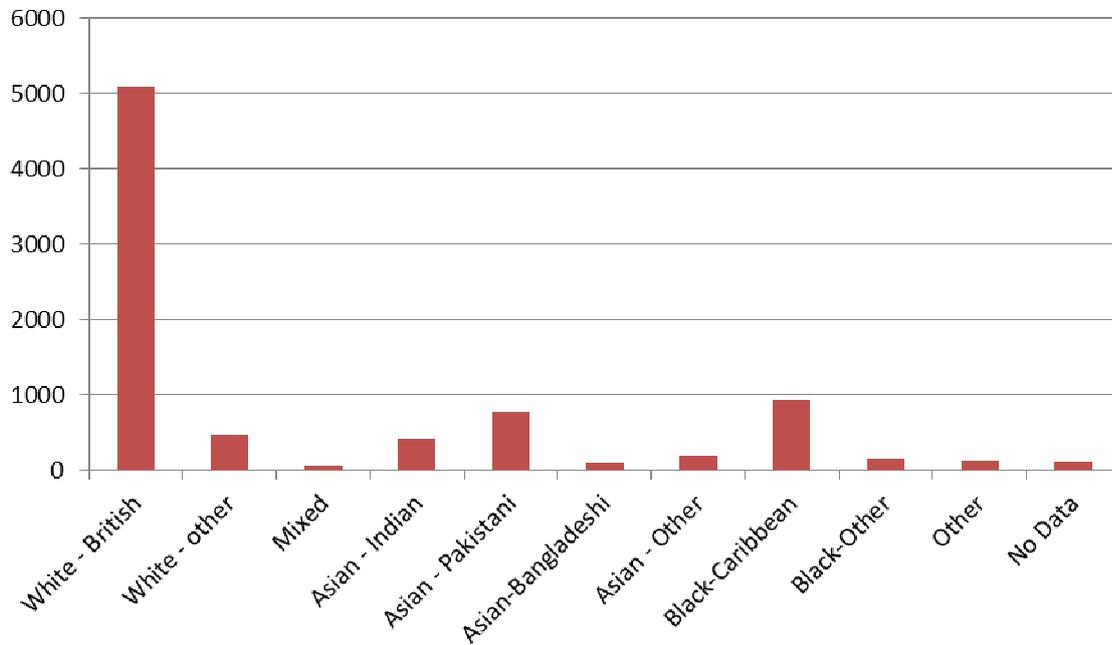
In total there were 4 public sessions where Birmingham Citizens were invited to attend and discuss the issues pertinent to themselves or representing others. These sessions were led by Carl Griffiths as the Assistant Director for Assessment and Support Planning.

In addition to the public sessions every person on CareFirst was notified by letter of the information and invited to the public sessions or invited to discuss with their social workers. This was approximately 8000 people and resulted in 146 telephone calls where citizens were given the opportunity to discuss the information they had received and again encouraged to attend the public sessions.

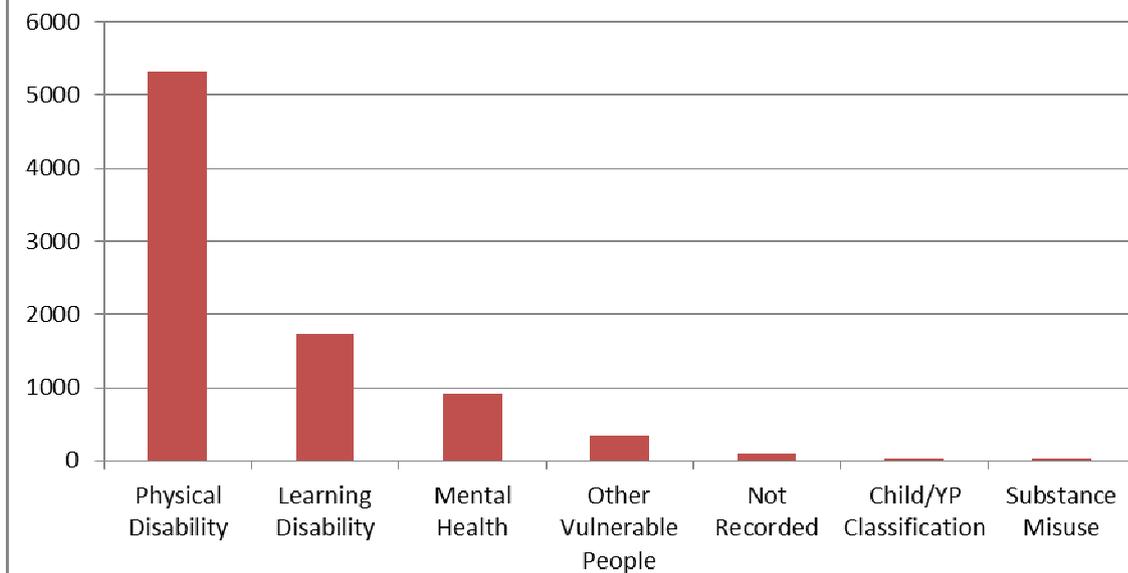
In terms of demographic representation the following charts demonstrate who the letters would have reached:



Ethnicity of Clients



Client Group



The first session was held on the 16th May 2016; the second on the 12th July 2016; the third on the 19th July 2016 and a final session on the 27th September 2016 at Fairway Day centre. A total number of 56 people attended.

Below is a summary of the responses to the presentation. It is fair to say that many of the responses did not relate to the presentation or process but more about the Direct Payment Rate and comments on social care; it is also worth commenting that people were attending as carers and clients and therefore the discussion was wide ranging and varied. Below is a summary of the questions asked and a summary of the answer provided:

Comment/Question/Response
Do social workers need to meet with the Agency to negotiate care costs? Not if the care needs can be met out of the existing costs of £10.96.
What is the timescale for implementation? This is to be determined by responses to these engagement sessions but we would implement in shadow form as soon as possible as a system has to be in place.
What will we do about personal specialist care? More will be said on this later but there is a slide that covers it.
Will specialist care agencies go through a special moderation process? The whole process is dependent on a moderation process which is in-built. Some care packages will require this - some will not.
We need to be very clear how social workers are going to implement this. The do's and don'ts and key facts. Training will be needed for teams. Agreed, and this will happen.
How do social workers approach service users? Nothing in this regard should change; social workers will need to review and assess as they always have done; this is about the process and having a clear conversation with service users about their individual needs.
Can you push service users in the direction of adopting Direct Payments? We can suggest it if the social work professional thinks it in the best interest of the service user, however it is a fine-line legal position, and service users cannot be forced to take this up.
Will there be one set rate for personal budgets? There will be one rate - £10.96 - for service users who are at home, and a further flat rate of £12.60 for commissioned care.
Where does the £10.96 Personal Budget rate originate from? The rate of 10.96 has been used in Birmingham for some time. Recently KPMG completed work in Birmingham that verified that this rate was more than adequate to cover the typical/average cost of buying a PA.
With the Direct Payments Card proposals and the Commissioning Personal Budget rates, will the two rates be compatible? Yes, this is the case
Will we be using the "Mid-Point" on Sprocket to calculate additional on-going costs? Yes, the Mid Point will be used for calculating on-going costs.
Will there be a fact sheet on Personal Budgets for social work and support staff? Yes, we will aim to produce a fact sheet that sets out clearly the new procedures.

Are the updated hourly rates now uploaded correctly to Sprocnnet? Yes, the rates will be correct on Sprocnnet by the time of the new system launch. At the moment though, they are roughly indicative figures.

What are the ranges of rates to choose from, for example residential and additional costs? Will these take account of on-going support costs? A whole package and menu of rates need to be set up. Commissioning are currently working on these menu of costs and trying to match them against estimated on-going support costs.

Will Direct Payments support agency costs be included in the calculations? Yes, this will be part of the Assessment process.

If a service user were to need two carers or more, how would we calculate the charges for this? This must be identified in the assessment; however the overall costs would generally be expected to be met.

Will the indicative amount be part of the support plan? It will be included but we are at the moment not sure whether it will be in the Support Plan or in a letter. The important issue is that the client or citizen or carer will be informed so they are able to plan their care.

Will the Eligibility Criteria be assessed following the assessments? Yes

Why hold this event now?

So that we discuss and have the debate about how personal budgets are developed and calculated.

This event was late advertised. No use.

We apologise if the letters arrived late but we hope that now you are here it will be of some use.

Why re-assess people before a decision has been made?

We have a duty to review and re-assess people when certain circumstances or conditions change. We do not make decisions before an assessment and decisions about peoples care should be based on the assessment.

Will you re-assess everybody?

Only as they require or need it

Who will take responsibility for re-assessments?

The responsibility is a joint one. If a person does not engage in the assessment then it is difficult to make a decision or arrive at a personal budget or know whether people are eligible for services.

Can you ensure we will know what our personal budgets are in relation to the top-up figure we will have to pay ourselves for extra services?

To some extent the whole point of the process is to keep you informed of the cost so citizens can make informed choices regarding their care.

Is £10.96 inclusive of tax and national insurance?

The figure has been calculated with these costs included

Is £10.96 enough to pay all likely costs of a carer, for example their travel expenses?

This will depend on all sorts of factors and how they are employed.
Can a DP recipient employ a family member as a PA who also lives at their property? In exceptional circumstances only
What if we wish to ask for independent support other than advocacy when a review or a re-assessment is completed - I do not trust the social work processes. That is your personal choice
What is the difference between review and assessment? This is a contentious issue and one that needs a full discussion – at times it is difficult to draw a distinction. At other times they are very different – we would need to talk about specific examples or experiences.
Isn't this whole process a waste of money? No and even if it was we have to account for the public purse there are people who abuse the system.

As well as questions there were a lot of statements that were recorded:

- There are a lot of anomalies in the presentation.
- Carers have a right to care or not to care.
- Figures quoted really frighten me (for care hourly rates). The real world is we cannot get people for £13 per hour to the required standard for complex care delivery.
- It feels like the care rates quoted will be an infringement of human rights.
- We need some consistency in your department please. A social worker came out and told me she was leaving the job. We then had new faces telling us new things. With constant changes we can't keep up with it. Respect and dignity for us is needed.
- I have one concern. I have a different social worker now. I absolutely need consistency. I only ever get to speak to mine over the phone and face-to-face would be nice.
- If, I as a carer have got lasting power of attorney, then I don't think the social worker should interview the 'client' without me present as questions can be intrusive and frightening for the service user.
- This is purely down to government policies of cutbacks.
- Citizens are experts by experience and we should be treated as such.
- Some service users don't know how to spend wisely. My grandson does not understand good control of money. Therefore giving direct payments to him is dangerous.