

	<h2>Adults and Safeguarding Committee</h2> <h3>4 June 2018</h3>
<p style="text-align: right;">Title</p>	<p>Personal Assistants Service Update</p>
<p style="text-align: right;">Report of</p>	<p>Chairman of the Adults and Safeguarding Committee</p>
<p style="text-align: right;">Wards</p>	<p>All</p>
<p style="text-align: right;">Status</p>	<p>Public</p>
<p style="text-align: right;">Urgent</p>	<p>No</p>
<p style="text-align: right;">Key</p>	<p>No</p>
<p style="text-align: right;">Enclosures</p>	<p>None</p>
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Summary

This paper provides an update to members of the Adults and Safeguarding Committee on the Personal Assistant (PA) service delivered by Your Choice Barnet (YCB). Since commencement, the PA service has supported 89 clients with 56 currently active. There has been very positive service user feedback regarding the service and council adult social care practitioners who have supported clients to access the service have spoken very highly of the YCB team and the outcomes they are able to achieve.

Personal assistant service models involve PAs transferring to the direct employment of the direct payment service user but this has not happened in practice. For most this is because taking on an employer relationship would not be practical but there is also a lack of incentive to take this on. However, the service is still 11% cheaper than traditional home care. At current volumes that results in an annual saving of £44k.

This service is purchased directly by individuals using a direct payment. Due to the success of the PA service the council will continue to maximise referrals from direct payment clients to the service.

Officers Recommendations

1. That the Adults and Safeguarding Committee notes the performance of the Personal Assistants Service and the continued work to maximise referrals to the service from direct payment service users.

1. WHY THIS REPORT IS NEEDED

- 1.1 To provide Adults and Safeguarding Committee with an update on the performance of the Personal Assistants service

2. REASONS FOR RECOMMENDATIONS

- 2.1 This report provides an update on the performance of the Personal Assistant Service developed by the council in collaboration with Your Choice Barnet to improve choice and quality of services and provide greater value for money.
- 2.2 The London Borough of Barnet procured a partner organisation to develop a Personal Assistants (PA) Service. The service was commissioned to increase the number and usage of PAs across the borough. The commissioning intention behind the PA service was to enhance the strength based adult social care model, supporting people to live as independently as possible.
- 2.3 Following a procurement exercise the contract was awarded to The Barnet Group in September 2016 for a term of 2 years. The intention was to develop the service during this period so that it could be purchased directly by people with direct payments or those funding their own care at the end of the 2 year development period. From September 2018, this service will no longer be commissioned by the council but will continue to deliver services to direct payment recipients and private individuals. Due to the success of the PA service the council will continue to maximise referrals from Direct Payment service users to the service.

Performance

- 2.4 The service has supported 89 clients so far, with 56 current clients. The type of clients using the service are a fairly even mix of older people, people with physical disabilities and people with mental health issues. The service has recruited 67 personal assistants.
- 2.5 The tables below detail more information about the service performance

Referrals/Services

No of referrals received in last 3 months	8
No. of active services	56
No. of private services	13
No. of direct payment services	43

Client group

Older people	15
Physical disabilities	17
Learning disabilities	21
Mental Health	3

Matches

No. of referrals matched / started	88
No. of referrals not matched / not started	6

In addition, 32 service users (222.75hrs) have been matched but then ceased their service since contract commencement. This has been for various reasons including change in circumstances, hospital admission or death.

Hours Delivered

Planned hours per week	567.25
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Service Feedback

2.6 The service does provide a high quality, cost effective service that meets individuals' needs and delivers positive outcomes. It has enabled and empowered individuals to maintain their independence and remain in their own homes for longer. Some further feedback below;

2.7 Feedback from practitioners includes:

'Just thought I'd send a message saying A and I met with L and it went well. A was so lovely with L and I think that she will do so well. Already L and A were doing a spot of cleaning. I'm so pleased.'

'A has worked wonders working with him to build his trust. She supports him to be independent and to grow in confidence and subtly teaches him new skills. She adapts her services to what he needs when he needs it.'

2.8 Feedback from a service user:

'Just wanted to say thank you for sending me all the BEST PAs. My PAs are soo cool, I actually feel like a Princess. I'm so blessed and grateful. All my PAs are the kindest, most helpful and really amazing people. They work exceptionally hard and always go the extra mile for me. I love my team.'

2.9 Feedback from Family Members

'I am totally made up with the support M is getting from both J and L, he was not happy about having any support but now he really looks forward to them coming and has built really good relationships with both of them'

Financial Savings

2.10 The table below demonstrates the current savings compared to commissioned home care services. It also details the potential for further savings if more individuals took on direct employment of the PA service (more information in point 2.11 to 2.13)

	Rate	Weekly cost	Annual cost	Weekly saving	Annual saving	% saving
Council commissioned homecare	£16.47	£7,856.19	£408,521.88			
PA Choices	£14.70	£7,011.90	£364,618.80	£844.29	£43,903.08	11%
Direct Employment	£12.02	£5,733.54	£298,144.08	£2,122.65	£110,377.80	27%

Challenges

2.11 YCB reports that although they have discussed with, and encouraged, service users to transfer to employing their PA directly, it has proven unsuccessful. YCB are continuing to try to work with new service users who might be interested in employing the PA directly, however transfers to direct employment have not taken place to date.

2.12 Although some users of PA services across the country have taken on direct employment of their PAs, it is worth noting that overall numbers are small compared to people buying services through direct payments. It was anticipated that an introductory period prior to direct employment would support the individual to develop their ability and confidence to manage the employer relationship successfully. However, current evidence suggests that instead people value the peace of mind and flexibility that the YCB managed service offers. The service will continue to work with service users to encourage them to take on direct employment. However, this will always remain the individual's choice.

2.13 Feedback suggests that service users do not necessarily wish to take on the administrative responsibility of employment in addition to the management of a direct payment and that this acts as a disincentive. The aim of a PA service is that service users are in control of their support, hence the focus on direct employment.

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

3.1 No other options were considered.

4. POST DECISION IMPLEMENTATION

4.1 Adults and Communities to continue to maximise suitable referrals to the Personal Assistants service.

5. IMPLICATIONS OF DECISION

5.1 Corporate Priorities and Performance

5.1.1 Barnet Council's vision, as outlined in the Corporate Plan 2015-2020, is that Health and Social Care services will be personalised and integrated, with more people supported to live longer in their own homes. The PA service will support delivery of key objectives, including;

- Enable more people to stay independent and live for longer in their own homes.
- Allow young people with complex disabilities to stay in Barnet, where they grew up, and live in their own homes, with education and training opportunities helping them to grow in independence.
- Ensure people with mental health needs receive the support in the community to help them stay well.

5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

5.2.1 No additional resources are required to continue to maximise suitable referrals for the Personal Assistants service.

5.3 Social Value

5.3.1 The Public Services (Social Value) Act 2013 requires people who commission public services to think about how they can also secure wider social, economic and environmental benefits. Before commencing a procurement process, commissioners should think about whether the services they are going to buy, or the way they are going to buy them, could secure these benefits for their area or stakeholders.

5.4 Legal and Constitutional References

5.4.1 The Terms of Reference for the Adults and Safeguarding Committee are set out in the Council's Constitution (Responsibility for Functions, Appendix A). The Adults and Safeguarding Committee has the following responsibilities:

- To be responsible for those powers duties and functions of the Council in relation to Adult Social Care.
- Promoting the best possible Adult Social Care services.
- To ensure that the Council's safeguarding responsibilities are taken into account.

- To consider for approval any non-statutory plan or strategy within the remit of the Committee that is not reserved to Full Council or Policy and Resources.
- Authorise procurement activity within the remit of the Committee and any acceptance of variations or extensions if within budget in accordance with the responsibilities and thresholds set out in Agreement Procedure Rules.

5.5 Risk Management

5.5.1 The council has an established approach to risk management, which is set out in the Risk Management Framework.

5.6 Equalities and Diversity

5.6.1 Section 149 of the Equality Act 2010 sets out the public sector equality duty which obliges the council to have due regard to the need to: eliminate unlawful discrimination, harassment, victimisation; advance equality of opportunity between those covered by the Equalities Act and those not covered e.g. between disabled and non-disabled people; and foster good relations between these groups. The protected characteristics are age, disability; gender reassignment; pregnancy and maternity; religion or belief; sex; sexual orientation.

5.6.2 By section 149(2) of the Equality Act 2010, the duty also applies to 'a person, who is not a public authority but who exercises public functions and therefore must, in the exercise of those functions, have due regard to the general equality duty'. This means that the council, The Barnet Group LTD, Your Choice (Barnet) Limited and Barnet Homes LTD will need to have regard to their general equality duty.

5.7 Corporate Parenting

5.7.1 Not applicable

5.8 Consultation and Engagement

5.8.1 Your Choice Barnet have engaged with service users and families throughout the development of the PA service, taking into account feedback to develop and improve the service offered.

5.8 Insight

5.8.1 Not applicable

6. BACKGROUND PAPERS

6.1 None