

Safeguarding and Personalisation

LINK
MAKE IT HAPPEN!

Report of the Voluntary and Community Sector Partnership event of Friday 19th June 2009



Working in Partnership



Humber Social Care



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Introduction

The coming year will see some important changes in health and social care services: changes to the way people's needs are identified; changes to the ways services are delivered; and changes to who delivers services. These changes present a number of opportunities for service users. People will have a greater say in how they are supported, with more choices to consider and more control over how help is provided.



Any change raises questions. Many people look to community groups and voluntary organisations when they want to know how major changes will affect them. Independent, impartial and with their roots in the local community, these groups and organisations enjoy a high level of trust, and are often able to respond swiftly and innovatively to changes in policy affecting the people they serve.



This event was designed to give groups and organisations an overview of some of the key changes in health and social care that will affect their work in the near future. 98 people from 49 groups, organisations and statutory services in the Hull and East Riding area attended the event. As well as providing information, we wanted them to think about how these changes would affect them and their service users. What will new policies mean for them? What challenges will they face? And what help will they need to respond?



Personalisation means approaching social care services in an entirely different way, starting with the individual's needs rather than the service. As well as an overview of national policy, people needed to hear about what is happening in Hull and the East Riding. With such a major development, many people will be seeking reassurance that services will continue to meet their needs.

There is no more important duty for those working with vulnerable people than ensuring they remain safe and free from harm or abuse. We wanted to give attendees information on how they can promote safeguarding in their groups and organisations, and also raise awareness of the new Vetting and Barring scheme.

As well as serving as a record of the event this report highlights some key messages and areas for development. We hope you find it useful reading, whether or not you were able to attend.

Essential Background

Personalisation

The overall aim of personalisation is for users of social care services to have control over how the money for their care is spent. Service users have the opportunity to assess their own care and support needs and decide how their needs should be met. Personalisation can include: direct payments; individual budgets; personal budgets; user-led services; and self-directed support.

Safeguarding

Safeguarding means making sure people are safe from abuse and neglect. It also means helping people to be independent and to make choices. People who may be considered vulnerable and in particular need of safeguarding include: children; people with disabilities; people with mental health problems; people with long term illnesses; and elderly people.

Vetting and Barring

The Vetting and Barring scheme is the new system which will require everyone working or volunteering with vulnerable people to go through an enhanced vetting procedure before being allowed to start doing their role.

Background on the Event

The event was a partnership project by North Bank Forum, Hull LINK, East Riding of Yorkshire LINK, Carers' Centre Hull and ONE HULL VCS Forum. A Project Steering Group was responsible for planning and preparing all aspects of the day.

The target audience was community groups and voluntary organisations in the Hull and East Riding area. The main outcome for the event was to promote awareness around the new personalisation and safeguarding agendas.

This report contains information on the event programme including presentations and feedback summaries. You will also find the main conclusions from the event and recommendations to take these forward.

Feedback from Workshops

A key aim of the event was to gather feedback from representatives of local community groups and voluntary organisations. After attendees had listened to presentations on different aspects of safeguarding and personalisation, they were asked for their views in a workshop session. Below is a summary of the feedback.

What are the benefits and challenges for groups and organisations and their users in relation to safeguarding and personalisation?



Benefits

- New system of personalisation will make the system more flexible and customer focussed.
- More freedom to choose from a wider range of options.
- Safeguarding will improve when we can check if people are barred. Need to balance risks with wish to avoid imposing more rules.

Challenges

- Service users will need support as they become employers of their own assistants; help will be needed to deal with tax and National Insurance, employment law, record keeping and paperwork.
- Service users may find new systems complex and will need support and advocacy to understand their options.
- Need for protection in an informal system. Service users in control of personal budgets may be vulnerable to financial abuse.
- Some people may not cope well under new arrangements and may manage budgets poorly.
- Several challenges regarding Vetting and Barring scheme: costs and additional work involved in registration; more duties and responsibilities for employers; potential risks to security of personal data; potential problems and delays in implementing such a large system.
- Need to develop a male strand of the care workforce.

How will groups and organisations help users benefit from new developments?

- By signposting to appropriate sources of help and advice.
- Make people aware of the range of services available.
- Some groups and organisations will develop specialist services to help service users (e.g. Choices and Rights Direct Payment Support Service).
- Our sector can help ensure hard to reach groups are included and have equal access.
- We can help by providing support and guidance, ensuring that clear messages are given.

How will groups and organisations inform staff and volunteers about safeguarding and personalisation?

- Staff briefings
- Training
- By having a person with special responsibility for safeguarding
- Service directory

How well prepared are groups and organisations at this point?

- Need to work out where we fit in the new system of personalisation.
- Need to raise awareness among our staff and volunteers.
- Need to ensure adequate time and resources are given.
- Boundaries between different organisations can be unclear.
- Hard for us to absorb, respond to and pass on so much new legislation.
- Transforming social care grants enable staff support and training.

What other help do groups and organisations need for the new safeguarding and personalisation agendas?

- Good Practice Guide
- More integrated working
- Learning from pilot areas
- There is a lack of advocacy services in this area; need for more sustainable services.
- Poor provision in advocacy in this area. Need to ensure good quality in advocacy. Role of advocates may change with personalisation.
- More awareness raising and training. Help to source training and support. So much new legislation – hard for organisations to respond.

Feedback from Evaluation

38 evaluations were returned. 90% of respondents gave the event programme, presentations and workshop sessions a rating of 'excellent' or 'good'.

The sessions on safeguarding, vetting and barring, and personalisation received very high ratings, indicating that attendees found the information on these key areas particularly valuable. Below is a summary of feedback on the event.

What have you found most useful?

A number of people said they had found all elements of the day useful.

The safeguarding and vetting and barring presentations proved particularly popular, with praise for speaker John Curry's delivery and for the provision of a useful overview of often complex topics.

The personalisation information was also appreciated by many, with some commenting that it had given them more understanding and, in some cases, their first real look at this topic.

More generally, a number of people said what they had found most useful was the opportunity to meet people, to network, to have discussions and to receive new information.

What have you found least useful?

Again, many said they had found everything useful.

Where people had not found something useful it often seemed to be because they did not feel it was relevant to their own role, rather than because of the information presented.

Some people felt that with a very full agenda some things were rushed.

For you and your organisation – how has the event increased your awareness and knowledge of the issues?

Many said the event had increased their knowledge of things they didn't know about before, such as the new ISA system.

Several attendees said they felt better informed or more aware of the issues covered. Some felt reassured that their organisations were moving in the right direction; others felt the day had helped clarify action they needed to take.

For you and your organisation – what areas has the event highlighted for you in terms of seeking further information, seeking further training etc?

The topic mentioned by the greatest number as the one they needed further information on was the vetting and barring scheme, closely followed by personalisation.

A smaller number felt they would need to investigate Skills for Care in more depth.

For you and your organisation – how do you hope to take the above issues forward in your work?

Attendees had many ideas on how they would communicate information they had acquired at the event. Team meetings, board meetings, volunteer meetings, training days and supervision sessions would all be used to circulate information.

The need to inform people at all levels of organisations about issues such as safeguarding was clearly a key lesson from the day. Some felt that they would be able to use what they had learned to spread knowledge among specific client groups, such as among BME communities.

What thoughts, issues and concerns do you have around safeguarding and personalisation?

There was enthusiasm among several attendees that personalisation would give people more choice and control over their own lives. However there was awareness of the need to strike a balance between the benefits and risks of personalisation.

A big area of concern was the need to safeguard against potential abuse under personalisation arrangements. Some attendees feared that service users in control of their own personal budgets would be at risk of financial abuse. The need for protection for vulnerable adults against such abuse or manipulation is clearly of concern to many.

The need for support for holders of personal budgets was highlighted. Many were concerned that responsibility for being in charge of a personal budget would be too much for people to cope with without access to information, advice and guidance. A lack of advocacy services in Hull and the East Riding was mentioned a number of times.

Moving forward, delegates were keen to see a continued flow of information regarding safeguarding and personalisation. Follow up events were suggested as a means of making people aware of how new systems and policies were progressing.

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Conclusions

What did we learn from the event?

- It is essential that service users are fully engaged in the changes affecting them if the introduction of personalisation is to be a success. Groups and organisations in the voluntary and community sector have a key role to play in ensuring people in the community have access to information, advice and support.
- There is a high level of interest in personalisation and enthusiasm for the principle of giving people more control over the services they receive. However there are concerns that safeguarding needs to be properly addressed as personalisation rolls out.
- There are a number of queries concerning the new Vetting and Barring scheme, with concern over cost and workload implications for voluntary and community groups and organisations. Information sessions in spring 2009 were useful, but as implementation dates approach there is still a lot of uncertainty about the scheme. Media coverage since the June event has highlighted a number of areas of concern.
- Attendees were keen to ensure that service users had access to proper support and guidance to help them with personalisation. The event highlighted a need for advocacy provision in Hull and East Riding.

Recommendations

What would we like to see happen?

1. Local Authorities in Hull and the East Riding to provide scheduled feedback on a six monthly basis on the development of personalisation as the new system is rolled out.
2. Local Authorities in Hull and the East Riding to involve community groups and voluntary organisations in their respective areas in a scheduled annual review of the progress of the personalisation agenda.
3. The Safeguarding Adults Board for Hull and the East Riding to provide information to the local voluntary and community sector on strategies to ensure safeguarding within the personalisation system. This information to include: guidance on indicators of financial abuse; managing risk; and reporting procedures.
4. Local Authorities in Hull and the East Riding to work with the local voluntary and community sector to provide workshops on the new Vetting and Barring scheme.
5. Local Authorities in Hull and the East Riding to conduct a feasibility study to provide options for enhancing provision of advocacy services to ensure that service users receive the support they need to benefit from personalisation.
6. Progress on all recommendations to be reviewed in June 2010, one year after the Safeguarding and Personalisation event.

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Appendix 1 – About the Speakers

John Curry
Strategic Advisor, Safeguarding Adults Board
(Hull and the East Riding of Yorkshire)

John had a thirty five year Police career across the Humberside Police area including a secondment to the Regional Crime Squad. His principal role was as a Detective, undertaking and supervising criminal investigations - both local and major. He also managed specialised crime investigation teams: in 1996 as a Detective Inspector he was appointed head of child abuse investigations in Hull and the East Riding of Yorkshire in a multi-agency working format; subsequently, he was appointed as the Force's lead for the multi-agency development of child protection and domestic violence strategy.

Retiring from his Police career in June 2001, he was appointed as the Adult Protection Co-ordinator for Hull and the East Riding of Yorkshire to lead the multi-agency strategic implementation of the 'No Secrets' Guidance on behalf of the Adult Protection Committee. From April 2007 to the end of May this year he was Manager of the Safeguarding Adults Board for our area.

During this time he has also had regional and national responsibilities as

- Chair (for three years) of the Northern Region Safeguarding Adults Network
- A member of the National ADASS Safeguarding Adults Reference Group
- A member of the DH, POVA/Vetting and Barring Schemes implementation Advisory Group.

Experienced and respected in the field of Safeguarding Adults, John was a key note speaker at Action on Elder Abuse's 'Adult Protection in the Future' conference.

In September 2008 he launched his own independent consultancy company, 'John Curry Associates Limited' which will focus on undertaking strategic development and training for customers in relation to safeguarding adults.

At the end of May this year John relinquished his role as Manager of the Safeguarding Adults Board (Hull and the East Riding of Yorkshire), but will continue in a part time role as a strategic advisor to the Board.

Natalie Low
Transformation Team, East Riding of Yorkshire Council

Natalie has worked in local government for 19 years beginning at Humberside County Council and then moving to East Riding of Yorkshire Council when it was created in 1996. She started her career in finance before moving on to work in housing and council tax benefits and became Team Leader of Assessments & Payments. In July last year Natalie joined the Transformation Team to help with the Personalisation Agenda and implementation of Individual Budgets.

Jean O'Connell

Transformation Team, East Riding of Yorkshire Council

Jean O'Connell has been a qualified social worker for 25 years, working with children and adults in both Hull and the East Riding of Yorkshire. She currently works for the East Riding in the Transformation Team, which is implementing Individual Budgets for Adults and Carers.

Alison Barker

Assistant Head of Service, Safeguarding and Access, Hull City Council

Alison has worked in Health, Local Authority and the Voluntary Sector since 1987. She initially trained as a mental health nurse and more recently completed a Masters in Social Work at Hull University in 2001. Alison's background is predominantly managing integrated community Mental Health Teams. Alison moved to Hull City Council in February 2009 and is leading on the implementation of self directed support and personal budgets.

Zoë Thomas, Regional Development Officer
Skills for Care Yorkshire and the Humber

Zoë joined Skills for Care in January 2007 as the regional lead on the New Types of Worker project and the participation of people who use services and carers strategy. Previously, she was project manager for one of Skills for Care's New Types of Worker Phase 1 pilot sites in Leeds. Zoë currently also leads on personalisation for Skills for Care Yorkshire and the Humber. Zoë's past experience also includes work in the area of direct payments, the independent living fund and being a Community Fieldworker for Scope. She employs nine personal assistants using direct payments.

Brian Paget

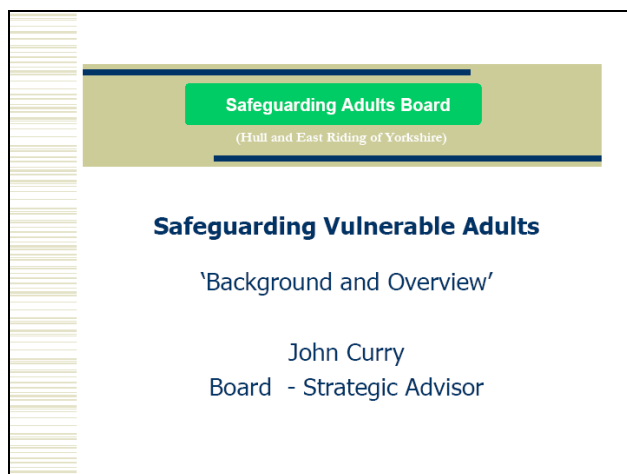
New Directions Consulting

Brian has over 25 years experience in children's services and social care spanning both local authority and voluntary sectors and including social work practice, operational management and service development. He has direct experience of managing integrated settings having developed and managed local authority family centres. Brian also has experience of research and evaluation; and quality assurance - having worked as Head of Inspection for a large, national children's charity.

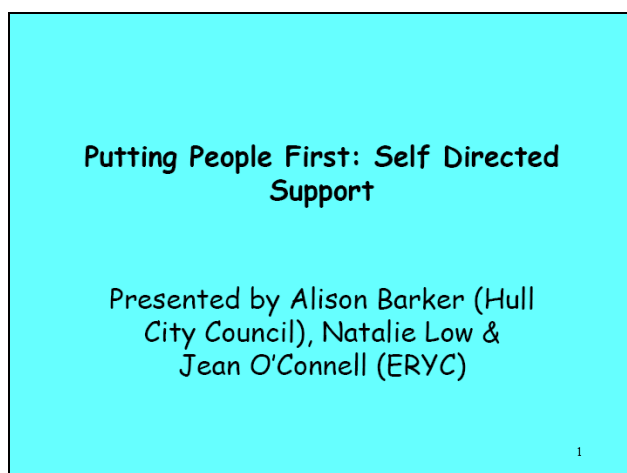
Since 2004, Brian has worked as a self employed consultant on a variety of projects for local authorities including: service evaluation, project management; commissioning; and safeguarding plus various workforce development projects for Skills for Care, the Children's Workforce Development Council and the Department for Children Schools and Families. He has worked with New Directions Consulting on the New Types of Worker Programme in the North West and Yorkshire and Humber Regions and is a member of the CPEA/Sheffield Hallam University team undertaking the evaluation of the national New Types of Workers programme for Skills for Care and CWDC.

Appendix 2 – Presentations Slides

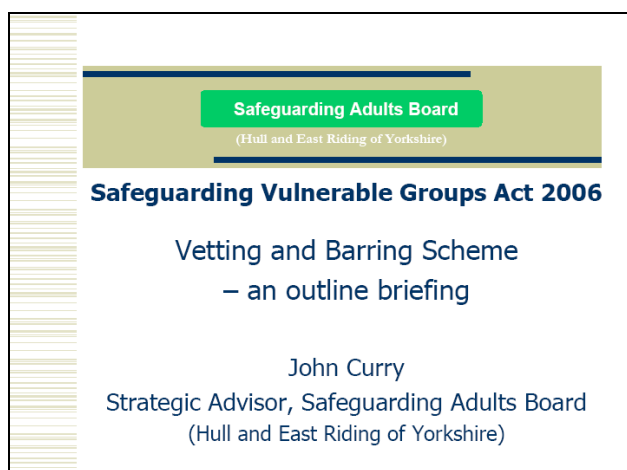
Safeguarding Vulnerable Adults Background and Overview



Putting People First: Self Directed Support



Vetting and Barring Scheme An Outline Briefing



Skills for Care

19th June 2009

“we help to improve
social care standards”

What Can Skills for Care Do For You?

Zoë Thomas
Regional Development Officer




New Types of Worker

New Types of Worker

Safeguarding and
Personalisation,
The Octagon, Hull
19th June 2009

Brian Paget,
New Directions
Consulting



Event Partners

North Bank Forum

Hull LINK

East Riding LINK

Carers' Centre Hull

Skills for Care

Humber Social Care Partnership

ONE HULL VCS Forum

Acknowledgements

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- Sharon Terry for sharing her experiences.
- Councillor Richard Harrap, East Riding of Yorkshire Council and Councillor Steven Baker, Hull City Council for their opening and closing remarks respectively.
- All groups and organisations who brought displays to the event.
- Goodwin Development Trust for providing the venue.