

Direct Payments Engagement Group (DPEG) – ‘What’s Out There?’

Adults, Health and Housing

Welcomes, Introductions & Housekeeping

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Agenda

1. Purpose of the group (2-3 mins).
2. Theme 'What's out there' (10-15 mins).
3. Micro enterprises – What they are; What they do; & their benefits (15 mins).
4. Break (15 mins).
5. Theme 'What's out there' – How do you get it? Group Exercise (45 mins).
6. Theme 'What's out there' – Next Steps?
7. Co-Production

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Purpose of the Group?

- To regularly engage with Direct Payment Stakeholders.
- To address key concerns and issues that impact Direct Payment Users and the Authority.
- To identify gaps in applied practice or in the marketplace as a whole that relate to the use of Direct Payments.
- To highlight external pressures or issues to Direct Payment users.

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Theme 'What's Out There?'

“Direct Payments provide choice and control but without the choice what’s the point?”

- The Council do ‘contract’ with Care Providers that operate within Thurrock, but this does not cover every business.
- These are generally companies that are CQC registered and can get through the financial hurdles of procurement. Even then there are only so many we contract with.



Question: What choice was presented by / to you at the assessment?

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Theme 'What's Out There?'

Community Resources:

- http://www.strongertogether.org.uk/StrongerTogether/asset_map-18319.aspx

Other Business

- <http://www.cqc.org.uk/>
- Micro Enterprises



Question: Are you familiar with these resources, if so how did you find out about them?

Micro Enterprises

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Micro Enterprises – What are they?

Small services that provide support or care to people who may need some extra support such as people who have disabilities, people who are frail or perhaps just lonely.

Services can support people to:

- ✓ live independently at home.
- ✓ live a full life and keep well.
- ✓ Get around in the community.
- ✓ Have meals , go to lunch clubs.
- ✓ access employment.

....and a whole lot more !.....



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Micro Enterprises – What's Provided & By Whom?

Some examples of services:

Personal care services

Help at home

Gardening services

Supported visits to GP / hospital

Meals on wheels services

Carer respite

Support to pursue hobbies



And anyone can run one!

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Micro Enterprises – What Are The Benefits?



- Build on and connect to the work already carried out in the community – hubs, forums, LACs, Timebank/Ngage (volunteers).
- Delivered by local people to other local people.
- More personalised support than larger providers, particularly in home-based care.
- People using micros are more likely to get help to do the things they value and enjoy, compared with people using larger services.
- They can be more flexible than larger providers in the way care in the home is delivered (e.g. staying to have a meal with someone rather than simply preparing food and leaving).
- They can offer better value for money than larger providers – and provide employment for local people.

Micro Enterprises – Questions of further information:

Sue Wellard: | Community Micro-Enterprise Co-Ordinator |

Email: swellard@thurrock.gov.uk

Tel: 07867696302

BREAK – 15 Mins.

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Case Study Q&A – How Can I Find Out What's There?

Scenario 1

James is a 19 year old man who has just finished a history course at in a mainstream college which he accessed via a Motability car his parents use on his behalf. He is profoundly deaf and has difficulty weight bearing due to his poor physical health. As a result of his conditions and his college course coming to an end he has found himself increasing socially isolated and has been assessed as having a personal budget (which he is taking as a Direct Payment) of £148 per week to assist with this. James is able to manage his Direct Payment independently as he has very strong mathematical skills and likes the idea of tracking what he spends on a spreadsheet.

Scenario 2

Jane is a 56 year old woman who has a learning disability who has just moved to Thurrock with her mother who is her main carer. Jane is passionate about art and music and previously attended a variety of community clubs and programmes that enabled her to socialise with people with similar interests, but now is unsure what is available to her in Thurrock. Both Jane and her mother are not computer literate and do not own a computer and in addition to this Jane is not able to read or write. Her personal budget of £240 per week is paid to a Direct Payment support agency as Jane's mother finds the thought of managing the returns too much.

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Theme 'What's Out There?' & How do you get hold of it?

Group Questions:

1. **What would be the best way for James and Jane to access information on services in Thurrock?**
2. **What would you think James and Jane would need to know to make a decision to purchase or use these services?**



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Theme 'What's Out There?' & How do you get hold of it?

Discussion Point:

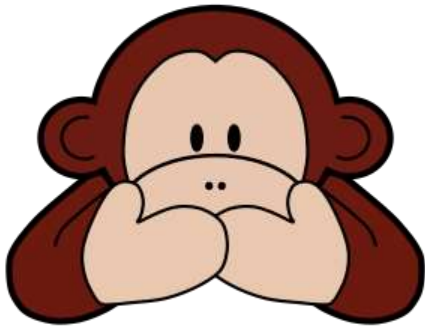
How do we make sure everyone is aware of the choices and that they are accessible?

- **Peer to peer support?**
- **Widening circulation lists to encompass Service Users?**
- **Regular engagement events?**

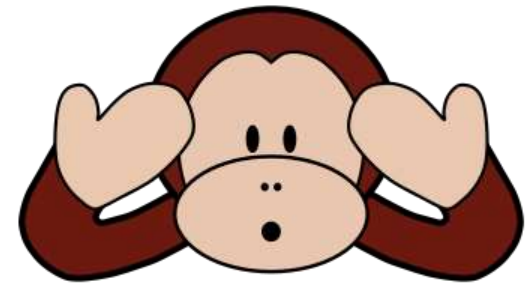
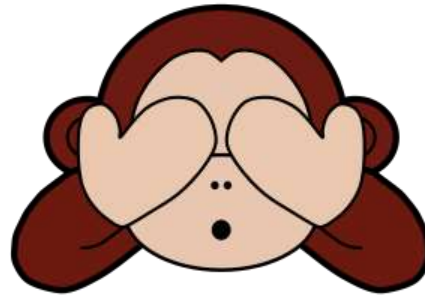


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Theme 'What's Out There?' - Next Steps



We have spoken



We have listened

**But what do you
want to see done
next on this theme?**

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Co-Production

If you were able to review any areas of Thurrock's Direct Payment policy?:

1. What Direct Payments can Be used for?
2. Financial monitoring?
3. What can be defined as misuse?
4. How underspends are handled?
5. Stopping & suspending Direct Payments?
6. Subsistence rates?
7. Resources and how they are applied?

