



## **DPEG: 11<sup>th</sup> April 2019: Analysis of Feedback: A way forward locally**

### **Information & Advice – Digital Videos offered by other Local Authorities**

- Start with a general introduction to Direct Payments and the process involved
- Consider a separate video covering each element/section of the process
- Use a contact information banner or “ticker” at the bottom of the screen
- Draft a script that covers:
  - Introduction
  - The DP Process – explain each stage (in summary)
  - Pose the question(s) and then provide the answer(s) for each stage
  - Intercut each stage with lived experience interviews from individuals and professionals as equal value partners
- Get a balance of explanations of the terms (especially where using acronyms) and individual’s lived experiences with DP
- Involve everyone in the videos – Individual, P.A. Social Worker, Support Planner, Team Manager, Director etc.
- Make the videos accessible with a range of features, including British Sign Language, Subtitles

### **Information & Advice – Hard copy information offered by Thurrock, other Local Authorities and Third Sector Organisations**

- If producing hard copy information, use “bite-sized” chapters in booklets. Consider 2-sided summaries for each specific topic, use pictures alongside plain English explanations.
- Adopt a step-by-step approach to the information that describes the DP process
- Use the Thurrock DP Policy as a basis for the Information guides or booklets
- Ensure that the information is accessible by default – plain English, EasyRead, and minimum 14 pt. font size.
- Use pictures and graphics
- Skills for Care Guides are a good example



## **DPEG: 11<sup>th</sup> April 2019: Feedback gathered**

### **Information & Advice – Digital Videos offered by other Local Authorities**

#### **Skills For Care:**

General Information provided which was good but not detailed enough. Would be good as an introduction. Ideally need a chapter on each element/section

#### **Birmingham City Council:**

Should supply a phone number earlier on in the video—perhaps as a banner along the bottom of the screen.

Really good structure to the provision of the information. Posing the question and providing the answer.

Really like the illustrations/live minutes showing the DP process and the daily routine through pictures.

Good that individuals are telling their stories

#### **Barnet:**

Too difficult to follow, too focused upon case studies

#### **Hampshire:**

A good beginning

Giving acronyms, but describing what each means

Good explanations of the process

Good stories

Good varied interviews (with everyone involved, not just senior managers)

#### **Hertfordshire:**

Good that it uses sign language on screen and has subtitles

#### **Stockport:**

Use of a payment card

#### **South Gloucestershire:**

Good to hear the views of the individual service users

Use of animation – very comprehensive

Use of a payment card



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### **Information & Advice – Hard Copy Information offered by other Local Authorities**

#### **Southend**

Easy to read  
Uses bullet points  
Straightforward  
Good breakdown of information  
Pictures  
Catchy – 2 pages

#### **Norfolk**

Very detailed  
Large print good – step by step guide – covers transferring accounts to new support  
A lot of information  
Not straightforward - Too much to take in – 11 pages

#### **Kent**

Easy to read  
Informative – good factsheet

Thurrock needs factsheets and basic information available, that illustrate the full policy.

#### **Hertfordshire**

Easy to read  
Good layout  
Includes information about not affecting benefits/taxes

#### **Thurrock**

Not straightforward, not explained properly (website)

- Pay it directly to you – i.e. you will be the Employer
- Pay it to someone else – i.e. your appointee, deputyship holder, Attorney
- Arrange for a private service provider i.e. Purple



The Thurrock Policy & Guidelines – needs to be broken down  
The Thurrock Policy needs a “Service User Friendly” version

**Havering**

Good questions and answers

Easy to read, informative

Good layout

**Gov.uk**

Average

Doesn't amount to much

**Essex County Council**

A lot of information, factual, but boring

Good information – comprehensive

Good layout

Quite lengthy



## **DPEG: 11<sup>th</sup> April 2019**

### **Information & Advice – Information offered by Thurrock Borough Council / Purple**

#### **Thurrock Council**

Good summary

Needs to include information about what you can't use Direct Payments for  
Should set out more of the questions asked in the Purple booklet/toolkit – subsistence etc. in plain English

#### **Purple**

Contents of booklet/toolkit is comprehensive – but there is too much paperwork, you would have to keep it with you and refer to it a lot

Too much for individuals to digest

Inaccessible format – particularly if you have a visual impairment, learning disability, or difficulties with literacy

Needs pictures, graphics and guides

All about P.A.s, no information about agencies

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### **Information & Advice – Information offered by third sector organisations**

#### **Skills For Care**

Step by Step – really good – love them

Templates good for Pas and employers

Being a PA Code of Conduct – very good

#### **SCIE Guides**

Lots of information

#### **Age UK**

Very block info – not easy to read