

Public Document Pack



**Service Director – Legal, Governance and
Commissioning**

Julie Muscroft

The Democracy Service
Civic Centre 3
High Street
Huddersfield
HD1 2TG

Tel: 01484 221000

Please ask for: Andrea Woodside

Email: andrea.woodside@kirklees.gov.uk

Monday 2 July 2018

Notice of Meeting

Dear Member

Cabinet

The **Cabinet** will meet in the **Council Chamber - Town Hall, Huddersfield** at **4.00 pm** on **Tuesday 10 July 2018**.

This meeting will be live webcast. To access the webcast please go to the Council's website at the time of the meeting and follow the instructions on the page.

The items which will be discussed are described in the agenda and there are reports attached which give more details.

A handwritten signature in black ink, appearing to read 'Julie Muscroft', on a light-colored background.

Julie Muscroft

Service Director – Legal, Governance and Commissioning

Kirklees Council advocates openness and transparency as part of its democratic processes. Anyone wishing to record (film or audio) the public parts of the meeting should inform the Chair/Clerk of their intentions prior to the meeting.

The Cabinet members are:-

Member

Councillor Shabir Pandor

Councillor David Sheard

Councillor Masood Ahmed

Councillor Erin Hill (Currently on Maternity Leave)

Councillor Viv Kendrick

Councillor Musarrat Khan

Councillor Naheed Mather

Councillor Peter McBride

Councillor Cathy Scott

Councillor Graham Turner

Responsible For:

Leader of the Council and holder of the Leaders Cabinet Portfolio

Deputy Leader of the Council and holder of the Deputy Leaders Cabinet Portfolio

Cabinet Member - Learning and Aspiration

Cabinet Member - Currently on Maternity Leave

Cabinet Member - Children (Statutory responsibility for Children)

Cabinet Member - Health

Cabinet Member - Communities and Environment

Cabinet Member - Economy

Cabinet Member - Adults and Independence

Cabinet Member - Corporate

Agenda

Reports or Explanatory Notes Attached

Pages

1: Membership of the Committee

To receive apologies for absence of Members who are unable to attend this meeting.

2: Minutes of previous meeting

1 - 4

To approve the Minutes of the meeting of the Committee held on 12 June 2018.

3: Interests

5 - 6

The Councillors will be asked to say if there are any items on the Agenda in which they have disclosable pecuniary interests, which would prevent them from participating in any discussion of the items or participating in any vote upon the items, or any other interests.

4: Admission of the Public

Most debates take place in public. This only changes when there is a need to consider certain issues, for instance, commercially sensitive information or details concerning an individual. You will be told at this point whether there are any items on the Agenda which are to be discussed in private.

5: Deputations/Petitions

The Committee will receive any petitions and hear any deputations from members of the public. A deputation is where up to five people can attend the meeting and make a presentation on some particular issue of concern. A member of the public can also hand in a petition at the meeting but that petition should relate to something on which the body has powers and responsibilities.

In accordance with Council Procedure Rule 10 (2), Members of the Public should provide at least 24 hours' notice of presenting a deputation.

6: Public Question Time

The Committee will hear any questions from the general public.

7: Member Question Time

To consider questions from Councillors.

8: Headlands CE (VC) JI&N School - Permission to consult 7 - 14

To seek Cabinet approval to carry out a 4 week non-statutory consultation to seek views of key stakeholders on proposals to decommission six transitional places at Headlands CE (VC) JI&N School for children with Autistic Spectrum Disorder.

Contact: Mandy Cameron, Head of Education Inclusion & Safeguarding Tel:01484 221000

9: Changes to Home to School Transport Provision - Mainstream Provision 15 - 22

To update Members on the work being carried out in relation to mainstream Home to School Transport following Cabinet's decision in January 2018

Contact: Joanne Bartholomew, Service Director, Commercial Regulatory & Operational Services and Jo-Anne Sanders - Service Director Learning and Early Support (01484) 221000

10: Kirklees Council Adult Social Care Offer consultation 23 - 84

A report to update Cabinet members on the recent consultation

Contact: Michelle Cross, Head of Service, All Age Disability and Mental Health, Collette Lake, Project Manager, Adults Transformation Team, Programme Manager, Tel: 01484 221000

Contact Officer: Andrea Woodside

KIRKLEES COUNCIL

CABINET

Tuesday 12th June 2018

Present: Councillor David Sheard (Chair)
Councillor Shabir Pandor
Councillor Masood Ahmed
Councillor Viv Kendrick
Councillor Musarrat Khan
Councillor Naheed Mather
Councillor Peter McBride

Observers: Councillor Mohan Sokhal

Apologies: Councillor Erin Hill (Currently on Maternity Leave)
Councillor Cathy Scott

474 Membership of the Committee

Apologies for absence were received on behalf of Councillors Hill and Scott.

475 Minutes of previous meeting

RESOLVED – That the Minutes of the meeting held on 17 April 2018 be approved as a correct record.

476 Interests

No interests were declared.

477 Admission of the Public

It was noted that all agenda items would be considered in public session.

478 Deputations/Petitions

No deputations or petitions were received.

479 Public Question Time

No questions were asked.

480 Member Question Time

No questions were asked.

481 GDPR update and approval of one-off and ongoing funding costs

Cabinet received a report which provided an update on General Data Protection Regulation implementation, and sought approval of one-off and ongoing funding costs.

Cabinet - 12 June 2018

Appendix 1 to the considered report provided an outline on the status of each of the deliverables within the GDPR implementation plan, and details of the one-off costs to bring services up to the required standards and the ongoing costs to maintain sufficient standards on information governance.

The report advised that the resourcing of £198k ongoing resources, which was in excess of the base budget provision for information governance, would be managed in 2018-2019 through existing transformation reserves, and recurrent costs would be built in as part of the overall budget re-fresh for 2019-2020 onwards later in the year.

Cabinet were asked to approve funding of £198,200k in order to increase the base budget of the Information Governance Team, fund Spotlight IG Training/notification system, pay for ongoing costs for the central archive and pay the new Data Protection fee to the Information Commissioners Office.

RESOLVED - That approval be given to £198,200 ongoing funding to increase the base budget of the Information Governance Team, fund Spotlight OG Training/notification system, pay for ongoing coasts for the Central Archive and pay the new data Protection Free to the ICO.

482 **Term Dates for the Academic Year September 2019 to July 2020**

Cabinet gave consideration to a report which sought approval of proposed academic year term dates for the 2019-2020 year.

Cabinet noted that the proposed dates complied with the statutory requirement of 195 school days in any academic year and the Council's policy for the determination of school dates was appended to the considered report.

The report advised that the dates proposed were similar to those of neighbouring authorities, though it was acknowledged that overall co-ordination was difficult due to adhering to a range of polices that are in place.

RESOLVED – That approval be given to the following term dates for the 2019-2020 academic year;

Autumn Term – 2 September 2019 to 20 December 2019
(Half Term - 28 October 2019 to 1 November 2019)
Spring Term – 6 January 2020 to 3 April 2020
(Half Term - 17 February 2020 to 21 February 2020)
Summer Term – 20 April 2020 to 20 July 2020
(Half Term – 25 May 2020 to Friday 29 May 2020)

483 **Corporate Performance Quarter 4, 2017-2018**

Cabinet received a report which provided an overview of the Council's corporate performance at the end of Quarter 4, 2017-2018.

The report advised that 53% of all actions were assessed to be on target. Of the remainder, 22% were not on target, 18% were at risk and 7% were missing.

Cabinet noted the key issues at the close of quarter 4, which included, (i) 20,000 Citizen's Accounts now being live with 81.85% of all council interaction being self-service (ii) homelessness acceptances being 531 against a target of 403, which was high compared to the national average and other West Yorkshire authorities (iii) a reduction in child protection plans to 356 at the close of the financial year and (iv) concerns regarding adult social care caseload management in terms of backlogs and outstanding reviews, with the safeguarding pathway averaging 122 days, which exceeded service expectations.

The appendix to the report illustrated progress in relation to the Council's three delivery themes and the 2017-2018 Corporate Plan.

RESOLVED - That the Quarter 4 (2017/2018) performance report be received and noted.

484 Air Quality Improvement: Access to grant funding for Electric Vehicle Charge Points Taxi and Public Bays

Cabinet received a report which sought agreement to include a funding figure of £547,337 for the delivery of electric vehicle rapid charging points across Kirklees within the capital plan.

The report advised that West Yorkshire Combined Authority had received a capital grant of £1.98m for the installation of rapid charge points for electric taxi use and that Kirklees had been identified to receive £547,337 as a portion of the funding which was anticipated to deliver 17 charge points.

Cabinet noted that, following the inclusion of the funding within the capital plan and WYCA securing a supplier, work would be undertaken to identify sites for delivery, which was expected to be during Quarter 3, 2018, and that once sites had been identified engagement would take place with Ward Members.

RESOLVED -

1) That approval be given to the inclusion of Electric Vehicle Charge Points Taxi and Public Bays Project in the Council's Capital Plan, and the transfer of funding on the receipt of the capital grant from WYCA of £547,337 to the Council's Capital Plan.

2) That it be noted that on 30 March 2017, WYCA obtained a capital grant of £1.98m from the Office of Low Emission vehicles (OLEV) to install a network of rapid charge points for electric taxi use across the West Yorkshire region.

3) That authority be delegated to Strategic Director (Economy and Infrastructure) to agree the terms of the Funding Agreement for £547,337 in respect of delivery of the project on the Kirklees area, on consultation with the Strategic Director (Legal, Governance and Commissioning) and Chief Finance Officer with WYCA, to provide the mechanism for the grant funds to be distributed from WYCA to West Yorkshire Districts for the delivery of the project, and to authorise the Service Director (Legal, Governance and Commissioning) to sign and or seal the Funding Agreement.

4) That the open procurement tender exercise being undertaken by WYCA on behalf of West Yorkshire Councils for a single supplier, 10 year maximum

Cabinet - 12 June 2018

framework agreement for delivery of the project for up to 10 years which will enable the Council to enter into a 'call-off' contract directly with the successful tenderer, be noted.

5) That authority be delegated to the Strategic Director (Economy and Infrastructure) to agree on behalf of Kirklees Council the procurement strategy, including (i) the procurement of a single supplier for the delivery of the project under a 10 year framework arrangement with a 10 year call-off contract including the appointment of the successful supplier following the tendering process as set out in (4) above and (ii) to enter into call off contract(s) with the successful tenderer whether below or above £160k threshold.

6) That authority be delegated to the Service Director (Legal, Governance and Commissioning) to enter into call off contract(s) with the successful tenderer, if required, where the call off documentation is required to be entered into under seal.

7) That authority be delegated to the Strategic Director (Economy and Infrastructure) to agree the terms of any land acquisitions (including leasing sites) and to authorise the Service Director (Legal, Governance and Commissioning) to enter into any leasing arrangements with third parties and/or the successful tenderer, or any other ancillary legal documentation to implement the project and affix the Council seal as appropriate.

KIRKLEES COUNCIL			
COUNCIL/CABINET/COMMITTEE MEETINGS ETC			
DECLARATION OF INTERESTS			
Name of Councillor			
Item in which you have an interest	Type of interest (eg a disclosable pecuniary interest or an "Other Interest")	Does the nature of the interest require you to withdraw from the meeting while the item in which you have an interest is under consideration? [Y/N]	Brief description of your interest

Signed: Dated:

NOTES

Disclosable Pecuniary Interests

If you have any of the following pecuniary interests, they are your disclosable pecuniary interests under the new national rules. Any reference to spouse or civil partner includes any person with whom you are living as husband or wife, or as if they were your civil partner.

Any employment, office, trade, profession or vocation carried on for profit or gain, which you, or your spouse or civil partner, undertakes.

Any payment or provision of any other financial benefit (other than from your council or authority) made or provided within the relevant period in respect of any expenses incurred by you in carrying out duties as a member, or towards your election expenses.

Any contract which is made between you, or your spouse or your civil partner (or a body in which you, or your spouse or your civil partner, has a beneficial interest) and your council or authority -

- under which goods or services are to be provided or works are to be executed; and
- which has not been fully discharged.

Any beneficial interest in land which you, or your spouse or your civil partner, have and which is within the area of your council or authority.

Any licence (alone or jointly with others) which you, or your spouse or your civil partner, holds to occupy land in the area of your council or authority for a month or longer.

Any tenancy where (to your knowledge) - the landlord is your council or authority; and the tenant is a body in which you, or your spouse or your civil partner, has a beneficial interest.

Any beneficial interest which you, or your spouse or your civil partner has in securities of a body where -

- (a) that body (to your knowledge) has a place of business or land in the area of your council or authority; and
- (b) either -

the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body; or

if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which you, or your spouse or your civil partner, has a beneficial interest exceeds one hundredth of the total issued share capital of that class.

Name of meeting: Cabinet

Date: 10 July 2018

Title of report: Headlands CE (VC) JI&N School – Permission to consult

Purpose of report:

To seek Cabinet approval to carry out a 4 week non-statutory consultation to seek views of key stakeholders on proposals to decommission 6 transitional places at Headlands CE (VC) JI&N School for children with Autistic Spectrum Disorder.

Key Decision - Is it likely to result in spending or saving £250k or more, or to have a significant effect on two or more electoral wards?	Yes
Key Decision - Is it in the Council's Forward Plan (key decisions and private reports?)	Yes
The Decision - Is it eligible for call in by Scrutiny?	Yes
Date signed off by <u>Strategic Director</u> & name	Saleem Tariq 20 June 2018
Is it also signed off by the Service Director for Finance IT and Transactional Services?	Eamonn Croston (James Anderson) 28 June 2018
Is it also signed off by the Service Director for Governance and Commissioning?	Julie Muscroft (John Chapman) 27 June 2018
Cabinet member portfolio	Cllr Viv Kendrick – Children Cllr Masood Ahmed – Children

Electoral wards affected: All Wards

Ward councillors consulted: YES

Public or private: Public

1. Background

1.1 Kirklees review of specialist provision for children with special educational needs

Guidance from the government states that the pattern of specialist provision in each Local Authority (LA) area should be informed by local needs and circumstances. Furthermore, it should follow careful consultation and a widely shared understanding of the role of specialist provision in meeting children and young people's special educational needs.

To plan for the very best provision for Kirklees children and young people, an independent review of special educational needs was carried out by Cambridge Education in 2008.

Following the report that was prepared by Cambridge Education in April 2008, Kirklees officers reorganised specialist provision across Kirklees to meet demand. On 13th March 2012, Cabinet approved the reorganisation of specialist provision for

disabled children and those with special educational needs across Kirklees. Since then specialist provision across Kirklees has been under continuous review to offer local children more choice at their local school.

1.2 The current pattern of specialist provision

Strand	Primary	Secondary
Hearing Impairment	<p>Lowerhouses CE (VC) JI & EY School</p> <p>10 Fixed places 4 Transitional places & Outreach</p>	<p>Newsome High School & Sports College</p> <p>12 Fixed places 2 Transitional places & Outreach</p>
Visual Impairment	<p>Dalton School</p> <p>10 Fixed places 4 Transitional places & Outreach</p>	<p>Moor End Academy</p> <p>12 Fixed places 2 Transitional places & Outreach</p>
Physical Impairment	<p>Rawthorpe St. James (CE) VC I&N and Rawthorpe Junior School</p> <p>5 Transitional places & Outreach</p>	<p>Newsome High School & Sports College</p> <p>10 Fixed places 2 Transitional places & Outreach</p>
Complex Communication and Interaction Needs	<p>Windmill Church of England Primary School (Communication & Interaction)</p> <p>12 transitional places & Outreach</p> <p>Headlands CE (VC) JI & N School (Autistic Spectrum Disorder)</p> <p>6 Transitional places & Outreach</p> <p>Central Team Support for outreach across Kirklees</p>	<p>Royds Hall Community School (SLCN)</p> <p>20 Fixed places 4 Transitional places & Outreach</p> <p>Honley High School</p> <p>15 Fixed places 5 Transitional places & Outreach</p> <p>Thornhill Community Academy</p> <p>15 Fixed places, 5 Transitional places & Outreach</p>

1.3 The type of places currently available

Each school provides placements as part of the school-based provision (fixed/transitional), as well as outreach support. The flexibility around the capacity for outreach work is governed by the numbers attending either fixed or transitional places. Where numbers are low, this releases capacity and maximises the outreach support available to all Kirklees schools.

1.4 Fixed places

At primary levels, fixed places exist for children with complex sensory impairments where there is a requirement for long term, specialist interventions and support, which cannot be offered routinely across all mainstream settings. These involve regular use of specialist staff such as braille and visual resource technicians, a high level of specialist teaching time from a teacher of the deaf or teacher of the visually impaired, access to a signing environment with accompanying expertise to address the associated significant language needs associated with a profound and significant hearing loss, amongst other things. Fixed placements are offered to children and young people where indicated following a review of the statement of special educational needs.

1.5 Transitional places

These give placements for children for up to a maximum of 6 terms and are for children and young people who require support over and above that provided through outreach. Any transitional placement is likely be preceded by a period of outreach involvement which has exhausted every avenue that would normally result in the child's needs being best met in their local school. Transitional placements are offered following a review of the Education Health and Care Plan.

The pattern of provision since initial implementation in 2013 has changed to reflect changes in demand in relation to particular types of need. The biggest increases across specialist provision have been in the areas of Complex Communication and Interaction Needs (this includes ASD), particularly in relation to outreach support. This has placed considerable pressure on schools' capacity to deliver outreach as well as that available within the small centralised outreach team.

1.6 The Provision at Headlands CE (VC) J I & N School

Over the last year, the Governing Body at Headlands CE (VC) JI&N School has expressed concerns about the sufficiency of funding put in place to meet the service level agreement.

An additional challenge specifically relevant to Headlands CE (VC) JI&N School has been the difficulties experienced with the recruitment of specialist teachers. The shortage in specialist staffing at the school has limited the ability to deliver outreach. This has been delivered by the centrally based outreach team. However given the increased demand this is not sustainable in the longer term. As a key area of need identified through the Strategic High Needs Review, schools cited the need for additional outreach support to enable them to meet their responsibilities with an ever increasing number of children with Complex Communication and Interaction Needs (including ASD). Outreach is delivered by specialist provision staff and those in the centrally based team. The specialist teams work alongside staff in mainstream schools to develop their skills and knowledge, and also to support the school in developing appropriate strategies and provision for individual children.

After a series of conversations between school leaders and the LA, a decision was taken by the Governing Body to request a proposal to decommission the provision at their school. For the last 12 months, four children have attended the provision. This request comes at a time when only a small number (two) of children will be in the provision in September, and, the new provision at Windmill Church of England Primary School will be opening during the Autumn Term of 2018.

1.7 The LA proposal

- To decommission 6 transitional places and outreach at Headlands CE (VC) JI&N School for children with Autistic Spectrum Disorder
- To work with the families of the two remaining children to ensure that their needs can continue to be met with minimum disruption
- While the High Needs Strategic Plan continues, the capacity released through a decommission will be used to enhance the central outreach offer
- Through the High Needs Action Plan we will undertake an analysis of the effectiveness of the enhanced central outreach team to meet the needs of children with Complex Communication and Interaction Needs within their local schools, and determine any future provision that may be required.

The objectives of the proposal is to

- Continue to ensure that the overall pattern of specialist resource provision in Kirklees is flexible and can support and respond to the needs of individual pupils and parental preferences.
- Continue to provide access to appropriately trained staff and access to specialist support and advice, so that individual pupils can have the fullest possible opportunities to make progress in their learning and participate in their school and community.
- Continue to support the LA's strategy for making schools and settings more accessible to disabled children and young people and the scheme for promoting equality of opportunity for people with SEND.

2. Information required to take a decision

The statutory process for school re-organisation. The proposed re-organisation of the specialist provision at Headlands CE (VC) JI&N School for children with Autistic Spectrum Disorder will be subject to School Organisation (Prescribed Alterations to maintained Schools) (England) Regulations 2013.

This regulation requires a statutory process to be followed for establishing, removing or altering a special educational needs provision at voluntary and foundation schools. Either the LA or the GB can propose the change for voluntary and foundation schools. A statutory process must then be followed, and the LA is the decision maker.

The LA is proposing these changes, but must follow the four stage statutory process set out below.

- Publication
- Representation (statutory consultation)
- Decision
- Implementation

The new regulations removed the statutory requirement to carry out a 'pre-publication' consultation for establishing, removing or altering a special educational needs provision at voluntary and foundation schools, however the LA proposes to carry out a 4 week term time non-statutory consultation on the proposals with interested stakeholders. This would provide any opportunity for stakeholders to review the proposals and comment on them.

"There is a strong expectation that schools and LAs will consult interested parties, in developing their proposal prior to publication, as part of their duty under public law to act rationally and take into account all relevant considerations" Making prescribed alterations to maintained Schools, Statutory guidance for proposers and decision-makers (April 2016)

3. Implications for the Council

3.1 Early Intervention and Prevention (EIP)

One of the core principles of Kirklees' specialist provision work is the delivery of intervention to children in as timely a manner as possible, within their locality, in order to address needs and identify strategies either through outreach support or where needs are more complex, through the provision of specialist places in order to meet need and prevent further difficulties arising. A child referred for outreach would not need to have an Education Health Care Plan (EHCP) therefore there is more opportunity for early intervention and prevention.

3.2 Economic Resilience (ER)

By addressing concerns early, our aim is to ensure that wherever possible a child remains at their local school and is able to follow its curriculum (with some degree of personalisation) in order to achieve their potential into adulthood.

3.3 Improving outcomes for Children

Specialist provision outreach offers high quality advice, guidance and support to our schools in meeting a range of special educational needs, which in turn will improve outcomes for children.

3.4 Reducing demand of services

This early intervention model works to ensure that wherever possible a child's needs can be met at their local school, thus reducing the potential requirement for more costly provision. The service works to build capacity with mainstream schools so that they become better able to meet need and not always rely on costlier external support.

3.5 Council priorities:

Council policies affected by this proposal include the Children & Young People Plan. The proposals will support the Council priorities which are:

- **Health and wellbeing in Kirklees:** By 2020, no matter where they live, we want people in Kirklees to live their lives confidently, in better health, for longer and experience less inequality
- **A strong economy for Kirklees:** We want Kirklees to be recognised as the best place to do business in the north of England and as a result, one where people prosper and flourish in all of our communities.
- **Provide effective and productive services:** Ensuring services are focused on the needs of the community and delivering excellent value for money.

3.6 Human Resources implications

There would be human resources implications resulting from the decommissioning of the specialist provision for children with Autism at Headlands CE (VC) JI&N School. Should the proposals be agreed, officers from the LA would work with the Governing Body and Head Teacher of the school to ensure their continued employment. Kirklees HR officers will provide technical advice and support any processes where required.

3.7 Financial Implications

There would be no financial Implications arising from these proposals for the Council. There is a change to the current pattern of specialist provision, but the overall financial effect to the Council is nil.

3.8 Equalities implications

The Equality Act 2010 places the Council under a duty - the Public Sector Equality Duty to have due regard to the need to achieve equality objectives when carrying out its functions. An initial equalities impact assessment has been carried out to assess the implications of the proposals and would be developed into a full assessment, taking into account the responses from the full consultation process, which would be reported to Cabinet. The assessment showed that implementation of the proposals is likely to have little impact. This would continue to be revised as appropriate in light of any further matters being raised, should the completion of the subsequent stages of the statutory process be approved by Cabinet. No adverse impacts are highlighted as part of this proposal. The EIA can be found here:-

<http://www.kirklees.gov.uk/youkmc/deliveringServices/impactAssessments/impactassessments.asp>

4. Consultees and their opinions

It is intended to carry out a 4 week non-statutory consultation involving all key stakeholders including: parents and carers, governing bodies, school staff, ward members, wider community stakeholders and other interested parties. The responses received as part of this consultation would be reported to members for a decision on the next steps.

5. Next steps

Subject to decisions made by Cabinet, the indicative timeline for the next stages of the statutory processes are set out below:

Activity	Date * <i>These dates are indicative and may change; they are also subject to Cabinet approval.</i>
Consultation and engagement (non-statutory)	September 2018
Representation (formal consultation on statutory proposals)	October/November 2018
Kirklees Council Cabinet take a decision regarding implementation of the proposals	December 2018
Implementation	From 1 st January 2019

6. Officer recommendations and reasons

It is recommended that Members:

Delegate authority to the Director for Children Services in consultation with the Cabinet Portfolio leads to:-

- Develop consultation materials on the basis of the proposals.
- Organise and carry out a non-statutory consultation about the proposals.
- Require officers to report the outcomes of the non-statutory consultation to Cabinet for further consideration of the next steps.
- Continue engagement already undertaken with the families of the two remaining children to ensure that their needs can continue to be met with minimum disruption

7. Cabinet portfolio holder's recommendations

We, the Cabinet Members for Children's Services endorse the recommendations set out by officers in the previous section of this report (section 1.7).

Ensuring there is the best possible organisation of support in order that our children and young people can succeed is of the utmost importance. It is because of this that we recognise these changes will ensure that support is targeted where it is most needed whilst giving officers the opportunity to analyse future provision that will help deliver better outcomes. It is for these reasons that we support the officer recommendations to carry out a non-statutory consultation about the proposals to make the necessary changes at existing specialist provisions as described in this report.

We will consider any further material matters that are brought to our attention in advance of, and during, the Cabinet meeting on the 10th July 2018 and will make our final, oral, recommendations at the end of the discussion of this item at the meeting.

8. Contact officer

Mandy Cameron.
Head of Education Inclusion & Safeguarding
01484 221000
mandy.cameron@kirklees.gov.uk

9. Background Papers and History of Decisions

Report Prepared by Cambridge Education April 2008: Kirklees Council -Review of the Arrangements for Special Educational Needs in the Children & Young People Service

- Cabinet Report: 28th September 2010 - Specialist Provision for Disabled Children and those with Special Educational Needs
<http://bit.ly/28Sept10>
- Cabinet Report: 21st June 2011 - Report on the outcomes of the non-statutory consultation on the proposals for the future organisation of specialist provision for disabled children and those with special educational needs across Kirklees
<http://bit.ly/21June11>
- Cabinet Report 6th December 2011 - Report on the outcomes of the statutory consultation on the proposals for the future organisation of specialist provision for disabled children and those with special educational needs across Kirklees
<http://bit.ly/6Dec11>
- Cabinet Report 13th March 2012 - Report on the representations received from the published Statutory Notices on the proposals for the future organisation of specialist provision for disabled children and those with special educational needs across Kirklees at the following schools:- Ashbrow I & N School, Ashbrow Junior School, Carlinghow Princess Royal J I & N School, Dalton School, Flatts Nursery School, Headlands CE(VC) J I & N School, Honley High School, Lowerhouses CE(VC) JI & EY School, Moldgreen Community Primary School, Netherhall Learning Campus - Rawthorpe Junior School, Netherhall Learning Campus - Rawthorpe St. James CE(VC) I & N School, Netherhall Learning Campus High School, Newsome High School, Park Road J I & N School, Royds Hall High School, The Community Science College @ Thornhill, Thornhill J & I School
<http://bit.ly/13Mar2012>
- Cabinet Report 2nd December 2014 - Overview of progress made in relation to changes to specialist provision for disabled children and those with special educational needs across Kirklees.
<http://bit.ly/2ndDec14>
- Cabinet Report 10th March 2015 - Report on the outcomes from the non-statutory consultation for Members consideration on proposals for change to existing specialist provisions.
<http://bit.ly/10Mar15>
- Cabinet Report 2nd June 2015 - Report on the statutory proposals for Flatts Nursery School, Rawthorpe St. James CE(VC) I&N School and Rawthorpe Junior School.
<http://bit.ly/2June15>
- Cabinet - Date: 5th April 2016 - Overview of progress made in relation to changes to specialist provision for disabled children and those with special educational needs across Kirklees. The report requests approval to take forward proposals for adjustments to some existing specialist provisions.
<http://bit.ly/5thApr16>
- Cabinet report 15th November 2016 - Report on the outcomes of the non-statutory consultation on proposals in relation to the changes to specialist provision for

children and young people with additional needs in the areas of autism, speech, language and communication (SLCN).

<http://bit.ly/15thNov16>

- Cabinet Report 7th March 2017 - Report on the proposals for changes to specialist provision for children with Speech, Language and Communication Needs (SLCN) and autism. To complete the process to discontinue 10 transitional places plus outreach for children with autism at Moldgreen Community Primary School and to update on progress in determining a host school for a new communication and interaction provision.

<http://bit.ly/7thMar17>

- Cabinet Report 4th April 2017 - Overview of progress made in relation to changes to specialist provision for children with special educational needs across Kirklees.

<http://bit.ly/04Apr17>

- Cabinet Report 25th July 2017 - Specialist provision for Kirklees children with communication and interaction needs

<http://bit.ly/25July17>

- Cabinet Report 19th September 2017 - Specialist provision for Kirklees children with communication and interaction

needs <https://democracy.kirklees.gov.uk/documents/s19927/11.%202017-09-19%20Specialist%20Provision%20Report.pdf>

- Cabinet Report 20th February 2018- Summary of findings from the Special Education Needs and/or Disability (SEND) High needs Strategic review

<https://democracy.kirklees.gov.uk/documents/s21928/2018%2002%2020%20HNR%20redacted%20version%20of%20report.pdf>

10. Service Director responsible

Jo-Anne Sanders

Service Director – Learning and Early Support

jo-anne.sanders@kirklees.gov.uk

Name of meeting: Cabinet
Date: 10th July 2018
Title of report: Changes to Home to School Transport Provision - Mainstream Provision

Purpose of report: To update Members on the work being carried out in relation to mainstream Home to School Transport following Cabinet's decision in January 2018

Key Decision - Is it likely to result in spending or saving £250k or more, or to have a significant effect on two or more electoral wards?	No
Key Decision - Is it in the Council's Forward Plan (key decisions and private reports?)	No
The Decision - Is it eligible for call in by Scrutiny?	Yes
Date signed off by Strategic Director & name Is it also signed off by the Acting Service Director for Finance IT and Transactional Services? Is it also signed off by the Service Director for Legal Governance and Commissioning Support?	Karl Battersby - 02.07.2018 Eamonn Croston - 02.07.2018 Julie Muscroft - 02.07.2018
Cabinet member portfolio	Councillor Masood Ahmed Councillor Viv Kendrick

Electoral wards affected: All

Ward councillors consulted: Ward Cllrs were consulted in the initial report

Public or private: Public

1. Summary

1.1 Kirklees Council has a duty to provide free home to school transport to eligible children under the Education Act 1996. The current policy relating to Home to School transport combines arrangements for all children, including those with an Education Health and Care Plan.

1.2 A consultation took place between 4 September and 22 October 2017 about proposed changes to Home to School Transport and the outcomes were considered by Kirklees Council Cabinet on 23rd January 2018.

1.3 The report explained that custom and practice within Kirklees has meant a number of deviations from the policy have been introduced over the years. This has meant that the Council currently go beyond the stated level of provision within our own policy and the national statutory guidance, and that some children who would not be eligible as defined by the relevant legislation have been receiving free transport provision.

1.4 Cabinet took the following decisions on 23rd January;

In relation to mainstream provision, the Council would use the concept of nearest geographical school rather than catchment school when considering applications for boarding cards/bus/train passes thereby returning to a statutory only policy;

- That this proposal should be applied as a minimum to all new applicants for a train/bus pass/boarding card and for applications relating to school transition points (e.g. infant to junior school, first to middle school etc.) or a change of address from September 2019;
- That the Service Director for Commercial, Regulatory and Operational Services be authorised to investigate the possibility of moving from a system of bus/train pass/boarding card provision upfront to a system based on retrospective reimbursement of the cost of a bus/train pass/boarding card brought by parents/carers for their child/children for journeys to and from school. Should this prove to be feasible and deliver savings that outweigh the cost of delivery, authority is requested to implement this system from September 2019 onwards;
- That the Service Director for Commercial, Regulatory and Operational Services be authorised to investigate the feasibility of setting up a cycling scheme that would provide a bicycle, helmet and cycling safety training in lieu of a boarding card/bus/train pass in circumstances where an individual/family decides that this would be the most appropriate provision for their circumstances and delegate authority to the Service Director for Commercial, Regulatory and Operational Services to implement the detail of the scheme;
- That the existing Home to School Transport policy should be split into two separate policies -. One covering mainstream provision and one covering Special Educational Needs and Disabilities (SEND) provision;
- A new mainstream transport policy should be prepared and brought back for Member consideration in early 2018.

1.5 This report updates members on the work being carried out in relation to mainstream Home to School Transport assistance following Cabinet's decision in January 2018 and makes recommendations for additional time to work with our schools and families of pupils in finalising the new policy.

2 Background

Part of the decision made by Cabinet in January 2018 was to split the current home to school transport assistance policy in to two separate policies, one relating solely to mainstream assistance and one detailing the SEND provisions. For clarity this report concerns mainstream assistance only.

Following this decision, officers have been working on a revised draft policy and in doing so, the following matters have been key areas of consideration to shaping its development and subsequent implementation;

- 2.1 Whilst the most significant potential change is to only provide support in future in circumstances when we are statutorily obliged to do so, we are also considering how a new policy can be achieved without disadvantaging low income families. In particular, those families who are just above the statutory threshold (the 'working poor') were having to pay for one or more bus pass(es) would have a significant and disproportionate impact on their household budget. We are working towards ensuring that a mechanism exists to support families who need assistance, and that they can receive it.
- 2.2 Actual bus pass usage information is now being regularly collected to determine the extent of under-used passes. Current indications show that 10% of those bus passes issued have been used on less than 50 occasions between August 2017 and May 2018 with another 14% being used on less than 100 occasions (but more than 50) in the same time period. The average usage based on 2 journeys a day, between August and May should be approximately 260.
- 2.3 Making information more accessible and accurate in relation to the nearest appropriate school to enable parents and carers to make an informed decision about their preferences on admissions applications based on their needs and what matters most to them. It is worth noting here that low income families, under statutory provision, do have extended rights when making preferences for school and will still receive assistance so long as the child is attending one of three nearest and appropriate schools.
- 2.4 As part of the implementation of the new policy, Cabinet want to encourage more sustainable ways of travelling to and from school; such as offering bikes as an alternative to issuing bus passes.

3 The Approval of a New Policy

- 3.1 Since a decision was taken by Cabinet to bring back a new policy for approval, and in undertaking the work as described in section 2 above, it is clear that opportunities exist to complete further activity by 'piloting' the impact of implementation and working with our school leaders and families of pupils in doing so. The details of what this pilot will encompass will be drawn up over the summer in preparation for the new term. The intended outcome being a well thought through and fit for purpose policy, and future service operation.
- 3.2 Initial conversations have taken place with school leader representatives in the Honley pyramid of schools who have indicated their willingness to work with the Council as part of the pilot early in the autumn term.
- 3.3 This would mean that there would be a delay to bringing forward a new policy until later in the autumn term. Consequently, as families of pupils will be making their preferences for school places for admission to school in 2019 from September 2018, the implementation of the new policy would be delayed for one academic year.

4 Implications for the Council

- 4.1 The potential impact of a return to a statutory only policy, means that travel assistance will only be given when a child has selected to attend their nearest appropriate school with available places, and this is beyond the distance limit (ie. 3 miles). We anticipate that families who live in Meltham, and to a lesser extent Kirkheaton, will mostly be affected by these changes when making preferences for admission to secondary school. This is because historically, they have been able to secure travel assistance for their preferred secondary school, because for many children, all appropriate high schools are more than 3 miles away.
- 4.2 Under a statutory only policy, travel assistance would only be given if their nearest appropriate school with available places is more than 3 miles away, **and** this is the school they have selected to attend.
- 4.3 Most families in Meltham apply for either Honley or Holmfirth High Schools, rather than Colne Valley High School. For qualifying parents, all 3 schools may be over 3 miles away, but in future, assistance would only be given to attend the closest - in many cases this is Colne Valley High School. Likewise, families in Kirkheaton usually apply for King James' School, but may find their nearest school with available places is actually Netherhall Learning Campus.
- 4.4 The changes would not affect low income families who receive travel assistance based upon their financial circumstances, and not the distance criteria.
- 4.5 The recommended approach of the additional work implies that there would be a loss of between £80-120k savings in 2019/20, due to delaying and potentially changing the savings profile. However, there it is anticipated that in the interim period, there will be opportunities to explore more sustainable options available, for example making the option of a bike instead of a bus pass available to families for the 2018/19 school year commencing in September 2018.

4.6 Legal Framework

The statutory provision in relation to school transport is set out in the Education Act 1996, as amended by the Education and Inspection Act 2006. Schedule 35(b) of the Act defines eligible children (those who qualify for free transport) as:

Children unable to walk to school by reason of their special educational needs, disability, or mobility problem (including temporary medical conditions);
Children unable to walk in safety to school because of the nature of the route, and;
Children living outside 'statutory walking distance', which is 2 miles for children under 8 and 3 miles for older children. Special rules about distance apply to children from low income families.

Eligible children only qualify for free transport to the nearest qualifying school. This is defined as the nearest publicly maintained school, with places available, that provides education appropriate to the age, ability and aptitude of the child, and any special educational needs that the child may have. For children with special educational needs, if a school is the only school named in a statement of special educational needs or education health and care (EHC) plan, this means it is the nearest suitable school for school transport.

The Act gives Local Authorities the power to make arrangements for children not covered by the statutory duty. This includes children who do not attend the nearest qualifying school or who are below compulsory school age, such as many children in their reception year. Councils must have a policy setting out what they may provide to these children. There is no requirement for such arrangements to be free of charge, but Local Authorities can do this if they choose. In 2014, the Government issued statutory guidance (the guidance) which has been updated from time to time covering children up to the age of 16, which Councils have a duty to have regard to. The guidance states that Local Authorities should have in place a robust appeals procedure, should parents have cause for complaint or disagreement concerning their child's eligibility for travel support. Appeals procedures should be published alongside the travel policy statements.

In developing its policies, which must be published, the local authority must undertake and consider any equalities impact assessments and the PSED.

4.7 Early intervention and prevention

Whilst the work being carried out may ultimately result in a change to the eligibility criteria, the way in which it is being carried out; collaboratively with schools and other key stakeholders, would allow us to understand the wider impact so that mechanisms can be put in place to support families. This includes accessible, straight forward information being available to families when they are making preferences for school places and discretionary arrangements that are being considered in relation to widening the threshold for low income families.

4.8 Economic resilience

The Department for Education guidance states that it is the local authority's statutory duty to promote the use of sustainable travel. The exploratory work currently being carried out incorporates this duty and should have a broad impact, including providing health benefits for children, and their families, through active journeys, such as walking and cycling. The Council is keen to understand the positive opportunities for significant environmental improvements, through reduced levels of congestion and improvements in air quality to which children are particularly vulnerable.

4.9 Improving outcomes for children

The Council wants children and young people to have the best start in life, enjoy their education and achieve their potential.

Families of pupils are responsible for ensuring that their children attend school regularly. However it is the duty of local authorities to ensure that suitable travel arrangements are made, where necessary, to facilitate a child's attendance at school.

Particular attention is being paid to ensure families from low income backgrounds are not being unnecessarily disadvantaged and that any changes will not inhibit them from being able to make suitable preferences for their children in relation to school admissions and that they will be supported and assisted with travel arrangements to facilitate attendance.

4.10 Reducing demands on service

Parents will be able to make better informed travel choices for their children due to accurate, detailed, and consistent information being easily available to them alongside guidance on how to make an application for a school place.

4.11 Other (e.g. legal, financial or Human Resources)

Planned savings relating to statutory only school transport provision are £175k per annum, from 2018-19 onwards. The report acknowledges that the current savings profile will need to be revised in light of the proposals set out here.

5 Consultees and their opinions

Initial dialogue has taken place with representatives from the Honley pyramid of schools about how we can work together to manage the rising costs of bus passes whilst understanding the implications of any changes on the schools and families. We would also welcome working with other schools for whom policy change will have an effect.

6 Next steps

Officers recommend that we take a collaborative approach and work with schools, the bus companies and families of pupils in the autumn term to better understand usage data, cost, impact and saving from the proposed changes as part of a 'pilot'. The details of what the pilot will encompass would be developed over the summer in readiness for the autumn term.

The information gained from this work will supply valuable data which will assist us in developing the future, home to school transport assistance policy having taken account of the impact on key stakeholders.

If officer's recommendations are approved, a full communications strategy would need to be prepared and delivered. Timely, accurate and consistent communication with parents, particularly those whom we expect to apply for school places this autumn, is critical.

7 Officer recommendations and reasons

- 7.1 That Officers work with the Honley Pyramid and any other interested schools on the proposed 'pilot', and bring forward a report to Cabinet by December 2018 which takes account of any learning as a result of the collaborative work. This would mean that the implementation of the policy, which resulted in removal of eligibility would have impact from September 2020.
- 7.2 The officers develop and brief portfolio holders on our approach to developing a new policy and its implementation timetable.
- 7.3 That officers communicate to parents that the current policy will apply when they make school preferences for admissions for 2019 and help them understand the timetable for any future policy change

8 Cabinet portfolio holder's recommendations

Cllr Masood Ahmed was in support of undertaking further work to ensure that there was time to fully explore the impact of a new policy and was supportive, and welcomed the opportunity of the Council working with schools as part of this in the autumn term.

9 Contact officer

Joanne Bartholomew - Service Director Commercial, Regulatory and Operational Services

Jo-Anne Sanders - Service Director Learning and Early Support
(01484) 221000

joanne.bartholomew@kirklees.gov.uk

jo-anne.sanders@kirklees.gov.uk

10 Background Papers and History of Decisions

Cabinet Report – 'Proposals for changes to Home to School transport policy for children attending mainstream school.' 23rd January 2018

<https://democracy.kirklees.gov.uk/mgConvert2PDF.aspx?ID=21357>

11 Service Director responsible

Joanne Bartholomew - Service Director Commercial, Regulatory and Operational Services

Jo-Anne Sanders - Service Director Learning and Early Support
(01484) 221000

joanne.bartholomew@kirklees.gov.uk

jo-anne.sanders@kirklees.gov.uk

This page is intentionally left blank

Name of meeting: Cabinet

Date: 10th July 2018

Title of report: Kirklees Council Adult Social Care Offer consultation.

Purpose of report: The purpose of this report is to provide Cabinet members with an update on the recent consultation

Key Decision - Is it likely to result in spending or saving £250k or more, or to have a significant effect on two or more electoral wards?	No
Key Decision - Is it in the Council's Forward Plan (key decisions and private reports)?	No
The Decision - Is it eligible for "call in" by Scrutiny?	Yes
Date signed off by Director & name	Richard Parry 02/07/2018
Is it also signed off by the Service Director for Financial Management, IT, Risk and Performance?	Eamonn Croston 29/06/2018
Is it also signed off by the Service Director - Legal Governance and Commissioning?	Julie Muscroft 02/07/2018
Cabinet member portfolio	Cllr Cathy Scott, Portfolio Holder for Adults and Independence

Electoral wards affected: All

Ward councillors consulted: All

Public or private: Public

1. Summary

As part of the Council's Transformation programme, Adult Social Care are in the process of developing a transparent and consistent approach to meeting its statutory duties. This includes implementing a new approach, which promotes independence, works with an individual's strengths and supports personalised outcomes.

The adult social care offer, includes the Adults Resource Allocation System (RAS) and the Direct Payments Policy (DP).

In order to meet its public sector equality duty any changes to the RAS and DP policies required a public consultation process to be undertaken. Due to the scale of the consultation, and the fact that this will impact future adult social work practice, and given resource constraints within the service, an external agency (Public Perspectives) was procured to work with the Council to plan and deliver the public consultation, in order to provide an element of independence from the council alongside additional capacity to progress what has been a large scale consultation. Funding was identified from an existing budget for this work. The consultation was delivered on time and within budget.

During the consultation, work has been ongoing to continue to develop and pilot the tools, processes and guidance for the above. This work remains ongoing. The intention is to take time over the summer to re-engage with key stakeholders to test out these developments and refine them further in light of feedback received. The final draft policies are scheduled to be presented to Cabinet in October 2018 for a decision.

The purpose, therefore, of this report is to provide an update and to advise of the extended development period.

Consultation

The consultation took place over an 8-week period between 22nd March 2018 and the 17th May 2018. The Council received over 850 responses from a wide range of stakeholders.

Methodology

The consultation was promoted on the council's website, social media and through postcards and posters available at key public contact points. In addition, a letter was sent to all direct payment recipients encouraging them to respond to the consultation.

A dedicated phone and e-mail address were available to residents and organisations to ask questions about the proposals and consultation or receive help to respond to the consultation.

The consultation included the following methods;

- An open-access on-line consultation questionnaire (with hard copy and easy read versions available)
- A representative telephone survey
- Staff and stakeholder workshops
- Focus groups with service users and carers
- Public drop in sessions
- Member briefings

A full detailed draft report has been made available by Public Perspectives- attached as appendix A. See section 4 for a summary of the key findings from the consultation.

2. Information required to take a decision

This paper seeks Cabinet to take note of the findings from the consultation and support the approach regarding policy development.

3. Implications for the Council

3.1 Early Intervention and Prevention (EIP)

The proposed model will support people to live independently, having greater control over their lives with more support being delivered through communities.

3.2 Economic Resilience (ER)

We will be working with the sector to develop more innovative approaches to meeting individual's care needs, with a focus on meeting outcomes. This supports the Kirklees outcome for working smart and delivering more effectively

and efficiently. This will support providers to have increased flexibility to focus delivery on the achievement of outcomes rather than a time and task based approach

3.3 Improving Outcomes for Children

Any proposed changes to the Adults RAS policy relates to the adults only. The DP policy will set out the guidance which affects both eligible children and adults. This will improve transparency and provide further clarity. The changes support innovative and more personalised ways of meeting needs enabling people to be as well as possible for as long as possible.

Reducing demand of services

This will support the application of the strength based approach, which places less emphasis on traditional service provision and looks to help individuals, families and communities to have greater control and do more for themselves.

3.4 Other (e.g. Legal/Financial or Human Resources)

Legal

The way that indicative budgets are calculated will be clearer and matched to levels of need. Its application will support the strength based approach which means that support packages will be consistently proportionate to meet needs. The strength based approach focuses on helping people be as independent as possible. The proposals invest in the most vulnerable in society while using the Council's resources in the most effective way

The Equality Act 2010 creates the Public Sector Equality Duty (PSED).

Under section 149 of the Act

1) A public authority must, in the exercise of its functions, have due regard to the need to –

- a) Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
- b) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The relevant protected characteristics are –

Age;
Disability;
Gender reassignment;
Pregnancy and maternity;
Race;
Religion or belief;
Sex;
Sexual orientation.

In order to fulfil the PSED the Council is required to assess the impact of any proposed changes to policies and/or creation of any new policies on the equality objectives set out above. The way in which the Council approaches this task is to conduct Equality Impact Assessments

The Council has therefore carried out Equality Impact Assessments (EIAs) to help it take due regard of its public sector equality duties in relation to these proposals. These can be found on the Council's website. See links to EIA's.

[https://www.kirklees.gov.uk/you-kmc/deliveringServices/impactAssessments/impactAssessmentEvaluations/02\)%20Adults%20&%20Health/Adult%20Social%20Care%20Operation/180629%20EIA%20DP%20policy%20\(Care%20Offer%20consultation\).xlsm](https://www.kirklees.gov.uk/you-kmc/deliveringServices/impactAssessments/impactAssessmentEvaluations/02)%20Adults%20&%20Health/Adult%20Social%20Care%20Operation/180629%20EIA%20DP%20policy%20(Care%20Offer%20consultation).xlsm)

[https://www.kirklees.gov.uk/you-kmc/deliveringServices/impactAssessments/impactAssessmentEvaluations/02\)%20Adults%20&%20Health/Adult%20Social%20Care%20Operation/180629%20RAS%20EIA%20\(Care%20Offer%20Consultation\).xlsx](https://www.kirklees.gov.uk/you-kmc/deliveringServices/impactAssessments/impactAssessmentEvaluations/02)%20Adults%20&%20Health/Adult%20Social%20Care%20Operation/180629%20RAS%20EIA%20(Care%20Offer%20Consultation).xlsx)

Financial

£5.6 m of financial benefits are expected from the implementation of the Kirklees Adult Social Care Offer (and those elements of the All Age Disability work-stream relating to the Strength Based approach and the Review Task Force) over the next four years, of which £3.3m in full year 18/19 and £1.9m in full year 19/20. Budget plans for 18-20 period factor in the assumed financial benefits. Clearly any savings must ensure that people's needs continue to be met.

The revised Kirklees Adult Social Care Offer will further support the application of the strength based approach. This will place less emphasis on traditional service provision and looks to help individuals, families and communities to have greater control and do more for themselves. The changes will support innovative and more personalised ways of meeting needs enabling people to be as well as possible for as long as possible.

4. Consultees and their opinions

Consultation- summary of key findings

In general, there is majority support for the proposed changes. It is evident from the feedback that there is concern amongst people in receipt of adult social care support (including carers) about the changes having a negative impact on them.

There are several suggestions provided by residents, stakeholders and staff which could help maximise the benefit of changes and mitigate possible negative impacts (please note that some of the suggestions are relevant across all aspects of the proposed changes):

Living independently and well

- Invest in community provision such as community services, organisations and facilities to ensure that sufficient opportunities are available for residents.
- Make it easier to find out about the community support available.
- Invest in services to help people access community provision and ensure services such as re-ablement, care navigation and Community Plus are appropriately resourced and aligned with other services to provide timely support.
- Work closely with partners and other council services to ensure there is a consistent approach.

- Use accessible/jargon-free language to help residents, staff and partners understand and engage with the approach.

Deciding the amount of money and support

- Ensure staff (and appropriate partners) are trained and supported to conduct effective person-led assessments.
- Provide regular reviews to ensure support adapts to an individual's changing circumstances.
- Ensure carers receive assessments where appropriate and that support is available to help carers be resilient and deliver their caring roles effectively.
- Manage change carefully and sensitively, considering transitional arrangements where someone's care package may change notably.

Direct payments

- Invest in raising awareness and understanding of direct payments, to increase use.
- Provide training and support to staff and partner organisations to help encourage use and support the management of direct payments.
- Consider the creation of a direct payments advisory and support service to help with the management of direct payments, such as providing recruitment and employment advice, and help with budget management.
- Share the draft guidance with staff and stakeholders to ensure it is fit for purpose.
- Ensure that the exceptional use of direct payments to pay family members or pay for short breaks are written into care plans agreed with the council and the outcomes monitored.
- Provide training and support to carers that are paid, and monitor the quality of care they provide, including monitoring safeguarding.

Contacting the council and adult services

- Provide training and support to help people access on-line services and reduce digital exclusion amongst the elderly and disabled.
- Ensure that alternative access is available for those that do not want, or are unable, to use digital services.

Overall, stakeholders, staff and residents said that it will be important to monitor the impact of the changes on outcomes, a formal review of the changes could be conducted following their implementation.

Policy development

Following the feedback from the consultation, work is currently in progress on reviewing/developing both the RAS and DP policies.

Feedback from the consultation suggested that many did not want to have a black and white policy on direct payments, and preferred having guidance to

refer to instead. However, given the complexities surrounding direct payments, including the legislation and the number of serious complaints the Council has received relating to direct payments, the proposed approach is to develop/implement a clear direct payments policy, alongside supporting guidance for staff and service users.

The Direct Payment policy will need to set out clear guidelines on the council's approach to direct payments. This will include technical information regarding rights and responsibilities as well as key principles to support choice, control and innovation. This will ensure that there is a common understanding and agreement on their use. In order to further support decision making and ensure that the approach is not overly rigid (black and white), the proposal is to introduce a decision making tool which incorporates a risk assessment to ensure a robust approach to the use of professional judgement managing risk and recording. The decision making tool will cover for example, how we manage the risks in the case of employing the family member and the rationale for this, including any risk mitigation. The decision making tool will be developed along the lines of positive risk taking and will be trialled through the review task force over the summer to help refine it prior to a final decision.

Update- developing and piloting the tools

Given the importance of ensuring that we are able to identify a sufficient and transparent budget allocation from which service users are able to take control in planning their care and support, the resource allocation system (RAS) has been reviewed with a new system being piloted and this is taking account and responding to feedback received during the consultation.

During the consultation there were concerns expressed regarding having a 'black and white' rules around direct payments. Other feedback indicated support for increased information and structure around the use of direct payments. In response a decision making tool is to be developed and trialled over the summer to address identified risks and set out the rationale behind decisions in an attempt to promote choice and control whilst maintain consistency, risk management and governance around the use of resources.

Support planning tool

A Resource Allocation System (RAS) is a mechanism within the support planning tool that identifies a transparent indicative budget that is based on individual levels of need and local costs of care. The indicative budget is then used to plan to meet care and support needs.

The developed support planning tool aims to support practitioners to be able to provide consistent and equitable indicative budgets. This tool is currently being tested to ensure its sufficiency and usability.

To date feedback has been positive. As part of the implementation planning, work is ongoing in partnership with Learning and Development, to develop a full training programme for staff.

Staff Guidance

We need to ensure that all of our staff are confident and capable in their roles. This is achieved through workforce development, supervision and support. All social care staff are accountable for the quality of their social care practice. A first draft handbook has been developed in order to support consistent practice, assist with the inputting of quality data and act as a reference point for new starters. This is currently being shared with relevant teams for their

feedback. All feedback is being collated and is expected to be reviewed mid-June. The revised draft will be made readily available, electronically for all practitioners once finalised. It is expected that this will be ready late summer.

It is proposed that the guidance covers all detail around the responsibilities and legal obligations the individual will have as an employer which includes but not limited to training, pensions, GDPR, redundancy, sickness absence and maternity/paternity pay.

It is clear from the consultation feedback that staff require additional training on direct payments. This requirement is being worked up as part of the full training programme for staff.

Adults Health and Social Care Scrutiny panel are considering the findings on 17th July 2018. Adults Social Care will take account of Scrutiny comments and feedback as part of the ongoing development of the policies and approach. Cabinet will receive their comments as part of the report to Cabinet in the autumn.

5. Next steps

As part of the post consultation communications work, briefings to provide an update on the consultation, are being scheduled in with key stakeholders over the early summer period.

Work will continue of further developing draft policies and the testing of the draft tools. This will involve meaningful engagement with stakeholders. A communications plan is in place and it is regularly reviewed/updated.

A report is expected to go to Cabinet in October 2018, which will provide members with an update following this further period of engagement, along with the proposed draft policies and tools for approval.

6. Officer recommendations and reasons

Cabinet members are requested to take note of the findings from the consultation and support the approach regarding policy development for the reasons explained before a final decision is brought back to Cabinet for a decision in October.

7. Cabinet portfolio holder recommendation

That the work undertaken to date and proposed over the coming months be received and supported.

8. Contact officers

Michelle Cross, Head of Service, All Age Disability and Mental Health.
Collette Lake, Project Manager, Adults Transformation Team.

9. Background Papers and History of Decisions

Decision notice

<http://democracy.kirklees.gov.uk/mgIssueHistoryHome.aspx?IId=13335&PlanId=67>

Care Offer consultation webpage

<http://www.kirklees.gov.uk/beta/social-care/adult-care-offer-consultation.aspx>

Involve webpage

<http://www.kirklees.gov.uk/involve/entry.aspx?id=914>

10. Service Director responsible

Amanda Evans, Service Director for Adult Social Care Operations.

Kirklees Council: Adult Care Offer Consultation

Report of consultation results: May 2018



Contents

Executive Summary	1
Main Report	5
Section 1: Introduction and consultation approach	5
Section 2: Living independently and well	9
Section 3: Deciding the amount of money and support	14
Section 4: Direct payments	19
Section 5: Contacting the council and adult services	29
Appendices	31
Appendix 1: Demographic profile of respondents	31
Appendix 2: Consultation document	35

Kirklees Council:

Adult Care Offer Consultation

Executive Summary

Introduction and background

1. Kirklees Council consulted about potential changes to adult social care and how it decides what care and support someone may need. The consultation aimed to assess people's perceptions of the proposed changes and identify the potential impact on different groups of people.¹ The consultation covered three key potential changes:
 - Helping people live independently and helping people to help themselves and use more of the support already available to them in the community.
 - Changing how the council decides the amount of money and social care support people receive through changes to the Resource Allocation System.
 - Being clear about how direct payments (this is where someone receives money to arrange their own care) are used by people, so they can use the money to help meet their needs.
2. The council also used the consultation to explore how the internet could be used by residents to find out information about social care services and support.
3. The council commissioned Public Perspectives, an independent research and consultation organisation, to support the design and delivery of the consultation and produce an independent report of the consultation results.
4. This report summarises the results of the consultation. The council will consider the consultation results, along with other information such as relevant legislation and budget pressures, before making a decision.

Consultation methodology and response

5. The consultation took place over an 8-week period between 22nd March 2018 and the 17th May 2018.
6. The consultation was promoted on the council's website and through postcards and posters available at key public contact points. In addition, a letter was sent to all direct payment recipients encouraging them to respond to the consultation.
7. A dedicated phone and email address were available to residents and organisations to ask questions about the proposals and consultation or receive help to respond to the consultation.
8. The consultation included the following methods:
 - An open-access on-line consultation questionnaire hosted on the council's website (with hard copy and easy-read versions available) completed by 406 respondents (the consultation questionnaire is available at appendix 2).

¹ This included assessing the impact on the nine protected equality groups under the public sector equality duty (which asks public bodies to consider or think about how their policies or decisions affect people who are protected under the Equality Act).

- A representative telephone survey of 251 current and prospective service users mainly aged 55 and over.
- Two staff workshops held on the 1st and 8th May 2018 in Huddersfield and Dewsbury, attended by 74 adult social care staff.
- A stakeholder workshop held on the 8th May 2018 at The John Smith's Stadium, attended by 55 stakeholders across Kirklees including social care providers, representative groups and key partners such as health services.
- Visits (and discussions with services users) to: an independent living provider for people with learning disabilities (involving 4 service users); a day centre for people with learning disabilities (involving 8 service users); and an older people's support service (involving 4 service users in early stages of dementia).²
- Focus groups with carers (one with 8 carers of adults and one with 4 carers of children in receipt of direct payments); a focus group with people living with mental health problems (6 people); a focus group with older people with various adult social care needs (4 people); and a focus group with people with physical disabilities (4 people).³
- A carers event held on the 24th April in Dewsbury, attended by 24 carers.
- Two public drop-in sessions held on the 9th and 10th May 2018.
- Two council Member briefings on the 16th and 17th May, involving 11 Members.⁴

Key findings

Living independently and well

9. Overall, 63% of respondents agree with the proposals to help people live independently and 21% disagree. 33% said it would have a positive impact on them and 27% said it would have a negative impact.
10. People in receipt of adult social care support (including carers) and disabled people tend to be less supportive than other respondents and more likely to state the proposal will have a negative impact on them.

Deciding the amount of money and support

11. Overall, 51% of respondents agree with the proposal to change the Resource Allocation System (the system which determines the amount of support and money someone receives) and 25% disagree. 20% said it would have a positive impact on them and 22% said it would have a negative impact.
12. People in receipt of adult social care support (including carers) and disabled people tend to be less supportive than other respondents and more likely to state the proposal will have a negative impact on them.

² The organisations visited were respectively: Creative Support (Huddersfield), Waves Day Centre (Slaithwaite), The Denby Dale Centre.

³ The focus groups were held in a central Huddersfield location. Transport was arranged and thank you payments made, with participants travelling from across the Kirklees area.

⁴ In addition, the consultation has noted comments made about direct payments and respite at a workshop held with carers in October 2017.

Direct payments

13. 67% of respondents were aware of direct payments and 51% of respondents said more people should choose to take direct payments – awareness and support for direct payments is greatest amongst people in receipt of adult social care support, especially those that currently receive direct payments.
14. Overall, 61% of respondents agree with the proposed guidance to help make direct payments clearer and 17% disagree. 25% said it would have a positive impact on them and 15% said it would have a negative impact. People in receipt of adult social care support tend to be less supportive than other respondents and more likely to state the proposal will have a negative impact on them.
15. Overall, 77% of respondents agree with using direct payments to pay for short breaks and 12% disagree. Adults currently in receipt of direct payments are even more in support.
16. Carers and stakeholders said that there needs to be improved information to increase awareness and uptake of direct payments. They also want better support and advice to make best use of direct payments and clearer guidance about what direct payments can be used for.

Contacting the council and adult services

17. The majority of respondents agree with proposals to contact the council and adult services on-line:
 - 63% agree with finding answers to questions.
 - 61% agree with booking and changing appointments.
 - 69% agree with finding out about local services.
 - 53% agree with entering and viewing information about themselves and the services they receive.
 - 62% agree with letting someone they trust do the above things on their behalf.
18. Older respondents are less likely to agree. For example, on average across all the above activities, 52% of respondents aged 65 and over agree with doing the activities on-line compared with 67% of other respondents. This difference becomes greater as age increases further.

Key issues for consideration

19. In general, there is majority support for the proposed changes. However, notable numbers, especially amongst people that currently receive adult social care support, disagree with some of the changes and/or expect the changes will have a negative impact on them. There are several suggestions provided by residents, stakeholders and staff that could help maximise the benefit of changes and reduce the negative impact (please note that some of the suggestions are relevant across all aspects of the proposed changes):

Living independently and well

- Invest in community provision such as community services, organisations and facilities to ensure that sufficient opportunities are available for residents.

- Make it easier to find out about the community support available.
- Invest in services to help people access community provision and ensure services such as reablement, care navigation and Community Plus are appropriately resourced and aligned with other services to provide timely support.
- Work closely with partners and other council services to ensure there is a consistent approach.
- Use accessible/jargon-free language to help residents, staff and partners understand and engage with the approach.

Deciding the amount of money and support

- Ensure staff (and appropriate partners) are trained and supported to conduct effective person-led assessments.
- Provide regular reviews to ensure support adapts to an individual's changing circumstances.
- Ensure carers receive assessments where appropriate and that support is available to help carers be resilient and deliver their caring roles effectively.
- Manage change carefully and sensitively, considering transitional arrangements where someone's care package may change notably.

Direct payments

- Invest in raising awareness and understanding of direct payments, to increase use.
- Provide training and support to staff and partner organisations to help encourage use and support the management of direct payments.
- Consider the creation of a direct payments advisory and support service to help with the management of direct payments, such as providing recruitment and employment advice, and help with budget management.
- Share the draft guidance with staff and stakeholders to ensure it is fit for purpose.
- Ensure that the exceptional use of direct payments to pay family members or pay for short breaks are written into care plans agreed with the council and the outcomes monitored.
- Provide training and support to carers that are paid, and monitor the quality of care they provide, including monitoring safeguarding.

Contacting the council and adult services

- Provide training and support to help people access on-line services and reduce digital exclusion amongst the elderly and disabled.
- Ensure that alternative access is available for those that do not want, or are unable, to use digital services.

20. Overall, stakeholders, staff and residents said that it will be important to monitor the impact of the changes on outcomes and safeguarding. Consequently, a formal review of the impact of the changes could be conducted following their implementation.

Kirklees Council:

Adult Care Offer Consultation

Main Report

Section 1: Introduction and consultation approach

Introduction and background

- 1.1. Kirklees Council consulted about potential changes to adult social care and how it decides what care and support someone may need. The consultation aimed to assess people's perceptions of the proposed changes and identify the potential impact on different groups of people.⁵ The consultation covered three key potential changes:
 - Helping people live independently and helping people to help themselves and use more of the support already available to them in the community.
 - Changing how the council decides the amount of money and social care support people receive through changes to the Resource Allocation System.
 - Being clear about how direct payments (this is where someone receives money to arrange their own care) are used by people, so they can use the money to help meet their needs.
- 1.2. The council also used the consultation to explore how the internet could be used by residents to find out information about social care services and support.
- 1.3. The council commissioned Public Perspectives, an independent research and consultation organisation, to support the design and delivery of the consultation and produce an independent report of the consultation results.
- 1.4. This report summarises the results of the consultation. The council will consider the consultation results, along with other information such as relevant legislation and budget pressures, before making a decision.

Consultation methodology and response

- 1.5. The consultation took place over an 8-week period between 22nd March 2018 and the 17th May 2018.
- 1.6. The consultation was promoted on the council's website and through postcards and posters available at key public contact points. In addition, a letter was sent to all direct payment recipients encouraging them to respond to the consultation.
- 1.7. A dedicated phone and email address were available to residents and organisations to ask questions about the proposals and consultation or receive help to respond to the consultation.

⁵ This included assessing the impact on the nine protected equality groups under the public sector equality duty (which asks public bodies to consider or think about how their policies or decisions affect people who are protected under the Equality Act).

1.8. The consultation included the following methods:

- An open-access on-line consultation questionnaire hosted on the council's website (with hard copy and easy-read versions available) completed by 406 respondents (the consultation questionnaire is available at appendix 2).
- A representative telephone survey of 251 current and prospective service users mainly aged 55 and over.
- Two staff workshops held on the 1st and 8th May 2018 in Huddersfield and Dewsbury, attended by 74 adult social care staff.
- A stakeholder workshop held on the 8th May 2018 at The John Smith's Stadium, attended by 55 stakeholders across Kirklees including social care providers, representative groups and key partners such as health services.
- Visits (and discussions with services users) to: an independent living provider for people with learning disabilities (involving 4 service users); a day centre for people with learning disabilities (involving 8 service users); and an older people's support service (involving 4 service users in early stages of dementia).⁶
- Focus groups with carers (one with 8 carers of adults and one with 4 carers of children in receipt of direct payments); a focus group with people living with mental health problems (6 people); a focus group with older people with various adult social care needs (4 people) and a focus group with people with physical disabilities (4 people).⁷
- A carers event held on the 24th April in Dewsbury, attended by 24 carers.
- Two public drop-in sessions held on the 9th and 10th May 2018.
- Two council Member briefings on the 16th and 17th May, involving 11 Members.⁸

⁶ The organisations visited were respectively: Creative Support (Huddersfield), Waves Day Centre (Slaithwaite), The Denby Dale Centre.

⁷ The focus groups were held in a central Huddersfield location. Transport was arranged and thank you payments made, with participants travelling from across the Kirklees area.

⁸ In addition, the consultation has noted comments made about direct payments and respite at a workshop held with carers in October 2017.

1.9. The following table shows the demographic profile of respondents to the consultation, for both the consultation questionnaire and the telephone survey.

Figure 1: Profile of respondents

Demographic	Consultation questionnaire (numbers in brackets)	Telephone survey (numbers in brackets)
Background (respondents could select all relevant answers)		
Resident of Kirklees	82% (334)	100% (251)
Someone who receives adult social care support	13% (53)	6% (16)
Someone who receives a direct payment	17% (69)	1% (3)
Young person or representative of a young person receiving a direct payment	9% (37)	-
Carer	40% (163)	13% (33)
Professional working in health or adult social care	19% (78)	2% (5)
Representative of a local community group or organisation	5% (19)	10% (25)
Kirklees Council employee	21% (86)	1% (2)
Other	10% (41)	0% (1)
Gender		
Female	65% (232)	50% (125)
Male	33% (118)	50% (125)
Age		
25-34	7% (26)	N/A (targeted over 55s)
35-44	12% (44)	N/A (ditto)
45-54	28% (100)	2% (6)
55-64	30% (108)	36% (91)
65-74	19% (69)	34% (85)
75-84	3% (10)	22% (54)
85+	1% (2)	6% (15)
Disability		
Yes, a lot	46% (166)	26% (63)
Yes, a little	13% (47)	15% (39)
No	41% (147)	59% (146)
Ethnicity		
White British/Irish	79% (284)	77% (192)
Non-White British/Irish/Prefer not to say	21% (122)	23% (59)

Note: Figures may not add up to 100% due to rounding. Note: Quotas were set to ensure the telephone survey was demographically representative by gender, age and ethnicity, with a good spread geographically. These quotas were met within 1-2 percentage points of the target.

The full headline results of the consultation are presented at appendix 1, including the demographic background of respondents across a variety of equality groups.

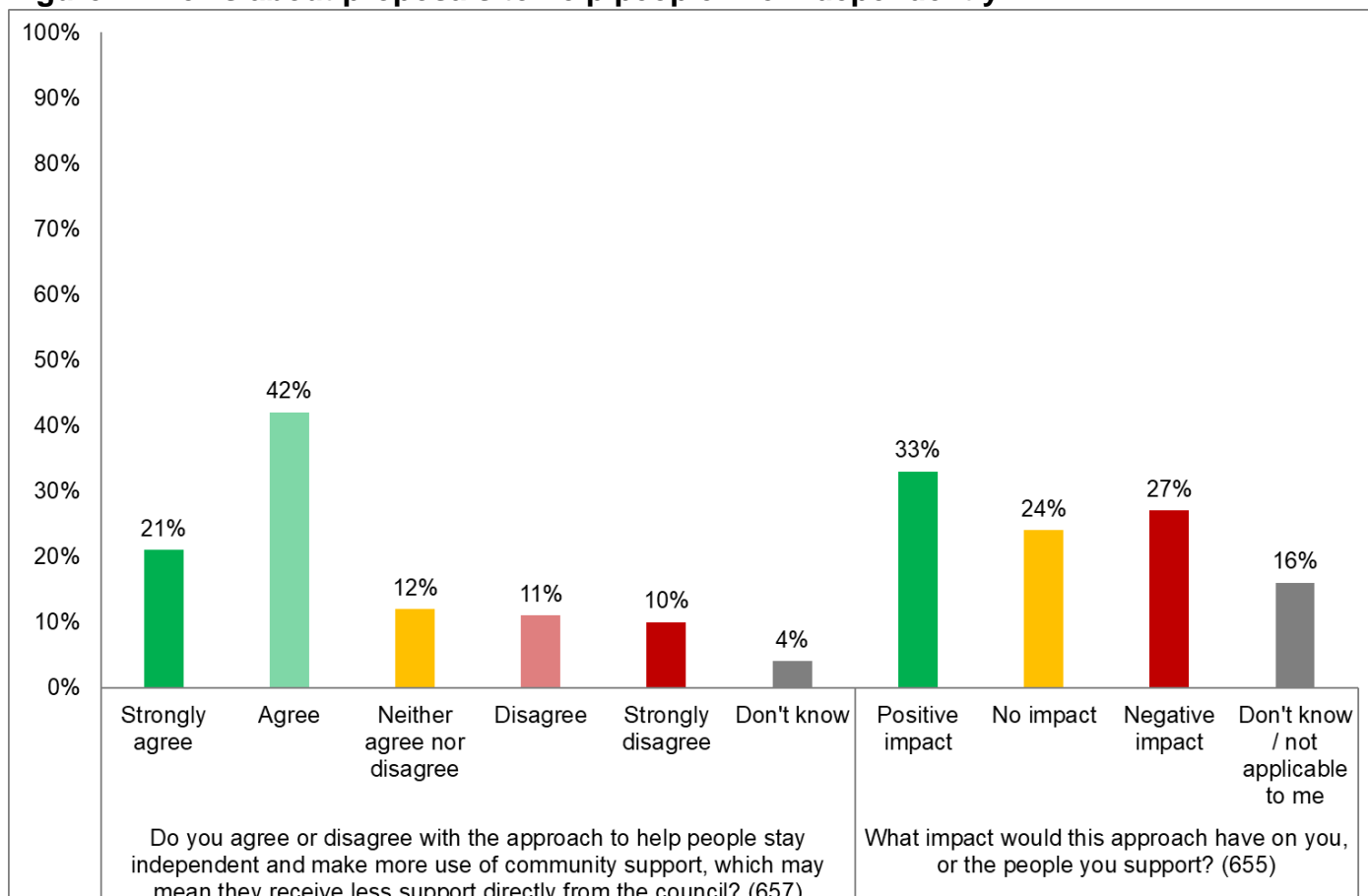
Report

- 1.10. The rest of this report presents the results of the consultation. It follows the structure of the questionnaire:
- Section 2: Living independently and well
 - Section 3: Deciding the amount of money and support
 - Section 4: Direct payments
 - Section 5: Contacting the council and adult services
- 1.11. The report integrates results for the consultation questionnaire and telephone survey, alongside findings from the focus groups, visits, workshops and other activities.
- 1.12. The questionnaire results are presented overall and by different demographic/equality groups, where meaningful or statistically significant differences exist.
- 1.13. The open-ended comments in the questionnaire have been reviewed and summarised.

Section 2: Living independently and well

- 2.1. The council consulted on its proposed approach to help people live independently and lead positive lives. This includes: helping people to help themselves by giving them information, advice and training; providing targeted, short term, early support to people who have a crisis to prevent them losing their independence; helping people get back to living the way they want after a period of illness or injury, by providing short-term support and making use of equipment and technology so they can live independently; and using more of the support already available to people in the community, including family, friends, neighbours, community organisations and using community facilities.
- 2.2. Overall, 63% of respondents agree with the proposals to help people live independently and 21% disagree. 33% said it would have a positive impact on them and 27% said it would have a negative impact.
- 2.3. Those currently in receipt of social care support⁹ are less likely to be supportive and more likely than other respondents to state the proposals would have a negative impact on them. For example, 46% of respondents currently in receipt of social care support agree with the proposals to help people live independently and also said the proposals would have a negative impact on them. This compares with 75% of other respondents that agree with the proposals and 14% that said the proposals would have a negative impact on them.
- 2.4. Similar findings also exist with disabled respondents compared to non-disabled respondents, given that many people that identify as disabled are likely to be in receipt of social care support.

Figure 2: Views about proposals to help people live independently



Numbers in brackets are the number of respondents to each question.

⁹ Unless otherwise stated this refers to people in receipt of social care support, people in receipt of direct payments and carers.

Comments from the consultation questionnaire/telephone survey

2.5. Over 250 respondents made comments about this proposal. The main points are:

- This approach will require investment in community organisations, services and facilities, information about what is available and services to help people access community support (approximately 20-25% of comments about this proposal).

“This approach is all well and good and I support it. But at the moment I’m not sure that there are enough community facilities in place and they need to make it easier for people to find out what is available.”

- Support for the proposal to help people live independently and not become overly reliant on adult social care services, although where required adult social care support should be made available (approximately 15-20% of comments).

“I agree that people should be helped to live independently. That should always be the aim. But some people will not be able to live independently and they will need more support.”

- Concern that the proposal is a cost-cutting exercise (approximately 15-20% of comments).

“This all just feels like short-hand for cuts. I wish the council was transparent and said they are trying to save money instead of dressing it up.”

- Ultimately this will depend on the individual’s circumstances, and some people are not able to live independently or cannot rely on support from the community, family, friends and neighbours (approximately 10-15% of comments).

“Not everyone is able to live independently and some people don’t have anyone to care for them. So support needs to be there for these people.”

- The proposal will place a lot of pressure on carers – family, friends and neighbours and some may not be able to provide support at all or not provide it consistently or effectively (approximately 10-15% of comments).

“I have concerns that carers are being asked to do too much. Some will be able to and are the best people to provide care. But some may not be able to do it well or always be available.”

- Carers will require support, training and respite to be able to deliver effective care (approximately 5-10% of comments).

“You are asking a lot of carers. They will need support to make them resilient and able to provide the care that people deserve.”

- The quality of care in the community, and its impact on people, will need to be monitored and reviewed to ensure it delivers positive outcomes and that safeguarding is ensured (approximately 5% of comments).

“Carers will need help to be good carers and you will need to monitor that they provide the quality care people need and that no abuses occur. This approach should be monitored and reviewed to make sure it works.”

Focus group key findings¹⁰

- 2.6. Almost all participants in the focus groups said they supported the principle of staying independent for as long as possible:

“I think all we want to do is stay at home, in a place we like and know, for as long as possible. So I support the idea of being helped to stay independent.” Older person

“I like living here [independent living accommodation]. It is nice to live on my own and know that help is next door.” Person with learning disabilities

- 2.7. Some participants, especially carers, said they thought the proposals could be construed as a cost-cutting exercise, although they appreciated the reasons behind this:

“I agree with the principles, but in practice this is about saving money. I appreciate they need to save money so I don’t have a problem with it and this is a reasonable approach. But it doesn’t feel transparent.” Carer

- 2.8. Some participants said they were not convinced that carers or community services/facilities/organisations are able to provide appropriate support:

“I don’t really have anyone who could provide the level of care I need, so this approach [using family, friends, neighbours] won’t work for me.” Person with physical disability

“The community support available is not what I want and can be very unreliable.” Person with mental health problems

“I’m not sure there’s the facilities or organisations in the community to provide the support they’re proposing. It’s a good idea, but the infrastructure isn’t there at the moment.” Carer

¹⁰ Quotes are used to evidence a point and help bring the findings to life. In most cases only one or two quotes are provided for succinctness. The quotes have been selected to best exemplify a point. If a quote is not presented from a particular group/participant it does not mean that the group/participant did not support the point. The preceding text before the quote will make it clear which groups/participants did and did not support the point.

2.9. Consequently, some participants said that investment is required into the community, to support carers and to improve access to information:

“For this to work they need to spend more, not less on community organisations and facilities.” Older person

“It can be quite hard at the moment to find out what is available. They need to create some sort of directory or improve their website to make it easier to find out about the support available . . . I think they have a community directory at the moment, but it isn't very good.” Person with physical disability

“If they want carers to provide more support, they need to help us. They need to make sure we have the skills to help and that we get respite to recharge our batteries.” Carer

Views of stakeholders and staff

2.10. Stakeholders and staff made the following key points:

- There is general support for the principle of encouraging people to live independently, which can lead to better outcomes.
- This approach represents a cultural change – council staff and social care providers will need to be trained and supported to deliver it.
- Need to use accessible, jargon-free language that residents understand so that they can embrace the approach.
- Need to work with partners (both strategically and at the ground level), including health, children's services, social care providers and community organisations so that there is consistency in approach.
- Need to invest in resources to help people access information about community provision – the current community directory, for example, needs improvement.
- Some concern that there are gaps in community provision, the capacity of providers, use of reablement services and care navigators. Consequently, there needs to be investment in community organisations, services and facilities and support to help people access these. There also needs to be some 'market shaping' to ensure the provider market can meet need. In addition, reablement services and care navigation services need to be integrated alongside other social care services to ensure support is provided at the right time.
- It will be important to monitor the impact of the changes on outcomes and safeguarding. A formal review of the approach should be conducted once it is implemented to ensure it is as effective as possible.

2.11. In addition, stakeholders also mentioned:

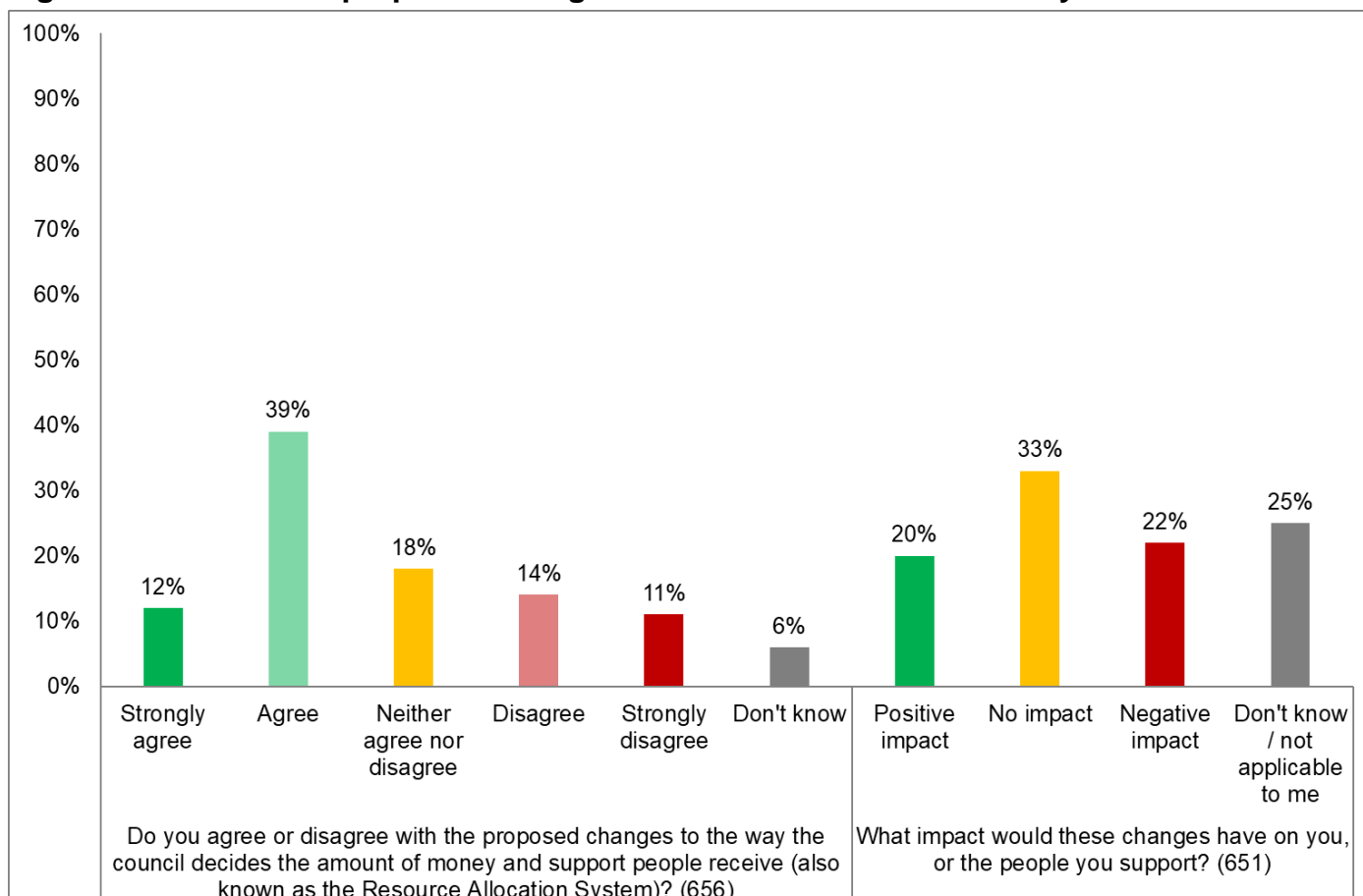
- Some concerns about placing pressure on unpaid carers. Consequently, investment will be required to help carers be resilient.
- Some concerns that carers are not a substitute for professional care. Consequently, carers need to be trained and supported, and the quality of their care assessed.
- Some carers and stakeholders expressed concerns that this is a cost-cutting exercise, although they appreciated the financial pressures that adult social care is under.

- 2.12. In addition, staff also said that in crisis situations this approach is not always possible and that it is important to continue with follow-up assessments once the crisis is over to ensure the services/support are in place to help people live independently.

Section 3: Deciding the amount of money and support

- 3.1. The council consulted on a proposal to make changes to how it decides the amount of money and social care support people receive (known as a Resource Allocation System). The proposal aims to update the approach so that it involves residents and their families, allows social care staff to use their professional judgement and takes account of modern equipment, technology and support to help people live independently.
- 3.2. Overall, 51% of respondents agree with the proposal to change the Resource Allocation System and 25% disagree. 20% said it would have a positive impact on them and 22% said it would have a negative impact.
- 3.3. Those currently in receipt of social care support are less likely to be supportive and more likely than other respondents to state the proposal would have a negative impact on them. For example, 43% of respondents currently in receipt of social care support agree with the proposed changes to the Resource Allocation System and 36% also said the proposal would have a negative impact on them. This compares with 58% of other respondents that agree with the proposal and 12% that said the proposal would have a negative impact on them.
- 3.4. Similar findings also exist with disabled respondents compared to non-disabled respondents.

Figure 3: Views about proposed changes to the Resource Allocation System



Numbers in brackets are the number of respondents to each question.

Comments from the consultation questionnaire/telephone survey

3.5. Over 250 respondents made comments about this proposal. The main points are:

- Concerned this will lead to a reduction in money and support (approximately 15-20% of comments about this proposal).

“This all feels like people will get less money and less help.”

- Involving service users and their carers is important and should be a key part of the assessment process (approximately 10-15% of comments).

“Individuals are their own experts. They and their carers should always be involved to determine their own care.”

- Support to change the system to take account of the approach of helping people live independently by making use of support available in the community (approximately 10-15% of comments).

“I agree with the approach to help people live independently and work with community organisations – the [Resource Allocation] system needs to reflect this.”

- Not sure what will change in practice, will only be able to make a judgement when receiving a new assessment (approximately 10-15% of comments).

“This all feels a little vague. I’ll only be able to give you my judgement once the changes happen.”

- Support to change the system away from a points-based system and take account of individual circumstances and allow professionals to use their judgement/discretion (approximately 5-10% of comments).

“Good social workers are key to a good assessment. I like the idea that they can use their professional judgement more to meet individual needs.”

- People will need support to facilitate their involvement and the assessors will need expertise to engage with people with different disabilities and backgrounds (approximately 5% of comments).

“Involving people is good, but it takes time and effort and some people will need support to get properly involved.”

- Carers should be assessed also to ensure their needs are met and they are able to be effective carers (approximately 5% of comments).

“Carers need help and need an assessment to make sure they can provide good care.”

- Changes are reasonable as long as needs are met as judged through a thorough assessment (approximately 5% of comments).

“I don’t really care what happens as long as people receive a proper assessment and get the help they need to meet their needs.”

- Concern about changes (including a reduction) to existing care/support as a result of changes to the system (approximately 5% of comments).

“I don’t like change. It makes me anxious. I’m worried these changes will mean I get less help.”

Focus group key findings

- 3.6. Most participants supported proposals to further involve people in their assessments and help people to live independently, as long as needs are met:

“To be honest, I’d expect them to do that sort of thing anyway [involve people in their assessments]¹¹. They can do what they want as long as my needs are met.” Person with mental health problems

“It’s very important for an assessment to get a full picture and it can only do that if it is thorough and involves all the key people. I assume they will always meet basic needs, as they are legally required to, if these can’t be met in other ways?” Carer

- 3.7. Some participants said that they or others would need support to help them be involved in their assessment, and consequently the council will need to be suitably resourced:

“My daughter needs help to communicate. They will need to support her and us to make sure we’re properly involved. This will require skill and patience, so they need to be properly resourced to do it well.” Carer

- 3.8. Some carers said the assessment should take into account the situation of carers – to provide them with the help and support to be effective carers:

“Carers need their own assessment. We may need training, respite or money to make sure we can care better. We’re often the best people to do the caring and can save the council money, but they need to invest in us.” Carer

¹¹ The council already do involve people in assessments. The proposal is about introducing new tools to further support the conversations/involvement with service users and their carers.

3.9. Some participants said they were concerned that the changes would lead to a change in the support they receive, which made them anxious:

“I don’t like change, it makes me anxious. Will these changes mean I get less or different support?” Person with mental health problems

“This does all sound like it will result in changes to the amount of support people receive, and probably less money and support. So you need to manage this carefully because the people we support don’t like change and are happy with the support they get at the moment.” Carer

Views of stakeholders and staff

3.10. Stakeholders and staff made the following key points:

- Support changing the Resource Allocation System to align with the new approach and help people live independently.
- Support a more discursive and person-led approach, which helps put people into control.
- The assessment should include partners such as health partners and social care providers.
- Providing an effective individual assessment, involving all key people, is time consuming and requires expertise – the council will have to be resourced to do this.
- Support the use of professional judgement and discretion, although there needs to be a mechanism to ensure consistency.
- Ensure language is accessible and the process is human and discursive, so that residents can be properly involved.
- Carers need assessments to ensure they are resilient and can provide effective care.
- It will be important to monitor the impact of the changes on outcomes. A formal review of the approach should be conducted once it is implemented to ensure it is as effective as possible.

3.11. In addition, stakeholders also mentioned:

- Concerns about the current wait times for an assessment.
- Regular reviews, as a preventative measure, are required to ensure that care packages are fit for purpose, adapt to changing circumstances and continue to help people remain independent.
- Carers report that there are long delays in being allocated a social worker and that reviews rarely happen.
- Carers report a lack of continuity of social work staff, which is required to deliver good quality assessments because they know the person’s situation.
- Carers state that some people in receipt of social care support can find change traumatic, so changes in support need to be explained and implemented sensitively.
- Carers are not always informed that they have a right to an assessment – this should become standard practice.

3.12. Staff also made the following additional comments:

- They value the development of digital care support planning tools, although there is concern that technology may not work when conducting live assessments, e.g. access to Wi-Fi.
- Some training and support will be required to ensure staff can conduct an effective person-led assessment that satisfies all obligations and does not create another layer of assessment/paperwork for staff.
- The new resource allocation planning tool could generate a lot of data, which could help inform the development of future services.

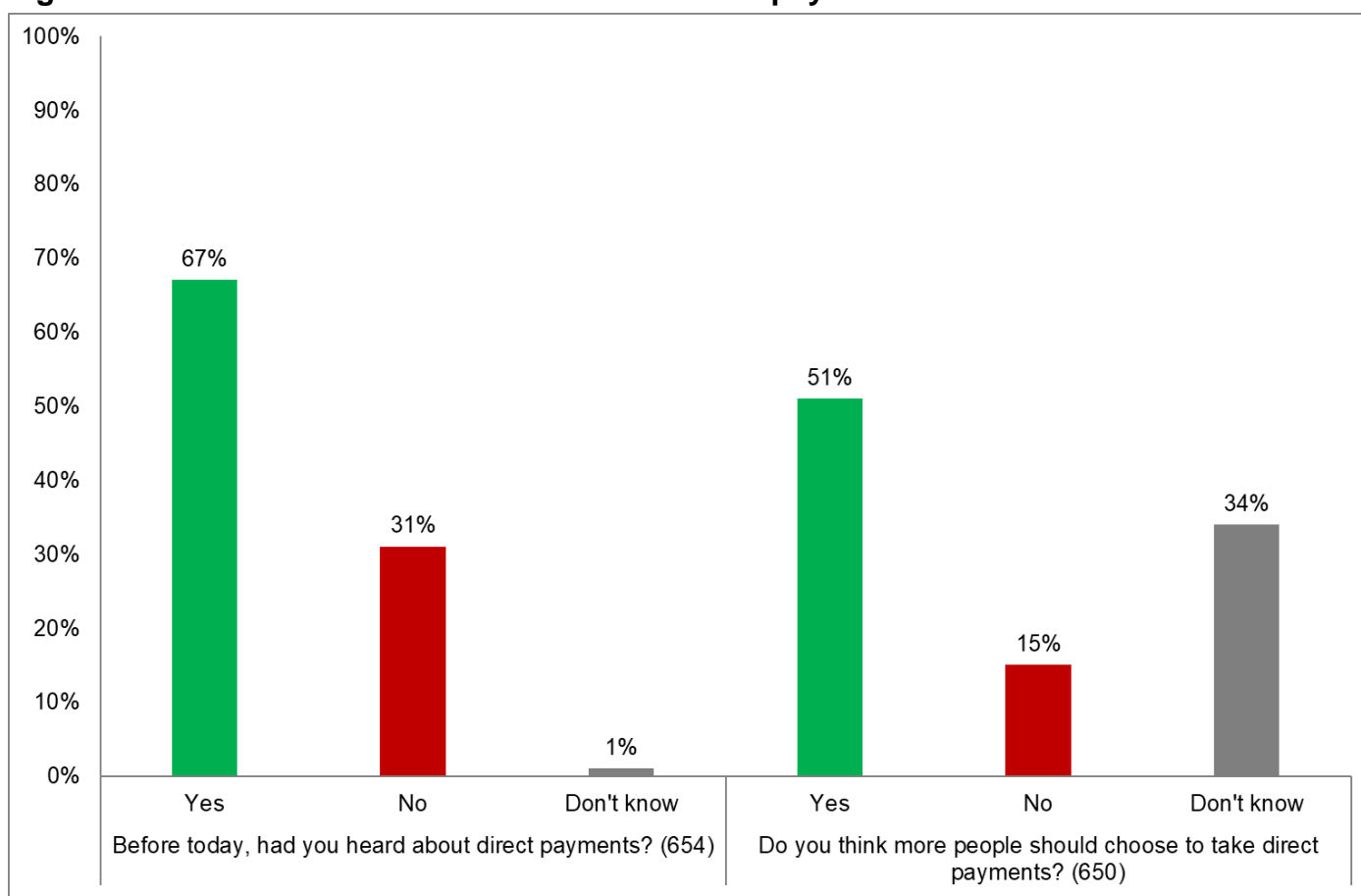
Section 4: Direct payments

4.1. A direct payment is where someone receives an amount of money to arrange the care they need, rather than the council or another organisation arranging it for them. At present, about 25% of people who receive social care support have a direct payment. People are using this money in different ways, and in some cases direct payments are not used as well as they could be to meet people's needs. So the council is developing clear guidance to help people who receive social care support, carers and social care staff to make sure direct payments are used effectively.

Awareness and use of direct payments

- 4.2. 67% of respondents were aware of direct payments, with respondents in receipt of social care support or professionals working in the sector most likely to be aware (85% aware).
- 4.3. 51% of respondents said more people should choose to take direct payments. People in receipt of social care support (including those that currently receive direct payments but excluding carers) are more likely to say people should choose to take direct payments (67% said this). This compares with 49% of carers and 55% of professionals working in the sector.

Figure 4: Views about awareness and use of direct payments



Numbers in brackets are the number of respondents to each question.

Comments from the consultation questionnaire/telephone survey

4.4. Over 275 respondents made comments about the barriers to direct payments. The main points are:

- Lack of awareness is a key barrier and/or lack of understanding about how direct payments work (approximately 50% of comments about this issue).

“Most people don’t know about direct payments, or if they do they don’t really understand them. There needs to be more information and support.”

- Some people lack the confidence and/or skills to manage direct payments (approximately 10-15% of comments).

“Direct payments can be daunting for some people. It is like running a small business and some people are not skilled up for it.”

- The pressure or responsibility of managing direct payments puts some people off (approximately 10-15% of comments).

“It is a lot of work and responsibility – it puts me off.”

- Some people do not have the mental or physical capacity to manage direct payments (approximately 5% of comments).

“My daughter is not able to do much, so direct payments are not right for her.”

- Direct payments appear complex and put some people off (approximately 5% of comments).

“It all seems like too much trouble for me.”

- Some people do not have the time to manage direct payments (approximately 5% of comments).

“We find it easier to just agree the support and someone else provides it. We do not have time to manage direct payments.”

- Concerns about having to recruit and manage staff puts some people off (approximately 5% of comments).

“It is easier to get the council to do it. I don’t want to employ people and organise help.”

Focus group key findings

- 4.5. Most participants support the use of direct payments and those that already receive direct payments value them:

“They’re [direct payments] not for everyone, but they will help some people have control and so they should do more to encourage people to have them – 25% feels a bit low.” Carer (who helps manage a direct payment)

“I like getting a direct payment. It means you’re in charge and can do what you want. I’d just like more of it! [money].” Person with a learning disability (who receives a direct payment)

- 4.6. Participants said the main reasons why people don’t use direct payments are a lack of awareness/understanding and a lack of confidence/skills or time:

“I’d heard about direct payments, but I don’t really know how they work. It all sounded too complex and not for me.” Older person

“Managing a direct payment is like running a business. I run my own business so it isn’t an issue, but I know for a fact it puts some people off.” Carer

- 4.7. Some participants also said it can be difficult to find the right staff:

“It is difficult to find the right and good people to come into your home. After a while this puts you off.” Person with a physical disability

- 4.8. A few participants said that social work staff had either discouraged them from having a direct payment or had not properly explained a direct payment, which put them off:

“In my experience social workers don’t encourage direct payments. They either try to put you off, or they only vaguely explain it. It makes you wonder if they really have faith in direct payments or know how they work. Maybe they need training to better understand and communicate the benefits of direct payments.” Carer

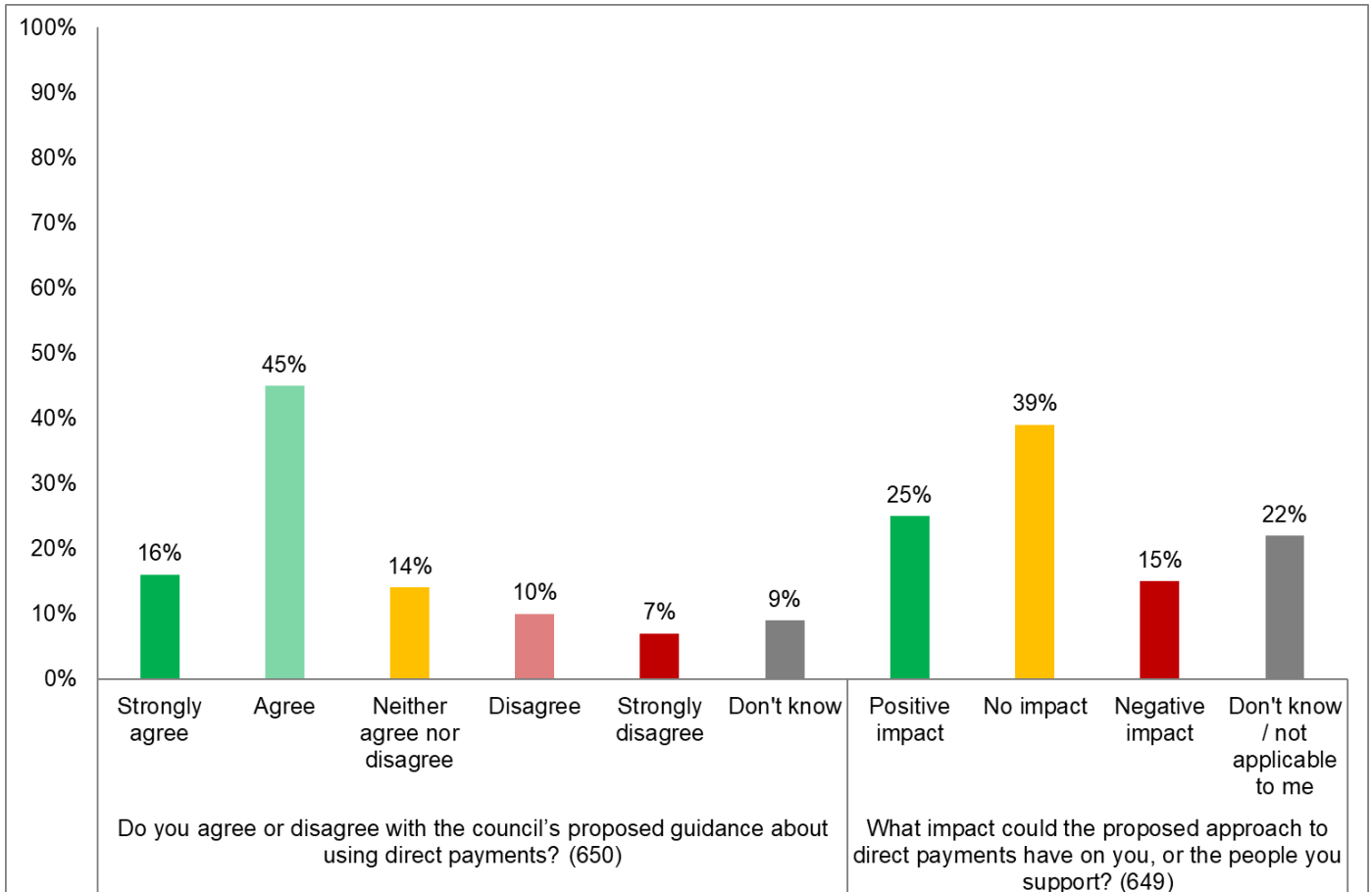
- 4.9. Consequently, some participants said that more support should be provided to help people manage direct payments:

“I know there are companies you can sign-up to that will help you manage direct payments, but some people want to do it themselves. I know of some councils that have a specific advisory service for direct payments. You can go to them and they’ll advise you about recruitment and employment and how to use your direct payment. This support could make people more confident to have a direct payment.” Carer

Developing guidance

- 4.10. The council proposed developing direct payment guidance such as:
- Being clearer when someone can use their direct payment to employ a relative living in the same household.
 - Encouraging carers to use the full amount of money and number of nights they have been given to take a break (otherwise known as respite care), so that they are better able to deliver their caring role.
 - Making it clear that a direct payment cannot be used to pay for a short break. However, it can be used to pay for care and support during a short break, in exceptional circumstances.
- 4.11. Overall, 61% of respondents agree with the proposed guidance and 17% disagree. 25% said it would have a positive impact on them and 15% said it would have a negative impact.
- 4.12. Adults currently in receipt of a direct payment are less likely to be supportive than other respondents. For example, 43% of adult respondents currently in receipt of a direct payment agree with the proposed guidance compared with 64% of other respondents.
- 4.13. All people in receipt of social care support (including respondents that do or do not receive direct payments) are more likely to say that the guidance would have a negative impact on them than other respondents. For example, 28% of people in receipt of social care support said it would have a negative impact on them compared with 5% of other respondents.
- 4.14. Similar findings also exist with disabled respondents compared to non-disabled respondents.

Figure 5: Views about providing clearer guidance on the use of direct payments



Numbers in brackets are the number of respondents to each question.

Comments from the consultation questionnaire/telephone survey

4.15. Over 200 respondents made comments about the proposal to improve guidance on the use of direct payments. The main points are:

- General support for direct payments and how they currently work, with respondents not wanting it to change (approximately 25-30% of comments about this proposal).

“I think direct payments work well as they are. Why change it? I’m worried you will introduce too many rules. Surely direct payments are there to be spent as people wish.”

- Support for improved guidance to increase consistency in the way direct payments are used and reduce confusion. This will be good for staff, service users and their carers and could help increase uptake of direct payments (approximately 20-25% of comments).

“Currently people are not sure what they can spend direct payments on. It makes it difficult to manage direct payments and can put people off. It will be good for all involved to have clearer guidance and may encourage people to take a direct payment.”

- Direct payments not considered a good idea for a variety of reasons, including them not being suitable for some people due to lack of capacity, confidence or skills (approximately 20-25% of comments).

“I don’t think direct payments are a good idea. It places a lot of responsibility onto people and many people are not suited to it. It is the council’s job to provide the care.”

Focus group key findings

4.16. All participants supported improving the guidance on the use of direct payments to increase consistency, reduce confusion and encourage use:

“It’s got to be a good thing. At the moment it just isn’t clear. Can you spend it on holidays, can you pay for travel, like taxis? It can make you quite anxious and confused and definitely puts some people off.” Carer

4.17. However, a small number of participants said that the guidance should not be overly restrictive and should be flexible enough to adapt to an individual’s situation:

“I’m glad they’re using the word ‘guidance’. It should stay as that. When it comes to adult social care, everyone’s situations are different, and you don’t want a black and white policy.” Carer

Views from stakeholders and staff

4.18. Stakeholders and staff made the following key points:

- Support for guidance to provide consistency and reduce confusion for direct payment recipients, staff and partners, but needs to be flexible to suit individual circumstances and provide choice and control, i.e. not overly restrictive or rule-bound.
- Stakeholders said that some carers are so concerned about accounting for direct payments expenditure, and the risk of overspending, that they subsidise the budget – only to find that there is money left over that they then cannot claim against because it is clawed back as ‘surplus’ – clear guidance will help overcome this.
- People need more support to use direct payments, such as recruitment and employment support, DBS checks and help with budget management.
- Direct payments need funding built-in to help recruit and train staff, which does not tend to be available within current budgets.
- Lack of capacity in personal assistant market needs to be resolved, which acts as a barrier to implementing a direct payment.
- Staff and providers need training to encourage people to use direct payments and support them to use it well.
- Carers said it is vital they are informed that money is going to be clawed back before it happens. Otherwise careful and considered planning can be undermined. Companies that act on behalf of direct payment budget holders are too quick to return money to the council without checking with carers.
- Stakeholders and staff would welcome being involved in reviewing draft wording of new guidance.
- It will be important to review the guidance once it is implemented to ensure it works effectively.

Employing family members

Comments from the consultation questionnaire/telephone survey

4.19. The law says that direct payments can only be used to employ family members in exceptional circumstances. The council consulted about these exceptional circumstances. Over 300 respondents made comments. The main points are:

- Paying direct payments to family members is open to abuse and should be avoided (approximately 10-15% of comments about this issue).

“This seems like a minefield. I can see how people will take advantage of it.”

- Checks and monitoring will be required to ensure payments are used appropriately and should be built into the care plan agreed with social workers (approximately 10-15% of comments).

“If it is agreed in a care plan, then it is the right thing to do. It would need careful monitoring so that it isn’t abused.”

- Paying family members should be decided on a case-by-case basis – depending on the individual in receipt of direct payment, the family member and the use to which the payment is put (approximately 5-10% of comments).

“Sometimes the family member is the best person to provide the care. So it should be judged on an individual basis.”

- Exceptional circumstances for employing family members include (all of the following received similar mentions – approximately 5-10% of comments each):
 - Care is 24/7 and the family member has to live with the person being cared for.
 - The care is ‘formal’ or ‘professional’.
 - The carer had to give up work to provide care.
 - The family member is the best person to provide the care (potentially due to a lack of suitable available staff or due to the unique circumstances of the individual being cared for and their relationship with the carer).
 - Providing care in one-off circumstances or extraordinary circumstances such as providing respite for other carers, providing care on holiday or a crisis situation where more care is provided than normal or the normal carer is unavailable.
 - Direct payments should not be used to pay a family member to do informal caring, which they may typically do on a day-to-day basis.

Focus group key findings

4.20. Participants expressed similar views to those above. Almost all participants said that it should be possible to pay family members, but only if they are providing formal/professional care and are the best option to provide this care:

“There are definitely times when family members should be paid. We have paid a family member if the main carer is away. Sometimes, as family members, we’re the best people to provide the care and basically do the job of a personal assistant. We don’t always take payment, but we should be able to.” Carer

4.21. Participants did stress that checks and monitoring should be made and that employing family members should be written into the care plan to avoid abuse:

“Some people will use it fairly and others won’t. It is open to abuse. The only way to guard against that is to make sure that each case is monitored and the only way to do that is to write it into care plans and include it in reviews.” Carer

Views from stakeholders and staff

4.22. Stakeholders and staff made the following key points:

- Appreciate this is a complex issue with risks but need to trust family members who, on the whole, will not abuse the system.
- Suitability will vary on a case-by-case basis, but could be appropriate especially where the family member is the most suitable person to be a carer. It can also be cost effective.
- Consequently, clear guidance is required and any arrangements should be agreed with the council in advance, written into the care plan, and outcomes monitored.
- Important to train and support carers if they are providing formal care.

- Important to monitor the quality of care provided by a family member, including safeguarding, and potentially register carers paid in this way.
- Need to trust family members – on the whole, they will not abuse the opportunity.

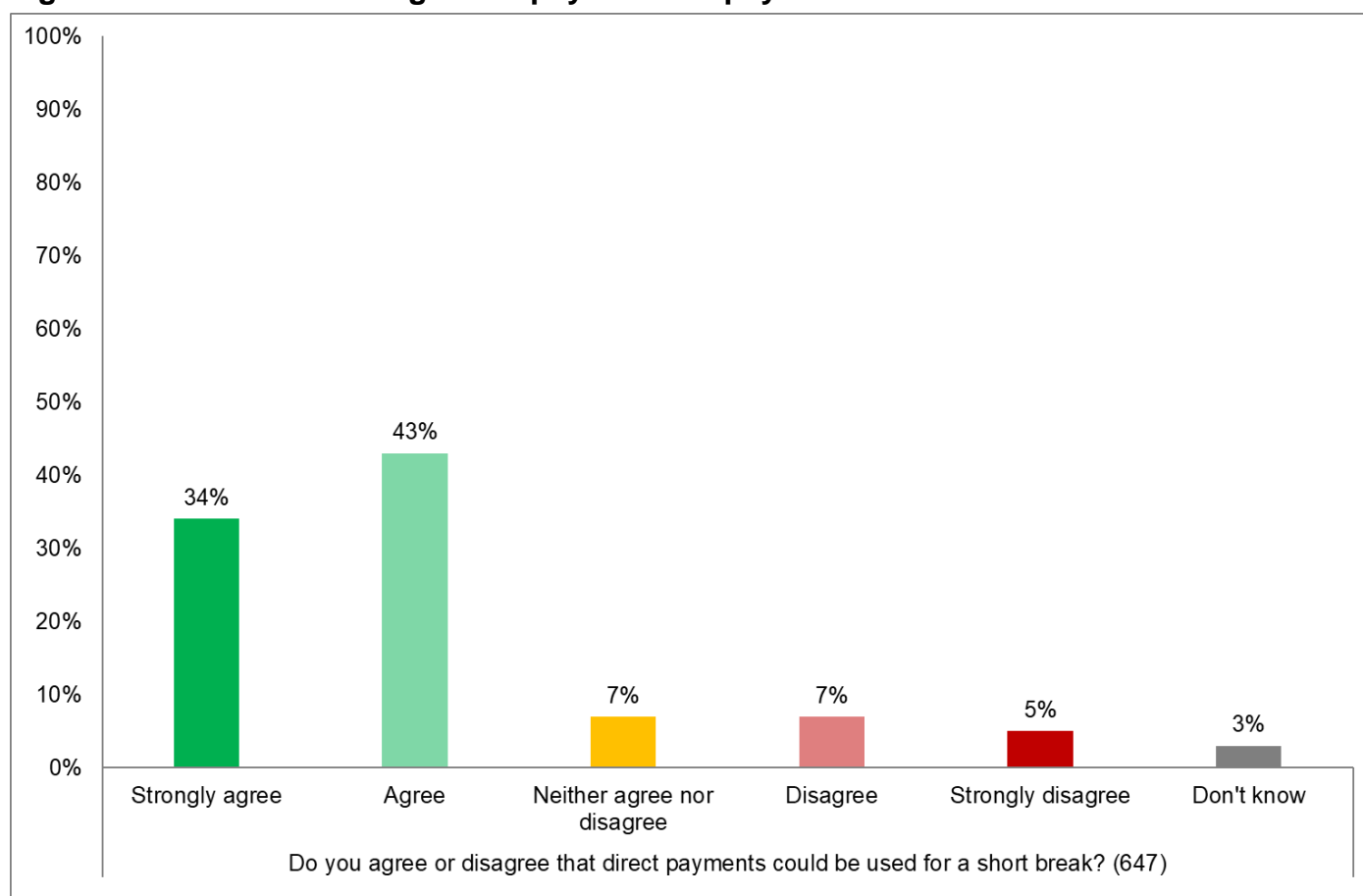
4.23. In addition, some staff were concerned that some carers may receive duplicate payments if they receive a carer's allowance.

Direct payments and short breaks

4.24. Overall, 77% of respondents agree with using direct payments to pay for short breaks and 12% disagree.

4.25. Results are consistent across different types of respondents, although adults currently in receipt of direct payments are even more in support (87% agree, including 50% that strongly agree) than other respondents.

Figure 6: Views about using direct payments to pay for a short break



Number in brackets is the number of respondents.

Comments from the consultation questionnaire/telephone survey

4.26. Over 300 respondents made comments about this issue. The main points are:

- Support for helping carers and service users go on holiday together to help reduce stress and have a change of environment (approximately 25-30% of comments about this issue).

“It is only fair that people should have the chance to go on holiday, have a break and change like everyone else.”

- Holidays/short breaks should not be paid for in themselves, but the care and support required to facilitate the break could be paid for, i.e. to pay for the care and support required to enable the cared for person to go on holiday (approximately 15-20% of comments).

“I don’t think you should pay for the actual holiday or meals or anything like that. But it is fine if it is paying for a bigger room or help at the airport or local care support while on holiday.”

- Holidays/short breaks can be paid for if they pay for the cared for person to go on holiday and in effect provide respite for the carer (approximately 10-15% of comments).

“It’s no different to respite. It’s win-win. If the person goes on holiday they have a good time and it provides respite to the carer.”

- Paying for holidays is open to abuse and should be avoided (approximately 10-15% of comments).

“It’s not right that people should spend social care money on holidays, people will take advantage.”

- Checks and monitoring will be required to ensure payments are used appropriately and should be built into the care plan agreed with the council (approximately 10-15% of comments).

“It is fine as long as it is agreed with the council and monitored carefully so that people do not abuse it and the positive outcomes recorded.”

- Should be judged on a case-by-case basis depending on the circumstances of individual, including their financial situation and the potential benefit of a holiday (approximately 5-10% of comments).

“Paying for a holiday is right for some but not for others. The approach should be flexible and depend on an individual’s needs and their personal and financial situation.”

Focus group key findings

- 4.27. Most participants were supportive of direct payments paying for holidays/short breaks if it had a positive benefit:

“People shouldn’t just go on holiday for the sake of it, but if it is something that can improve their quality of life and is appropriate to their care, then I don’t see why direct payments couldn’t be used to help people go on holidays.” Carer

“Carers need breaks but they don’t always want to put people into respite, so a better way can be to send them on holiday, giving everyone a break and a better experience.” Carer

- 4.28. Some participants said they use direct payments to help them go on holiday and said it is something they really value:

“I’ve been abroad and I’m going again next week. It is really exciting. I’m really glad I can use my money to go on holiday.” Person with learning disability

“I don’t want my son to go into respite. I’d rather he comes on holiday with us. That way we all get a break and a chance to spend time together in a different environment, which is good for our relationship. But it’s expensive so we need help with the costs of care.” Carer

- 4.29. Some participants stressed that direct payments should not be used to pay for the holiday itself, but to cover the cost of the care and support required to enable someone to go on holiday:

“What we don’t want is people spending the direct payment on a luxury holiday or rum and cokes in the sun. It should only be used to pay the expenses that come with taking someone on holiday that needs care, so that everyone can enjoy the break.” Carer

- 4.30. As with employing family members, most participants said that guidance should be clear and that the use of a direct payment to pay for a holiday should be included in the care plan:

“At the moment it is confusing and no one knows what you can and can’t do. They should definitely allow people to use direct payments to go on holiday, but it needs to be in someone’s care plan as something that would help improve their care and life.” Carer

Views from stakeholders and staff

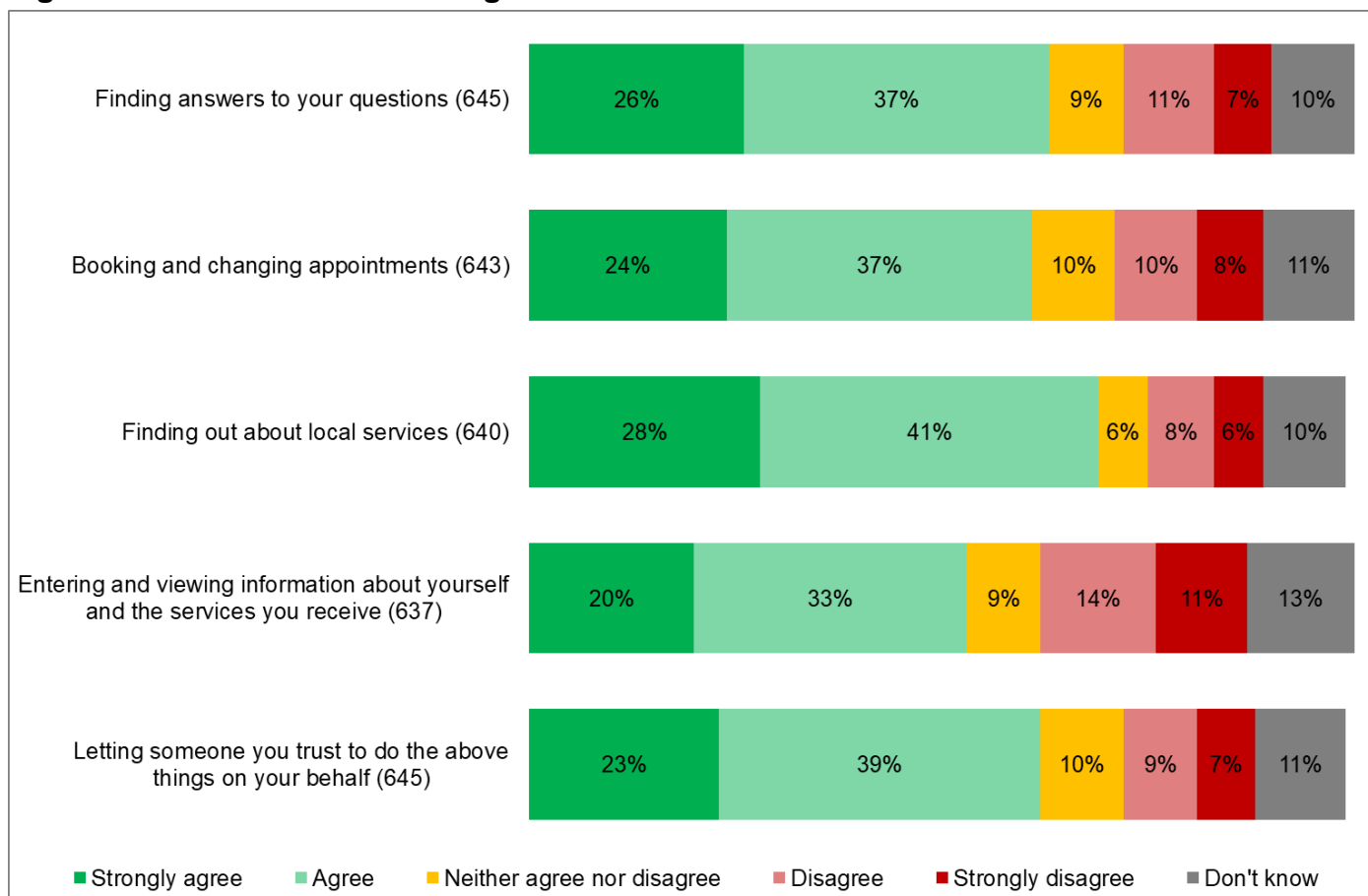
- 4.31. Stakeholders and staff made the following key points:

- Appreciated that this is a complex issue, which presents risks.
- Suitability will vary on a case-by-case basis and in some circumstances it will have a positive outcome for some people, such as respite for carers to increase their resilience or helping families bond.
- Clear guidance is required and professional judgement should be used.
- It should be written into the care plan, agreed with the council.
- The use of direct payments for holidays and the impact on outcomes should be closely monitored.

Section 5: Contacting the council and adult services

- 5.1. The council wanted to understand perceptions about using the internet to access information and support.
- 5.2. The majority of respondents agree with proposals to contact the council and adult services on-line:
- 63% agree with finding answers to questions.
 - 61% agree with booking and changing appointments.
 - 69% agree with finding out about local services.
 - 53% agree with entering and viewing information about themselves and the services they receive.
 - 62% agree with letting someone they trust do the above things on their behalf.
- 5.3. Older respondents are less likely to agree. For example, on average across all the above activities, 52% of respondents aged 65 and over agree with doing the activities on-line compared with 67% of other respondents. This difference becomes greater as age increases further.
- 5.4. Related to age, respondents that are currently in receipt of adult care support and/or direct payments (excludes carers) are also less likely to agree (54% agree on average) compared with 63% of other respondents. Similarly, 52% of disabled respondents agree compared with 68% of other respondents.

Figure 7: Views about contacting the council and adult services



Numbers in brackets are the number of respondents to each question.

Comments from the consultation questionnaire/telephone survey

5.5. Over 250 respondents made comments about this issue. The main points are:

- Older people and some disabled people are unable or not confident to use the internet and/or do not have internet access (approximately 30-40% of comments about this issue).

“I’m 90. I do not have a computer. I have never used the internet. It is a different language to me.”

- Support for greater use of the internet to help increase accessibility, choice and control (approximately 15-20% of comments).

“Doing more on-line is right and can make things more accessible for people.”

- Alternative access will have to be in place and support/training should be provided to increase digital inclusion (approximately 10-15% of comments).

“It is fine to do things on-line, but it shouldn’t be the only way to contact the council and you will need to help people go on-line and become confident doing things on-line.

- Data security needs to be ensured to encourage people to use the internet for these activities (approximately 5-10% of comments).

“As long as it is safe and my personal details are secure, it is fine.”

- Need to improve the website to facilitate this approach (approximately 5-10% of comments).

“It is good to do more on-line but I think your current website needs improving first.”

- Social care issues are complex and many aspects can not be managed on-line (approximately 5% of comments).

“I’m not sure doing more on-line with social care services is right. Issues are personal, sensitive and complex and often require speaking with someone.”

Appendices

Appendix 1: Demographic profile of respondents

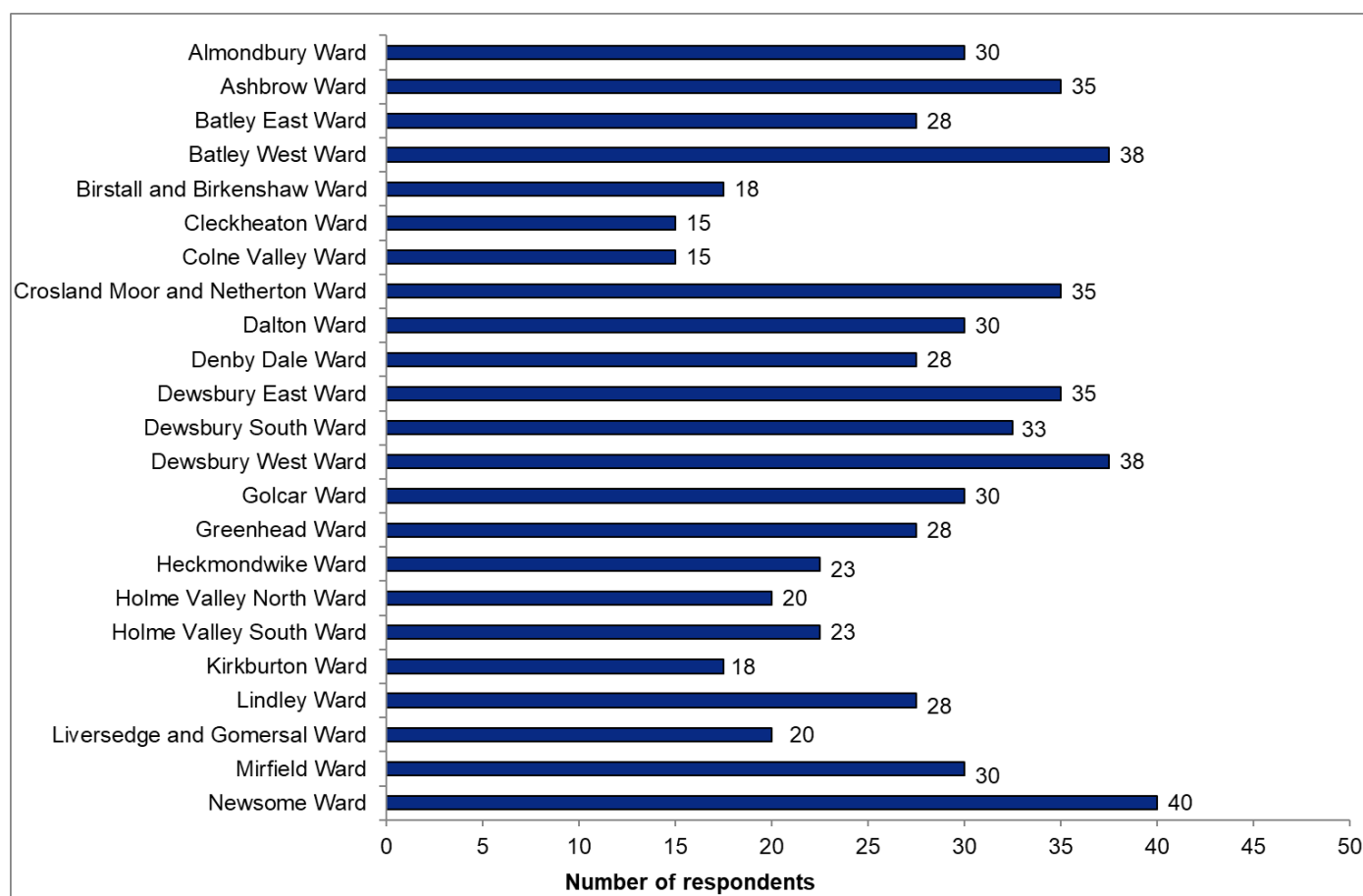
		Overall	Consultation questionnaire	Telephone survey
Base/no. of respondents		655	405	250
Q19 How would you describe yourself? Please select all relevant answers.	Resident of Kirklees	88%	82%	96%
	Someone who receives adult social care support	11%	13%	6%
	Someone who receives a direct payment	11%	17%	1%
	Young person or representative of a young person receiving a direct payment	6%	9%	-
	Carer	30%	40%	13%
	Young carer	0%	0%	-
	Professional working in health or adult social care	13%	19%	2%
	Representative of a local community group or organisation	7%	5%	10%
	Kirklees Council employee	13%	21%	1%
	Other	6%	10%	0%
		Overall	Consultation questionnaire	Telephone survey
Base		607	358	249
Q20 How would you describe your gender? Please select one answer only.	Male	40%	33%	50%
	Female	58%	65%	49%
	Other	1%	2%	0%

		Overall	Consultation questionnaire	Telephone survey
Base		608	359	249
Q21 What was your age on your last birthday? Please select one answer only.	Under 18	-	-	-
	18-24	-	-	-
	25-34	4%	7%	-
	35-44	7%	12%	-
	45-54	16%	28%	-
	55-64	32%	30%	36%
	65-74	25%	19%	34%
	75-84	11%	3%	22%
	85+	3%	1%	6%
	Under 55 - carer	1%	-	2%
		Overall	Consultation questionnaire	Telephone survey
Base		607	360	247
Q22 Are the day-to-day activities of you or anyone in your household limited because of a physical or mental impairment which has lasted or is expected to last at least 12 months, including problems related to old age? Please select one answer only.	Yes, a lot	38%	46%	26%
	Yes, a little	14%	13%	16%
	No	48%	41%	59%
		Overall	Consultation questionnaire	Telephone survey
Base		609	360	249
Q23 How would you describe your ethnic background? Please select one answer only.	White British	78%	79%	77%
	Other white background	2%	2%	1%
	Asian / Asian British	11%	5%	20%
	Black / African / Caribbean / Black British	1%	2%	-
	Mixed / Multiple ethnic groups	1%	1%	0%
	Other ethnic group	-	-	-
	Prefer not to say	7%	11%	2%

		Overall	Consultation questionnaire	Telephone survey
Base		605	358	247
Q24 How would you describe your religion or beliefs? Please select one answer only.	Buddhist	0%	0%	-
	Hindu	0%	-	1%
	Muslim	9%	4%	17%
	Christian	52%	53%	51%
	Jewish	-	-	-
	Sikh	0%	0%	0%
	No religion	24%	26%	21%
	Any other religion or belief	2%	2%	2%
	Prefer not to say	12%	14%	8%
		Overall	Consultation questionnaire	Telephone survey
Base		598	356	242
Q25 How would you define your sexual orientation? Please select one answer only.	Lesbian	0%	0%	-
	Gay man	1%	1%	-
	Bisexual	1%	2%	-
	Heterosexual	77%	73%	81%
	Other	0%	1%	-
	Prefer not to say	21%	23%	19%
		Overall	Consultation questionnaire	Telephone survey
Base		597	359	238
Q26 What is your relationship status? Please select one answer only.	Single	16%	19%	11%
	In a relationship	4%	6%	0%
	Married	64%	61%	70%
	Civil partnership	0%	0%	-
	Co-habiting	5%	7%	2%
	Other	10%	6%	16%

		Overall	Consultation questionnaire	Telephone survey
Base		606	358	248
Q27 Is your gender identity the same gender as it was assigned at birth? Please select one answer only.	Yes	93%	92%	93%
	No	1%	-	2%
	Prefer not to say	7%	8%	5%
		Overall	Consultation questionnaire	Telephone survey
Base		564	356	208
Q28 Are you . . . ? Please select one answer only.	Currently on maternity leave	-	-	-
	Currently on paternity leave	0%	1%	-
	Soon to be taking maternity leave (in the next 2 months)	0%	1%	-
	Soon to be taking paternity leave (in the next 2 months)	0%	1%	-
	None of the above	99%	98%	100%

Response by ward



Appendix 2: Consultation document

Adult Care Offer consultation 2018



Adult Care Offer consultation

Q2. What impact would this approach have on you, or the people you support?

Please select one answer only.

- Positive impact
- No impact
- Negative impact
- Don't know / not applicable to me

Q3. Do you have any comments about this approach or its impact?

Changing how we decide the amount of money and social care support people receive from the council

We propose to make changes to how we decide the amount of money and social care support people receive from the council. We use something called a Resource Allocation System to help decide the amount of money and social care support people receive. The Resource Allocation System produces something called an 'indicative' or starting budget, which is used to create a support plan. We think how we decide the amount of support people receive needs to be updated. This is so it takes account of our proposed new ways of doing things and the support available to people from family, friends, neighbours and the community.

Currently, people's needs are assessed by answering questions, which have points for each answer. These points are based on the type and level of social care needed. A person with a lot of needs will receive more points and they may get more money and support. We think this approach does not allow our staff to work closely with people and those close to them to identify and use the support already available and make use of modern equipment and technology. This can mean that some people receive adult social care when they could be helped to live independently and well in different and better ways.

We propose to make the following changes to how we decide the amount of money and social care support people receive:

- We will start by finding out what people want from their lives, instead of talking to them about their needs.
- We will work closely with people and their carers to find out what support is already available and help them to use it to live independently and well.
- This will also include talking about the support that family, friends and neighbours might need to care for people close to them for as long and as well as possible.
- We will then talk about any needs that are not being met by the community, and the council may provide support to meet these needs if people are eligible for support.



Adult Care Offer consultation

- Our staff will work with people to find the right amount and type of support to help people live the lives they want. This means they may find ways to help carers, help people use the support already available to them or provide short term support, equipment or technology to help people live independently for longer.
- The amount of money in the budget will be based on the actual costs of care.

These changes may mean some people receive less money and support directly from the council, but they could also be better off because they may have support that better meets their needs and helps them live the lives they want. These changes would also mean there is more money available to help those with needs that cannot be met in the community.

We want to reassure you that our approach meets the requirements listed in The Care Act 2014 (this is an important law, which makes the council's responsibility clear about providing support for people). This states that:

- People and those close to them should be involved in deciding the support they receive and how their budget is used.
- People should get the support they need, when they need it.
- The approach to decide the budget should be clear and people should be made aware of it, so they have confidence in the process.
- There should be a consistent approach to deciding budgets so that the amount of support provided is fair.

People who currently receive social care support would have a review before any changes are made to the amount and type of support they receive.

Q4. Do you agree or disagree with the proposed changes to the way the council decides the amount of money and support people receive (also known as the Resource Allocation System)?

Please select one answer only.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

Q5. What impact would these changes have on you, or the people you support?

Please select one answer only.

- Positive impact
- No impact
- Negative impact
- Don't know / not applicable to me



Adult Care Offer consultation

Q6. Do you have any comments about the proposed changes to how we decide the amount of support someone receives or the impact of the changes?

Being clear about direct payments

A direct payment is where someone receives an amount of money to arrange the care they need, rather than the council or another organisation arranging it for them. The individual, perhaps with support from family, friends or a community organisation, will choose how to spend their money and this will be set out in their support plan. This can allow people to have more control over how and when their care is provided, to suit their personal preferences.

At present, about 25% of people who receive social care support have a direct payment. People are using this money in different ways and in some cases direct payments are not used as well as they could to meet people's needs.

So we are developing clear guidance to help people who receive social care support, carers and social care staff to make sure direct payments are used effectively.

Although there is flexibility, the guidance will make it clear that support services arranged using a direct payment have to be safe, legal, help individuals live independently and well. Direct payments can only be used to meet the needs and pay for support that is agreed in people's social care assessments and support plans.

We are thinking about developing guidance such as:

- Being clearer when someone can use their direct payment to employ a relative living in the same household. The law says that direct payments can only be used to employ family members in exceptional circumstances. We want your help to think about what could be exceptional circumstances.
- Encouraging carers to use the full amount of money and number of nights they have been given to take a break (otherwise known as respite care), so that they are better able to deliver their caring role.
- Making it clear that a direct payment cannot be used to pay for a short break. However, it can be used to pay for care and support during a short break. In exceptional circumstances, the council knows that short breaks can help people and their carers feel better. There is potential for the council to provide some support towards a short break. This would be capped at up to £500 a year, which is the average cost of respite care for a week. This would be at the discretion of the council and discussed with people when their needs are assessed. We want to know what you think about this and in what exceptional circumstances this could happen.



Adult Care Offer consultation

Q7. Before today, had you heard about direct payments?

Please select one answer only.

- Yes
- No
- Don't know

Q8. Do you think more people should choose to take direct payments?

Please select one answer only.

- Yes
- No
- Don't know

Q9. What is stopping people from having a direct payment, and how can they be helped to have one?

Q10. Do you agree or disagree with the council's proposed guidance about using direct payments (outlined earlier)?

Please select one answer only.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

Q11. What impact could the proposed approach to direct payments have on you, or the people you support?

Please select one answer only.

- Positive impact
- No impact
- Negative impact
- Don't know / not applicable to me



Adult Care Offer consultation

Contacting the council and adult services

People are now using the internet more to speak with each other, and to contact companies and councils. People now use websites to find information, buy things, and view information about themselves (for example, to look at bills, bank statements, or appointments).

We want to improve the experience our customers have when they contact the council and adult services. We are thinking about improving our website to make it easier for people to tell us things or get information from us.

Q16. Do you agree or disagree with doing any of the following activities on the internet when contacting the council and adult services? Please select one answer for each activity.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Finding answers to your questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Booking and changing appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding out about local services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Entering and viewing information about yourself and the services you receive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Letting someone you trust to do the above things on your behalf	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q17. Do you have any comments about using the internet to contact and access services from the council and adult services?



Adult Care Offer consultation

Q18. Do you have any further comments about the proposed changes to adult social care, and anything you have read here?

About you

We want to ask you some questions about yourself. This will help the council understand if there are differences in opinion between different groups of people and whether the impact of the proposed changes will affect people differently. We want to stress that what you say will be treated anonymously and confidentially, this means that your responses will not be linked to your name or personal details.

Q19. How would you describe yourself?

Please select all relevant answers.

- Resident of Kirklees
- Someone who receives adult social care support
- Someone who receives a direct payment
- Young person or representative of a young person receiving a direct payment
- Carer
- Young carer
- Professional working in health or adult social care
- Representative of a local community group or organisation
- Kirklees Council employee
- Other

If 'Other', please specify:

If a representative of a local community group or organisation, please specify the name of the organisation:

The next questions should only be answered if you are a resident of Kirklees, someone who receives social care support and/or a direct payment, a carer or a young carer.



Adult Care Offer consultation

Q20. How would you describe your gender?

Please select one answer only.

- Male
- Female
- Other

Q21. What was your age on your last birthday?

Please select one answer only.

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 75-84
- 85+

Q22. Are the day-to-day activities of you or anyone in your household limited because of a physical or mental impairment which has lasted or is expected to last at least 12 months, including problems related to old age?

Please select one answer only.

- Yes, a lot
- Yes, a little
- No

If 'Yes', what type of physical or mental impairment do you have?



Adult Care Offer consultation

Q23. How would you describe your ethnic background?

Please select one answer only.

- White British
- Other white background
- Asian / Asian British
- Black / African / Caribbean / Black British
- Mixed / Multiple ethnic groups
- Other ethnic group
- Prefer not to say

Q24. How would you describe your religion or beliefs?

Please select one answer only.

- Buddhist
- Hindu
- Muslim
- Christian
- Jewish
- Sikh
- No religion
- Any other religion or belief
- Prefer not to say

Q25. How would you define your sexual orientation?

Please select one answer only.

- Lesbian
- Gay man
- Bisexual
- Heterosexual
- Other
- Prefer not to say



Adult Care Offer consultation

Q26. What is your relationship status?

Please select one answer only.

- Single
- In a relationship
- Married
- Civil partnership
- Co-habiting
- Other

Q27. Is your gender identity the same gender as it was assigned at birth?

Please select one answer only.

- Yes
- No
- Prefer not to say

Q28. Are you...? Please select one answer only.

- Currently on maternity leave
- Currently on paternity leave
- Soon to be taking maternity leave (in the next 2 months)
- Soon to be taking paternity leave (in the next 2 months)
- None of the above

Q29. What is your postcode? (We ask this so we can analyse the results by different areas. We are not able to identify you personally).

What happens next?

Public Perspectives, the organisation helping the council manage the consultation, will produce an independent report of the consultation results. This report will show what people think about the proposed changes and their impact. It will also show any changes or improvements that could be made to adult social care based on your feedback.

No decisions or changes will be made until after the council has looked at the feedback from the consultation. Kirklees Council's Cabinet (which is the council's main decision-making group) will consider your feedback, along with other information such as relevant legislation and budget pressures, before making a decision. The report and the decision will be available on the council's website.



Adult Care Offer consultation

Thank you for taking part in the consultation.

Please put your completed questionnaire in the post in the Freepost envelope provided (no stamp needed) by Thursday 17th May 2018. If you have lost the freepost envelope, you can send this questionnaire free of charge to:

**Freepost RSGJ-HSTC-CGTT
Kirklees Adult Care Offer consultation
c/o Public Perspectives Ltd
20 Camp View Road
St. Albans
AL1 5LL**



This page is intentionally left blank