



Report of the Cabinet Member for Care Services

Adult Services Scrutiny Performance Panel – 7th August 2023

Direct Payments Case Studies

Purpose	To provide personal stories of how Direct Payments are used.
Content	<p>Further to the Direct Payments report to scrutiny in November 2022, a request was made for personal stories of how Direct Payments are used. This report gives examples of different uses of Direct Payments.</p> <p>A separate case study video has been shared with the panel which has been given permission to share but it will not be publicly broadcast during the meeting.</p>
Councillors are being asked to	Consider the report and give their views; make recommendations to the Cabinet Member.
Lead Councillor(s)	Cllr Louise Gibbard, Cabinet Member for Care Services
Lead Officer(s)	Amy Hawkins, Head of Adult Services & Tackling Poverty
Report Author	Peter Field, Principal Officer Adult Services Commissioning Peter.Field@swansea.gov.uk
Legal Officer	Carolyn Isaac, Lead Solicitor
Finance Officer	Chris Davies, Group Accountant
Access to Services Officer	Rhian Millar, Consultation Coordinator

1. Current Position

- 1.1. Direct Payments were made to 392 unique Adult service users (including Carers) per month on average over the past six months and to 128 unique Children service users.
- 1.2. A cross directorate Social Services Direct Payments Project Board is in place and a Systems Review is underway to fully review the journey of Direct Payments from first enquiry through assessment to payment. It is anticipated the review will inform system changes and reduce the time taken for people to receive Direct Payments and other associated actions to improve the experience for the public.
- 1.3. In addition to the Direct Payments Systems Review, the team are utilising the 'Most Significant Change' technique as a form of participatory evaluation through people's stories of change. In addition to quantitative information, this will be incorporated into the Direct Payment performance management.

2. Case Studies

- 2.1. A video case study has been shared with Panel members, demonstrating the variety of uses of Direct Payment by a younger adult. This includes using the Direct Payments on paying Personal Assistants, a directly purchased Day Service and buying an item to help them meet their care and support needs and personal well-being outcomes.
- 2.2. Annex A is a case study of a where a group of Direct Payment recipients have pooled their budgets to achieve significant positive outcomes.
- 2.3. Annex B is a case study from the Direct Payment recruit local campaign. Since October 2022, over 100 new Personal Assistants have been recruited to support clients with over 60 matched to date. There has been interest in this approach and the team, along with the Local Area Coordinator and SCVS have presented the approach to - Social Care Wales and other Councils.

3. Integrated Assessment Implications

- 3.1. The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language (Wales) Measure, and must in the exercise of their functions, have due regard to the need to:
 - Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Acts.

- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.
- Deliver better outcomes for those people who experience socio-economic disadvantage.
- Consider opportunities for people to use the Welsh language.
- Treat the Welsh language no less favourably than English.
- Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

3.2. The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development. Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the 'well-being goals'.

3.3. Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also takes into account other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.

3.4. An Integrated Impact Screening has been completed for this report with no further assessment required (See Appendix C). This is an IIA Screening for the 'For Information' Report to the Scrutiny Performance Panel – Direct Payments Case Study update.

4. Legal Implications

4.1. There are no legal implications.

5. Financial Implications

5.1. There are no direct financial implications arising from this report.

Background papers: None

Annex A: Case Study – Pooling Direct Payments

Annex B: Case Study – Recruit Local

Annex C: IIA Screening Form