

<b>ISLE OF ANGLESEY COUNTY COUNCIL</b>	
<b>Report to:</b>	Governance and Audit Committee
<b>Date:</b>	28 September 2022
<b>Subject:</b>	Social Service's response to the Audit Wales Report
<b>Head of Service:</b>	Fon Roberts, Director of Social Services and Head of Children & Families Services, and Arwel Owen, Head of Adults Services
<b>Report Author:</b>	Emma Edwards, Business Manager
<b>Nature and Reason for Reporting:</b>	
<p>To reassure the Committee of the Isle of Anglesey County Council's response to the recommendations raised within the Audit General for Wales' report arising from its national study of Direct Payments for Adult Social Care (dated April 2022).</p>	

## **1. Introduction & Background**

- 1.1. The Auditor General published a report in April 2022 on its findings on local authorities' provision of Direct Payments.
- 1.2. More information can be found on : <https://archwilio.cymru/blog/audit-wales/2022/6/15/direct-payments-wales>
- 1.3. As a result of the published report, Social Services have prepared a response in the form of an Action Plan which is attached to this report for your ease of reference.
- 1.4. Social Services has over the past few months reviewed its Direct Payment processes and policies and is investing time and effort in promoting and engagement to further encourage participation via a Service user led approach.

## **2. Recommendation**

- 2.1. That the Committee acknowledges the Social Services response to the Auditor General for Wales's report arising from its national study of Direct Payments for Adult Social Care.
- 2.2. That the Committee is reassured by the Service response in the form of the Action plan to the national study of Direct Payments for Adult Social Care (dated April 2022).

## ACTION PLAN – DIRECT PAYMENTS FOR ADULT SOCIAL CARE

Isle of Anglesey County Council's response to the recommendations raised within the Audit General for Wales' report arising from its national study of Direct Payments for Adult Social Care (dated April 2022)

Ref	Audit Wales Recommendation	Proposed Management Action	Responsible Officer	Deadline
R1	Review public information in discussion with service users and carers to ensure it is clear, concise and fully explains what they need to know about Direct Payments	Review underway of policy, guidance material, and website.	Direct Payments Team (Gareth Thomas and Llyr Michael)	Website updated August 2022 Revised policy awaiting Service Sign off November 2022
R2	Undertake additional promotional work to encourage take up of Direct Payments	Awareness raising with social workers through training sessions and staff conference. Seek feedback from those on Direct Payments and those refused/stopped.	Direct Payments Team (Gareth Thomas and Llyr Michael)	September 2023
R3	Ensure advocacy services are considered at the first point of contact to provide independent advice on Direct Payments to service users and carers	Advocacy options available to all Direct Payment Service users and Carers, promoting a Service Users led approach.  Service Users and carers have the opportunity to chose a suitable provider which reflects their needs	Direct Payments team (Gareth Thomas and Llyr Michael)	Completed
R4	Ensure information about Direct Payments is available at the front door to social care and are included in the initial discussion on the available care options for service users and carers	Once a care need is determined, a conversation about options takes place. Teulu Mon and SPOA merger to ensure consistent advice provided on care options. Work programme developed.	Direct Payments Team (Gareth Thomas and Llyr Michael)	January 2023

Ref	Audit Wales Recommendation	Proposed Management Action	Responsible Officer	Deadline
R5	Provide training to social workers on Direct Payments to ensure they fully understand their potential and feel confident promoting it to service users and carers	Direct Payments team to coordinate training to social care services. As above - work programme developed.	Direct Payments Team (Gareth Thomas and Llyr Michael)	January 2023
R6	Work together (via All Wales local authority Direct Payments Forums and Social Care Wales) to develop a joint Recruitment and Retention Plan for Personal Assistants	NWAAA maintains Personal Assistants database and new Direct Payments Review and Development Officer role created in May 2022 to assist filling Personal Assistant vacancies.	Direct Payments Team (Gareth Thomas and Llyr Michael)	Ongoing
R7	Local Authorities and Welsh Government: Clarify policy expectations in plain accessible language and set out: <ul style="list-style-type: none"> <li>- What Direct Payments can pay for;</li> <li>- How application and assessment processes, timescales and review processes work;</li> <li>- How monitoring individual payments and the paperwork required to verify payments will work;</li> <li>- How unused monies are to be treated and whether they can be banked; and</li> <li>- How to administer and manage pooled budgets.</li> </ul> Public information should be reviewed regularly (at least every two years) to ensure they are working effectively to remain relevant.	Policy currently under review.	TBC one review concluded	N/A
R8	Welsh Government: Ensure that people who receive both NHS continuing healthcare and Direct Payments have greater voice, choice and control in decision making	N/A	N/A	N/A
R9	Local Authorities and Welsh Government: Work together to establish a system to fully evaluate Direct Payments that captures all elements of the process - information, promotion, assessing, managing and evaluating impact on wellbeing and independence.	Officers attend regional and all wales group and feed into developments and play a part in discussions.	Direct Payments Team (Gareth Thomas and Llyr Michael)	Quarterly

