Appendix 1 : Self Directed Support Action Plan - Increasing Direct Payments

	General Issues	Proposed Solution	Timescale
1	Lack of understanding over what DP's can be used for	Update and circulate DP Policy.	Done
		Agree and circulate DP setup and amendment procedure.	Done
		Draw up flow chart based on setup and amendment procedure	Done
		Visit all CM teams to explain above documents	Done
		Encourage use of DP's for parts of care package as well as all of it.	During visits
		Explain that PA and social inclusion rates are a guide price - panel has discretion if that is not competitive.	During visits
		Training/Mentoring Sessions for Care Managers	Programme in Place
		Launch new policy, procedure and website	Done
		New Intranet page on SDS	Done
		SDS Open day	Done
		Research Programme into both user and staff understanding of DP's and Personalisation	Part Done
		New Direct Payment Information Leaflet	Done
2	Ambiguous Audit trail	Process for budget holders or delegated others to sign off financial instruction forms	Done
		Review legal agreement and make fit for purpose	Done
		Create new financial monitoring summary and ensure recipients are completing and returning	Agreed
		Internal Audit to review current Monitoring Arrangements	Ongoing
		Clarify Active Living arrangements	Done
3	Newly commissioned services compete against DPs.	New SDS service being commissioned	Done
4	Performance Management	Monthly updates to Team Managers on number of referrals per team and how many referrals lead to take up. Also number of drop offs	Agreed
		Support plans for Hallmead Moves to be counted once costs attached	March '09
	Service Area - Learning Disabilites Issues	Proposed Solution	Timescale
1	Newly commissioned CSS link with DPs	Target of 20% of people to receive DP after review	Agreed
		Clear mechanism for pooling DP's that is marketable but reduces risk of collapsing package should one person withdraw	Done

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	Service Area - Mental Health Issues	Proposed Solution	Timescale
1	Poor level of understanding of Direct Payments and support available to recipients.	Specific training/mentoring workshops for MH colleagues	Done
		Visits to CMHT's to discuss Support Service and local procedure.	Done
2	Previous LBS procedure not interfacing with MH Trust	New procedure in place and to be agreed with Service Manager	Agreed
		New procedure terminology to be adapted for MH	Done
		Staff to be briefed during CMHT visits	Done
		Management Workshop to map referral pathway	Done
	Service Area - Older People/Physical Disabilties Issues	Proposed Solution	Timescale
1	Increase needed in DP referrals	ATM's to set targets for their teams (inc. Hospital Team)	Done
		TM's and ATM's to encourage focus on small parts of care packages rather than complete funded through DP's	Agreed
		All care plans to suggest DP's as part of Care Package unless not wanted by user and no authorisation of package without DP or clear evidence that it was explored but found unsuitable.	Agreed
		Clarify START team role in promoting DPs	Done
		Link into Home care contractual change	Done
	Service Area - Vision and Hearing Service Issues	Proposed Solution	Timescale
1	No clear mechanism for buying equipment	Talking Books purchased through Cash Hall	Done using the Financial Assistance Service at SCILL
		Draw up policy for purchasing equipment that fits with retail model	April '09
	Service Area - Children's Service Issues	Proposed Solution	Timescale
1	Bottleneck in Financial Administration	Children's Service have agreed to fund new post	Agreed
		New procedure to be modified to fit with Children's agenda	Done
		Children's Rep to be involved in SDS tender process	Done
	Service Area - Carer's Issues	Proposed Solution	Timescale
1	One off payments	To be included in NI 130 data	Agreed