Audit Wales National Report – April 2022:

<u>Direct Payments for Adult Social Care</u> / <u>Taliadau Uniongyrchol ar gyfer Gofal Cymdeithasol i Oedolion</u>

#	Report Recommendation	Council action planned in response to the recommendations	Target date for completion	Responsible Officer	PIMS Ref No				
					(TBC once updated)				
To ensure people know about Direct Payments, how to access these services and are encouraged to take them up we recommend that local authorities:									
R1	Review public information in discussion with	Develop new service and information packs in accessible	31 st	Alun Jones /					
	service users and carers to ensure it is clear,	formats. Update current fact sheets – in line with the Social	December 22	Alexis Powell /					
	concise and fully explains what they need to	Services and Wellbeing (Wales) Act. Review current Policy to		Paul Davies					
	know about Direct Payments	ensure that it reflects the In-House service as the support							
		provider for Direct Payments.							
R2	Undertake additional promotional work to	Social Work update training on Direct Payments linked to R1.	30 [™]	Joel Martin/					
	encourage take up of Direct Payments	Develop public facing information to ensure that individuals are	September	Alexis Powell/					
		able to access information in appropriate format e.g. Easy read.	22	Angharad					
				Jenkins					
R3	Ensure advocacy services are considered at the	Social Work update training and information on access to the	30 [™]	Joel Martin					
	first point of contact to provide independent	new advocacy service framework to assist Service Users with	September	/Angharad					
	advice on Direct Payments to service users and	independent advice.	22	Jenkins / Lucy					
	carers			Brown					
To ensu	ure Direct Payments are consistently offered we rec	commend that local authorities:							
R4	Ensure information about Direct Payments is	Updated information and training for key professionals involved	31 st	Alexis Powell					
	available at the front door to social care and	with providing options for service users and carers.	December 22	/Joel Martin/					
	are included in the initial discussion on the	Development of a fact sheet linked to R1– this work will be		Angharad					
	available care options for service users and	developed by Social Work project group linked to the Direct		Jenkins					
	carers.	Payments review.							
R5	Provide training to social workers on Direct	There is currently a training programme in place, however, this	31 st	Alexis Powell					
	Payments to ensure they fully understand their	is being reviewed in line with the development work linked to	December 22	/Joel Martin /					
	potential and feel confident promoting it to	R1, R2, R3, R4 and R7.		Angharad					
	service users and carers.			Jenkins					

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To ensure there is sufficient Personal Assistant capacity, we recommend that local authorities through the All-Wales local authority Direct Payments Forum and with Social Care Wales:									
R6	Work together to develop a joint Recruitment and Retention Plan for Personal Assistants	Work underway, radio advert commissioned, and on-going marketing plan being developed.	30 th September 22	Alun Jones/ Alexis Powell					
To ensure services are provided equitably and fairly we recommend that local authorities and the Welsh Government:									
R7	To ensure services are provided equitably and fairly we recommend that local authorities and the Welsh Government. Clarify policy expectations in plain accessible language and set out: • what Direct Payments can pay for; • how application and assessment processes, timescales and review processes work; • how monitoring individual payments and the paperwork required to verify payments will work; • how unused monies are to be treated and whether they can be banked;	 Review of policy to be arranged linked to the commissioning project group of the direct payments review. 1st Draft to be ready by 30th September 2022 The project group will focus on: what Direct Payments can pay for; how application and assessment processes, timescales and review processes work; how monitoring individual payments and the paperwork required to verify payments will work; how unused monies are to be treated and whether they can be banked. A separate workstream will be set up to map out the system 	31st March	Alison Watkins / Rhys Page / Joel Martin.					
	 how to administer and manage pooled budgets 	and process on how to administer and manage pooled Direct Payments.	23	/Alun Jones					
We red	commend that the Welsh Government:								
R8	Ensure that people who receive both NHS continuing healthcare and Direct Payments have greater voice, choice and control in decision making.	Welsh Government No action required for CCC he impact and value for money of Direct Payments, we recommend							

#	Report Recommendation Welsh Government:	Council action planned in response to the recommendations	Target date for completion	Responsible Officer	PIMS Ref No (TBC once updated)
R9	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.	Implementation date for changes will be 31/3/23, therefore a full review will be carried out within 2023 -2024	31/3/24	Alison Watkins/Rhys Page	
R10	Annually publish performance information for all elements of Direct Payments to enable a whole system view of delivery and impact to support improvement.	This will be planned to enable a position statement for 31/3/23 and then yearly thereafter.	31/3/23 ongoing	Alun Jones	