

**Decision Maker:** **Adult and Community Portfolio Holder**

**Date:** **for pre-decision scrutiny by Adult and Community Policy Development and Scrutiny Committee on 30<sup>th</sup> November 2011**

**Decision Type:** Non-Urgent Executive Non-Key

**Title:** **PROPOSED CHANGES TO THE SUPPORT PLANNING AND BROKERAGE SERVICE FOR PEOPLE WHO DO NOT MEET THE COUNCIL'S ELIGIBILITY CRITERIA FOR SOCIAL CARE**

**Contact Officer:** Lorna Blackwood, Assistant Director Commissioning and Partnerships  
Tel: 020 84612 E-mail: lorna.blackwood@bromley.gov.uk

**Chief Officer:** Lorna Blackwood, Assistant Director Commissioning and Partnerships, Adult and Community Services

**Ward:** Borough-wide

---

1. Reason for report

The contract with Age UK Bromley for the provision of support planning and brokerage to people who have moderate needs or who are self-funders is due to expire on 31<sup>st</sup> March 2012.

During the remaining period of the contract term, Age UK Bromley is proposing to test out whether people would be willing to pay for this service in the future.

The paper sets out Age UK Bromley's proposals for introducing charges for the support planning and brokerage service.

---

2. **RECOMMENDATION(S)**

- 2.1 To support the introduction of charges to Age UK Bromley's Support Planning and Brokerage Service from 1<sup>st</sup> January 2012.

### Corporate Policy

1. Policy Status: Existing policy.
  2. BBB Priority: Supporting Independence.
- 

### Financial

1. Cost of proposal: Estimated cost £114,570
  2. Ongoing costs: N/A.
  3. Budget head/performance centre: Age Concern Repair and Care: 824900 3446 (£80,640) and Supporting Independence in Bromley: 802001 3441 00000 (£38,500)
  4. Total current budget for this head: £119,140
  5. Source of funding: ACS Budgets
- 

### Staff

1. Number of staff (current and additional): N/A
  2. If from existing staff resources, number of staff hours: N/A
- 

### Legal

1. Legal Requirement: Non-statutory - Government guidance.
  2. Call-in: Call-in is applicable
- 

### Customer Impact

1. Estimated number of users/beneficiaries (current and projected): 349 referrals in 2010/11
- 

### Ward Councillor Views

1. Have Ward Councillors been asked for comments? No.
2. Summary of Ward Councillors comments: N/A

### 3. COMMENTARY

- 3.1 Age UK Bromley has been providing support planning and brokerage services to older people since 2007. The service was originally commissioned as a result of changing social care eligibility criteria in 2007/08 to substantial and critical only. The service was designed to provide targeted support for people who fell just outside of the new criteria (i.e. previously designated “high moderate” need) while the new eligibility criteria bedded in.
- 3.2 The current contract expires on 31<sup>st</sup> March 2012. The value of the contract is £114,570 per year.
- 3.3 Age UK Bromley is also funded by the Council through its strategic partnership arrangement. Under this contract, the Council contributes to Age UK Bromley’s information, advice and guidance service to people aged over 55. In 2010-11, Age UK Bromley responded to over 18,000 requests for information, advice and/or guidance, 15,430 by phone and 2,990 in person.
- 3.4 The aim of the support planning and brokerage service is to provide support to people over the age of 65 who are not eligible for Council services (either because they do not meet the Fair Access to Care critical and substantial criteria or because they are self-funders) to set up their own package of care. The support ranges from relatively ‘light touch’ provision of information, advice, guidance and signposting to in depth support planning and brokerage functions.
- 3.5 Since April 2009 the contract has also incorporated what was previously known as First Checkpoint – a brokerage, advice and information service for building maintenance and repairs for people who are not eligible for the Council’s Handyperson’s scheme, and domestic help.
- 3.6 In 2010/11, 291 people received detailed support planning intervention to help them set up the care they needed. A further 2282 people used the First Checkpoint service. Nationally the support planning and brokerage model was recognised by the Department of Health as a model of good practice.
- 3.7 The Age UK service is a valued service which consistently meets the targets set in the specification, receives good customer feedback and has few complaints. However in order to ensure that the service being provided is consistent with, and not in excess of, the services received by people who do meet the Council’s eligibility criteria, discussions have taken place with Age UK Bromley to determine an appropriate level of service and funding arrangements for the future. As a result Age UK Bromley is proposing to ‘test the market’ for providing support planning and brokerage on a charged-for basis. The proposal is to re-brand the service to offer a menu of support which combines free and charged-for elements in helping people to identify what support they need to maximise their independence.
- 3.8 The core activity of Age UK Bromley will continue to be free to clients. This will include:
- Information and advice initial consultation (phone or visit)
  - Leaflets, factsheets and signposting
  - Welfare benefits check to maximise income (£1,036,833 was achieved in 2010/11)
  - Representation and advocacy
  - Social capital, provided by a Community Volunteer Time Bank member
- 3.9 The more intensive elements of support will be charged for, and include:
- Visits from Support Planners to provide further guidance, identification of need and developing the Support Plan.

- Brokering and arranging the support services identified on the Support Plan
- Monitoring and review visits.

3.10 The service would be charged for in either of two ways:

- a standard hourly rate for services, providing an estimate of the cost/time at the outset and agreeing a spending limit to control costs.
- a fixed fee payment offering three levels of coordination – high, medium or low. All three packages would provide support to create and implement a Support Plan. The ‘high’ package will include full management on a week to week basis. The ‘medium’ package will include quarterly monitoring and review visits, and the ‘low’ package will be managed independently.

3.11 It is proposed that the hourly rate would be set at £10 per hour. Although this will not fully cover the costs of the service (estimated at £20 per hour), it provides an opportunity to test out how much (if anything) people are prepared to pay for the service. Although the number of hours required by individuals will vary, it is anticipated that a typical client will require 3-6 hours of support in total. The fixed fee payment will vary depending on what level of support is required (high, medium or low). The fee will be based on the information gathered with the person during the first visit.

3.12 The case study below describes the type of interventions that are provided:

### **Miss T - Background**

Miss T, 81 years old and lives with her brother in a bungalow which she owns. Miss T is an independent woman who organises two groups for older people. However, she had fallen a few weeks ago and was finding it difficult to do things like typing and going upstairs. Her brother was in hospital, and she was concerned about how she would manage when he came home. Her brother generally does the cooking, shopping and driving. She agreed that a visit from a Support Planner would be helpful.

### **What work was undertaken**

The Support Planner visited Miss T and her brother, who had been recently discharged from hospital following an Ileostomy. The district nurse was visiting regularly to support him with this. The Support Planner found that their house was very cluttered, with bags, paperwork and belongings in every room and hallway, and Miss T’s brother expressed a wish for a cleaner. Miss T and her brother were clearly very fond of each other. Miss T was sleeping in a chair downstairs partly so that she did not disturb her brother, and partly because her very aged cat needs to let out once or twice during the night. Miss T said that has been falling asleep a lot during the day, and was worried about her memory. Together with the Support Planner, Miss T and her brother devised the following Support Plan:

- A referral to our Welfare Benefits Service for a benefits check
- Information on the taxi card and an application form
- A referral to the Fire Brigade for a free smoke alarm to be fitted
- A referral to our CVTB service for a CVTB member to help Miss T and her brother sort through their paperwork and bags. Once this is done, a referral can be made for an agency to take on regular cleaning
- Miss T will talk to her GP about her memory and ask to be referred to the Memory Clinic

### **Outcomes**

- The Welfare Benefits Advisor visited and Miss T and her brother were both awarded lower rate Attendance Allowance. They are now likely to be entitled to some Council Tax Benefit and Age UK Bromley are supporting them with this.
- The Fire Brigade has fitted free smoke alarms in their home

- The CVTB member is visiting regularly. Together with Miss T, they are sorting through her paperwork, and have begun to declutter the living room.
- With the Support Planner's further reassurance and encouragement Miss T has made an appointment to see her GP and will ask to be referred to the Memory Clinic

The support provided to Miss T amounted to four hours of a support worker's time.

- 3.13 It is proposed to introduce these changes to the service from 1<sup>st</sup> January 2012. By 30<sup>th</sup> September, Age UK Bromley had provided a support planning intervention to 182 people against the annual target of 420 people. As it is likely that some people will not be willing to pay for the service, it is accepted that Age UK Bromley may not achieve the targeted activity levels for the final quarter of the year.
- 3.14 The proposal will not affect the First Checkpoint service. This will continue to be free to clients and it is not anticipated that there will be any drop in activity levels.

#### 4. POLICY IMPLICATIONS

The support planning and brokerage service provided by Age UK Bromley supports the priority outcomes in the Older People Strategy 2008-2013, Independence and Choice for Older People in Bromley. The services also support the Putting People First agenda which stresses the importance of supporting the whole population to stay healthy and active, and also to be assisted in making the right choices regarding ways of meeting their care and support needs.

#### 5. FINANCIAL IMPLICATIONS

- 5.1 It is proposed to continue to fund the support planning and brokerage contract with Age UK Bromley for the remainder of the contract period (31<sup>st</sup> March 2012) at the current level (£114,570 for full year) and that in any income generated by Age UK Bromley from the 1<sup>st</sup> January 2012 – 31<sup>st</sup> March 2012 will be retained by Age UK in order to support the establishment of the new service.
- 5.2 Should the pilot prove to be successful, it is likely that some subsidy from the Council would be required from 1<sup>st</sup> April 2012 for Age UK Bromley to continue to deliver the support planning and brokerage service, but it would be significantly less than the current value of the contract. A further report will be made once the implications of the new service are clear.

|   |  |
|---|--|
| <b>Non-Applicable Sections:</b>                       | Personnel implications, Legal implications |
| Background Documents:<br>(Access via Contact Officer) | [Title of document and date]               |