

Putting People First (PPF) Pathways

Devon Social Inclusion &
Homelessness reference group

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What are the benefits of a clear pathway?

- Improved knowledge, clarity and accessibility for the customer
- Improved customer outcomes
- Greater efficiencies for agencies through the development of systematised and 'lean' systems and processes
- More effective use of agency resources – determines agency roles and resources required to support the pathway

What are the changes in Social Care pathways under PPF?

Personal Budgets

FACE form – National standard assessment template

Outcomes based commissioning

Resource Allocation System

New Charging Policy

Direct Payment cards

Virtual bank accounts

Review form

Entire process on one page!



How will we develop Community Based support pathways?

- New concept of Universal, 'Targeted' and FACS eligible services
- How would pathways for targeted services work?

How will we develop Community Based support pathways?

- Work has started on the mapping of a generic Community Based support pathway for Devon
- We need to consider what the 'Social Inclusion' pathway for Devon will look like
- We need to consider how we could align this pathway with Mental Health Community based support pathways

The Challenge

- In order to develop pathways for Community Based support, what key questions do we need to ask ourselves?
- Are there specific questions / considerations for the Social Excluded sector?
- How can we create a 'Social Inclusion & Recovery' focussed pathway?

Questions:

- What does the point of access look like? (Single or multiple points of access?)
- Who provides it?
- What are the key functions?
- Who can make a referral?
- Will the same process apply to all client groups?

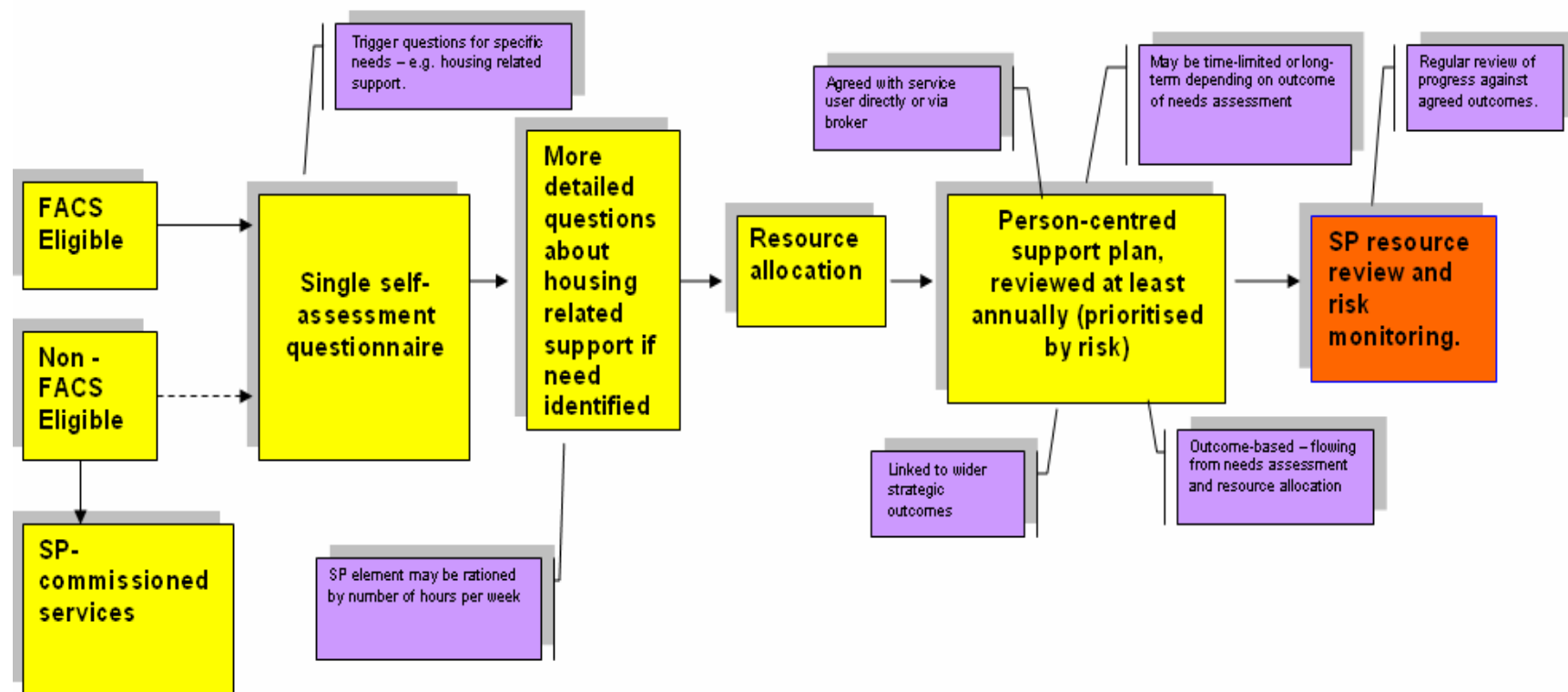
Questions:

- What does the assessment look like? (Single Assessment Process?)
- How does assessment work?
- Who does the assessment?
- What is the charging policy?
- How does person-centered planning work?
- Where does self-assessment fit in?
- How are desired outcomes agreed?
- Is there a need for a panel ?

Questions:

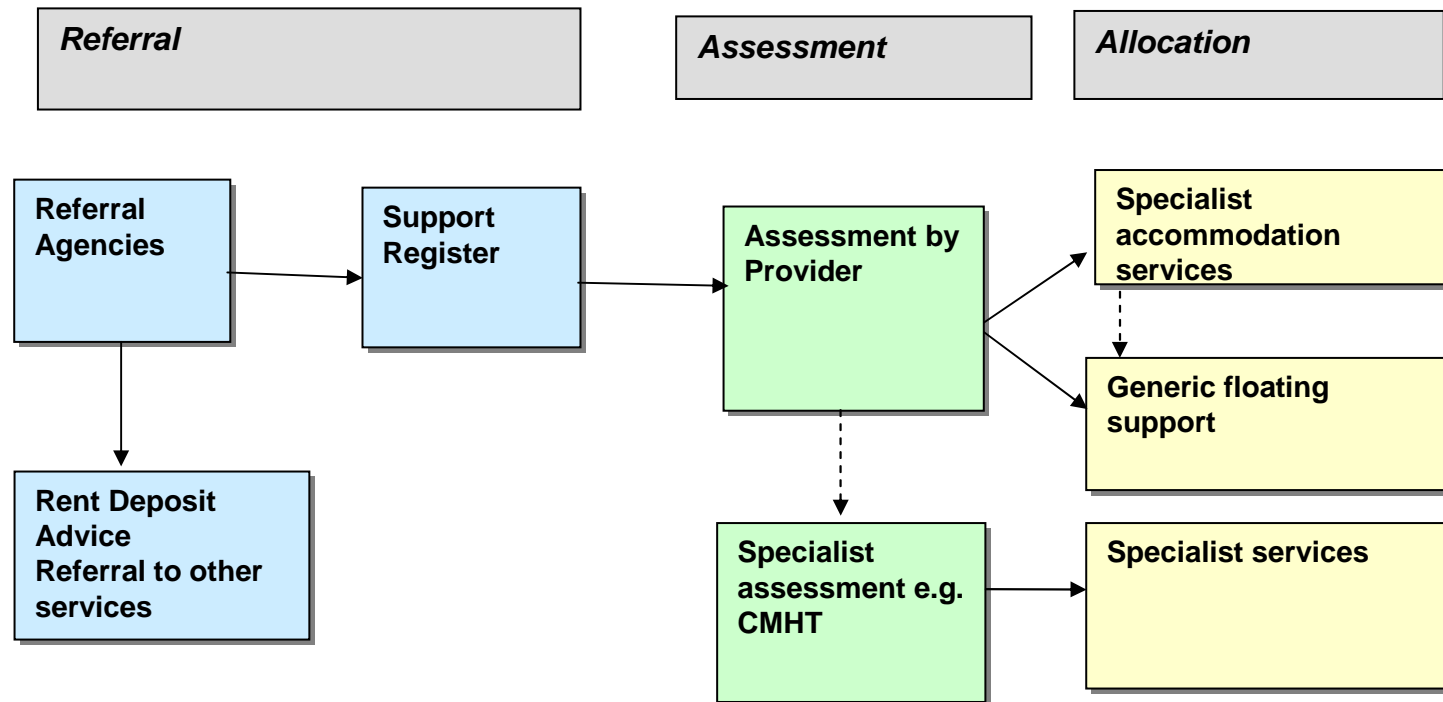
- How are resources allocated to individuals?
- How are services 'brokered'?
- How much choice and control do service users have?
- How does the review process work?
- How does this link to the Resource Allocation System (RAS)?
- How do we monitor services?

Pathway proposals for Personal Budgets



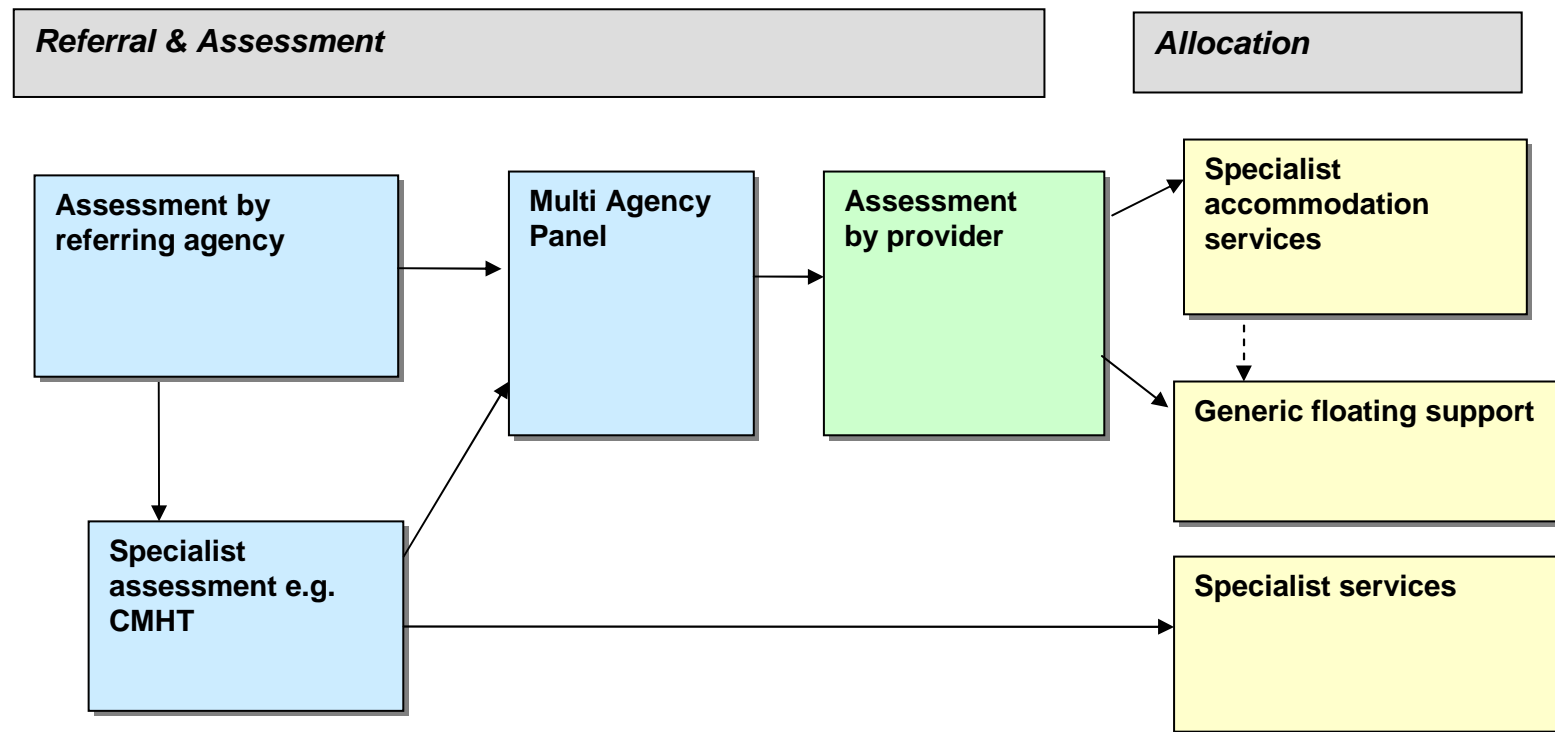
Source: Learning and experiences from the Individual Budget Pilot sites, Bennett & McAllister, March 2009

Models for commissioned services



Source: Bennett 2009

Models for commissioned services



Source: Bennett 2009

Thoughts?