

## Care Act Stocktake 3

January 2015

Thank you for taking the time to complete this stocktake. The results will be used to inform the LGA's understanding of councils' concerns, if any, about the implementation of the Care Act in 2015/16 and 2016/17. We would be grateful if you would complete the stocktake at the earliest opportunity and by **3<sup>rd</sup> February** at the latest.

Please be assured that all responses will be treated confidentially. Information will be aggregated for use in our on-going discussions with ADASS and the Department of Health. However, no individual or authority will be identified in any publications, or discussions with Department of Health, without consent. Identifiable information may be used, but only internally within the LGA and with ADASS.

You can navigate through the questions using the arrows at the bottom of each page. Use the back arrow if you wish to amend your response to an earlier question. If you would like to stop and later return to the survey, you can return to this introductory page by using the link supplied in your email. To ensure your answers have been saved, click on the 'page forward' arrow at the bottom of the page that you were working on before exiting.

You will only be able to progress through the stocktake once you have provided the information required on each page. If you would like to see an overview of the stocktake questions, please click on the link provided in your email invitation.

The stocktake is relatively quick to complete, although additional time may be required for sourcing specific figures where relevant, if your council has these available. It will be crucial in completing the stocktake that you engage with key workstream leads within your council, and that it is signed off by the Director of Adult Social Services and the Leader and Chief Executive are sighted on the data returned.

This is the third and final stocktake in advance of the Care Act changes from April 2015. Further stocktakes will follow in 2015 and 2016 to support implementation locally. Further information and the results of previous stocktakes can be found on the LGA website stocktake page.

If you have any queries, please contact [rebekah.wilson@local.gov.uk](mailto:rebekah.wilson@local.gov.uk) (020 7664 3190).

*Local Government Association  
Association of Directors of Adult Social Services  
Department of Health*

## Respondent Details

<b>Please amend/complete as appropriate:</b>	
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Role of person submitting data:	Policy and Strategy Manager
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### A) Programme Management and Governance

*The Care Act is a significant stepping stone to wider reform of care and support, and underlines the importance for councils to promote wellbeing, prevention and independence. It also introduces a new national eligibility threshold and new rights for carers and children in transition to adult services, and from April 2016 will introduce significant reforms to how people contribute towards the cost of their care. Councils will want to establish a robust programme management system to oversee the effective implementation of the whole Act.*

<b>Q1) Overall, in your opinion, would you say your council is on track with its plans to deliver the necessary changes resulting from the Care Act in 2015/16, and also in 2016/17?</b>		
<i>Please tick one box for each year:</i>	2015/16	2016/17
Yes, we are currently on track	<b>x</b>	<b>x</b>
No, we are slightly behind		
No, we are very behind		
We don't have a plan		
Don't know		

<b>Q2) In your council, how aware are the following people/groups about the challenges, risks and progress associated with delivering the Care Act?</b>					
<i>Please tick one box on each row:</i>	Very aware	Fairly aware	Not very aware	Not at all aware	Don't know
Relevant Elected Members	<b>x</b>				
Health and Wellbeing Board		<b>x</b>			

B) People

**B1) Mapping self-funders**

*From April 2016, the Care Act will introduce a cap on the costs an individual will need to pay towards meeting their eligible needs for care and support. This means that those who are currently fully-funding their own care, and therefore have no contact with the council, may start to get in touch so that the costs of their eligible care and support can begin to count towards the cap. Having a good understanding of the volume of self-funders well in advance will underpin the planning and preparation for large parts of the Act including early assessments, as well as inform an understanding of the overall costs of implementation locally. It will help councils begin to identify the implications for its workforce and to support wider thinking around options for undertaking assessments.*

*The Act also introduces a duty to provide information and advice from April 2015 to help those receiving care and their carers, as well as those planning for future care needs, to make informed choices with regard to care and support.*

<b>Q3) Do you have a working estimate of the number of self-funders (both homecare and residential), and the number of self-funders who will present themselves, in your area? If not, by when will this be done?</b>						
<i>Please tick one box on each row:</i>	Yes, we have a working estimate	By February 2015	By April 2015	By June 2015	Later than June 2015	Don't know
Total number of self-funders	X					
Number of self-funders who will present themselves	X					

<b>Q4) If possible, please specify the number of self-funders you estimate in your area for 2015/2016, and also for 2016/17:</b>		
<i>Please write your answer to the nearest whole number, using numeric characters only (e.g. 1000 rather than 1,000 or 1k). Use a mid-point if only a range is known. Enter 'DK' if number is unknown.</i>		
	2015/16	2016/17
Self-funders in residential or nursing homes	450	450
Self-funders receiving care and support at home	500	500

<b>Q5) Does your council have a detailed plan and timetable for how assessments will be undertaken? If not, by when will this be done?</b>	
<i>Please tick one box:</i>	
Yes, we already have a detailed plan and timetable	X
By February 2015	
By April 2015	
Later than April 2015	
Don't know	

<b>Q6) How will your council undertake early assessments?</b>	
<i>Please tick all that apply.</i>	
In-house using council staff	<b>X</b>
Through existing local care providers	
Self-assessment by local people	
Through third sector organisations	
Other (please specify)	
Don't know	

<b>Q7) Approximately, what proportion of early assessments of self-funders do you estimate will have been completed by April 2016?</b>	
<i>Please tick one box.</i>	
0%	
1 to 10%	
11 to 25%	
26 to 50%	
51 to 75%	<b>X</b>
76 to 100%	
Don't know	

## **B2) Meeting Duties for Carers' Assessment**

*Under the Care Act, carers will be recognised in law in the same way as those for whom they care, regardless of whether that person has eligible care needs, or not. From April 2015, councils will have a new duty to carry out assessments for all carers. Carers will no longer have to be providing substantial care on a regular basis to be eligible for an assessment and, as such, more carers will qualify for an assessment and for more support than at present.*

<b>Q8) Does your council have a working estimate of the increase in likely requests for carers' assessments in your area? If not, by when will this be done?</b>	
<i>Please tick one box:</i>	
Yes, we have a working estimate	X
By February 2015	
By April 2015	
Later than April 2015	
Don't know	

<b>Q9) Has your council made a decision about how it will meet increased demand for carers' assessments (e.g. in-house, or via an external provider, online self-assessment, enhanced information and advice, or a mixed approach)? If not, by when will this be done?</b>	
<i>Please tick one box:</i>	
Yes, we have agreed the delivery model	X
By February 2015	
By April 2015	
Later than April 2015	
Don't know	

### **B3) Preventing Needs for Care and Support**

*The Care Act makes clear in law that, from April 2015, councils must provide or arrange the provision of preventative services which help prevent or delay the development of care and support needs for individuals and carers, or help to reduce existing care and support needs.*

<b>Q10) Does your council have arrangements in place to identify and support people who would benefit from preventative services? If not, by when will this be done?</b>					
<i>Please tick one box on each row:</i>	Yes, we have arrangements in place	By February 2015	By April 2015	Later than April 2015	Don't know
A cross-organisation strategy through the Health and Wellbeing Board for prevention			X		
Identify people who would benefit from preventative services	X				

### **B4) Provision of Information, Advice and Advocacy**

*From April 2015, councils will be required to ensure that there is comprehensive information and advice about care and support services in their area and guarantee the provision of independent advocates to support people to be involved in key processes, such as assessment and care planning, where the person would otherwise be unable to be involved. Good information and advice services are critical to managing demand, meeting people's needs and joining up the range of services available locally.*

<b>Q11) In your council, have the following taken place in relation to changes to information, advice and advocacy, for implementation of the Care Act in 2015? If not by, when will they have taken place?</b>						
<i>Please tick one box on each row</i>	Yes, this has taken place	By February 2015	By April 2015	Later than April 2015	Don't know	N/A
Setting-up a comprehensive universal information and advice service that includes the wider aspects of care and support			x			
Setting-up an online information and advice service	x					
Setting-up signposts to independent financial advice to help people plan their future care and support			x			
Commissioned appropriate level of local advocacy services			x			

### **B5) Prisoners**

*From April 2015, adult prisoners and people residing in approved premises (including bail accommodation) will be entitled to have a needs assessment and, if meeting eligibility criteria, have access to services from the council in which they reside. This puts prisoners on an equal footing with the adult population within a locality, except in those instances where the legislation does not apply to them. The reforms only affect councils where prisons or other approved premises are located.*

<b>Q12) Are there any prisons, or other approved accommodation, located within your council?</b>	
<i>Please tick one box</i>	
Yes (please go to Q12a)	
No (please go to Q13)	x
Don't know (please go to Q13)	

<b>Q12a) Does your council have a working estimate of the number of prisoners who are likely to request assessments, reviews and/or services in 2015/16? If not, by when will this be done?</b>	
<i>Please tick one box</i>	
Yes, we have a working estimate	
By February 2015	
By April 2015	
Later than April 2015	
Don't know	

**Q12b) If possible, please specify how many prisoners your council estimates it will receive in 2015/16 for assessments, reviews and/or services?**

*Please write the answer to the nearest whole number, using numeric characters only (e.g. 1000 rather than 1,000 or 1k). Use a mid-point if only a range is known. Enter 'DK' if number is unknown.*

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**Q12c) Have the following been completed in relation to assessments, reviews and services for prisoners for implementation of the Care Act in 2015? If not, by when will they have taken place?**

<i>Please tick one box on each row</i>	Yes, we have completed this task	By February 2015	By April 2015	Later than April 2015	Don't know	N/A
Contact made by your council with prison/approved premises senior management						
Confirmed arrangements for delivering assessments for prisoners including procurement if not undertaking in-house						
Confirmed the model/approach to deliver care and support services in prisons and approved premises including procurement if not undertaking in-house						
Staff recruited, trained and security cleared to meet anticipated demand						

### **B6) Quality and safeguarding**

*The Care Act sets out the council's responsibility for adult safeguarding, including responding to safeguarding enquiries, setting up a Safeguarding Adults Board, undertaking safeguarding reviews and sharing information relating to safeguarding issues amongst key partners.*



**Q13) How confident are you that your council's statutory safeguarding board will be able to deliver the following from April 2015:**

<i>Please tick one box on each row</i>	Very confident	Fairly confident	Not very confident	Not at all confident	Don't know
The board will put in place robust arrangements to ensure proportionate responses to safeguarding concerns, in line with 'Making Safeguarding Personal', for the broad group of people outlined in the Care Act	X				
The board will establish clear arrangements with partners for responding to enquiries 'caused by' the council	X				
The board will include all statutory partners as committed members of the board	X				
The board will put in place clear and effective arrangements across statutory partners (incl. CQC) to enable information to be shared between organisations to ensure services do no harm	x				

C) Money

**C1) Cost modelling**

*Councils have a wide range of new duties under the Care Act that will, to varying degrees, impact upon local financial arrangements. From April 2016, there will be cap on care costs for those meeting eligible needs for care and support, set at £72,000, for those of state pension age and above. Understanding and having confidence in the costs associated with the range of changes under the Act will be critical to enabling councils to plan for changes including IT and workforce in 2015/16 and 2016/17.*

**Q14) How confident is your council that there is sufficient money within its budget for implementation in 2015/16?**

<i>Please tick one box</i>	
Very confident	
Fairly confident	
Not very confident	
Not at all confident	X
Don't know	

**Q15) For your council, please specify the estimated demand, allocated amount and estimated actual cost of implementing the Care Act in 2015/16 in the following areas:**

*Please write your answer to the nearest whole number, using numeric characters only (e.g. 1000 rather than £1,000 or 1k). Use a mid-point if only a range is known. Enter 'DK' if cost is unknown or N/A if not applicable.*

Care Act Reform	Estimated demand (number of people)	Allocated amount (£)	Estimated actual cost (£)
Additional assessments and reviews of carers	700		43000
Early assessment of self-funders	1028		594000
New duties relating to prisoners (if applicable)	n/a	n/a	n/a
Additional deferred payments	104		210000
Training and development			75000
Information and advice			50000
Advocacy services			30000
Additional carers' services			772000
National eligibility threshold change	1000+		4190000
To be Allocated		1466000	
Other 2 (please specify)			
Other 3 (please specify)			

**Q16) Please use the box below to tell us anything further about the total allocations for 2015/16:**

Allocations are subject to dispute resolution due the Council's belief that the enforced change to the eligibility criteria is underfunded

**Q17) Please use the box below to briefly outline any progress you have made in modelling costs for 2016/17:**

We understood that a revised financial tool would be made available akin to the Lincolnshire / Surrey models.

## C2) Deferred Payments Agreements (DPA)

*From April 2015, under the Care Act, councils will be required to offer a deferred payment agreement to those people at risk of being forced to sell their home to pay for their care. Regulations will set out the eligibility criteria people will have to meet. Councils will have wide-ranging discretion to offer deferred payment agreements to anybody who needs residential care, regardless of whether they meet the eligibility*

criteria, or not. This is an extension of the discretionary powers under the Health and Social Care Act 2001.

<b>Q18) Does your council have a working estimate of the likely increase in the number of requests for deferred payments? If not, by when will this be done?</b>	
<i>Please tick one box.</i>	
Yes, we have a working estimate	<b>X</b>
By February 2015	
By April 2015	
Later than April 2015	
Don't know	

<b>Q19) If possible, please specify the estimated number of additional requests for deferred payments in your council in the following years:</b>	
<i>Please write your answer to the nearest whole number, using numeric characters only (e.g. 1000 rather than 1,000 or 1k). Use a mid-point if only a range is known. Enter 'DK' if number is unknown.</i>	
	Estimated number
2014/15	0
2015/16	40
2016/17	60

<b>Q20) When does your council expect to have the necessary back-office support in place to manage the increased number of deferred payments?</b>	
<i>Please tick one box.</i>	
We already have the necessary back-office support	
By February 2015	
By April 2015	<b>X</b>
Later than April 2015	
Don't know	

## D) Systems

### D1) IT and financial systems

*Every council with a responsibility for social care will have IT systems in place to manage their case and financial records. The Care Act will necessitate a reconfiguration of these systems. Having in place the right information systems to support the reforms is critical to successful implementation and, as there is no intention for central government to develop centralised national IT systems for case records, it will be each council's responsibility to work with their suppliers to ensure their systems will meet the requirements of the care and support reforms.*

<b>Q21) How confident are you that your council's financial and IT systems will be adequate to manage the statutory duties from 2015?</b>	
<i>Please tick one box</i>	
Very confident	<b>x</b>
Fairly confident	
Not very confident	
Not at all confident	
Don't know	

<b>Q22) Have the following changes taken place in relation to changes to case records management IT systems for the implementation of the Care Act? If not, by when will they have been done?</b>					
<i>Please tick one box on each row:</i>	Already complete	By February 2015	By April 2015	Later than April 2015	Don't know
<b>2015 Changes</b>					
Impact of process changes agreed with IT support staff	<b>x</b>				
Systems put in place to handle anticipated volume of Deferred Payment Agreements (DPAs), including compound interest calculations			<b>x</b>		
Systems put in place to cope with anticipated increase in carers assessments and support planning			<b>x</b>		
Online information and advice updated			<b>x</b>		
<b>2016 Changes</b>					
Systems impact of strategy for handling self-funder assessments and Care Accounts agreed with IT support staff				<b>x</b>	
Decision taken as to what system will process Care Account				<b>x</b>	
Software upgrade plans agreed internally and with system supplier(s)				<b>x</b>	

<b>Q23) What online self-service are you planning to offer to people and their carers/advocates in need of support as a way of managing increased demand for needs and means assessments?</b>	
<i>Please tick all that apply</i>	
We are not planning any online self-service	
Online self-assessment	<b>x</b>
Online calculation of indicative IPB/PB	
Online Financial Assessment	<b>x</b>
Online Access to Care Account status	
E-marketplace for purchasing care	<b>x</b>
Other 1 (please specify)	

Other 2 (please specify)	
Don't know	

## D2) Workforce

*The introduction of the Care Act will have a number of implications for the workforce in order to meet new practice and legal expectations, from April 2015. Councils will need to ensure the whole social care workforce – including those not directly employed by the council – has the capacity, skills and knowledge to implement the Care Act effectively.*

<b>Q24) How confident are you that your council's workforce (both in-house and external within providers) will be sufficiently prepared for implementation of the Care Act in 2015/16, and also in 2016/17?</b>					
<i>Please tick one box on each row</i>	Very confident	Fairly confident	Not very confident	Not at all confident	Don't know
<b>2015/16</b>					
Workforce within the council	x				
Workforce within providers including voluntary and community sector		x			
<b>2016/17</b>					
Workforce within the council					x
Workforce within providers including voluntary and community sector					x

<b>Q25) How confident are you that any workforce changes made by your council will be adequate to manage the statutory duties in 2015/16, and also in 2016/17, both within your council and providers with a large volume of work?</b>					
<i>Please tick one box for each year</i>	Very confident	Fairly confident	Not very confident	Not at all confident	Don't know
2015/16		x			
2016/17					x

<b>Q26) Have the following tasks been carried out in relation to changes to workforce capacity and training for implementation of the Care Act in 2015? If not, by when will they have taken place?</b>					
<i>Please tick one box on each row</i>	Yes, this has been done	By February 2015	By April 2015	Later than April 2015	Don't know
Analysis of the implications of the Care Act for the workforce	x				
Analysis of the gaps in workforce capacity (both council and external providers)		x			
Reallocation or recruitment of the workforce to meet new duties				x	
Analysis of which parts of the workforce require training and/or development	x				

## E) Communications Strategy and Planning

*Communication plays a crucial role in supporting the implementation of the Care Act, in ensuring that service users, carers, the general public and the council workforce understand what is changing, why and what action needs to be taken and by when. It is crucial that health and care providers, local politicians and NHS partners are fully engaged and understand the implications of the Care Act. While not an explicit duty within the Act, councils will want to assure themselves that partners are fully engaged and have a plan in place to meet these communication requirements locally, complemented by national communications to key stakeholders.*

<b>Q27) Has your council been communicating the implications of the Care Act to key external partners (including NHS, third sector and health and care providers)? If not, by when will this start?</b>	
<i>Please tick one box</i>	
Yes, we have been communicating the implications	x
By February 2015	
By April 2015	
Later than April 2015	
Don't know	

<b>Q28) In your opinion, how confident are you that your local partners understand the impact the Care Act will have on them?</b>					
<i>Please tick one box on each row</i>	Very confident	Fairly confident	Not very confident	Not at all confident	Don't know
Voluntary and community sector	x				

Care service providers	x				
Clinical Commissioning Groups	x				
NHS Providers		x			
Prisons and probation services, if applicable					n/a

<b>Q29) In your opinion, how confident are you that the following people/groups are sufficiently aware of the impact the Care Act reforms will have on them?</b>					
<i>Please tick one box on each row:</i>	Very confident	Fairly confident	Not very confident	Not at all confident	Don't know
Service users (current)		x			
Service users (future)		x			
Carers (current)		x			
General public		x			
Local MP	x				

## F) Market Shaping and Commissioning

### F1) Commissioning

*Councils have a critical role in developing the quality and range of services that local people want and need, including by integrating care and support with health and housing where this delivers better care and promotes well-being. Integrated commissioning is essential not only for improving user outcomes but also to ensure quality and value for money. Councils will want to work closely through their local Health and Wellbeing Boards to ensure plans across the system are aligned, including through the Better Care Fund.*

<b>Q30) Has your council embedded the new duties within the Act within its commissioning strategies to ensure effective provision of care and support for the future (aligned with NHS providers and commissioners)? If not, by when will this be done?</b>	
<i>Please tick one box:</i>	
Yes, we have embedded the new duties	<b>x</b>
By February 2015	
By April 2015	
By July 2015	
By October 2015	
Later than October 2015	
Don't know	

### F2) Market shaping

*From April 2015, councils will be required to support and promote a market which delivers a wide range of sustainable high-quality care and support services that will be available to their communities. Section 5 of the Care Act covers commissioning responsibilities including understanding demand, promoting a diverse and vibrant market, ensuring sustainability and fostering continuous improvement in quality. By setting out future and current demand trends and existing provision, and explaining the desired outcomes of the council, market position statements play an important role in enabling and maintaining high-quality, diverse care markets.*

*The Care Act places a clear responsibility on councils to ensure that the care and support services it commissions are financially sustainable and that the social care workforce is properly remunerated and trained. Councils will need to have a clear understanding of the changes in demand resulting from the Care Act and the resulting impact on the market locally, including changes to the means test, introduction of the cap as well as possible demands from the duty to arrange care for self-funders who request this. It also requires that councils ensure that staff are paid the national minimum wage, including for travel time.*



**Q31) Does your council have a published market position statement/s or equivalent that covers all service users and commissioned services? If not, by when will this be done?**

<i>Please tick one box</i>	
Yes, we have a published market position statement/s or equivalent	X
By February 2015	
By April 2015	
Later than April 2015	
Don't know	

**Q32) Does your council maintain regular dialogue with providers about market sustainability and the needs of service users? If not, by when will this dialogue have started?**

<i>Please tick one box</i>	
Yes, we maintain a regular dialogue with providers	X
By February 2015	
By April 2015	
Later than April 2015	
Don't know	

**Q33) Does your council have a robust and comprehensive understanding of the sustainable cost of care for the services it commissions which underpins all its contract prices? If not, by when will this be done?**

<i>Please tick one box</i>	
Yes, we have a robust and comprehensive understanding	X
By April 2015	
By July 2015	
By October 2015	
By January 2016	
By April 2016	
Later than April 2016	
Don't know	

**Q34) Has your council developed contingency plans to follow if a major local provider were to go out of business? If not, by when will this be done?**

<i>Please tick one box</i>	
Yes, we have plans in place	
By February 2015	
By April 2015	X
Later than April 2015	
Don't know	

**Q35) Does your council know if the national minimum wage (including travel time) is paid by ALL providers in its area? If not, by when will this be done?**

*Please tick one box.*

Yes, the minimum wage is paid by all providers	x
By February 2015	
By April 2015	
By July 2015	
By October 2015	
By January 2016	
By April 2016	
Later than April 2016	
Don't know	

**Q36) If possible, please briefly outline how your council, if at all, is ensuring that the providers it contracts with pay their staff the national minimum wage (including travel time):**

It is a contractual requirement

**Q37) How confident are you that your council will have plans in place to meet its new responsibilities under the Care Act, including ensuring people...**

<i>Please tick one box on each row.</i>	Very confident	Fairly confident	Not very confident	Not at all confident	Don't know
...receive services that prevent their care needs becoming more serious	x				
...can access a range and choice of sustainable integrated services that promote their wellbeing	x				
...can choose from a range and choice of different care providers	x				

G) Support

**G1) Self-assessment on current position**

In response to the first and second stocktake results, and following feedback from local areas, there have been a number of support materials developed to assist local

implementation. Detail on all tools and guidance listed, and links where available, can be found on the care support reform pages of the LGA's website. The Joint Programme Office will use your feedback in this section to inform its national, regional and local support offer for the coming 12 months to ensure it responds to councils' needs.

<b>Q38) At this time, how confident are you that your council will be able to deliver the Care Act reforms required from April 2015 and April 2016?</b>		
<i>Please tick one box for each year</i>	April 2015	April 2016
Very confident		
Fairly confident	x	
Not very confident		
Not at all confident		
Don't know		x

<b>Q39a) In order of significance, what are the main risks, if any, facing your council in delivering the Care Act reforms?</b>	
<i>Please select up to 10 risks (or select 'we are not currently facing any risks' if applicable). Please rate your answers from 1 to 10 with '1' being the most significant risk.</i>	
Uncertainty about additional demand from self-funders	5
Uncertainty about additional demand from carers	4
Managing additional assessments	6
Workforce not sufficiently prepared	9
IT systems not ready in time	10
New national eligibility threshold	1
New duties relating to prisoners	
Impact on local provider market	8
Uncertainty over key national policy decisions	
Public expectation (including legal challenges)	7
Engagement from key partners locally	
Deferred payment agreements	
Lack of funding to commission or maintain preventative services	
Total implementation costs for 2015/16	2
Total implementation costs for 2016/17	3
We are not currently facing any risks	

<b>Q39b) If your council is facing any risks other than those identified in Q39a, please provide brief details below:</b>
Shortfall in funding for eligibility criteria (we currently meet "critical needs" only)

**Q40) If possible, please give further brief details about the most significant risks, and how they are being mitigated:**

Some of the projects identified in the Better Care Fund are at risk if there is not enough funding to meet the new eligibility criteria; this will also have an impact on provision of other Council services.

**Q41) If possible, please briefly outline where your council will be prioritising investment and planning activity in 2015/16 for changes in 2016/17:**

- Self-funders assessments
- Reviews of people in residential care (care accounts)
- Information, Advice and Guidance – ASC Customer Journey:  
CRM Process; SMART forms; Self-serve; ASC staff triage in Contact Centre;  
Online SDA Assessment (including defining requirements around Automation of SDA results through RAS and data population to Case Management system)  
;Financial Advice ; Financial information including Pre-paid cards and Deferred Payments; Integrated Financial Assessments; Finance systems interfacing and automated invoicing/billing; Supplier Portal; Care Accounts

**Q42) The list below details some of the tools and guidance developed by LGA, ADASS and the Department of Health to enable councils to understand and prepare for the Care Act reforms. Please tell us how helpful these have been, if at all, for you and your staff/members:**

<i>Please tick one box on each row:</i>	Very helpful	Fairly helpful	Not very helpful	Not at all helpful	Not used	Unaware
<b>LGA</b>						
LGA 'must knows' for social care lead members – Care Act		X				
<b>ADASS Informatics Network (previously ADASS IMG)</b>						
Care Act informatics FAQs		x				
Informatics specification for Care Act implementation		x				
Report on the development of online services for information and advice supporting the Care Act 2014		x				
<b>DH via Public Health England (public awareness campaign and supporting resources)</b>						
Key messages		X				
FAQs for the public for local use		X				
Other template material for local use		X				
Gov.uk 'Care and support: what's changing' website		X				
<b>LGA/DH/ADASS</b>						
DH/Surrey model (for understanding 2016/17 costs)			X			
Revised Lincolnshire model (for understanding 2015/16 costs)	X					
Care Act self-assessment framework		x				
Stocktake analysis		x				
<b>Department of Health</b>						
Final regulations and guidance for 2015/16		x				
Revised DH impact assessments			X			
Updated DH Care Act factsheets		x				

**Q43) The list below details some of the tools and guidance commissioned through LGA, ADASS and DH and developed by other organisations to help councils to reform their policy, systems and practice in accordance with the Care Act. Please tell us how helpful these have been, if at all, for you and your staff/members:**

<i>Please tick one box on each row:</i>	Very helpful	Fairly helpful	Not very helpful	Not at all helpful	Not used	Unaware
<b>Health Services Management Centre and INLOGOV</b>						
Commissioning for Better Outcomes framework		x				
<b>National Association of Financial Assessment Officers (NAFAO)</b>						
Deferred Payment Agreements implementation toolkit	x					
<b>Skills for Care</b>						
Capacity planning model		x				
Learning and development suite	x					
Readiness tool		x				
<b>Social Care Institute for Excellence (SCIE)</b>						
Guide: Ensuring assessment is proportionate and appropriate	x					
Guide: Making an eligibility determination	x					
SCIE Prevention Library of Evidence		x				
SCIE Commissioning advocacy guide and self-assessment tool		x				
SCIE Transition from children's to adults' services – key resources		x				
<b>Think Local Act Personal (TLAP)</b>						
Information and advice strategy resources		x				
Personal care and support planning guidance	x					
Updated minimum process framework for self-directed support		x				

**Q44) If possible, please briefly outline any specific additional support, guidance or information that could be provided nationally or regionally that would help your area to embed the changes from April 2015 (including changes to policy, systems, practice and culture):**

- Comprehensive e-learning tool for staff and providers
- Clear guidance on advocacy requirements
- Clear guidance on signposting to independent financial advice / national resources

**Q45) If possible, please briefly outline any specific additional support, guidance or information that could be provided nationally or regionally and would help increase your confidence in, or preparations for, April 2016 (including implementing the new appeals system, early assessment of self-funders, implementing the cap on care costs and care accounts):**

- Timely publication of phase 2 Guidance and Regulations
- Keeping informed of any policy changes following the general election
- Light-touch financial assessment model (self-funders)

**Q46) If possible, please outline any other particular challenges, or areas of concern, in implementation for your council:**

*You may want to include areas not covered by this survey such as assessment, eligibility determination, personal budgets, care planning and means testing.*

- Shortfall in funding to cover changes in eligibility criteria
- Possible changes to phase 2 following the general election
- Tight timescales for implementation of reforms (final guidance for phase 2 reforms not expected to be published till October – this will coincide with self-funders being entitled to assessments for care accounts and a possible local public consultation on any discretionary powers)

**Q47) If possible, please share details of any tools, resources or good practice examples that might benefit other local areas in implementing the Care Act:**

*You only need write a brief description, and we may follow up for further information.*

## H) Feedback and Support

**Q48) Please use the box below to tell us any further relevant information, and to feedback on your experience of completing this survey:**

- Difficult to comment on April 2016 reforms given that the draft guidance and regulations have not been published yet.
- Some of the questions are very subjective (i.e. how confident are you?) and without a benchmark, they may not give a clear indication of progress
- Good to have a lot of questions that require ticks rather than comments as this makes it quicker and easier to complete the survey

## Next Steps

a) Email me a copy of my stocktake to review (once reviewed, you will need to re-enter the stocktake to submit your data)	Please close this screen to exit the survey (please use the X function in the top right of your screen; please do not use the 'forward' arrow). Once you have reviewed your data, please log-in again using the link provided in your email invitation. You will be able to edit your data if necessary, or use the 'forward' arrows to continue to the submission page. Thank you very much for your time.
b) Continue to submission page (once you submit, you will receive a copy of your submission by email)	Before submitting, it is important that your completed stocktake is seen and agreed by the Director of Adult Social Services in your council. Please tell us, has your stocktake been signed-off by your Director? Yes Additionally, please tell us, has your completed stocktake been seen by the following ( <i>this is not a requirement</i> ): Chief Executive Yes Council Leader Yes

Thank you for taking part in this stocktake  
Please click on 'OK' to submit your data

We will use the data to identify ways in which we can support councils over the coming year. We will contact you in the New Year about further stocktakes from April 2015.



If you have any questions, please contact  
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