



# Social Care Institute for Excellence

## Citizen access to assessment in Kirklees

*Webinar – 8<sup>th</sup> February 2023*



# Introductions



**Amanda Evans**

Service Director for Adult Social Care Operations



**Alexia Gray**

Head of Quality, Standards and Safeguarding Partnerships



**Nazir Mira**

Senior Manager, Client Financial Affairs





# About Kirklees

The Metropolitan Borough of Kirklees is one of five Local Authorities in West Yorkshire. It covers 157 square miles made up of the three distinct areas below.

- North Kirklees includes Dewsbury (Kirklees' second-largest town), the urban centres of Mirfield, Batley and Cleckheaton and the more rural Spenn Valley
- Huddersfield is the largest town in Kirklees and is the business, administrative and retail centre of Kirklees
- Kirklees Rural which is a rural and semi-rural area south and west of Huddersfield which extends into Pennine moor land and some of the Peak District National Park



There were around 443,000 people in Kirklees in 2021. If the predicted population growth is correct by 2030 there will be 452,400 people in Kirklees, this could equate to an additional 11,000 people over 65.





# Adult Social Care

journey together to support people to live well & independently

**PLACED BASED WORKING**

HUDDERSFIELD

BATLEY & SPEN

DEWSBURY & MIRFIELD

RURAL KIRKLEES

Accessible outdoors

SENSE OF COMMUNITY  
SUPPORT & VARIETY  
OF GROUPS

SHARED DATA & INSIGHTS  
SHARING LEARNING RESOURCES

For those in need  
& carers of those  
in need

**EVERYONE CARES**  
EVERYONE SUPPORTS  
EVERYONE

Balance

Councillors  
at the heart

SUPPORTING  
SERVICE USERS  
WITH THE  
WORKING LIFE

**CITIZENSHIP**

**CO-PRODUCTION**

LINKED TOGETHER: SCHOOLS, COMMUNITY ORGANISATIONS, UNIVERSITY, WORKFORCE, COMMUNITIES & BUSINESSES

**COLLABORATION**

**PERSONALISATION**

TAILORED  
TO FIT

ACTIVE COMMUNITIES

LIBRARIES  
REINVENTED &  
REIMAGINED

SUPPORT TO  
ENABLE ACTIVE  
INDIVIDUALS, FAMILIES & COMMUNITIES

CONVERSATIONS  
NOT FORM FILLING

**ASSISTIVE TECHNOLOGY**

**STRENGTH BASED**  
MAKING THE MOST OF LOCAL ASSETS

**EQUITY  
Social Justice**

Kirklees Way

BEST START

WELL

INDEPENDENT

ASPIRE & ACHIEVE

SUSTAINABLE ECONOMY

SAFE & COHESIVE

CLEAN & GREEN

EFFICIENT & EFFECTIVE

**OUTCOMES**

**LIVE & AGE WELL**

A caring  
& inclusive  
Kirklees

THE PERFECT PLACE  
TO SET DOWN ROOTS

Enabling  
Environments

INVEST IN TECHNOLOGY THAT  
ENABLES  
RELATIONSHIP  
INTEGRATED INTO REAL LIFE  
NOT ON TOP OF IT

People with care needs  
are able to live the life that matters to them.

# **The Council's Vision for Adult Social Care is:**

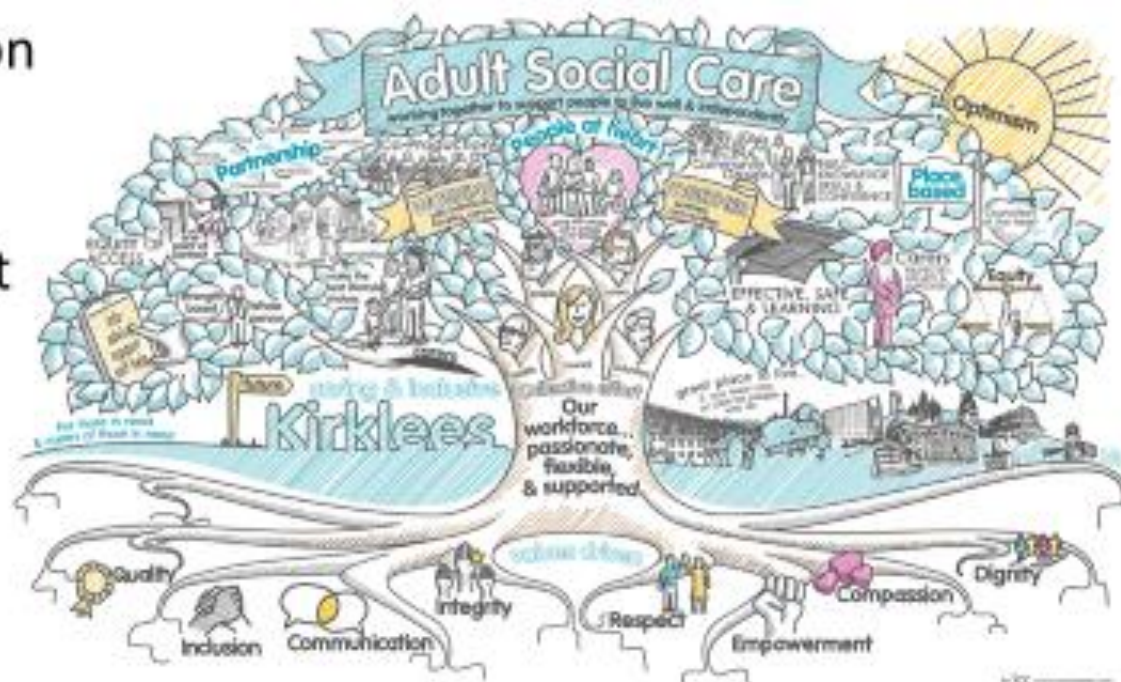
**‘We want every person in Kirklees who needs social care to be able to live the life that matters to them; with the people they value, in places and communities they call home, and with an equal voice in co-ordinating their care’**





# ASC Vision and our values

- Optimism
- Communication
- Respect
- Empowerment
- Compassion
- Dignity
- Quality
- Integrity
- Inclusion



# The need to keep embedding the vision

- To support people to stay safe
- To create resilient and caring communities
- To co-produce early support to maximise independence
- To help delay or minimise
- To work with people to meet their care needs





# The drivers for a digital journey

- Our vision and ambition to promote independence and empower people to be able to access the help that they need at a time that's right for them
- Social Care Reform – big driver due to increased demand and even though the charging elements are delayed, our ambition remains the same!
- Building on the work undertaken in Client Financial Affairs with the introduction of the Support Planning Tool/Resource Allocation System leading to online financial assessments
- Implementation of a new case management system



# Welcome to better Kirklees

BetterOff is a service for people who live in Kirklees. BetterOff will show you the benefits you are entitled to and will help you to apply for them online. BetterOff also provides information on how to find and apply for jobs.

Is this service for you?

## Your money

Use the calculator to find out what benefits you are entitled to.



Assess and track

## Appeals, applications, and assessments

Apply for a benefit, appeal a benefit decision, or complete a financial assessment.



Appeal, apply, or assess

## Jobs and volunteering

Search for jobs and volunteer opportunities and record job search activity.



Search and discover

## Advice and information

Advice on finding jobs, childcare, budgeting and debt issues.



Get help and advice



Kirklees Online Financial Assessment



# Financial Assessments - level of uptake



Year	Online Forms Submitted
2017	36
2018	243
2019	1709
2020	3499
2021	3287
2022	4002





Digital front door for service users



**BetterCare**  
Finance

Maximum contributions from a self-led financial assessment for all care types

**BetterCare**  
Support

Self-led care and support assessment with suggestions and recommendations



## Your Care Account

### Your eligible care needs

Your eligible care needs	Cost (per week)
I need frequent support / encouragement with my personal hygiene (e.g. three or more times a day)	£280.00
On a daily basis I need support to eat all my meals/drinks	£150.00
Through the day I need frequent support / encouragement with managing my toileting needs (e.g. three or more times a day)	£280.00
I frequently need support to run and maintain my home (e.g. three times a week or more)	£180.00
Total	£890.00

Update my care needs

### Your Independent Personal Budget

Your Independent Personal Budget    £890.00 (weekly)

What is an Independent Personal Budget and how is it calculated?

### Your care receipts

Care receipts			
16/09/2024	Care Receipt	£890.00	
23/09/2024	Care Receipt	£890.00	
30/09/2024	Care Receipt	£890.00	
07/10/2024	Care Receipt	£890.00	
14/10/2024	Care Receipt	£890.00	
21/10/2024	Care Receipt	£890.00	

Upload evidence   View evidence   See full details

### Your care cap account

Current balance	£48,950.00
Amount remaining until cap reached	£37,050.00

£0.00    £86,000.00

Given your rate of spend over the last 3 months, we anticipate that you will reach your spend cap in    42 weeks

What to do as you approach the cap

### Your statements

15/01/2024	<a href="#">View statement</a>
15/07/2024	<a href="#">View statement</a>

View statements

This image is a mockup

# Enablers

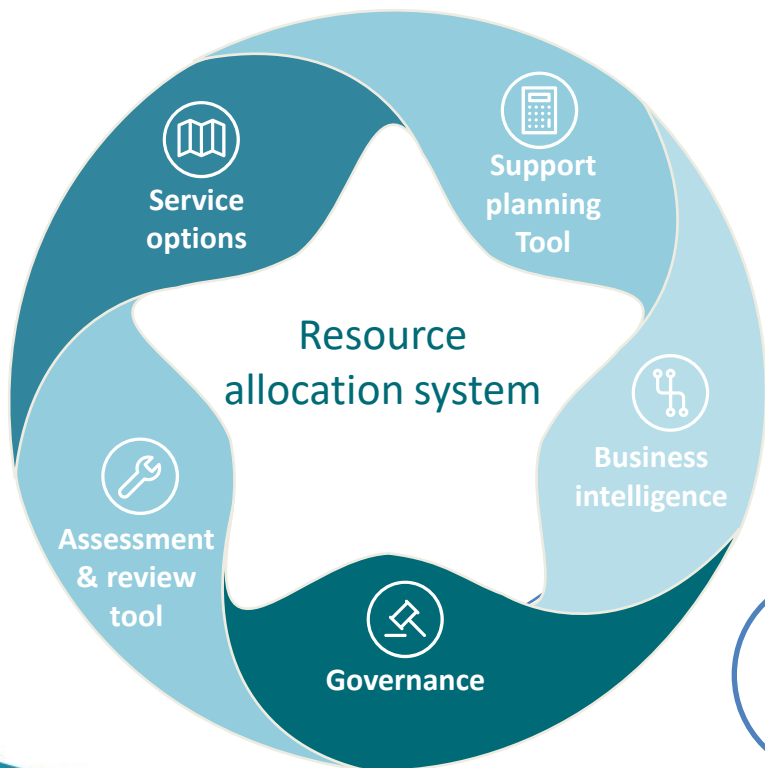
- Commitment to achieving personalised outcomes
- Key progress in Kirklees was the development of a meaningful Resource Allocation System (RAS)
- The outcome being to give a realistic budget to meet needs and to give people the ability to take control as part of their support planning
- Alongside the RAS, we developed a Support Options Team (enhanced brokerage)



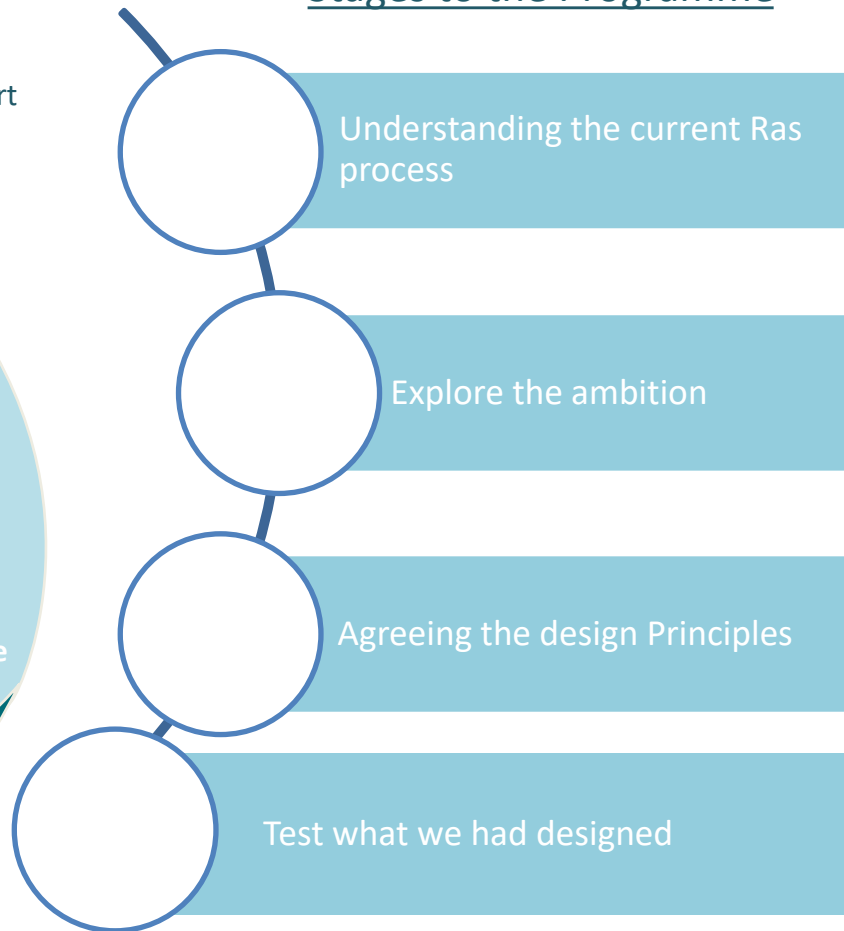


# 'The Support planning Tool is more than just a calculator'

The support planning tool forms 1 element of a whole systems approach to developing the Care Offer in Kirklees. Consideration was given to how each component part interacted with each other when developing the support planning tool.

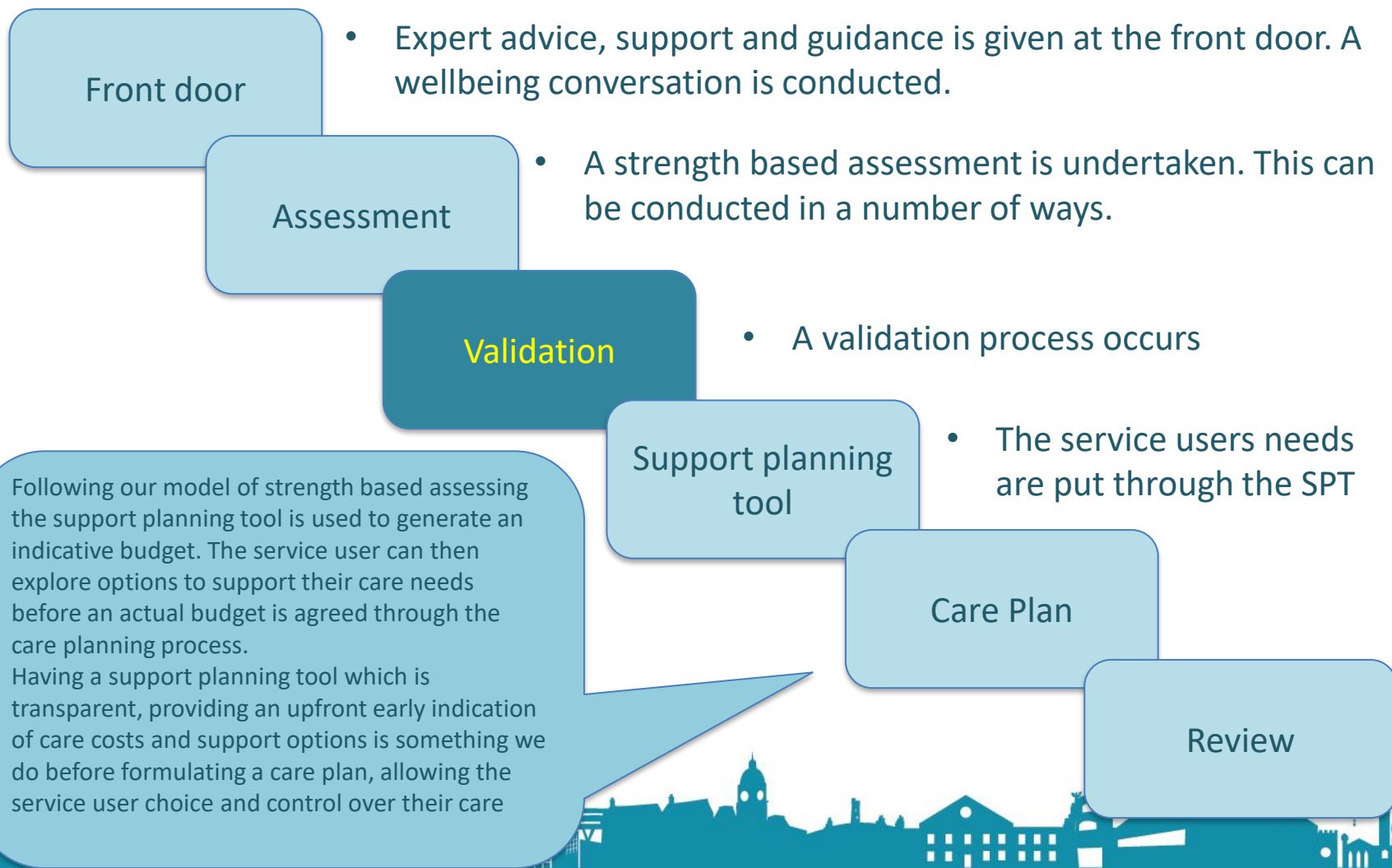


## Stages to the Programme



# How the support planning tool fits into the Care Act assessment Process

---



# The Kirklees 'My Care Account'

My Care Account is an online self-service platform for service users and carers to help people who use service or their chosen representative take control of their social care needs.

## **BUT.....**

- It is an additional service complementing telephone and face-to-face care provided by the Kirklees front door, Gateway to Care.
- It does not replace maintaining traditional telephone and face-to-face contact which we know is very important to people who use services and their carers.
- The Gateway to Care service runs 24-7 to ensure that urgent needs can still be met, complex conversations can be held and those who are unable or prefer not to do things online continue to be supported effectively.





# The Kirklees 'My Care Account'

## Eligibility:

- The person must be an Adult Social Care service user or carer, with a care support plan from Kirklees. This includes home care support, day care, respite care and direct payments.
- The person must be set up as a Kirklees Account user as the platforms are linked (general account for Council Tax, refuse collections, democracy and benefits etc)
- If the person who use services has a carer, advocate and/or Power of Attorney, consent and checks will be made before that person can access the service user's care and support information in the Care Account.

## Online Services include the ability to:

- view and update personal details and contact preferences
- check and amend address details
- check next scheduled review dates
- book a review appointment to be delivered by telephone, where needs haven't changed significantly
- check contact details of people in the person's support network and amend consent levels
- access and download care documents, assessment documents support plans and reviews

<https://youtu.be/X50Gx9TwBfQ>



# Self-serve online Care Act Assessments

- Mitigating response to dealing with increased volume as a result of general demand and social care reform
- Provides the opportunity for people to undertake their own assessment at a time that is convenient, without needing to wait for a visit. This can also be done through other people supporting the person – a friend/neighbour
- Embeds choice and control by encouraging people to explain about what support is required in their own words – linked to financial assessment and resource allocation system
- Opportunities to widen the ‘trusted assessor’ model – community/place based so that early intervention and prevention support can also be factored in, and look at innovative ways of meeting needs
- Checks and balances in place to identify risks (including timing of first review)



# Next steps

- Exploring the interoperability between Mosaic, the existing Care Account, Better off Kirklees (financial assessments) and digital Care Act Assessments
- Some suppliers now developing the digital Care Act Assessments so exploring these as part of the Mosaic integration and the need to ensure that people who use services stay at the centre of any new initiatives
  - co-production
  - accessibility standards
  - ability to be able to monitor uptake and ‘fall off’ – response to these?





תודה  
Dankie Gracias  
Спасибо شُكراً  
Merci Takk  
Köszönjük Terima kasih  
Grazie Dziękujemy Dékojame  
Ďakujeme Vielen Dank Paldies  
Kiitos Tänname teid 谢谢  
**Thank You** Tak  
感謝您 Obrigado Teşekkür Ederiz  
Σας ευχαριστούμε 감사합니다  
ບອບດຸກ  
Bedankt Ďěkujeme vám  
ありがとうございます  
Tack

