

Healthy Communities Scrutiny Sub-Committee

Tuesday 7 July 2015

7.00 pm

Ground Floor Meeting Room G01B - 160 Tooley Street, London SE1 2QH

Membership

Councillor Rebecca Lury (Chair)
Councillor David Noakes (Vice-Chair)
Councillor Jasmine Ali
Councillor Paul Fleming
Councillor Lucas Green
Councillor Maria Linforth-Hall
Councillor Bill Williams

Reserves

Councillor Maisie Anderson
Councillor Helen Dennis
Councillor Jon Hartley
Councillor Eliza Mann
Councillor Johnson Situ

INFORMATION FOR MEMBERS OF THE PUBLIC

Access to information

You have the right to request to inspect copies of minutes and reports on this agenda as well as the background documents used in the preparation of these reports.

Babysitting/Carers allowances

If you are a resident of the borough and have paid someone to look after your children, an elderly dependant or a dependant with disabilities so that you could attend this meeting, you may claim an allowance from the council. Please collect a claim form at the meeting.

Access

The council is committed to making its meetings accessible. Further details on building access, translation, provision of signers etc for this meeting are on the council's web site: www.southwark.gov.uk or please contact the person below.

Contact Julie Timbrell on 020 7525 0514 or email: julie.timbrell@southwark.gov.uk

Members of the committee are summoned to attend this meeting

Eleanor Kelly

Chief Executive

Date: 29 June 2015



Healthy Communities Scrutiny Sub-Committee

Tuesday 7 July 2015
7.00 pm
Ground Floor Meeting Room G01B - 160 Tooley Street, London SE1 2QH

Order of Business

Item No.	Title	Page No.
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PART A - OPEN BUSINESS

1. APOLOGIES

1. NOTIFICATION OF ANY ITEMS OF BUSINESS WHICH THE CHAIR DEEMS URGENT

In special circumstances, an item of business may be added to an agenda within five clear working days of the meeting.

3. DISCLOSURE OF INTERESTS AND DISPENSATIONS

Members to declare any interests and dispensations in respect of any item of business to be considered at this meeting.

4. PERSONALISATION REVIEW: MAKING SOUTHWARK PERSONAL

Introduction to the Personalisation review: Making Southwark Personal

- What is the Council's vision for personal budgets?
- What are the options for service delivery and how robust is the safeguarding of individuals?
- Are service users satisfied with the way personalisation is being introduced?
- What recommendations would we make to make the journey for end-users easier?

5. PERSONALISATION REVIEW - EVIDENCE FROM CAS

1 - 4

Community Action Southwark (CAS) will present the attached paper on establishing an Adult Health and Social Care E-Marketplace.

6. PERSONALISATION - EVIDENCE FROM HEALTHWATCH

Item No.	Title	Page No.
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Healthwatch have been conducting focus groups with service users on Personalisation and will present thier work. A paper is to follow.

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|-----------|-------------------------------------------------------------------------------------|--------|
| 7. | PERSONALISATION - GOOD PRACTICE FROM LONDON BOROUGH OF RICHMOND UPON THAMES. | 5 - 32 |
|-----------|-------------------------------------------------------------------------------------|--------|

Documents produced by Richmond Upon Thames council are attached.

- | | | |
|-----------|---------------------------------------|--|
| 8. | PERSONALISATION - CABINET LEAD | |
|-----------|---------------------------------------|--|

Councillor Stephanie Cryan, Cabinet Member for Adult Care and Financial Inclusion will speak on Personalisation

- | | | |
|-----------|-----------------------------------------------------------|--|
| 9. | PERSONALISATION - OFFICER REPORT& PRESENTATION | |
|-----------|-----------------------------------------------------------|--|

Report to follow

- | | | |
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| 10. | WORK-PLAN | |
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Draft work-plan to follow.

DISCUSSION OF ANY OTHER OPEN ITEMS AS NOTIFIED AT THE START OF THE MEETING.

PART B - CLOSED BUSINESS

DISCUSSION OF ANY CLOSED ITEMS AS NOTIFIED AT THE START OF THE MEETING AND ACCEPTED BY THE CHAIR AS URGENT.

Date: 29 June 2015



Personalisation: An Adult Health and Social Care E-Marketplace

February 2015

Introduction

Since June 2014 [Community Action Southwark \(CAS\)](#) has been carrying out a number of work streams focused on **personalisation**, and how the introduction of personalisation policies has affected the voluntary and community sector (VCS).

As part of our contribution to the Healthy Communities Scrutiny Sub-Committee review of personalisation, this document explores the idea of establishing an **Adult Health and Social Care E-Marketplace** for the borough. The e-marketplace could contain listings of statutory, private, and voluntary sector health and care services, with information about these services and including the ability to purchase them online where possible.

The recommendation to establish an e-marketplace for Southwark was part of our [main submission](#) of evidence to the committee, and first arose from our series of [‘Thinking Allowed’](#) summits, which took place in 2012/13.

Contents:

1. **History of the E-Marketplace Proposal**
2. **Potential Characteristics**
3. **Potential Outcomes**
4. **Additional Issues to Consider**

1. History of the E-Marketplace Proposal

The original idea for the creation of an e-marketplace arose from a series of events entitled ‘Thinking Allowed’ summits, which CAS hosted between November 2012 and January 2013. The aim of the summits was to encourage cross-sector dialogue in order to improve public services and push for better outcomes for the residents of Southwark. The summits brought together the voluntary and community sector (VCS) and the public sector, and focused on three main areas; the health landscape, children’s services, and the personalisation of health and social care services.

The Thinking Allowed Health Summit took place on 16th November 2012, and was attended by 32 participants from 18 organisations across the voluntary and public sector in Southwark. One of the

recommendations to emerge from the summit was for a database of health and social care providers, which could be built into GP referral systems.

The Personalisation Summit was held on 15th February 2013, and one of the recommendations to emerge from this was for more data on the market to be collected, with [Trip Advisor](#) style user reviews. It asked for the development of a directory of services, or an 'e-marketplace', complemented by a telephone helpline. This was identified as a task with joint responsibility across Southwark Council, the VCS, NHS Southwark Clinical Commissioning Group (CCG) and Healthwatch Southwark.

After the summits, CAS analysed the reports to establish how to take all the recommendations forward. There were a number of common themes running through all three summits. One of the key findings was that resources, assets and services were not being utilised to their full extent because services were not joined up or integrated, and sufficient information sharing did not take place cross-sector. The establishment of an e-marketplace was noted as a key recommendation from the summits, as it would serve to provide information about available services in one place.

The suggestion for an e-marketplace was also included in the CAS/Healthwatch Southwark response to the [consultation on changes to healthcare at the Dulwich Hospital site](#). The development of an e-marketplace was relevant to two priorities in the consultation document – Priority 2: Healthcare for Everyone, and Priority 4: People with Long-Term Conditions (including Mental Health) and Older People.

In March 2014, it was stated that the council was in the process of developing an e-marketplace for personal budget holders to shop and search for goods and services online. However our understanding is that this development has stalled and has not been implemented. CAS would welcome an update from officers on the status of the project, and would be keen to be involved in any way that is useful.

2. Potential Characteristics

The [Care Act](#) requires local authorities to place greater emphasis on personalisation of care, and also enhances its role as a market steward. Those receiving personal budgets need to be able to decide how to spend their allocated fund in a way that is most beneficial to their needs – and a diverse marketplace is absolutely necessary for this to be achieved.

The Adult Health and Social Care E-Marketplace would help meet the requirements of the Care Act. It would be a single, central resource providing information about the full range of health and social care services in Southwark, and could provide the ability to purchase these services directly. This could be a similar model, or localised version, of the website [Care Place](#), which provides listings for the whole of London. However, Care Place does not currently allow for transactions, and it is arguable that e-marketplaces are better provided at borough level, as a London-wide platform cannot be detailed enough to encompass the full breadth of provision across Southwark.

The e-marketplace would be for use by the general public (particularly those in receipt of personal budgets by direct payments), but also professionals across sectors, including GPs. The development

of an e-marketplace could open doors to potential social prescribing projects for the borough, similar to the [SAIL project](#) (co-ordinated by Age UK Lewisham and Southwark) that already exists. Barriers will need to be overcome to smoothly integrate an e-marketplace developed by the council with the EMIS system used by GPs. However, social prescribing has great potential for helping individuals to self-manage long-term conditions, and the e-marketplace could be a vital first step towards looking into how social prescribing can be used more widely in Southwark. An e-marketplace for health and social care could potentially be scalable, and extended to form a comprehensive list of all services available in the borough – for example, in the future, general signposting to information and advice could be included. Existing council resources, such as Southwark Council's [My Support Choices](#) and Community Catalyst's [Small Good Stuff](#) could be integrated into the e-marketplace.

It is vital that the listings include information about the quality of the services. Listed services would need to be quality assured. One way of doing this could be through a [Trip Advisor](#) style system, where service users rate services and write short reviews. This would give service users an insight into other's experiences before making a decision to purchase services.

In order to reduce bureaucracy and minimise the council's role in the e-marketplace, service providers would upload information about services themselves. These would need to be quality checked before being published, and providers would pay a small fee in order to upload their information. The local authority could also charge a small fee for transactions carried out via the e-marketplace. In this way, the e-marketplace could potentially act as a tool to bring funding into the council. [Northamptonshire's County Council's current draft budget](#) has outlined plans for a new online marketplace which they have estimated could generate £2 million for the council over the next five years. The local authority would receive a 2% fee for each transaction received through the proposed e-marketplace, which they have called 'breeze-e'.

Additionally, and importantly, data on user searches and transactions could be used to inform the council's future commissioning intentions, as they would get insights into which services were most popular and needed.

Many local authorities have established, or are looking into establishing, e-marketplaces for health and social care. The London Borough of Tower Hamlets is currently in the process of implementing an e-marketplace for social care, with the final intention being that service users will be able to purchase services through the site. This was tested through an 'end-user' testing session with providers, service users and carers during May 2013. More information on this can be found [here](#). York Council also has an e-marketplace. [Connect to Support York](#) provides service users with an e-marketplace which allows people to search, browse, and buy equipment and services to help them live independently. It also provides a comprehensive directory of VCS services in York.

3. Potential Outcomes

Ensuring all service providers are listed together comprehensively on one platform means it is much easier to get a picture of the whole market and identify gaps, as well as stimulate and steward the market. Listing providers in one place will provide an invaluable tool for support workers as well as individuals, and will mean that individuals have more knowledge of the full range of services available to enable them to exercise choice and select services to meet their personalised needs. The

development of the e-marketplace will also lead to better informed professionals who have a deep understanding of the full range of available services across the borough.

Because listed services will not only be intended for those that are eligible for social care support from the council, the existence of an e-marketplace will help to improve prevention of health issues – for example, listing of older people’s clubs and activities for all will help to address older people’s isolation earlier. The e-marketplace will help to strengthen care pathways, and competition between providers will help to drive up quality of services and ensure prices are competitive.

The existence of an e-marketplace will encourage voluntary sector providers to improve their skills in unit costing and marketing. It will also allow individual VCOs to identify each other and signpost service users accordingly – and additionally to identify areas for collaboration and joint working.

Listing services online will reduce service user and provider dependence on the public sector to signpost and provide information for them. It will also help avoid a situation where certain providers are getting high levels of business simply because they are known about by key individuals.

4. Additional Issues to Consider

A key issue to address is around quality assurance for services. Social care providers who don’t have a contract with the council, and are not registered with the Care Quality Commission, have little opportunity to prove the quality of their services. It is important that listings on the e-marketplace only include providers who are of an appropriate quality. The development of a quality assurance scheme for providers would be a necessary development. This could be similar to the [East London Solutions’ Ensuring Quality scheme](#).

It would be a prudent approach to develop a prototype and test out the e-marketplace before creating one which covers the entirety of adult health and social care. A client group that may be suitable is older people, for instance. However, as with any client group, there is the additional consideration of work that will need to be done around digital inclusion. Many residents across Southwark do not have access to the internet, and work will need to be done to ensure that those without internet access can still use the e-marketplace in some way.

In addition to considerations around digital inclusion, the e-marketplace must also be easy-to-use, intuitive, and designed around the needs of the clients it is designed predominantly to serve – service users. In order to make the e-marketplace fit for purpose, we would recommend taking a co-design approach to its development, and creating it in partnership with the public sector, voluntary sector, service users, and service providers.

CAS does not have the technical expertise to lead on this project, and it is therefore is a project that would need to be council led. However there could be a more developmental role for CAS in developing a quality assurance model for providers; making sure that listed providers meet the necessary requirements; and, assisting in data management in the set up stages.

If you have any **questions** about anything in this document, or want to discuss personal budgets and the VCS in more detail, please contact **Rachel Clarkson, Senior Policy Officer** at rachel@casouthwark.org.uk

The Adult Social Care Charter

Our promise to you

What you can expect from us
when you contact us.



When you contact Adult Social Care for help or information, and throughout all your subsequent dealings with us, we promise always to adhere to the following standards:



- **Dignity and respect**

You will be treated with the same dignity and respect that you would want for yourself or a member of your family.

- **Communication**

Verbal – You will be spoken and listened to in a way that you can understand and will enable you to express your needs and wants.

Written – You will receive written information in a format that is suitable for you.

- **Making choices and decisions**

You will be actively involved in shared decision making, supported by social care staff, and given adequate time to make fully informed choices about the support options that are important to you.

- **Personalised care**

You will be treated as an individual and receive care and support that is tailored to your needs and personal preferences, taking into account your circumstances.



- **Continuity of care**

You will experience continuity of care delivered, whenever possible, by the same social care professional and team throughout a single episode of care.

- **Privacy and sharing information**

Your right to privacy will be respected and we will ask your preferences for sharing information with your partner, family members and other carers – and we will review this throughout your care.

- **Knowing who to contact or complain to**

You will be made aware of who to contact, how to contact them and how to raise any compliments or concerns and make a complaint without fear of retribution.

- **Quality of care**

You will be given opportunities to feed back on the quality of your care and we will take action on your behalf when the quality of care provided does not meet our required standards.



How to contact us through the Access Team

Telephone: **020 8891 7971**

Textphone: **18001 020 8891 7971**

Email: **adultsocialservices@richmond.gov.uk**

Website: **www.richmond.gov.uk/access_team**

Where to find us

Adult and Community Services

Civic Centre

44 York Street

Twickenham TW1 3BZ

Our offices are open
Monday to Thursday from
9am to 5.15pm and on
Friday from 9am to 5pm.



If you need this publication in an alternative format, such as a different language, audio tape, Braille or large print, please call us on **020 8891 7971**.

Standards of service

What you can expect from us

This leaflet sets out the standards of service and timescales for all of our Adult Social Care services.



Standards of service

At Richmond upon Thames, we pride ourselves on the quality of response we give to the public. We know how important it is to provide clear standards of what you can expect from us and the timescales in which we will do it.

The following pages list the standards and timescales for Adult Social Care. If you would like to know more contact us.

Telephone: **020 8831 6446**

Email: **ACSchangemanagement@richmond.gov.uk**



General standards of customer care

When you telephone us:

- Our aim in the Access Team is to answer at least 80% of telephone calls within 20 seconds.
- We will take a message and get back to you within one working day if we cannot resolve your enquiry straight away or if the person you want is not available.
- If we pass your enquiry on to another department, we will give them your details and the nature of your query so that you do not have to repeat it to another person.
- We will only transfer your call to a phone answered by voicemail with your prior agreement.

When you write to or email us

The person to whom your correspondence is addressed will respond to you in writing within 7 working days at the latest.

When we visit you:

- We will visit you on the day and at the time agreed.
- We will inform you if we are running late for an appointment and when we will arrive.
- If we have to change an appointment with you for an unavoidable reason, we will discuss this with you and arrange a new appointment to visit you within 3 working days.
- We will advise you of the actions resulting from the visit and the timescales.

Your records

We will hold your personal information securely. We will only share it without your consent if we consider you or others to be at significant risk.

If you want to see the information that we hold about you, you can request to see these records and we will provide the information to you within 28 days of your request.

Access Team

Our Access Team is the first point of contact for any member of the community in Richmond upon Thames who wants advice or support from Adult Social Care.

Service standards

- We aim to resolve 80% of enquires at the first point of contact.
- We will always tell you the name of the person responding to you, whether you contact us by telephone, letter or email.
- We will always tell you what course of action we propose and which team we will refer you to if you need council support.

- We will remain responsible for your case until you have been contacted by a named person in the relevant Community Team.
- We will never leave you without a named contact to speak to.
- If you are not eligible for council support, we will provide you with details of where you can get further information.

Timescales

- When you contact us, we will tell you if you are eligible for support and will provide you with information on next steps within two working days of your contact.
- If you need equipment, we will make an appointment within two working days of your contact to visit you.
- This visit will take place within the next eight working days. Any equipment you need will be available within the next seven working days.
- If you need a fuller assessment, we will tell you how long you will have to wait before it happens, taking into account the urgency of your situation.
- Our aim is that you will wait no longer than 20 working days for an assessment.

Reablement Service



Our Reablement Team provides you with intensive support if you need assistance after leaving hospital or suffer a sudden health setback. This support is for a short period and is designed to help you to regain your independence.

Service standards

- We will provide you with the Reablement service free of charge for up to six weeks.

- Together, we will set targets that will help you regain as much of your independence as possible.
- These targets will be monitored at least every two weeks, either by us or by the assigned service provider.
- We will involve you, and your family as appropriate, in any decisions made throughout this time.
- If you need longer term support, we will assess and agree your support needs with you before the end of your six-week Reablement period.
- We will tell you if you are eligible for council support.
- Providing you have given us all the information we need, we will tell you how much you will pay before the service starts.

Timescales

- If you are referred to the Reablement Service, you will start the service within a maximum of four working days of your initial contact, or on the day arranged for your hospital discharge.
- When you are referred to Reablement, the aims of your Reablement will be agreed with you within two working days of your referral.
- Together we will set targets that will help you regain as much of your independence as possible.

Longer Term, Self Directed Support

We provide ongoing support to people through Community Health and Social Care Teams. For all people over 65, or people under 65 with a physical or sensory need, this is through one of four geographically-based Integrated Teams.



For people with a learning disability this is provided by the Community Learning Disability Team. Please note, people with mental health needs have their access and community support managed separately through South West London and St George's Mental Health NHS Trust.

Service standards

- When you are referred to a team, you will initially be assigned a case worker to agree your support arrangements with you.
- You will have the same case worker throughout the process and this will only change in exceptional circumstances. Should this happen, you will be informed.
- Once your situation is stable, we may agree that your case is not assigned to a named worker. It will still be kept under review.
- You can request a review of your support arrangements at any time.
- We will always offer you a Direct Payment.
- Any family carer who supports you will be offered their own assessment.

Timescales

- We will tell you if you are eligible for support within three working days of your referral to the appropriate team.
- If you need a support plan it will be completed within four weeks of your assessment, unless your personal circumstances prevent us from doing so.
- Once we agree that services should be provided, they will start within a maximum of eight weeks of your initial contact with the Council.
- If you receive a service from us, it will be reviewed at least once a year.



Financial Assessment

All social care support and services we provide, arrange or commission, including those through a personalised support arrangement and Direct Payments, are chargeable. We therefore have to assess your financial ability to pay for any such services.

Service standards

- When you are eligible for support, we will make a referral to our Financial Assessments Team at the time we complete your social care assessment.
- We will inform you each year about any changes to your contribution.
- We will inform you each year about any changes to fees and charges for the services you receive.
- If you have a Direct Payment, we will pay this to you each month, in advance.

Timescales

- When you return your completed financial assessment form, we will tell you within five working days if you are eligible for Council funding and how much you will pay, or if we require further information from you.
- Providing you give us all the information we need, we will tell you how much you will pay for services within 18 working days of your initial contact.
- We will bill you each month, at the end of the month.
- We will provide you with at least 10 working days' notice before making any changes to the amount of Direct Debit payments collected.

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Email: **adultsocialservices@richmond.gov.uk**

Website: **www.richmond.gov.uk/access_team**

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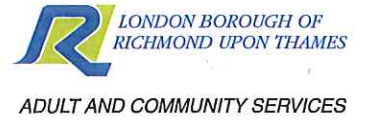
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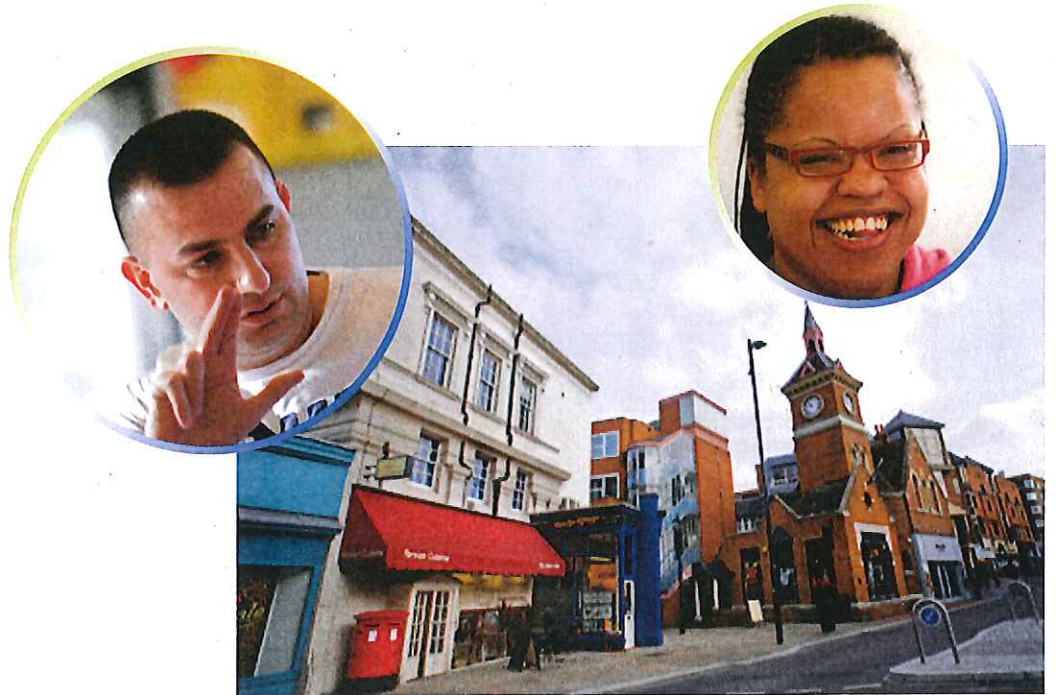


working in
partnership
with



Richmond Personalisation Support Service

Helping you to find and arrange the care and support services you need.



Hestia is providing a Personalisation Support service for people living in the London Borough of Richmond upon Thames.



Here is some information about the services we can offer you and how to get in touch with us:

Who is the service for?

- Adults and young people living in Richmond who have a direct payment and/or have services arranged by the Council.

What support does the service offer?

Support planning:

- Helping you to create a support plan that meets your needs and goals by using your personal budget.

Brokerage:

- Helping you to set up and arrange the support services you have identified in your support plan.



Direct payment management support:

- Providing advice on how to manage your direct payment money, such as the records you need to keep and how to complete the council's monitoring forms.

Managed account service

- Managing your direct payment money on your behalf if you cannot do this on your own.

Personal Assistant (PA) & Employment support service:

- Helping you to recruit and employ a PA of your choice from our PA register or from the local community.

Payroll service

- If you employ a Personal Assistant (PA), Hestia can provide you with a payroll service to help you to pay your PA(s).

Training workshops:

- We will be running training sessions and workshops to help you to manage your direct payment on your own, and learn about becoming an employer of a PA.



How can I get in touch?

You can contact us via:

Telephone: **020 3642 4630**

Email: **richmondsds@hestia.org**

Website: **www.hestia.org/index.php/how-we-help/self-directed-support**

Where to find us

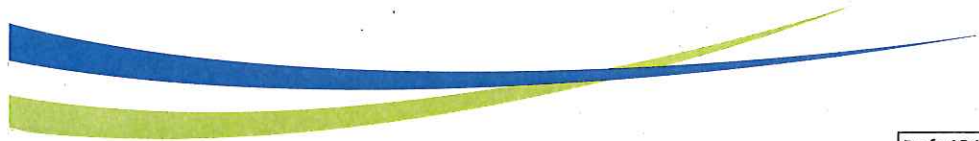
Citibase, 20 Mortlake High Street, Richmond SW14 8JN

Our offices are open Monday to Thursday from 9am to 5.15pm and on Friday from 9am to 5pm.

Interesting in working as a Personal Assistant (PA)? Find out more: www.hestia.org/index.php/get-involved/self-directed-support-opportunities

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Hestia is a registered charity (No 294555) and company limited by guarantee (No 2020165). Our registered office is: Maya House, 1st & 2nd Floor, 134-138 Borough High Street, London, SE1 1LB. Tel: 02073783100. Website: www.hestia.org



Managing your Personal Budget with a Direct Payment Prepaid Card

The easy way to receive a direct payment



What is a Direct Payment Prepaid Card?

The Direct Payment Prepaid Card is the new way for the Council to make Direct Payments in partnership with Advanced Payment Solutions Limited.

It works just like a debit card. This means it can be used for payments in person, over the phone or over the Internet. Each card has a unique sort code and account number and will be secured by Chip and Pin.

You can use your Direct Payment Prepaid Card to pay for goods and services to meet the social care needs identified in your support plan.

Your Direct Payment Prepaid Card is not a credit card. This means that you cannot go overdrawn and only use it as long as there is money in the account.

Who can have a Direct Payment Prepaid Card?

Anyone who has been assessed by Adult Social Care as eligible to receive Direct Payments to meet their social care needs will be offered a Direct Payment Prepaid Card. The choice will be yours.

You can have an additional card issued to someone who makes payments on your behalf; this may be a family member or someone who has been appointed to manage your affairs.



How will the card be set up?

We will discuss all the options with you and if your circumstances suit having a Direct Payment Prepaid Card, we will make all the arrangements for you once your support has been agreed.

We will write to you confirming your Direct Payment amount and when you can expect to receive your first payment. Your Direct Payment Prepaid Card will be posted directly to your home within a few days.



With a Direct Payment Prepaid Card you do not need to set up a separate bank account for your Direct Payment.

Using your Direct Payment Prepaid Card

Every month, we will transfer the amount of money allocated to you directly into your Direct Payment account. You can use the Direct Payment Prepaid Card just like a debit card to pay for your care and support.

More information about direct payments, can be found at www.richmond.gov.uk/direct_payments

If you want to pay for services in person you will need to:

- ask if you can pay by MasterCard
- give the card to the cashier.

They will ask you to type your PIN number to confirm payment.



If you want to pay for services over the telephone you will need to:

- ask if you can pay by MasterCard
- when asked to, provide your name as it appears on the card, the full card number, the expiry date and the last 3 digits of the security code printed on the signature strip on the back of the card.
- The service provider will confirm if the payment has been authorised.

If you want to make a one-off bank transfer, or set up a regular payment, such as a standing order, to pay for services you will need to:

- have the account number and sort code of the person or business you want to make a payment to
- log into your account at www.mycashplus.co.uk
- alternatively, telephone 0871 277 5599 (charged at 10p from a BT line) and the APS customer services team will talk you through the process
- if you want to amend a standing order, you will need to contact APS online or over the telephone.

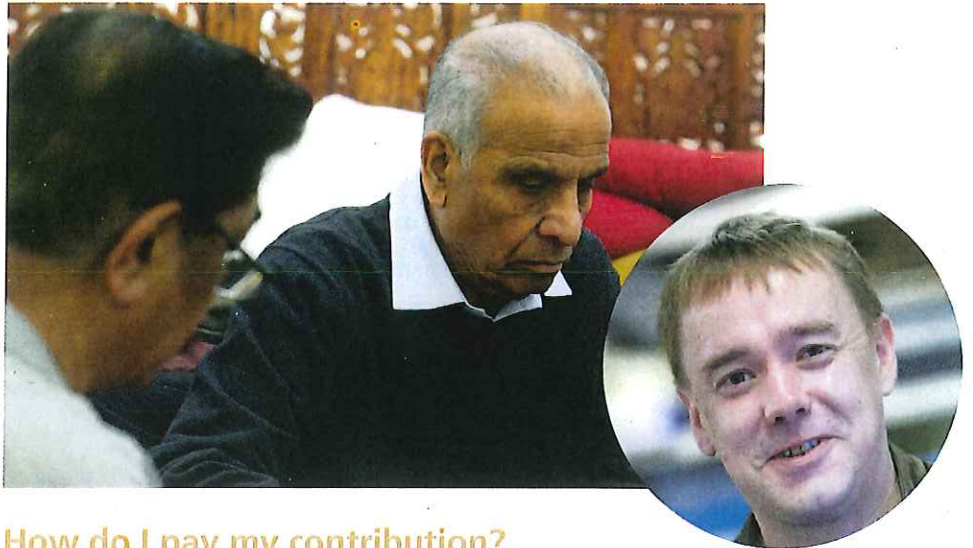
If you want to set up a direct debit, you will need to:

- complete the direct debit instruction provided by the company you want to pay
- if you want to make changes to a direct debit or cancel it altogether you will need to contact the company you are paying.

Can I make cash withdrawals with the card?

We understand that there are situations when you may need to withdraw money in cash. Your Direct Payment Prepaid Card will allow you to make cash withdrawals unless we have told you otherwise.





How do I pay my contribution?

If you make a financial contribution to the costs of your care, you will need to transfer this amount directly into your Direct Payment account every month.

You can do this by setting up a standing order from your personal account, either via online banking or speaking directly to your bank for them to set this up for you. Alternatively, you can take your card to the Post Office and pay cash over the Counter.

How will I know how much money I have spent?

You will be able to check the balance on your account online, 24 hours a day, 7 days a week at www.mycashplus.co.uk

Alternatively, you can:

- check your balance at any cash point in the UK
- text BALANCE to 07797 800 601 (texts cost 25p plus your network fee)
- telephone 0871 277 5599 (charged at 10p from a BT line).





What records do I need to keep?

All transactions you make with the card are electronically recorded, which means you no longer need to send us your bank statements or receipts. However, we expect you to keep records of any large purchases you make as well as how you spend any cash that you withdraw.

Who do I contact if I have a query about my Direct Payment Prepaid Card?

Contact the APS Cashplus Prepaid MasterCard helpline

- to activate your card
- to report if card is lost or stolen
- to report if card has been misused by someone else
- any general queries you have with your account or card
- to check card balance
- to request a new PIN.

Telephone: 0871 277 5599 (calls cost 10p/ minute)

Website: www.mycashplus.co.uk

Contact the Council's ACS Finance Team

- if you do not have enough funds to purchase support
- if you have a surplus of over 8 weeks left in your account that is not being saved up for any support or service
- if you have any questions about your payment records
- to request a paper statement if you do not have access to a computer.

Telephone: 020 8487 5187

Email: dpcard@richmond.gov.uk

Independent Direct Payment Support Service

Hestia Housing and Support provides support to people receiving Direct Payments. For example they can provide help with managing your Direct Payment, finding and employing a Personal Assistant and give general advice and information.

Telephone: 020 3642 4630

Email: richmondsds@hestia.org

Website: www.hestia.org



How to contact the Access TeamTelephone: **020 8891 7971**Textphone: **18001 020 8891 7971**Email: **adultsocialservices@richmond.gov.uk**Website: **www.richmond.gov.uk/access_team****Where to find us****Adult and Community Services****Civic Centre****44 York Street, Twickenham TW1 3BZ**

Our offices are open Monday to Thursday from 9am to 5.15pm
and on Friday from 9am to 5pm.

Cashplus is issued by APS Financial Ltd (AFL) pursuant to license by MasterCard International Incorporated. AFL is authorised by the Financial Conduct Authority under the Electronic Money Regulations 2011 for the issuing of electronic money. Cards are serviced by Advanced Payment Solutions Ltd (APS) which operates the card on behalf of AFL. AFL & APS registered address is 6th Floor, One London Wall, London EC2Y 5EB. Registered in England and Wales under company numbers 06029941 & 04947027 respectively. MasterCard and the MasterCard Brand Mark are registered trademarks of MasterCard International Incorporated.

If you need this publication in an alternative format, such as a different language, audio tape, Braille or large print, please call us on **020 8891 7971**.

Community Independent Living Service (CILS)

This is a local service that supports vulnerable adults in the borough. This leaflet explains how.



What is Community Independent Living Service (CILS)

CILS is a borough wide network of support, information and advice and signposting service for vulnerable adults. The aim of the service is to help people to live as independently as possible within the community. CILS will help those in need to either maintain or recover some or all their:

- physical and social independence
- emotional, health and well-being.

CILS will provide information and advice, signposting, support groups, social, education and cultural events as well as exercise, fitness and training opportunities. The service is delivered by Go Local and The Community Partnership in your local area.



GoLocal

The GoLocal partnership consists of Age UK Richmond, Ruils, Richmond Citizen Advice Bureau, Richmond Mencap and Ethnic

Minorities Advocacy Group. Information drop-in sessions are held from 10am 2pm at Sheen library every Tuesday and at Whitton community library every Thursday.

For Barnes, Mortlake, East Sheen, Twickenham, and Whitton

Tel: 020 8973 1877

Email: hello@golocal.org.uk

Web: www.golocal.org.uk

#GoLocal

The Community Partnership

This partnership consists of Richmond AID and Integrated Neurological Services working together with Kew Community Trust, Alzheimer's Society, Richmond Adult Community College, Richmond Homes and Lifestyle Trust, Ethnic Minorities Advocacy Group, Richmond Borough Mind, Hampton and Hampton Hill Voluntary Care (The Greenwood Centre), Ham & Petersham SOS, Teddington Older People's Welfare Association (Elleray Hall), Linden Hall.



For Teddington and The Hamptons

Tel: 020 8831 6464

Email: richmondaid@commpartnership.co.uk

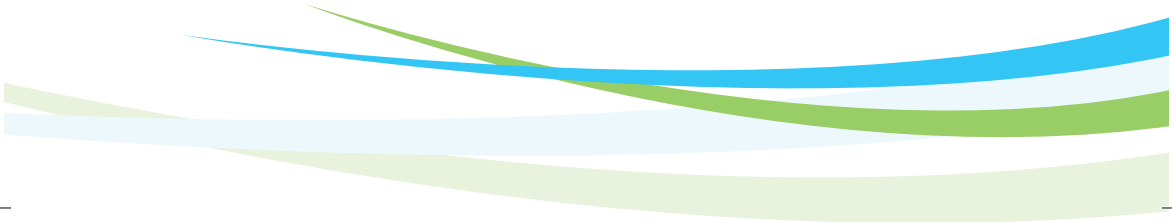
Web: www.commpartnership.co.uk

For Richmond, Kew, Ham and Petersham

Tel: 020 3693 4000

Email: ins@commpartnership.co.uk

Web: www.commpartnership.co.uk



How to contact the Adult Community Services

Telephone: **020 8891 7971**

Textphone: **18001 020 8891 7971**

Email: **adultsocialservices@richmond.gov.uk**

Website: **www.richmond.gov.uk/cils**

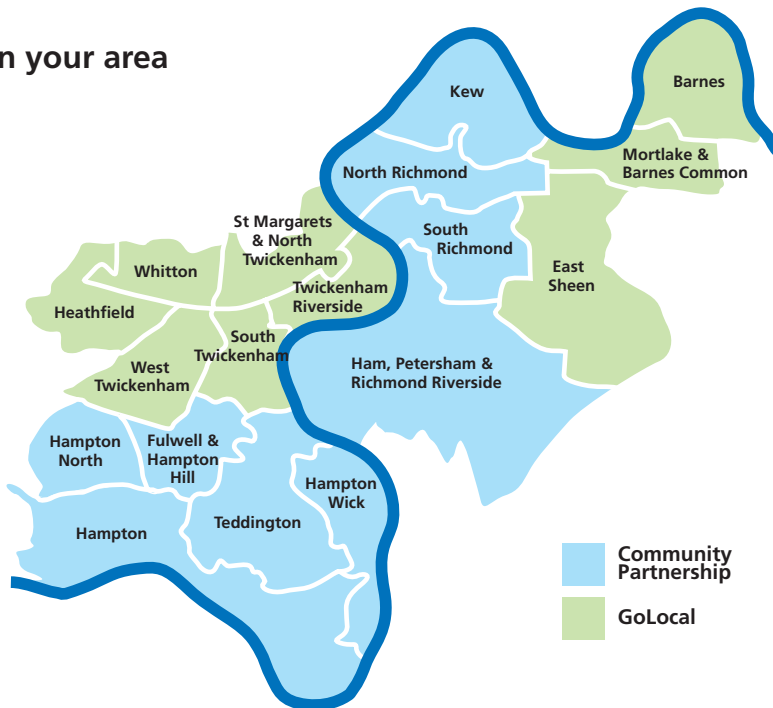
Where to find us

Adult and Community Services

Civic Centre, 44 York Street, Twickenham TW1 3BZ

Our offices are open Monday to Thursday from 9am to 5.15pm and on Friday from 9am to 5pm.

CILS in your area



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**HEALTHY COMMUNITIES SCRUTINY SUB-COMMITTEE
MUNICIPAL YEAR 2015-16**

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