

Individual Budgets



- How will we be affected?
- What can we do?



Keep yourselves informed

- Let others in your organisation know that **this is coming**
- It **WILL** affect them!
- **Watch out for developments**
 - Final Evaluation Report on the National Pilots
 - Check recommended websites / articles
 - Information from MACC
 - City Council event for providers in June 08



Ask yourselves.....

- What proportion of our current users might be eligible for an Individual Budget?
 - Assessed as having critical or substantial needs
- Are some of our services delivered at a point of crisis?
 - Short-term interventions to help someone through a temporary crisis
 - e.g. Drop-in Services, support after hospital discharge
 - Individual Budgets may not be appropriate
- Are our services low-level / preventative?
 - Before people reach a critical or substantial level of need



Check your Governing Document



- Activities must fit with Mission and Objects
- Does it allow you to charge for services?
- Does it limit your area of operation?
- How do you make changes?



The Individual Budget Holder



- **What services might they want or need?**
- **Will they know what they need?**
- **Will they know what's available?**
- **Will they know about YOU?**



What to Offer?

- Know your true value-why do people come to you now?
- What can you offer that others can't?
- What skills and resources do you have?
- What are your limitations?
- Can you work with other groups to pool skills and resources?
- Will you be **Netto** or **Marks & Spencer**?

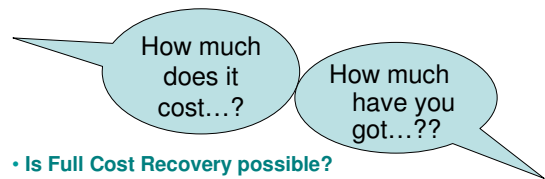


Consulting With Users

- **What would improve quality of life?**
- **Support to manage the IB itself**
 - employment issues re personal carer (NI, tax, etc)
 - handle financial matters, etc
- **Beware of raised expectations**
- **Services outside your “Comfort Zone”**
- **What are other groups findings?**



How Do We Decide What to Charge?



- **Is Full Cost Recovery possible?**
- **Developing a ‘Menu’ of services, with prices**
- **‘Surplus’ is not a dirty word!**
- **What about cash flow?**
- **Chasing people for payment?**



Remember.....

- People on Individual Budgets will have them because the Local Authority has **a statutory duty to fund their care**
- Charities should **not** be subsidising care provision that is the responsibility of the Local Authority.
- Using charitable resources to subsidise public services is against charity regulations.



Implications for Staff and Volunteers

Staff

- **New services = new skills = new staff / re-trained staff**
- **Support needs will change**

Volunteers

- **The organisation ‘feels different’**
- **Higher expectations on Volunteers –**
- **The customer is always right**
- **Can / should volunteers be delivering FACS-eligible care?**
- **Peer Advocates – explaining the system to users**



Proving Quality

- **Trust and confidence in the organisation**
- **What will reassure your customers?**
- **Working towards a recognised Quality Standard (e.g. PQASSO, ISO 9000)**
- **Internal quality checks**
- **Focus on customer satisfaction**
- **What about Outcomes?**



Partnership Approach



- **Smaller, localised groups forming ‘clusters’**
- **Shared resources**
- **Brokerage – “here’s a range of providers”**
- **Marketing and promotion – e.g. shared web space?**
- **Shared learning – Provider Forum?**



More Information

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