

Right to Control Trailblazer Update 2009/3

Issue 3

Introduction

Dear all,

This is the third update from the Right to Control Team. We hope in these updates to provide you as much information as we can to assist you to you to become Right to Control Trailblazers.

In the last update we provide you key dates for your diaries concerning publication of the prospectus, and for the selection process. We also addressed some of the key questions that came out of our London and Manchester events earlier this month alongside, hopefully some useful information that might assist you in constructing your Trailblazer bids.

In this issue we provide:

1. Information on the customer journey
2. News in brief:
 - Comment on the Welfare Reform Bill made by the Minister for Work and Pensions and the Shadow Minister (Disabled People), Work and Pensions.
 - Changes at Job Centre Plus
3. Attach a draft application form that potential RtC trailblazers will be expected to complete.

Information on the Customer Journey

The Customer Journey

The customer journey is at the heart of right to Control. If we were describe what success looked like under the Right to control we would say:

A better experience for disabled people in navigating “the system”:

- Systems and processes are brought together to minimise duplication
- information is shared and, as far as possible, a disabled person only has to give information once
- Processes are transparent
- Front line staff are able to present creative options for meeting outcomes
- Good quality information about the right to control and the relevant funding streams is provided
- Disabled people are central to the process and are empowered to articulate their needs
- support, advocacy and brokerage is provided for disabled people who need it to access the Right to Control.

Better outcomes for disabled people:

- disabled people are more satisfied with the support or equipment they receive,
- and can participate more fully in family life, work or society,
- and their quality of life improves.

(i) improved delivery of local priorities:

- The Right to Control helps local areas deliver local targets and priorities as set out in their Local Area Agreements; in particular those relating to independent living, wellbeing and employment. (Annex D lists the relevant National Indicators).

(ii) More efficient and effective services, providing:

- Streamlined systems and processes which offer better value for money
- Innovative ways of achieving outcomes which seek to maximise the efficient and effective use of public resources
- Greater local capacity to deliver support, advocacy and brokerage to disabled people
- Local partnerships which look for innovative ways of delivering outcomes.

For each of the funding streams under the Right to Control, the customer currently experiences a 'journey' which takes them from initial enquiry through to delivery of support and ongoing monitoring. The aim of Right to Control is to bring together elements of this journey across the different funding streams to deliver a more seamless experience for the customer and reduce duplication. The following are the main stages we would expect to see in a Right to Control customer journey:

- Determine eligibility
- Inform the disabled person of their Right to Control
- Determine eligibility for any other funding streams
- Initial agreement about the outcomes to be achieved by use of the funding stream(s)
- Resource Allocation (including indicative budget)
- Support planning
- Signing off the Support Plan
- Finalising the budget and any contribution to be made by the disabled person
- Commissioning / arranging services and/or setting up a direct payment
- Monitoring, auditing and Review
- Developing adequate appeal and complaints procedures.

Bringing all of this together - to shape the Customer Journey :

We will be looking for Trailblazers to set out some ambitious proposals. However, we recognise that system change and redesign will involve a considerable amount of work in the run up to implementation. Bids should demonstrate an understanding of this challenge and set out how this will be tackled.

For the funding streams administered by Jobcentre Plus (Workchoice and Access to Work) and for the Independent Living Fund, a lot of work is already underway at the centre on designing a customer journey that accommodates the Right to Control, and this will be shared with Trailblazers and with local offices and staff, (with the relevant guidance and support from the centre) once Trailblazer sites are selected.

The ILF is committed to working with all LA trailblazer sites to develop the best possible approach to advancing the right to

control. To discuss the ILF customer journey in more detail please contact: Charlotte Gandhu ILF Senior Policy Manager on 0115 9450904 or email her at: charlotte.gandhu@ilf.org.uk

News in brief:

Comment on the Welfare Reform Bill - on cross party support:

We mentioned in our last update, that the Welfare Reform Bill has received Royal Assent and has become the Welfare Reform Act.

The Welfare Reform Bill is significant for a number of reasons
It was produced in co-production - with disabled people with broad cross party support.

The Minister for Work and Pensions, Jonathan Shaw in consideration of the Lord amendments to the Welfare reform Bill, emphasised comments made by Baroness Campbell who "...thanked the Government for the genuinely co productive-approach..." to developing the Bill and its amendments.

Mark Harper, Shadow Minister (Disabled People), Work and Pensions, said "...it is important to recognise that there is cross-party support for the initiative.... For those local authorities and other bodies that are thinking of implementing such programmes, it is worth knowing that there is a genuine commitment on both sides of the House to putting disabled people at the centre of the services provided to them and to having them being in control of the funding...."

Changes at Job Centre Plus

Mark Wilson, presently DM Cheshire Halton & Warrington will take up a new national role as Head of Disability Service Development for Jobcentre Plus.

In a note to District Managers Mark said: "...Jobcentre Plus is fully committed to the effective delivery of the RtC initiative...trailblazers will obviously play a vital role in laying the foundations for how our role will look in the future, possibly across the entire network".

We wish Mark well in his role and look forward to working with Mark and Jobcentre Plus as we role out right to Control.