

Assurances for the personalisation programme 2011

Outcome: The progress of the programme is monitored to ensure the organisation achieves the specified outcomes whilst safeguarding all stakeholder interests throughout the process

Personal budget monitoring	Quantitative programme monitoring	Qualitative programme monitoring	General assurances	Efficiencies
Outcome based review includes use of personal budget and light touch monitoring of direct payments	Measure the timeliness of review aligned to individual outcomes	Develop and implement a cohesive system to collate qualitative user experience to measure the effectiveness of the support/ care provided	Work with internal and external auditors to gain assurance about the effectiveness of governance arrangements	Create and implement a mechanism to demonstrate value for money and financial impact of using personal budgets in an outcome based system (spending patterns and outcomes v spend)
Develop and implement a mechanism to audit User Led Organisation capacity to deliver direct payments for clients and carers	Measure the number of direct payments	Undertake User Surveys (commencing with ViewPoint)	Publish details of how resources are allocated to personal budgets	Identify efficiencies and cost savings from personal budgets and self directed support and prevention
Define and implement a process to review and manage direct payments for clients where there are concerns or risks	Measure the number of personal budgets	Experts by Experience Group undertaking Discovery Interviews with clients receiving personal budgets.		Develop medium term plans that consider the affordability of personal budgets and likely demand for services
Review internal controls for preventing fraud and misuse of funds by Care Trust staff	Measure the effectiveness of care and support in meeting agreed outcomes			
Consider options for providers undertaking reviews based on client outcomes	Measure the number of safeguarding cases			
	Measure the number of hospital admissions			
	Measure the number of hospital re-admissions			
	Measure the reduction in packages of care			
	Measure the reduction in use of residential and nursing care			