**Thurrock Direct Payments Engagement Group (DPEG) 11th July 2019 @ 10am**

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**Topic: “Designing DP Training for the ASC Workforce – What to include”**

**Attendees:
Ian Evans, Executive Director, Thurrock Coalition (Facilitator)
Ian Kennard, Direct Payments Project Manager, Thurrock Council**

**Patrick Long, Thurrock Diversity Network. Direct Payments User, Huseyin Hurbas, Thurrock Diversity Network. Direct Payments User, Adam McDonald, Direct Payments Officer, Thurrock Council, Michelle Lewington, Direct Payments Officer, Thurrock Council. Julie Curran, Support Planner, Thurrock Council, Cherie Bradford, Support Planner, Thurrock Council. Bill Clayton, Senior Training Officer, Thurrock Council.**

**Apologies: Jill Bacon, John Campbell, Direct Payments User**

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| **Topic & Discussion** | **Action** |
| **Introductions**Ian E welcomed everyone and opened the meeting. Introductions were given. **Minutes & Matters Arising** * The Draft Information & Advice leaflet has been updated.
* The DP Information video and script - Ian E and HH have met and finalised the I.T. equipment required to edit and produce an information video. Ian E has ordered the equipment and it has been delivered to Huseyin and set up Ian K has spoken to the LACs and/or Comms Team about which equipment we can borrow – Comms Team are happy to help when required, will need to give them some notice**.**
* Ian E and Huseyin hopeful that initial Video “rushes” to be produced by end of August. Can use the August/September “Open Forum” meetings to discuss and generate interest and involvement from new attendees. (See below)
* The Mailshot invite to all DP Users to attend an Open Forum in August and September has resulted in 10 new contacts indicating their intention to attend those meetings to discuss DP issues/concerns
* Ian K has invited Bill Clayton, Senior Training and Development Officer to this meeting, and Bill is here today, this is an opportunity to provide input to the design of the DP Training for the Local Authority and ASC managers and frontline staff and will be the main item for discussion today

**Discussion: Designing Direct Payments Training for the Adult Social Care Workforce*** **Why? (Background)**
* **Who? (Audience and Trainers, Experts by Experience)**
* **What to include (Scope)**
* **How? (Method of delivery)**
* **Where? (Venues)**

**When? (Timescales)** | **Ian K to email Ian E for distribution to the DPEG email list.****to the next meeting (11th July 2pm)** |

**Discussion - Designing Direct Payments Training for the Adult Social Care Workforce**

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| **Area** | **Discussion & Actions** |
| **Why? (Background)** | The process started in 2017 and an initial discussion and offer was made to co-produce some training in this area. Now we have the DP Policy, it needs to be embedded in ASC Social Work Practice. The training needs to be “as standard” and mandatory. Currently new staff have up to an hours training/discussion with the DP Officers as part of their induction program.Current issues that the training should address/cover:* Staff being unsure of the uses/scope of DP
* The DP Process and the range of options available to an individual relating to managing and using the DP
* Staff need to have confidence in the offer
* The whole process needs to be “done with” and checked at least yearly ate Review
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| **Who? (Audience and Trainers, Experts by Experience)**  | Training should be aimed at: * ASC Assessment practitioners, Thurrock First staff, LACs, Rapid Reablement Team, CLS, CMHT, OPMHT, Preparing for Adulthood Team

Need to ensure:* Consistency of message
* Provided at induction with a mandatory refresh 3 yearly
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| **What to include (Scope)** | * Legal basis – Care Act 2014 – offer DP and Information & Advice
* Cover common FAQ/Practice issues
* Practitioner confidence to explore the DP option with individuals and to emphasise the flexibility
* Confidence would include: What the Offer is and is not. Who can/cannot receive a DP
* Different rates, funds/costs
* The Assessment Process (See Route Map) Generally and DP-specific elements
* Use case studies
* Responsibilities (SW and individual) with both parties working together - taking ownership and seeing the process through to implementation with the DP and support in place
* Managing expectations and delivery
* To be a good employer
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| **How? (Method of delivery)** | * Simplified, useful
* Interactive User experience - Feedback, case studies, FAQs, online, videos
* One positive, difference made by DP, and also covering “it would have been useful if…” The experience of getting a DP and what it involved. What hasn’t worked and examples.
* FAQs could cover practical issues including, but not limited to: holidays, subsistence, capacity, how to find a P.A. How was the process
* Role as a confident and capable employer
* To include DP users in person or via videos/case studies
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| **Where? (Venues)** | * Community Venues/Civic Offices
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| **When? (Timescales)** | Bill to draft a training outline with learning aims, objectives and outcomes, with the plan being to have this ready by September. This ties in with the video being ready at around the same time and could therefore be incorporated into the training materials and program. |

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| **A.O.B.** * **Michelle Lewington and Huseyin Hurbas gave apologies for the August Meeting**
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| **Date of Next Meeting - 8th August at 10am**  |  |