



Independent
Living Fund



Llywodraeth Cymru
Welsh Government



Transfer Review Programme Code of practice

Purpose of the code of practice

Following engagement with disabled people and their organisations, local authorities in Wales, the Independent Living Fund (ILF), the Association of Directors of Social Services Cymru (ADSS Cymru), the Welsh Local Government Association (WLGA), and the Welsh Government have co-produced this code in order to promote best practice to support the effective transfer of ILF users in Wales to new support arrangements from April 2015.

The Welsh Ministers are expected to make a decision on what the new arrangements will be by the end of 2013, following a public consultation. This code will underpin negotiations between agencies prior to a final decision being made on new arrangements. Following that decision it will be reviewed in order to ensure fit with the agreed model.

The code aims to maximise the success of the transfer review programme, which commenced in April 2013, and enhance the customer journey throughout transition by providing key principles to underpin partnership working.

Key principles

1. Commitment to citizen-directed support, inclusion, and voice and control

Throughout the process all parties will seek to demonstrate a commitment to the underlying principles of the Welsh approach to citizen-directed support, which are being developed in partnership through the 'Sustainable Social Services' programme. There will be a high level commitment to maintaining voice and control, as well as maintaining users' independent living outcomes.

All parties will ensure that users and their representatives are fully involved in transitional planning, and will take account of the views and requirements of users and their families/representatives in the preparation and implementation of the transfer of support.

2. Working in partnership

It is essential that the ILF, the Welsh Government, Local Government and other

partners collaborate and work in partnership throughout the transfer programme to ensure that the necessary plans and structures are in place to fully support users up to and beyond 2015.

All parties will be committed to working towards and meeting relevant deadlines so as to guarantee that the programme is fully completed by 31 March 2015.

Throughout the programme there needs to be continuous and open communication, providing relevant information that is shared in a timely manner. All parties should ensure that users are kept informed of plans that impact on their future. It is important that users have a clear awareness and understanding of what the transfer will mean for them.

3. Designated support

In order to facilitate the management of the programme, the ILF and local authorities will have in place a named point of contact to manage relations between the ILF and each local authority, for both operational and corporate liaison. There should be a clear delineation of responsibility and accountability in running the programme both within the ILF and with local authorities.

4. Commitment to joint reviews

To aid the transfer process the ILF and local authorities will collaborate and participate in the joint transfer review programme, using a person-centred assessment to identify how independent living outcomes can continue to be met.

In addition the programme will need to identify and inform users of what they will need to do prior to April 2015 to ensure that their eligible support continues to be met.

To aid this process the ILF will seek consent prior to the initiation of the transfer review programme from all group 1 users to pass on information to local authorities. This will facilitate the collaboration between the ILF and local authorities and enable full participation in the programme by local authorities.

5. Advice and advocacy

Local authorities should where possible ensure that there is clear signposting towards independent advocacy and support. The ILF and local authorities will work together to share information on support available for users in order to effectively signpost people to this.

6. Citizen-directed support

The transfer review process will be an opportunity to promote the concept of citizen-directed support. ILF users currently receive cash payments directly from the fund to pay for their support, and the expectation is that they will continue to

be able to exercise voice and control over how their care is provided whatever arrangements are put in place in Wales to support them beyond April 2015. Users should be informed of what options and support are available locally.

Transitional arrangements need to be in place from 1 April 2015 which enable users to plan for and manage any change in their support. The arrangement of a period of phased transition being provided that supports the protection of independent living outcomes is one of the issues for consideration during this transition period.

We believe that it is essential that before the end of the transfer programme all ILF users and their representatives have a clear understanding of how their eligible support needs will be met immediately following the transfer.

Any change to support arrangements made during transition to the new arrangements should take into account the impact upon care providers, making certain that the user is able to meet legal and contractual obligations where provision is reduced or replaced. In particular this includes redundancy payments and notice periods.

7. Data sharing

Any transfer of information needs to ensure that no person who has expressed a wish to receive support after April 2015 is unaccounted for.

The ILF will need to monitor the transfer of information to the relevant authorities or to whoever takes over responsibility for future funding. When information is transferred there will need to be in place a mechanism to acknowledge the receipt of this information. All parties will ensure that appropriate measures are in place to transfer and protect sensitive information in compliance with data protection legislation.

8. Monitoring and evaluation

The ILF and local authorities, with support from the Welsh Government, will work in conjunction to ensure that there is a system in place to evaluate the effectiveness and progress of the programme. The evaluation will engage the opinions of users and their representatives.

Each party will have in place a clear process for managing complaints about decisions taken as a result of reviews. In addition the ILF and local authorities should work in conjunction to resolve any concerns raised and provide a rapid resolution of any issues that arise.