

The Independent Living Team (ILT)

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1. Who are we and what do we do?

The Independent Living Team (ILT) does not replace the roles and responsibilities of operational teams. It is expected that practitioners are or become fully knowledgeable and skilled to proactively explain Direct Payment benefits and processes to customers.

A referral to the ILT can be made where a direct payment customer requires additional specialised support, guidance or information on direct payments.

The ILT is a county wide team within Social Care and Support who will support the Council to:

- Increase and improve take-up and understanding of Direct Payments and their benefits, so they become the principal method of using a Personal Budget
- Support operational teams in providing robust information that actively promotes the take up of Direct Payments
- Achieve savings generally as customers become less reliant on traditional service options to resolve their support and care needs
- Ensure customers are supported to learn how to use their Personal Budgets / Direct Payments in more imaginative and cost-effective ways (e.g. pooling resources, using non-traditional type approaches)
- Ensure operational teams actively reach savings targets and meet council Direct Payment targets
- Ensure customers have access to appropriate advice, support and information to manage their Direct Payments successfully.

2. Who can refer to the ILT Team?

Referrals can be made by:

- Warwickshire County Council Social Care Support staff
- Warwickshire County Council Integrated Disability Service (for children and young people in need and their families)
- Warwickshire County Council Mental Health staff seconded into the Coventry and Warwickshire Partnership Trust by way of a section 75 Partnership Agreement
- The Recruitment, Retention and Employment Support Service
- The Payroll and Managed Account Support Service
- Direct Payment customers, their nominated representative or a Suitable Person for people lacking capacity
- Other – where Direct Payment support as below is required

Before you refer to the team:

Please ensure the customer is informed that you will be requesting additional support from the ILT team and that they are happy to be contacted.

3. What can the ILT team support with? (Not an exhaustive list)

- Support with further specialised information and guidance about direct payments and legislation
- Information advice and support to enable the customer to attain the skills to manage their direct payment independently and safely
- Joint visits with the social care practitioner where specialised support is required
- Explain to the customer what happens when things change – e.g. going into hospital, being eligible for a period of Reablement
- Support to get direct payment customers back on track when things happen
- Support and guidance on how to appoint a Suitable Person for people who lack capacity
- Support to increase customers confidence and sense of control with their direct payment
- Information and guidance about self-employed personal assistants
- Support with pooling direct payments
- Support to facilitate peer networks
- Signposting customers to where they can locate / purchase support independently e.g. Warwickshire County Council Resource Directory/ pa registers (including how to make arrangements with social care agencies)
- Additional support to familiarise direct payment customers with The Direct Payment agreement/ managed account agreements
- Setting up a bank account (and other money management options)
- Keeping records for monitoring purposes and what monitoring is
- What Direct Payments can be used for or not used for
- Advise who can support customers to maintain and manage their Direct Payment (e.g. family member / friend / User Led Organisation / Peer Support Group. Managed account/ Suitable Person)
- Safeguarding arrangements – To include completion of the 'Keeping Safe Plan' where it appropriate to complete one (also how to safely identify Personal Assistants if not using the contracted Recruitment Service)
- Support with their Contingency planning (planning for when their normal support arrangements breakdown). Not providing or making arrangements for this support
- Referring customers back to the contracted support service where appropriate
- Signpost the customer to where they can obtain the relevant advice and information if they decline support from the councils contracted support services
- Attend Social Care and Support and / Integrated Disability Service / Warwickshire County Council Mental Health staff Operational I Team meetings
- Facilitate Warwickshire County Council staff Direct Payment workshops and provide workforce development Direct Payment training
- Respond to request from Warwickshire County Council Money Management & Income Control Team.

4. What the ILT Team cannot do:

The ILT team cannot undertake social care assessments/reviews/financial assessments or increase/decrease the amount of direct payment a customer receives. They cannot stop or suspend a direct payment .Those roles remain with assessment and care management practitioners.

The financial assessment role is undertaken by the Benefits Assessment and Income Control team (BAIC) within the Resources group. Queries re representation against a direct payment financial assessment must be directed to the BAIC team e.g. a customer disagrees or refuses to contribute the assessed amount they must pay towards their Social Care Support.

5. How to make a referral to the Independent Living Team:

Open the customer's file on Carefirst. Create an activity to the Independent Living Team. Class - Direct Payment, Type- Direct Payment, Assign to Team Intake code ZPBSSL1.

If you are unable to access Carefirst, please email ilt@warwickshire.gov.uk

If you require any further information, or need support to make a referral, please contact the team on 01926 413908.