



integrated information management for social care

# Managing the Change from Block Budgets to Individual Budgets: A Case Study



**Festival of Ideas Presentation**  
by  
**Neil Campbell**



# Agenda

- Introduction
- Background
- The Challenges
- The Solution
- Some Devilish Detail



# About Thistle

- The Thistle Foundation provide individually tailored services that are designed to support disabled people and those with long term health conditions to lead full and active lives.
- Services are flexible to meet individual's requirements; we will develop services that are appropriate to their needs
- Services include
  - Supported living
  - Healthy Living Centre
  - Smart Breaks
  - Public Resources & Facilities – Conference Centre, Garden Café, Community Garden



# About Supported Living

- Approximately 70 people using our services
- Across central Scotland
- Managed by Team Leaders
- Employed rather than Contract Staff



# The Background

- Move towards Individualised budgets and Direct Payment models
- The need to more closely understand the financial impact of services
- The need to move towards a more “joined up” organisation with consolidated information and reporting



# Some Challenges...

- The huge flexibility of care packages
- Care packages are made up of multiple income streams
- Large variety in the nature and composition of teams providing care packages



# The bit that we do...Travel as an Example

Previously...



Holiday maker



Travel Agent



Holiday Company

Now..



Holiday maker



Internet

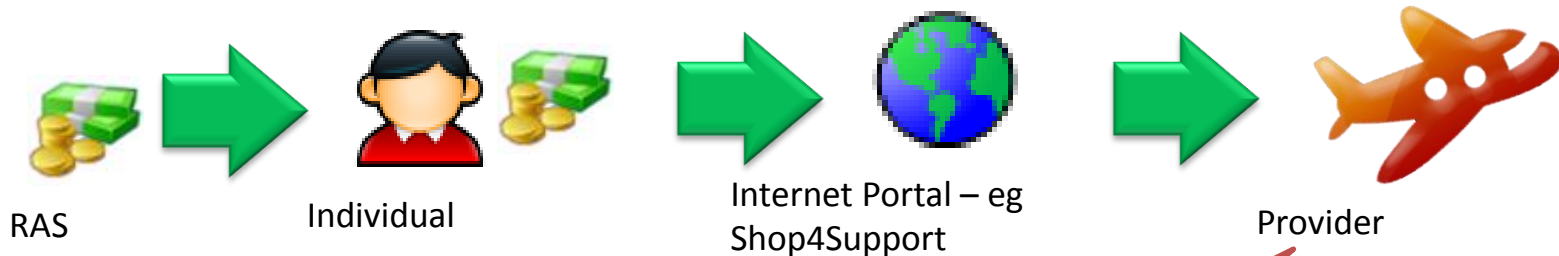


Airline Direct



# Self Directed Funding – the bit we do

## Self Directed Support..



Easy Jet still need a system to –

- Monitor Aircraft Costs
- Monitor Safety Compliance
- Manage Staff Costs and Training
- Etc, etc –

- So that they know what price they can offer the flights and how many passengers they need (and can handle)

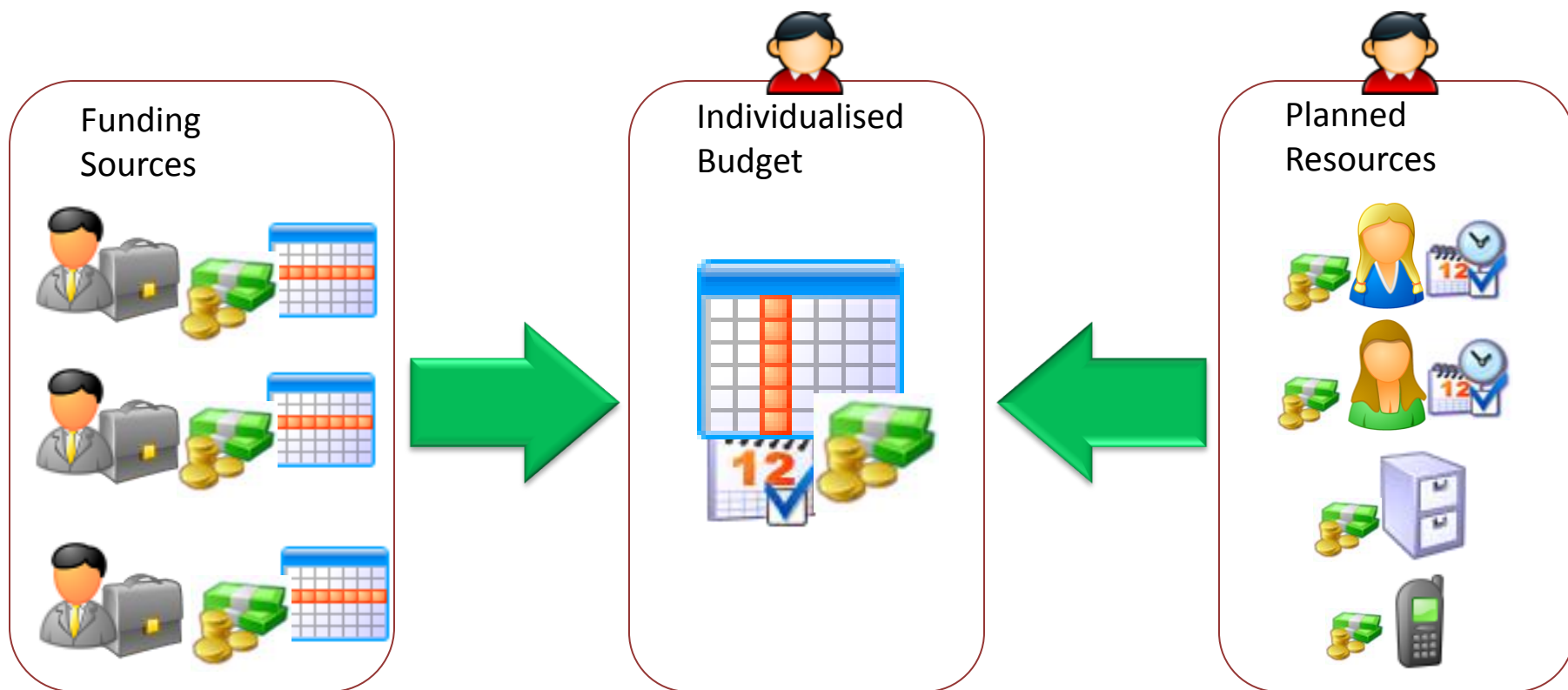


# The Solution

- Identified the need for two distinct aspects of the solution
  - Budget Creation
  - Budget Management



# Creating the Budget



# Creating the Budget

### Budget Scenario

Scenario	2000221	
Description	Demo Budget	<a href="#">Alter Budget</a>
Budget Service	New Service	<a href="#">View Budget</a>
First Name	Test	<a href="#">Budget Summ</a>
Last Name	Budgetagain	<a href="#">Budget Detai</a>
Area	Edinburgh	
Financial Year	01/04/2008	
Created By	Val Bickford	on 13/07/09

**Funding Sources** | **Staff Resources** | **Other Resources** | **Calculations**

[Add New Funding Source](#)

Funder	<input type="text"/>	Personal Contribution
Funding Source	<input type="text"/>	Date From
Support Type	<input type="text"/>	Date To
Hours / Number	<input type="text"/>	
Rate (£)	<input type="text"/>	
Response	<input type="checkbox"/>	

[Remove Funding Source](#)

Budget Summary - Internet Explorer provided by Dell

https://secure.intrelate.com/thistlewip/home.asp?s=457536237&mOp=8908&E\_t=4&USER=cetchells@thistle&XT=1&LEN=

### Budget Summary

**Pelago, Archie**  
Date Created: 08 July 2009  
Financial Year: 2009

The current budget position is as follows -

	Per Week	Over the Year
<b>Total Funding Available</b>	£ 975.00	£ 50700.00
<b>Total Cost of proposed service</b>	£ 995.25	£ 51753.00
<b>Your budget therefore has a DEFICIT of</b>	£ -20.25	£ -1053.00

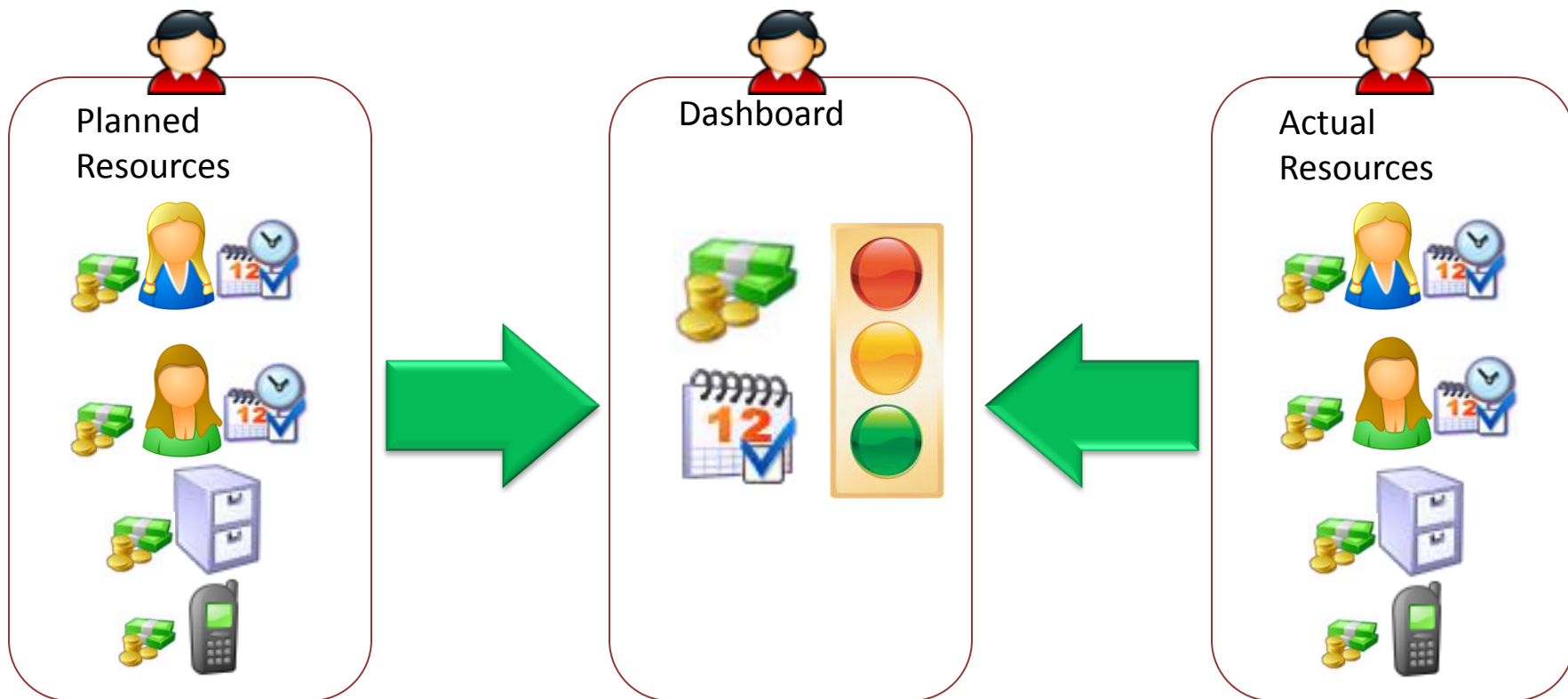
In achieving the above budget position, your planned direct support hours are as follows -

Total number of direct support hours required:	65.00 hours
Total number of direct support hours planned:	59.16 hours

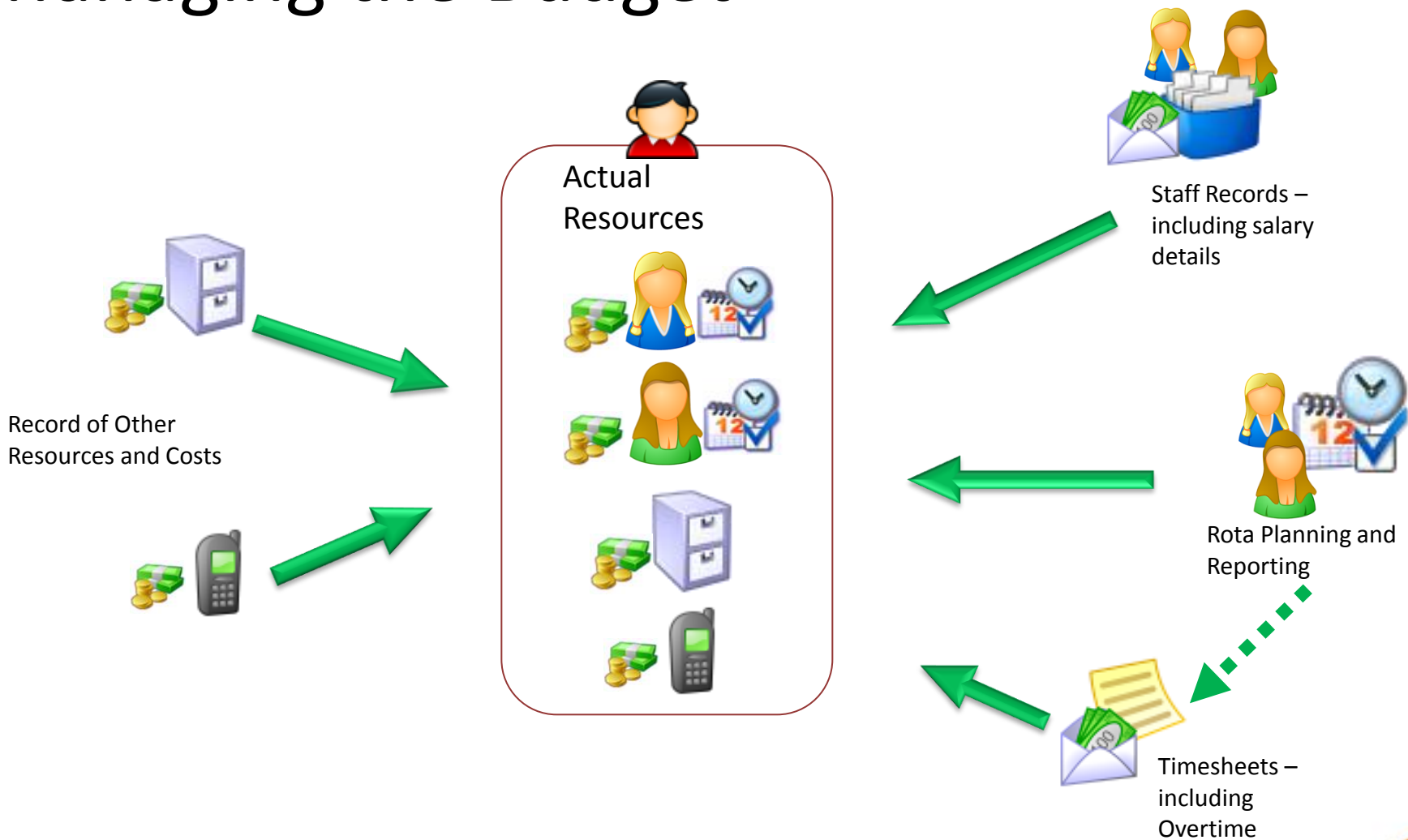
Of your planned hours, 59.16 hours will be provided by named employees and 5.84 hours will be supplied by either overtime or pool workers.



# Managing the Budget



# Managing the Budget



# Managing the Budget

Budget Summary - Windows Internet Explorer

http://beta.intrelate.com/thistle/ho

Budget Summary

Date Created: 29 January 2009  
Financial Year: 01/04/2008  
Week Number: 15

The current budget position is as follow

Total Cost to Date	£ 9622.15	£ 9748.38	
Total Direct Team hours to date	750	640	
Total Non Direct Team hours to date	135	160	
Total Team Carry Forward Hours to date	0	36	

### Service User Rota Report

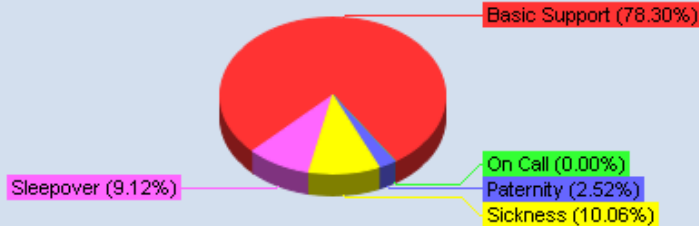
Service User	Total Duration
Pelago, Archie	318.00

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#### Pelago, Archie

Type	Duration
Basic Support	249.00
On Call	0.00
Paternity	8.00
Sickness	32.00
Sleepover	29.00

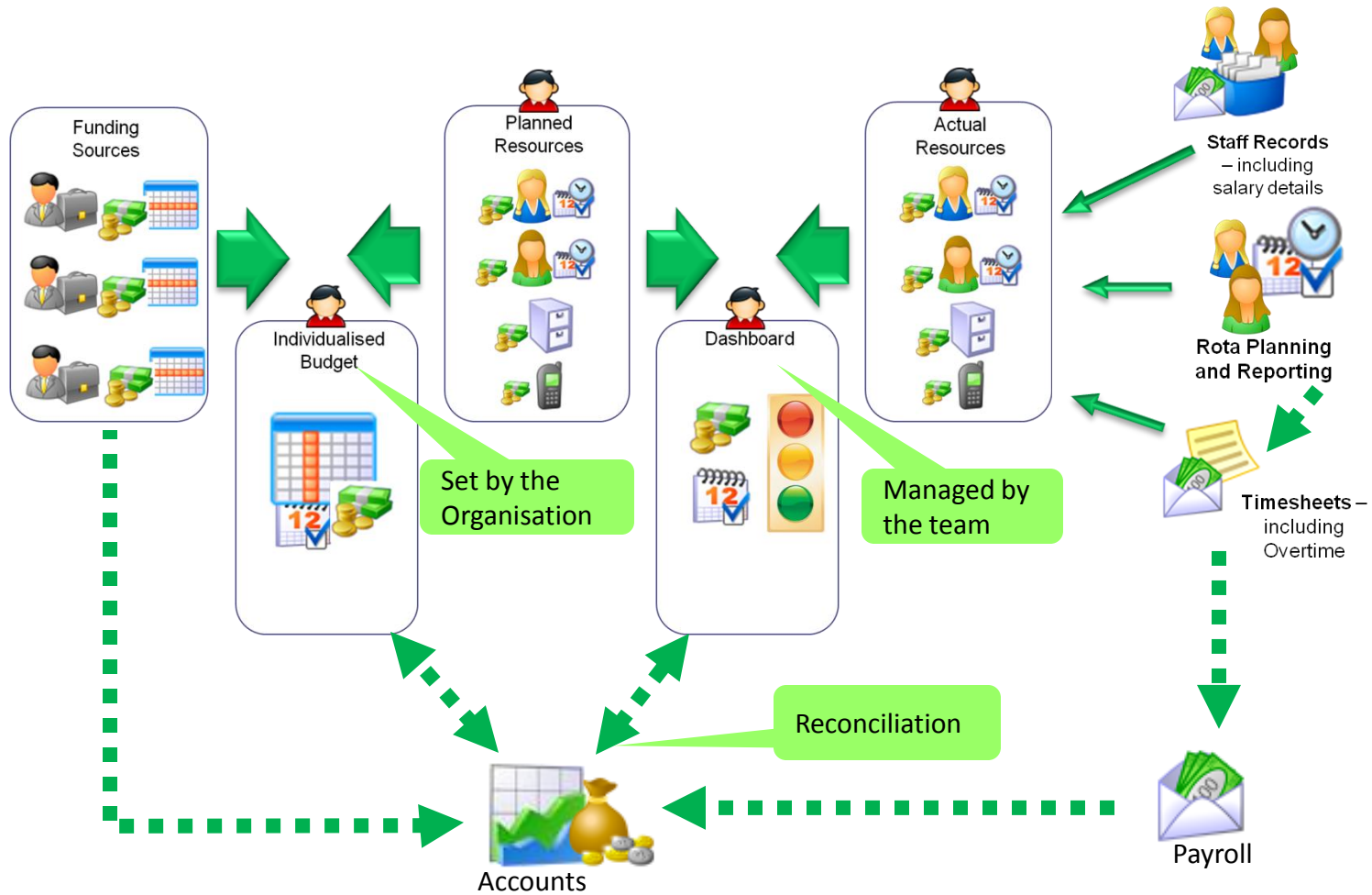
#### Total Duration 318.00



connecting information and people

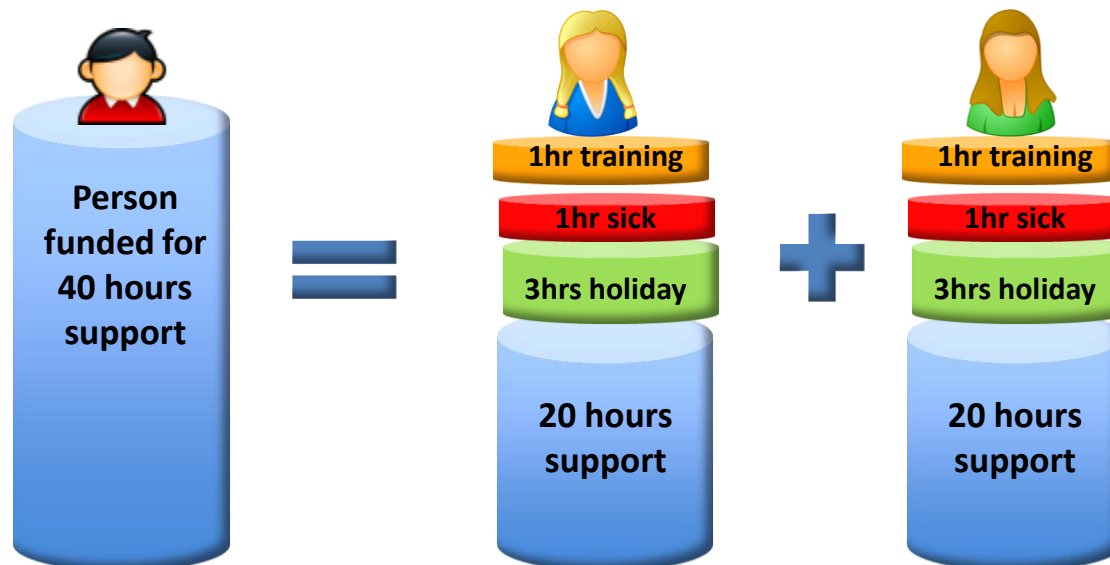
@ carista@intrelate.com | @ www.intrelate.com/carista

# The Overall Solution



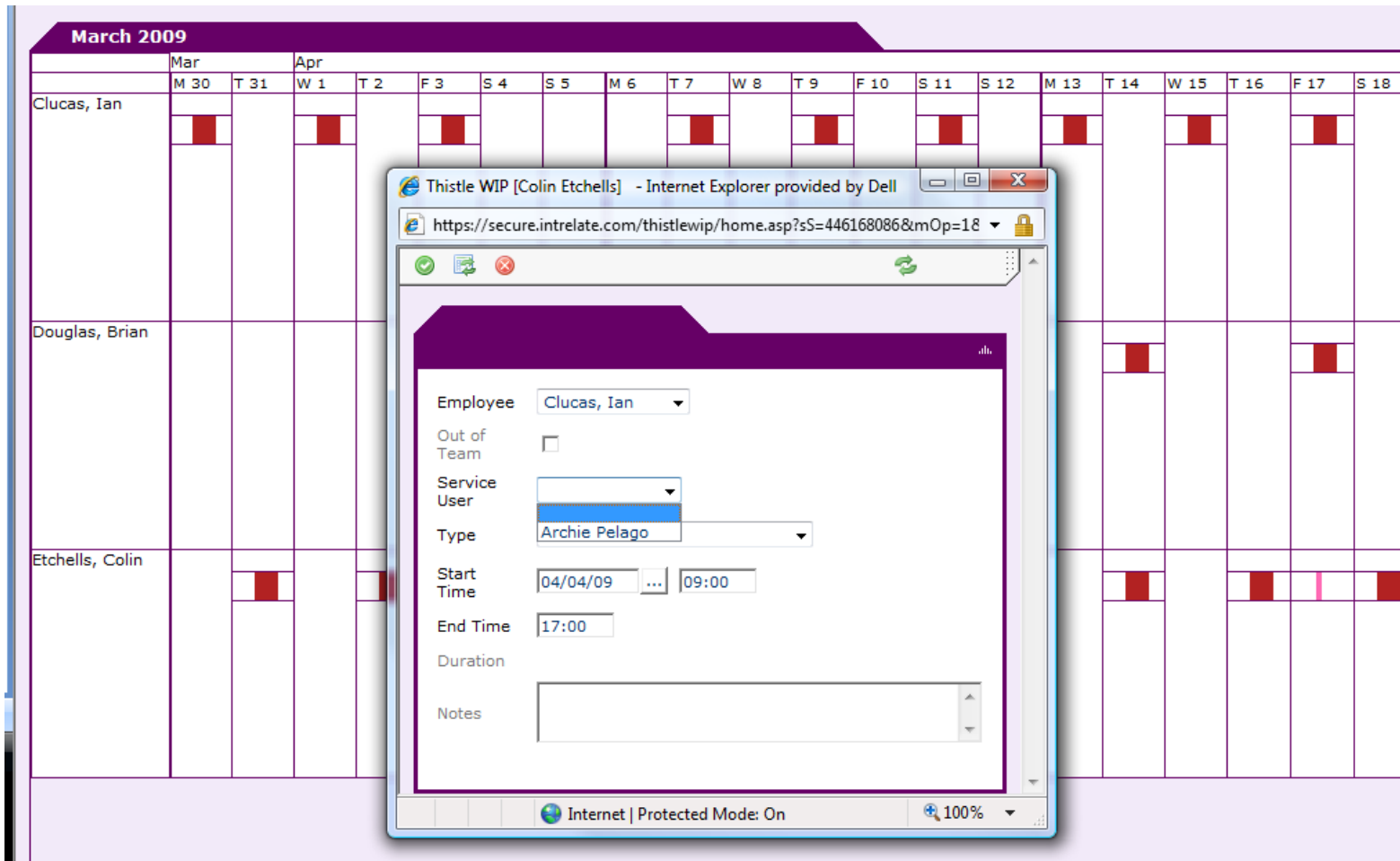
# Some Devilish Detail...

- Direct v Non Direct time
- Employed by the Organisation but working for the person



# Some Devilish Detail...

- Out of Team Shifts



The screenshot displays a web application interface for managing shifts. The background is a calendar for March 2009, showing shifts for three employees: Ian Clucas, Brian Douglas, and Colin Etchells. Red bars on the calendar indicate scheduled shifts. Overlaid on the calendar is a form titled 'Thistle WIP [Colin Etchells] - Internet Explorer provided by Dell'. The form is for adding an 'Out of Team' shift for the employee 'Clucas, Ian'. The form fields include:

- Employee: Clucas, Ian (dropdown)
- Out of Team:
- Service User: (dropdown)
- Type: Archie Pelago (dropdown)
- Start Time: 04/04/09 09:00
- End Time: 17:00
- Duration: (text field)
- Notes: (text area)

The browser window shows the URL: <https://secure.intrelate.com/thistlewip/home.asp?sS=446168086&mOp=18>. The status bar at the bottom of the browser indicates 'Internet | Protected Mode: On' and '100%' zoom.



# Some Devilish Detail...

- Holidays and Absence Management

[Choose Employee](#)  
[Dates of Holiday](#)  
Shift Details  
[Done](#)

**Shift Details** 3 of 4 >

[<<](#) [Next >>](#)

Select the days when the employee would normally work a shift during this period:

22/01/2009 [Thu]	<input checked="" type="checkbox"/>	29/01/2009 [Thu]	<input checked="" type="checkbox"/>
23/01/2009 [Fri]	<input checked="" type="checkbox"/>		
24/01/2009 [Sat]	<input type="checkbox"/>		
25/01/2009 [Sun]	<input type="checkbox"/>		
26/01/2009 [Mon]	<input type="checkbox"/>		
27/01/2009 [Tue]	<input type="checkbox"/>		
28/01/2009 [Wed]	<input checked="" type="checkbox"/>		

and enter the start and end times for those shifts:

From  To

then click Next >> to create the Holiday record

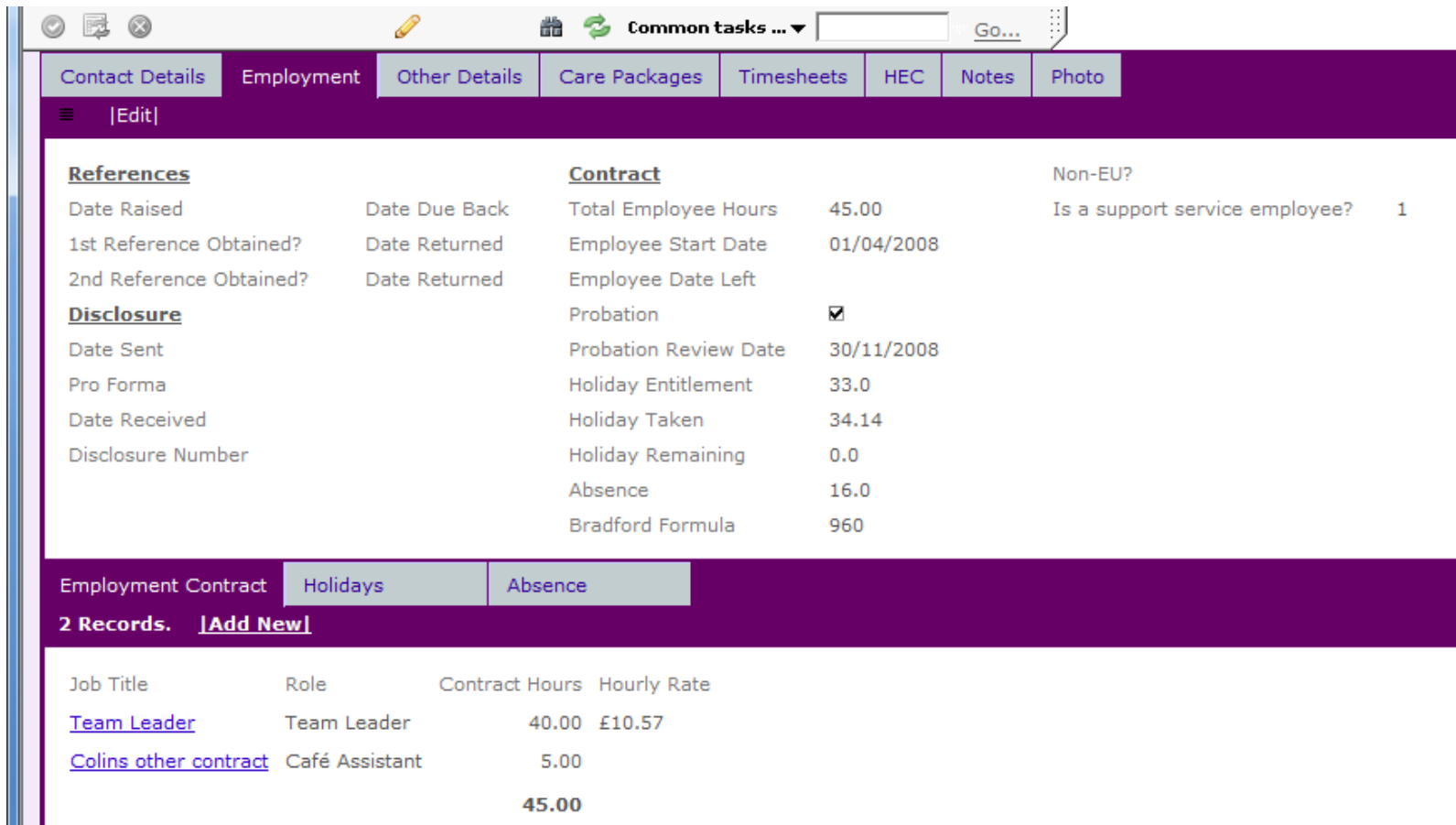
[<<](#) [Next >>](#)

[Choose Employee](#) > [Dates of Holiday](#) > **Shift Details** > [Done](#) > [Back Home](#)



# Some Devilish Detail...

- Staff with Multiple Employment Contracts



The screenshot shows a web application interface with a purple header and navigation tabs. The 'Employment' tab is active, displaying a form with various fields for employee details and contract information.

**Navigation Tabs:** Contact Details, Employment, Other Details, Care Packages, Timesheets, HEC, Notes, Photo

**Form Fields:**

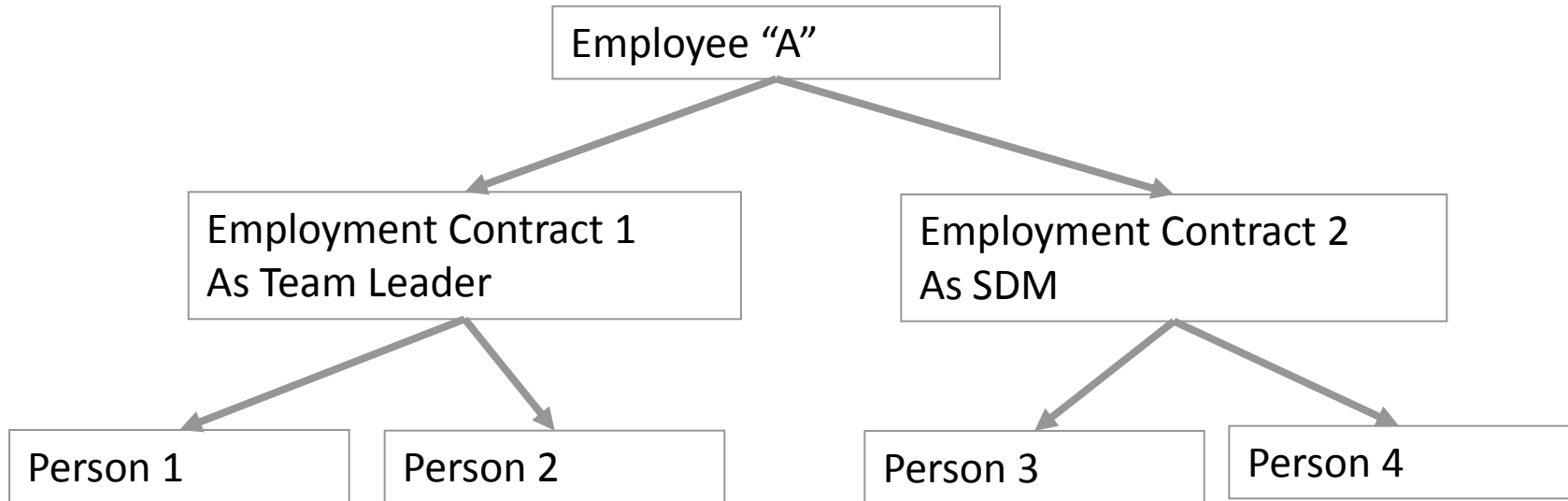
- References:** Date Raised, 1st Reference Obtained?, 2nd Reference Obtained?
- Contract:** Total Employee Hours (45.00), Employee Start Date (01/04/2008), Employee Date Left, Probation (checked), Probation Review Date (30/11/2008), Holiday Entitlement (33.0), Holiday Taken (34.14), Holiday Remaining (0.0), Absence (16.0), Bradford Formula (960)
- Other Fields:** Non-EU?, Is a support service employee? (1)

**Summary:** Employment Contract, Holidays, Absence. 2 Records. [Add New](#)

Job Title	Role	Contract Hours	Hourly Rate
<a href="#">Team Leader</a>	Team Leader	40.00	£10.57
<a href="#">Colins other contract</a>	Café Assistant	5.00	
		<b>45.00</b>	



# Multiple Contracts...



- A Rota for the Employee
- Rotas for the supported People
- 4+ Individual Budgets
- A payroll record
- An HR record



# Some Devilish Detail...

- Carry Forward Hours

Home > Timesheets > Timesheet - Review Timesheets > Timesheet - Review Timesheets Monday

**Search Results**

3 Records.

Employee	Service User	Week Ending (SUN)	Status	Sleepovers	On Call	Contracted Hours	Actual Hours	Prev Carry Fwd	Overtime To Pay	Curr Carry Fwd
<a href="#">Etchells, Colin</a>	Pelago, Archie	12/07/2009	Send To Payroll	0	0.00	35.15	40.00	-9.15		4.85
<a href="#">Etchells, Colin</a>	Pelago, Archie	26/04/2009	Send To Payroll	0	0.00	35.15	60.00	-34.00		-9.15
<a href="#">Etchells, Colin</a>	Pelago, Archie	19/04/2009	Send To Payroll	0	0.00	37.00	30.00	-24.00		-34.00



# The Solution

- In addition the solution HAD to be:-
  - Flexible (need for local differences)
  - Easy to Use
  - Accessible (office or home)
  - Secure
  - Reliable



# Implementation

- Fun...
  - Involvement of Team Leaders, Service Development Managers, Directorate
  - Testing and pilot phase on going...



# In addition...



# In addition...

Finance

Resources

- Budget Creator additional benefits...
  - Scenario Planning – “What if....?”
  - Deal planning – “The walk-away price is...”
  - Direct Payment self service



# In addition...

Compliance

Outcomes

- Record Risk Assessments, Incidents, Accidents
- Employment & Training records (CRB, etc)
- Service User “Folder”
- Path and Outcome recording



# Future...



- Other services fit within the model – all can be reported on together



Thank you

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