



**May 2014**

## ***Transfer Review Programme Code of practice***

### **Purpose of the code of practice**

Following engagement with Health and Social Care Trusts (Trusts) in Northern Ireland and disabled people and their organisations, the Independent Living Fund (ILF), and the Department of Health and Social Services and Public Safety (DHSSPS) have co-produced this code in order to promote best practice to support the effective transfer of ILF users in Northern Ireland to new support arrangements from July 2015.

The code relates to the work required to undertake the Transfer Review Programme for the period up to July 2015 and it is acknowledged that its delivery will be in parallel with the DHSSPS planned consultation on the future of ILF user's post 2015. The code will be revisited once the outcome of this consultation is completed.

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

### **Key principles**

#### **1. Commitment to personalisation, inclusion, and choice and control**

Throughout the process all parties will seek to demonstrate a commitment to the underlying principles of personalised care and support. There will be a high level commitment to maintaining choice 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, DHSSPS, HSCB and Trusts collaborate and work in partnership with service users and relevant advocacy organisations 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 30 June 2015.

### **3. Open communication**

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.

### **4. Designated support**

In order to facilitate the management of the programme, the ILF and Trusts will have in place a named point of contact to manage relations between the ILF and each Trust, 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 Trusts.

### **5. Commitment to joint reviews**

To aid the transfer process the ILF and Trusts 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 July 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 Trusts. This will facilitate collaboration and enable full participation in the programme by Trusts.

### **6. Advice and advocacy**

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

### **7. Direct payments\Self Directed Support**

The transfer review process provides an opportunity to align ILF funding with Direct Payments. 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 choice and control over how their care is provided whatever arrangements are put in place in Northern Ireland to support them beyond July 2015. Users should be informed of what options and support are available locally.

## **8. Provision from July 2015**

Transitional arrangements need to be in place from 1 July 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 an issue 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.

## **9. Data sharing**

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

The ILF will need to monitor the transfer of information to the relevant authorities. When information is transferred to Trusts 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.

## **10. Monitoring and evaluation**

The ILF, Trusts and the HSCB, with support from the DHSSPS will work in conjunction to ensure that there is a system in place to evaluate the effectiveness and progress of the programme. Any evaluation will naturally 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 Trusts should work in conjunction to resolve any concerns raised and provide a rapid resolution of any issues that arise.

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