



Change Request Form

Document Type	Change Request Form – Personal Budget Support Service
Programme Name:	Adult Social Care Transformation and Future Northants
Audience for this document	
Joint Implementation Board, Joint Implementation Executive and Shadow Executives	
Purpose of this document	
The Change Request Form is a form used to submit a request for a change within the Programme. All changes to scope should be documented on a Change Request Form, and authorised by the Programme Board, Programme Manager – Day 1 Assurance, Joint Implementation Board and relevant stakeholders.	

Version History			
Date	Version	Author	Brief Comments on Changes
12/10/20	1-3	Ashley Leduc	To propose that the Personal Budget Support Service (PBSS) is hosted by the North Authority for longer than 12 months - Provider
16/11/20	4	Martyn Cockram	Document Updated
16/11/20	5	Martyn Cockram	Document Updated after conversation with day 1 Programme Manager
17/11/20	6	Martyn Cockram	Further minor amends following conversation with Day 1 Programme Manager

Distribution (For Information, Review or Approval)	
Name	Resp (1)
Ashley Leduc	R

Katie Brown	A
Day 1 Future Northants Programme Manager	A
Martyn Cockram	I

(1) Responsibility: R=Review, A=Approval, I=Information

Document Approval	
Date	Who
25/11/20	Programme Manager – Day 1 Assurance

1. Description of Requested Change

The existing proposal for PBSS is that it is hosted in the West for less than 12 months. It is proposed that the Personal Budget Support Service would be hosted by the North Unitary authority for more than 12 months and deliver services for the West Authority as well. The service was once an external team that were TUPEed into NCC in 2016, and were previously based in Corby.

Area	Key impacts of Change
Staffing	The staffing numbers can remain the same as is now without significant additional investment.
Processes	The West authority would be able to access the Personal Budget Support Service as normal.
Locations	It is assumed that the team will remain at One Angel Square from vesting day, however, should the staff be required to move to another location in the North, this would be doable as the majority of the staff live in the North.
Systems	While Information Governance needs to be checked, it is assumed that the existing SAGE system would be used as currently is, without the need to separate the data.



2. Purpose of Request

The size of the team is small and is able to manage the holding accounts for approximately 900 vulnerable service users. To disaggregate at this point would result in a loss of economies of scale, therefore, requiring significant staff cost investment to remain sustainable.

This proposal also ensures that there would be a seamless transition into Unitarys from vesting day ensuring that vulnerable service users receive their care. As there are payroll duties attached to this service, it is important that statutory duties continue to be made.

3. Likely Impact of Requested Change

Area	Key impacts of Change
Staffing	The staffing numbers can remain the same as is now without significant additional investment.
Processes	The West authority would be able to access the Personal Budget Support Service as normal.
Locations	It is assumed that the team will remain at One Angel Square from vesting day, however, should the staff be required to move to another location in the North, this would be doable as the majority of the staff live in the North.
Systems	While Information Governance needs to be checked, it is assumed that the existing SAGE system would be used as currently is, without the need to separate the data.

- Communications to customers would need to be very clear as a West Northamptonshire service user may become confused by the North providing the service
- The team would need access to both North and West Eclipse systems to be able to manage work referrals.
- North and West may not agree on future processes or service performance.



4. Impact of *not* implementing Requested Change

The size of the team is small and is able to manage the holding accounts for approximately 900 vulnerable service users. To disaggregate at this point would result in a loss of economies of scale, therefore, requiring significant staff cost investment to remain sustainable.

5. Additional costs of implementing Requested Change

Capital Costs	
Revenue Costs	
Benefit Costs	

6. Additional Benefits