

BRIEFING NOTE

TO: Social Care and Inclusion Scrutiny and Performance Panel

DATE: 11 February 2010

RE: Personalisation and Self Directed Support

Purpose

The main purpose of the report is to further explore personalisation and its impact for Walsall citizens, and to give context to item 8: the report of the personalisation working group.

The story so far

Personalisation is about people being in control of the support and services they need. The directorate's People First team has been working since autumn 2008 on the personalisation of adult social care in Walsall. Their activity and efforts have been informed by a range of inputs, national, regional and local.

Self directed support (SDS) is the new way of delivering social care, which allows people to choose the support they receive for themselves, giving them choice and control. People who use services, and their carers, are offered a personal budget to spend on meeting their needs, in a way that best suits them.

Personalisation and SDS are being developed by all local authorities with social care responsibilities in England, but each is tailoring its approach to local needs and circumstances. The government has said that all local councils must be offering services in a more personalised way by 2011.

The introduction of self directed support necessitates a totally new operating model for social care. A sub group of the People First team, with others, is now concentrating on the design and delivery of this new operating model and its constituent parts for adult social care in Walsall. The proposed Walsall model can be seen in diagrammatic form with explanatory notes at appendix 1.

The team have a detailed plan with a formal programme management approach to ensure we are able to meet the timescales we have been given by the Department of Health.

The SDS team have already done a lot of work on the several projects in the SDS programme, including:

- Engagement of other council directorates, other public services and with the third sector to make their services accessible to people with social care needs.
- Opening of our response centre at Streets Corner which is helping callers with advice and signposting.
- Development of our website and other public information to offer a wide range of information on sources of support and directories of available services.

- Through the response centre our staff can implement a range of simple services to meet immediate needs without assessment. These include some simple equipment, telecare and meals.
- The brokerage team based at Streets Corner arranges care and support for service users who require help.

Progress has also been made on developing;

- The self assessment questionnaire (SAQ) which will be designed to continually look for opportunities to promote independent living.
- A resource allocation system (RAS) which will translate people's self assessed needs into the sum of money for their personal budget.
- A reviewed charging policy to ensure fairness.
- The support plan document, which is currently being piloted by the assertive review team.

More work is planned to continue to explore and develop self directed support for Walsall, and continued arrangements for engaging the panel would be beneficial.

Recommendations

The panel is recommended to agree their continued support for the self directed support and personalisation agenda through the continuation of the personalisation working group.

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