

NORTH YORKSHIRE COUNTY COUNCIL**CARE AND INDEPENDENCE OVERVIEW AND SCRUTINY COMMITTEE****4 NOVEMBER 2010****UPDATE ON IMPLEMENTATION OF SELF-DIRECTED SUPPORT****Report of the Corporate Director – Adult and Community Services****1 Purpose of the report**

1.1 To update the Care and Independence Overview and Scrutiny Committee of developments on the implementation of self-directed support.

2 Background

2.1 Self-directed support is the system by which North Yorkshire County Council (NYCC) delivers personalised adult social care. Self-directed support sits within the personalisation framework, the objective of which is to enable all adults to live independently.

2.2 NYCC is committed to implementing self-directed support by the 2007 national concordat *Putting People First* between the Department of Health and the Local Government Association. It is known in North Yorkshire as “Your Support Your Way”

2.3 The Local Government Association and Department of Health have published a series of milestones local authorities are expected to achieve towards implementing self-directed support. This includes that 30% of eligible service users have a direct payment and/or a personal budget by April 2011. These milestones are included in NYCC’s project plan for the implementation of self-directed support. All authorities need to report on their progress quarterly.

2.4 The implementation of NYCC’s self-directed support project plan is overseen by the Self-Directed Support Project Board, which is chaired by the Head of Self-Directed Care and Transformation. The Project Board regularly reports to Adult and Community Services (ACS) Management Board.

2.5 Further information on “Your Support Your Way” is available on the NYCC intranet and internet.

3 Your Support Your Way process

3.1 Following training all staff have been using self-directed support processes and paperwork since the start of 2010, when self-directed support became the standard method by which all new eligible people for social care receive support from ACS.

3.2 The process was piloted in five assessment teams for pre-existing clients who are having their support arrangements reviewed and/or reassessed, and has been extended to the remaining assessment teams from 1 October 2010.

3.3 As a result of feedback from staff, and in order to make our systems as efficient as possible, we are currently consulting on a streamlined process to be used with people who only require a simple service such as equipment, telecare or hot meals, which should result in a quicker and more efficient response. It is anticipated that this will be introduced before the end of the year.

4 Evaluation of feedback

4.1 We have consulted widely about this new way of delivering social care, and have produced an Initial Evaluation Report summarising the feedback we received from people who receive support, staff and carers groups. This feedback was gathered through questionnaires, face-to-face individual interviews, and group discussion. As a result of the feedback received, several changes were made to our processes and we have publicised some positive examples of how people have imaginatively used their Personal Budgets to improve their quality of life. These can be found on the website. This is an ongoing process of seeking feedback to ensure that the comments and information we receive help us improve the way “Your Support Your Way” operates.

5 Communication and engagement

5.1 A communications and engagement strategy has been developed and is available on the internet. The strategy outlines the approaches to be adopted to ensure that all key stakeholders understand our work, the key messages involved and our commitment to engage with the community to obtain their views and feedback in order to inform our decision-making.

5.2 A leaflet outlining the steps involved in “Your Support Your Way” has been produced after consultation with user-led groups and the learning disability partnership boards. Publicised in regular and easy-read versions, the leaflets have been widely distributed throughout the county and are available on the website.

5.3 An information event for independent providers was held in June 2010 and further events are planned early in 2011 for NHS staff and the voluntary sector.

5.4 An information event was held in March 2010 for integrated mental health managers from NYCC and partner NHS organisations. Feedback from this event helped in developing the project team’s approach to the rollout of self-directed support in mental health, work on which began in the summer.

5.5 The *Putting People First* newsletter is circulated to staff, providers and other stakeholders and gives progress updates on the implementation of self-directed support.

6 Support Brokerage

6.1 The support provided to individuals in taking control of their funding has an important part to play in the overall success of self-directed support. Whilst there have been some encouraging examples of creative support plans in North Yorkshire, in most cases people are choosing to have their plans devised and managed by their support worker. Some of the lack of creativity is related to lack

of knowledge about what is available in the community, and we are currently developing a countywide directory of service to include free and low cost up to higher cost. This is building on the existing Talis Engage website, and could be accessed not only by people in receipt of social care funding, but also if they are in receipt of other services from NYCC or self funding their own care.

6.2 So that we are able to offer people a choice in relation to the assistance they can have to plan and arrange their support, we are looking at a range of options for providing a support brokerage service. In addition to supporting someone to identify and assess their own support needs and find out what resources and services are available, this might include supporting someone to:

- Encourage and develop informal support
- Organise and manage their support including helping them to manage their obligations and responsibilities in relation to their budget
- Review and adapt the support over time
- Help the person to speak up for themselves or where necessary to speak up on their behalf.

6.3 There are a range of different approaches to brokerage to consider; it could be provided by friends/family, existing local networks, user-led organisations, or independent brokers. We have been researching the models adopted by other local authorities, particularly focusing on more rural ones, to help us develop a model that is tailored to the requirements of North Yorkshire. Recommendations on the model to be adopted will be made before the end of the year.

7 Recommendations

7.1 The Committee is asked to:

- a. Note the Update on Implementation of Self-Directed Support Report; and
- b. Receive ongoing reports of progress

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