



Healthier Communities and Adult Social Care Scrutiny Committee

Update on Self Directed Support and Personalisation

What are we going to cover?

- A reminder: What is Self Directed Support
- What have we done in Sheffield?
- Achievements
 - Choice & Control
 - Process Redesign
 - Market Development
- What impact has it had?
- On-going Challenges
- How do we compare to other authorities?
- What next for personalisation in Sheffield?

A reminder: What is Self Directed Support?

- The approach we take to support people to have control and make decisions about their life
- Enabling people to choose their own support
- Working together to decide how the person's needs can be met
- Giving people control over their lives and the support they receive by telling people up front how much money they are entitled to in order to plan their support and life. (a personal budget for people with critical or substantial needs).
- Maximizing all that is available to a person including help from family, friends and the local community
- It is about people in Sheffield having a good life, being happy, safe and well

What have we done in Sheffield? Headlines

- Changed how the system works so that after a person's needs are assessed, they are given an allocated an 'indicative budget' within which they can plan
- People are supported to work out how they want their needs to be met, within their indicative budget. Either by an independent planner or a member of assessment and care management
- People can choose to plan with family/friends to work out how to meet their needs – or do it by themselves if they prefer. There are tools available to support people to do this
- The support is then put in place, either arranged by the Council or through a Direct Payment when the funding is transferred to the individual
- The system has been designed to give people control and keep them safe, while preventing abuse of the freedom

What have we achieved? Choice and Control

- Development of options for the management of people's personal budgets which gives them different levels of control and provides accountability for the Council
- Progress towards a culture across the portfolio where change is coproduced by the Council and citizens of Sheffield. Developed a co-production framework and have developed tools, resources and guidance in a coproduced way and have started to embed this approach into business as usual.
- Increased proportion of people with Personal Budgets. Currently there are 8,208 people in Sheffield with a Personal Budget, which is 63.11% of those eligible for services.
- Increased the proportion of people with Direct Payments. Currently there are 3,030 people in Sheffield who have a Direct Payment, which is 23.3% of those eligible for services.
- Developed a broad range of information and advice for support workers and people with a personal budget. These include; Employee Handbook, Coaching and Mentoring Handbook and a DVD
- Progress towards a single Resource Allocation System that generates indicative budgets for people to plan their support, putting people in control and ensures a fairer allocation of funding.

What have we done? Process Redesign

- A process to support people to get consistent support from social care across all services
- A process of person-led assessment where individuals can express their needs in their own words
- Introduction of the Support Planning process which helps people to understand their choices and consider using more community based options to meet needs.
- Developed a process where decision making is closer to the person and created systems and tools to enable transparency in relation to decision making and ways that the person can challenge decisions made about their needs and support without having to go through the complaints process.
- A different focus on workforce development to support the delivery of personalisation

What have we done? Market Development

- Development of the external support planner market which engages the voluntary, community and independent sectors in support planning and encourages people to consider more creative ways of planning their support. 1,839 support plans done externally in 2012/13.
- Promote diversity and innovation in the external provider market through the Provider Innovation Fund
- Supported the development of the provider market through Help Yourself Database and Connecting Sheffield and by establishing the Recognised Provider List
- Framework agreement for care and support
- Establishing on on-going partnership with providers, educational establishments and citizens to support stakeholder development
- Established training programmes in personalisation relating to care/ support and support planning that were delivered to internal and external workforces
- Developing the eMarketplace project within the Business Systems & Information Programme.

What have been the benefits?

The benefits to individuals are:

- I have high quality support that is directed by me and is responsive to meet my needs.
- I have the right amount of choice and control to plan and change my support when I need to.
- I have access to a range of support that helps me live the life I want and remain a contributing member of my community.
- I am supported in my role as a carer and have the right amount of flexibility and choice to care for the people in my life.
- I can get involved in work with the Council to change the way they do things.

The benefits to the organisation are:

- Professional time for delivering services (Self Directed Support) is focussed, efficient, and with no unnecessary delays for the customer.
- Financial savings for budget planning and reinvesting in reablement and prevention.

What impact has it had?

- It's changed people's lives - allowing them to be more independent and happier
- The appendix gives 2 stories on how it has changed people's lives, These are just 2 of the 8,000+ people across Sheffield who now have more control over their lives
- Growth in employment opportunities for personal assistants and support planners.
- It doesn't just help people who receive care – also supports family, friends and carers

What impact has it had?

Extract from DVD

How do we compare to other authorities?

- Above the national average direct payment figures
- Better offer for older people
- Risen to the challenges in applying within mental health world.
- Increased use of community options
- Other authorities in the region are very interested in our approach to support planning, Individual Service Funds and Direct Payments support service
- Genuine culture change
- Taking us longer to reach the national targets

On-going challenges a long learning curve.

- Simplifying the communications.
- Culture change
- Consistent quality and assuring this.
- Leaner processes
- Timeliness
- Responsiveness
- Switching infrastructure resources for the increase in direct payments and less traditional contract arrangements.
- Getting the balance between freedom to choose and setting boundaries for managing risk, safety and financial probity.
- Partnership approach across the city to budget challenges

What next for personalisation in Sheffield?

In Adult Social Care:

- The Council continues to be committed to the principles of personalisation
- Are now moving from a programme of change, to permanently embedding our experts into the adult social care service
- Build the ongoing measurement of benefits into performance monitoring arrangements
- Working closely with senior managers to look at innovative ways we can support people while Council budgets reduce
- Continuing work towards greater consistency between the services
- Continue to help managers drive up quality

What next for personalisation in Sheffield?

Elsewhere in the city:

- Personal Health Budgets
- Quality Assurance and practice development framework
- Individual service funds
- Just enough support
- Developments to the resource allocation process
- Leaner processes
- Work with Children's Social Care?
- Other services and areas?

Personalisation within the context of prevention, promoting independence, and greater use of universal services and local communities.

Any questions or comments?

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