

SURREY COUNTY COUNCIL'S LOCAL COMMITTEE - TANDRIDGE**Friday 5 December 2008****Place:** Council Offices, Oxted**Time:** 10:15 am**Organisation:**

Surrey County Council, Self Directed Support Team

Attendees:

David Lenihan – Director for Self Directed Support

What role does your organisation play in improving community Health?

Promoting and delivering the new Self Directed Support service on behalf of Surrey County Council

General Summary of Self Directed Support:

In Surrey and across the country, people are rethinking the ways in which councils provide assistance to people who need support. This has come about through the recent Government White Paper called ['Our Health, Our Care, Our Say'](#) stating people need more control and independence over the care that they receive. As an outcome, a new process is being developed called Self-Directed Support (SDS) which will enable individuals (service users and carers) to have more choice and control over the services they need.

Self-directed support is part of a drive away from the one-size-fits-all model to make personalisation the cornerstone of public services. This includes a strategic shift towards early intervention and prevention. The policy is outlined in the recent Department of Health paper [Putting People First: A shared vision and commitment to the transformation of Adult Social Care](#).

Self-directed support aims to streamline the way we work, to provide better services for people who need social care and improve how we work with suppliers. It gives us an opportunity to think more innovatively about how social care services are delivered without increasing the costs, and will help effectively manage resources in the face of increasing demand arising from demographic pressures. Half of Surrey's population is aged 50 or more, and the number of people aged 85 is set to double over the next 20 years.

How does self-directed support work?

Through self-directed support, people who are eligible for social care services can organise their support either independently or with a care manager, carer, advocate or broker of their choice. They receive an individual budget, following an assessment, to pay for their care.

The first step is to get a Self/Supported Assessment Questionnaire (SAQ) completed. This defines the level of support needed. The questionnaire can be completed with help from a number of different groups and will be reviewed by a care manager. After this, the Resource Allocation System (RAS) works out how

much money should be put into the Individual Budget (IB), and whether further specialist assessment is required.

The individual can now develop their support plan based on their indicative budget and decide who they want to assist them in doing this, e.g. a carer, care manager or broker. Brokers will be in place to help service users and carers develop support plans and arrange services. They will also be able to provide training and support to help others (friends, family, carers) with the development of support plans and managing services on an ongoing basis. The Council is working with voluntary groups to develop the brokerage role. It's important to note that people will also still be able to ask the Council to find and procure their services for them if they choose not to opt for the new choices available to them.

A care manager will sign off the support plan and make sure it is appropriate, will deliver the desired outcomes and meets the individual's eligible needs. A review and monitoring process will take place after the support plan has been put into action. This system is currently being developed.

Rolling out self-directed support

We started a controlled rollout of self-directed support in Surrey in June 2008. This is helping us to develop the processes and tools with people and understand how self-directed support works in Surrey. We have currently rolled out self-directed support in Godalming, Epsom, Ewell, Banstead and Runnymede for older people and people with physical and sensory disabilities. We also have one to three care managers involved in each of the teams dealing with people with learning disabilities.

Joint training sessions with care managers and people from the voluntary and community sector have been held. The involvement of the voluntary and community sector is crucial in the rollout of self-directed support. Individuals can contact a range of organisations if they want further support – these include: Advocacy Partners, Age Concern, Alzheimer's Society, local carer support networks, Just Advocacy, Social Information on Disability and Surrey Independent Living Council.

As of November 2008, 65 people have completed an SAQ, 49 people have received their RAS and 16 people have completed a support plan. More people are engaging in self-directed support as we speak and the numbers are anticipated to increase significantly towards the end of the year.

Aspirations for the Future:

The Council will be continuing with the rollout in a number of areas across Surrey with the stage four of the rollout starting in Reigate, Redhill and Horley in December. Alongside this, there is a programme of workshops and seminars for individuals, staff, the voluntary and community sector and other key stakeholder groups. These events are important in informing and engaging all the different sectors.

Rolling out self-directed support across the county helps us to develop the new tools and it will be a period of transition from the current system to the new one. A full change to self-directed support will not be agreed until the system has been tested and seen to work in Surrey. A report will be completed and go to the Executive next year. It will outline the impacts that self-directed support will have for the Council and service users.