Brokerage and Self-directed Support

6th September 2012
Welcome

Catherine Garrod

Providers & Personalisation
Support Brokerage

The Department of Health in England defines **Support Brokerage** as:

‘the term used to describe the range of help given to people who have an Individual Budget.’
Brokerage Services support individuals to

- Understand options
- Make informed choices
- Plan support
- Arrange support
- Recruit Personal Assistants or
- Negotiate support from a Support Provider
- Manage Budget
Social Care (Self-directed Support) (Scotland) Bill

Local authorities must offer 4 options:

**Option 1** The person receives a Direct Payment – full control of the Individual Budget.

**Option 2** The person chooses the support they want but the budget is managed by a third party.

**Option 3** The local authority selects, arranges and manages the support.

**Option 4** The person chooses a mixture of the above options.
SDS Bill

• Duty on local authorities to offer choice to individuals receiving support.

• More individuals will require help with planning support and managing budgets

• Create greater demand for Brokerage services.
Key Questions

• Who should run Brokerage services?

• How should Brokerage be funded?

• What do we want for Scotland?
My Budget Brokerage

Juliann Hall, Autism Plus
Kim Hanson, My Budget Brokerage
"My Budget Brokerage"
Why brokerage?

• Autism Plus historically has a strong grounding in user centred services
• Recognition of strategic importance of the wider personalisation agenda
• Fitted with core values
• Desire to innovate
• Driven by feedback from service users and carers
• Opportunities for collaboration
Why provider-led?

- Management of financial risk
- Established track record on quality and contract compliance
- Extensive knowledge of service user group
- Extensive knowledge of region
- Operates with independence
- Long term plan to establish independent brokerage service
My Budget Brokerage Services

- Support Planning
- Transitions planning
- PA support/ training
- Managed account
- Payroll
- Short breaks planning
- Support planning training
- Assistive technology
- Consultancy
- HR support
Funding

- Personal budgets
- Self funders
- Grant funding
- Local authority contracts

Forecasting is a challenge due to variation in implementation across local authorities and user groups
Challenges

- Recruitment of staff with both the knowledge and skills to deliver the service
- Legal aspects and management of risk
- Marketing and need for face to face marketing
- Resistance to provider-led brokerage
- Lack of understanding of Self Directed Support
- Securing funding and managing the financial risk
Challenges

• Temptation to over deliver!
• Managing potential conflicts of interest
• Slow pace of implementation in some local authority areas
Benefits and opportunities

• Deliver significant outcomes for service users
• Influence and drive the pace of change
• Opportunity for innovation
• Gain insight into emerging trends in terms of what users wish to purchase
• Drive wider organisational commitment to personalisation
Benefits and opportunities

• Develop opportunities for partnership and collaboration

• Expansion into new geographical areas, new areas of service provision or new user groups.
Marketing/ competition

- Importance of knowing service users group
- Importance of local/regional knowledge
- Large contractors
- Self employed support planners
- ‘Choice and control’
- e-marketplace model
- Face to face marketing
Benefits: Service Users

• More control
• More independence
• Wider choice
• Increased standards of care and support
• Joined up services
• Less bureaucratic
• Life changing
Carers

• One point of contact
• Increased choice
• More control over quality
• Peace of mind
Providers

- Larger marketplace
- Insight into emerging trends
- Opportunities for expansion due to removal of formal tendering process
- Less restraint on services offered
- Opportunities to innovate
Who is best placed to provide brokerage?

• Service users require a range of choice
• Advantages in all models
• Disadvantages in all models
• Regulation required in the short term
• Importance Framework Agreements and Preferred Provider lists
Case studies

- Alberts story
- Lindas story
Any questions?

“ My Budget Brokerage ”
Self Directed Support Scotland

Jess Wade, Manager
Self Directed Support Scotland

Funded by, but separate from, the Scottish Government

A national membership organisation which actively promotes **Independent Living** by supporting, working with, and championing the aims of self-directed support

Disabled People’s Organisations.
The origins of self-directed support

The Independent Living Movement

“Independent Living means disabled people of all ages having the same freedom, choice, dignity and control as other citizens at home, at work and in the community. It does not mean living by yourself or fending for yourself. It means rights to practical assistance and support to participate in society and live an ordinary life”

Independent Living in Scotland (ILIS), 2008
The Independent Living Movement

The 14 Rights:

- Full access to the environment
- Accessible transport
- Aids and equipment
- Accessible housing
- Personal assistance
- Inclusive education and lifelong learning
- Income – enough to live on
- Equal opportunities for employment
The Independent Living Movement

The 14 Rights (continued):

• Accessible information
• Advocacy
• Peer support
• Accessible healthcare
• Communication support
• Civic, social and judicial participation

Freedom, choice, dignity and control
The role of Self Directed Support Scotland

• Raising awareness of self-directed support
• Offer training and resources
• User-led organisation
• Supporting and working with Local Authorities
• Supporting members
• Supporting and developing new/emerging Disabled People’s Organisations
Disabled People’s Organisations

DPOs are user-led organisations, i.e. the people who the organisation represents or provide services to, have a majority on the Management Committee and there is clear accountability to the people who use the service.
Our full members (so far!)

- Lothian Centre for Inclusive Living
- Glasgow Centre for Inclusive Living
- Ayrshire Independent Living Network
- DICE (Dumfries and Galloway)
- South Lanarkshire SDS Network
- Forth Valley Direct Payments Support Service
- East Dunbartonshire Direct Payments Support Service
- Direct Payments Support Service Angus
- Direct Payments Support Service Dundee
Associate members

• Headway
• Independent Living Project Orkney
• PAMIS
• Penumbra
• Shetland Citizens Advice Bureau
• The Richmond Fellowship
• Tagsa Uibhist
Standards of Disabled People’s SDS Organisations

- Work within the Social Model of Disability and under the philosophy of the Independent Living Movement
- Peer support based
- Recognise that carers have their own needs and requirements as carers
Who can Disabled People’s SDS Organisations work with?

Disabled People’s SDS organisations can support **anyone who is eligible for self-directed support.**

Including:

- Disabled people
- D/deaf, deafblind and hard of hearing people
- People with mental health problems
- People with learning difficulties
- Older people
- Parents of disabled children
- People acting on behalf of those without capacity
What Disabled People’s SDS Organisations typically do

• Often not referred to as brokerage
• Provide independent, impartial information
• Peer support
• Support to prepare for assessment
• Independent information on SDS, including SDS options, implications, individual budget
• Help develop, agree, and review support plan
What Disabled People’s SDS Organisations typically do

• Help with organising and managing support, e.g. choosing a service provider/agency, purchasing equipment, recruiting and employing Personal Assistants

• Payroll support

• Managing Individual Service Funds (when offered!)

• Learning and training opportunities
Why User-Led?

• Develop appropriate and effective support
• Genuine understanding
• Real experience
• Peer support is an effective way to build confidence and provide practical advice
• Impartial and independent of providers and local authorities
Why User-Led?

Experience of direct payments indicates that support “is more likely to be successful if it is provided by organisations controlled by disabled people or people who use social care services” (Glasby and Littlechild, Direct Payments and personal budgets, putting personalisation into practice p187, The Policy Press 2009).
So What?!

- Facilitate genuine choice through knowledge and understanding
- Facilitate genuine choice through peer support
- Facilitate genuine choice through practical support and assistance
- Facilitate genuine choice through training and confidence building
Case Study: **DICE**

**Direct Inclusive Collaborative Enterprise** is a service-user-led community interest company set up to help people access and make the best use of Direct Payments and Individual Budgets. The directors of **DICE** have all managed the delivery of “traditional” care services, as well as all having been on the receiving end of it, or have cared for someone who has. This experience makes them passionate in their desire to make SDS work.
Case Study: DICE

• **DICE** works with all people (of all ages) who are entitled to SDS.
• This includes: older people; people with physical impairment, sensory impairment, learning difficulties or mental health problems; people with addiction issues; families and carers (including young carers).
Case Study: DICE

- Support with self-assessment
- Following indicative budget, help to produce a support plan detailing how the money will be used
- Support in setting up bank accounts, payroll, trusts, and recruiting and managing PAs
- Peer mentorship
Case Study: DICE

• **DICE** can support people to manage their money (but will never have access to it).

• Aim to help people become as independent as possible, but if someone is not able, or does not wish, to be a money manager then we offer the appropriate level of support to make sure the money flows as it should (including managing PAYE).

• If someone is unable to manage his/her own money, or if the risk of abuse of the money is too great, **DICE** can support the creation of a trust to do this on behalf of the person. They can support a trust to get to grips with managing the money then, as with people who opt to manage the money themselves, step back.
Case Study: DICE

- Goes beyond signposting to appropriate services
- Get to know people they work with very well
- Appropriate level of support from applying for a budget to implementing it; as desired
- Own personal experience invaluable
- Marian available to answer questions!
Self Directed Support Scotland (SDSS)

4, PURE Offices
Bonnington Bond
2 Anderson Place
Edinburgh, EH6 5NP

info@sdsscotland.org.uk
www.sdsscotland.org.uk
Individual experiences of using Brokerage Services
Lunch break
Support Brokerage
Brokerage Services

- **Stage 1** Help to complete a **Self Evaluation Questionnaire** and receive an **indicative budget**.

- **Stage 2** Help to develop a **Support Plan**, explore how the person wants their support provided, their **individual outcomes** and how their budget will be used.

- **Stage 3** **Arrange the support** – help to recruit Personal Assistants or negotiate agreement with support providers.

- **Stage 4** Ongoing help to **manage budget** and complete relevant paperwork and records.
Different Models of Brokerage

Who:
• Provider-Led
• User-Led
• Local Authority
• Informal – family/carer
• Voluntary Sector or Private Sector

Issues to consider:
• Conflict of Interest
• Power
• Impartial
• Funding
• Values
Write a definition of Brokerage as a Tweet, in 140 characters or less.

There will be prizes for the Top Tweets! for the most original, innovative and concise definitions of Brokerage.

Write Your Name on Your Entry.
Workshops
Key Questions

• Who should run Brokerage services?
• How should Brokerage be funded?
• What do we want for Scotland?
Workshops

- Orange in the Mackintosh Room
- Green in the Baird Room
- Blue in the Watt Room
- Pink stay in the main hall
- Red stay in the main hall
Top Tweets

Competition Winners
• **Most creative** if we demand freedom and range for eggs, why not people? Indecision is a fact of life, choice is a right #brokeragecanhelp  Jude Currie

• **In 140 characters** A springboard to the life you want to live Val and AnnMarie (because we believe in co-production)

• **Funniest** taking stock and sharing for informed choice otherwise you don't know where to start- you go broke and you rage! Catherine Stephenson

• **Co-produced** Need support to navigate the world of SDS? Brokerage is like going on a journey with Christopher Columbus - you will discover new places and set new goals, we will take care of the manpower and admin- enjoy your journey! Andre Ramsay/Debbie Black

• **Food analogy:** A suite of services that enable you to select the ingredients you need to create your own unique support recipe Jacqui Reid
Feedback

Issues, Challenges, Opportunities
Quiz

• The slides that follow have some questions on them.

• You have 3 cards (A, B and C) on your table.

• Raise your card to vote!
• Points mean prizes.
Support Brokerage...

a) Enables individuals to make fully informed decisions.

b) Takes away control from individuals.

c) Can only be used by people who have fully capacity to make decisions.
The purpose of Brokerage is...

a) To support individuals to make informed choices, manage their budgets and plan their support.

b) To make money for the organisation.

c) For local authorities to keep control and make sure that individuals don’t waste their budget.
“The fundamental principles of XXXXXX are choice and control”

Is it...

- A) Personalisation
- B) Direct Payments
- C) Self- Directed Support
“The way in which services are tailored to meet the needs and preferences of citizens. The overall vision is that the State should empower citizens to shape their own lives and the services they receive”.

• A) Personalisation
• B) Direct Payments
• C) Self- Directed Support
A user-led organisation...

a) Is designed, controlled, managed and led by its service users.
b) Is an organisation that supports drug users.
c) Knows what’s best for the poor, tragic people it supports.
The purpose of Brokerage is...

a) To support individuals to make informed choices, manage their budgets and plan their support.

b) To make money for the organisation.

c) For local authorities to keep control and make sure that individuals don’t waste their budget.
Take a prize and pass along!
Thank you!

Please leave your completed evaluation forms.