



Self directed support



with personal budgets

Personal budgets are our 'day job'

The long journey of developing and piloting Cumbria's model for self directed support with personal budgets is coming to an end. It started back in May 2007 with the old in Control Total Project which in turn became the Self Directed Support Programme last year. Since November 2009 staff have been working hard to mainstream self directed support with personal budgets: to move it from a development programme to our normal business. Personal budgets are our 'day job' now and in the future.

On 19 March, members of the Directorate Management Team, the Integrated Management Team (which includes the County Managers) and the Self Directed Support Programme Board will meet to agree the hand over of the lead on self directed support with personal budgets from the Programme Board to the council's Operational staff. The 'product' of self directed support, with its procedures, systems, training and information has been developed. It is now about making sure this is consistently put into operation across the county.

The hand over meeting called 'The Day Job' will discuss the results of the evaluation of the implementation of self directed support with personal budgets (see elsewhere in this newsletter). It will also cover how future developments, such as personal budgets for carers and people with mental health problems, will be managed.

There is more work to be done, but we are clear that the thrust of this work is now about moving from pilot status to putting what we have into operation.

It has been a long haul with a lot of work carried out and the Programme Board would like to say a big **thank you** to all staff and colleagues in other agencies who have worked hard to make personal budgets happen.

February 2010

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Good practice examples

Now that self directed support with personal budgets is becoming established as mainstream practice we are starting to identify examples of good practice. These are very helpful in demonstrating how personal budgets make a real difference to service users and practitioners.

If you have some good practice examples you would like to share, please contact Knowledge Management team on 01228 227113 email knowledge.management@cumbriacc.gov.uk.

Evaluation of personal budgets: an update

Firstly, we would like to say a very big **thank you** to everyone - service users, carers and staff - who have given up their time to tell us their thoughts on how things are going with Cumbria's implementation of personal budgets. We have really appreciated your honesty and attempts to make constructive suggestions to improve the current system.

We have attended 7 team meetings, and over 100 staff questionnaires have been completed and returned. A review of 158 new referrals on IAS has also now been completed. In addition, we have received feedback from service users and carers from:

- a service user questionnaire sent to 300 service users; and
- the February meeting of the Self Directed Support User Consortium Expert Panel.

We are very pleased to now be working in partnership with 'Our Lives Cumbria'. They are a 'family leadership' organisation brought together through the 'North West Citizen Leader' and 'National Partners in Policymaking' programmes. 'Our Lives Cumbria' are supporting the collection and analysis of information in relation to the first milestone of *Putting People First*: "Effective Partnerships with People Using Services, Carers and Other Local Citizens". Our Lives Cumbria will be attending the 8 March meeting of the Expert Panel in Barrow to hear service users' and carers' views about Cumbria's approach to personal budgets. Further details about this are available from Liam Ryan on 01768 895242.

We are still in the process of writing up meeting notes and analysing all the feedback associated with this evaluation, but we plan to share the findings with you in the next issue of the Self Directed Support newsletter. Some key issues emerging have already been fed back and addressed, for example the functionality of the Integrated Adults System.

In response to some people expressing concern about constantly providing feedback but never hearing anything back, we will be developing a "You said, We will, You Can" document which will address each of the major issues that have been raised showing what follow up action we will take.

If you would like to contribute further to the evaluation or if you would like any additional information, please contact Catherine Beverley (catherine.beverley@cumbriacc.gov.uk, Tel: 01228 221584).

Provider update

Skills for Care are running a one day event for service providers on the future around personalisation. The event is at Rheged in Penrith on 15 March 2010. The event will include presentations and workshops on personalisation and service providers, Care Quality Commission new service standards and outcomes based commissioning. See the [Skills for Care website](#) for more details.

Care Sector Alliance Cumbria have organised a workshop on 3 March called 'HR challenges for personalisation'. The workshop will be facilitated by Helen Sanderson Associates. The workshop is full but if you would like to see copies of the notes of the day, please contact:

Julie Baillie
 Market Development Manager for Self Directed Support
 Telephone: 07825 430803 Email: Julie.baillie@cumbriacc.gov.uk

Service User and Carer Consultation

You will be aware that Self Directed Support is being implemented across Cumbria, but did you know the service users and carers can have a say in how it is developed?

Cumbria County Council Adult Social Care would like to know the views of people who will be affected by the changes; the Cumbria User Involvement Consortium is undertaking a county wide consultation for the next year on the views of users and carers about self directed support.



We would like to hear from any member of the public who has an interest in the development of social care, and are particularly keen to hear from anyone who uses social care day services or home care services or who cares for someone who does.

Please note that anyone with a professional interest in social care, for example NHS colleagues and service providers, can contribute to the development of self directed support through members of the [Self Directed Support Programme Board](#).

For those eligible to take part in our consultation there are a variety of ways to become involved:

Expert Panel

You can take part in one of our 'Expert Panel' meetings across the county. This is a forum for service users and carers to discuss important issues around self directed support with senior Adult Social Care managers who are responsible for developing the programme.

Meetings will be held across the county as follow:

8 March 2010 – Barrow

12 April 2010 – Workington

10 May 2010 – Carlisle

14 June 2010 – Kendal

5 July 2010 - Penrith

9 August 2010 – Ulverston

6 September 2010 - Workington

11 October 2010 – Kendal

8 November 2010 – Carlisle

6 December 2010 - Barrow

If you would like to take part in any of these meetings, please call Liam on either 01768 895242 or 07770 662416, or email uci.project@live.co.uk.

Individual meeting

We recognise that some people may find it difficult to attend or take part in open meetings, and can meet people individually if that is more comfortable. If you would like to arrange an individual interview, please contact Cathy Stubbs on 01228 601713 or email uci.project2@live.co.uk

Post or email

Alternatively, if you would like to participate by post or email, we can send you a questionnaire covering important topics; please contact as above.

Service User and Carer Consultation (continued)

What happens to the feedback?

The feedback we receive from any of the above options is forwarded to the managers responsible for self directed support. They will then take these views into account when making important decisions. We are an independent body working in cooperation with Cumbria County Council to represent user and carer views about these important changes.

We aim to give participants a good general knowledge of Self Directed Support and will provide relevant materials and information to help participants make informed decisions about the topics we discuss. All that we ask is that people taking part have an understanding of the needs and wishes of service users. Participants will not be asked any personal questions, and anything they choose to divulge will be treated with respect and in confidence. We will reimburse out of pocket travel expenses and provide refreshments at any meetings we hold. Your opinion matters.

How can I find out more?

To find out more, see our leaflet ['Self Directed Support - Have your say'](#) or contact Liam or Cathy at:

Liam Ryan
User and Carer Involvement Officer
ACT Building
Redhills
Penrith CA11 0DT
01768 895242 or 07770 662416
uci.project@live.co.uk

Cathy Stubbs
User and Carer Involvement Officer
Centre for Independent Living
Port Road Business Park
Carlisle CA2 7AF
01228 601713
uci.project2@live.co.uk

Personal budgets: council commissioned services

Jeff Jerome is the National Director for Social Care Transformation. He has been visiting councils (he visited Cumbria in November 2008) to find out what progress is being made towards implementing the Putting People First concordat. He is concerned that councils must offer personal budgets within what he calls the 'spirit' of personalisation: enabling people to take the greatest possible degree of choice and control over their care and support no matter what method (direct payments or care managed services) they choose.

He has found councils are less clear on personalisation for care managed services than for direct payments. Jeff has written to all adult social services directors with an advice note about personal budgets that are managed by the council. This includes some useful guidance that Cumbria will be considering in its future plans for self directed support. You can see Jeff's letter and advice note through these links:



[Covering Letter from Jeff Jerome, National Director for Social Care Transformation](#)
[Personal Budgets: Council Commissioned Services – Advice Note – January 2010](#)
[Appendix: Personal Budgets: Council Commissioned Services - Appendix A: Opinion on legal implications](#)