

in Control update

The latest in Control information for members and partners

issue 01 / July August / 2007

in Control enters its third phase

in Control is entering its third phase, where local authorities are beginning to make the commitment to totally change all their social care system over to Self Directed Support.

This process began on the 14th June, in York, when 10 local authorities came together to start their shared journey towards a universal system of Self-Directed Support. This is a critical next step for in Control. Only if a local authority can successfully make this shift to a complete system of Self-Directed Support will other authorities and central government feel confident that this approach will work for everyone.

Phase One for in Control (2003-2005) marked the beginning of an exciting stage of development and experimentation. Concepts like Individual Budgets, Resource Allocation, Support Planning and Brokerage were given real meaning and tested in 6 local authorities with 60 people with very complex needs. The findings of that work, published in our Phase One Report showed dramatic improvements in the quality of people's lives, but without any more money being spent.

Phase Two for in Control (2005-2007) has been marked by growing interest, energy and numbers. Today there are 1600 people using Individual Budgets through in Control and 95 local authorities have paid to become members of in Control. We have also seen Self-

Directed Support used by older people, people with mental health problems and people with physical disabilities. The evidence of the economic sustainability is also growing; and it looks increasingly as if Self-Directed Support is not only affordable, but that it may even allow local authorities to reverse their drift towards tighter eligibility and away from preventative services.

But Phase Three will present a new level of challenge and in Control will need to respond thoughtfully to this challenge. In particular it will be important that there is no illusion that in Control can be anything other than one element in the process of change.

in Control needs to continue to work closely with central government and peak bodies, particularly its current sponsors ADASS and the Department of Health. Direction and policy will continue to be set by government and in Control must respond flexibly to their needs and aspirations and continually seek to ensure that Self-Directed Support is consistent with policy and legislation.

in Control also needs to respect the leadership of local authorities. Only leaders within local

authorities can make the changes necessary to bring about a shift to Self-Directed Support and only those leaders understand what it will take to bring about change within their organisations. in Control must serve and support those leaders, making sure that its work is sensitive to the real problems they will face.

in Control needs to respect the leadership of disabled people and all the organisations which represent or advocate for the interests of people who need support. in Control cannot pretend to represent the real people who need support; instead what in Control must try to offer people an opportunity to construct the new language, tools and understandings by which they, themselves, can exercise choice and control over their own lives.

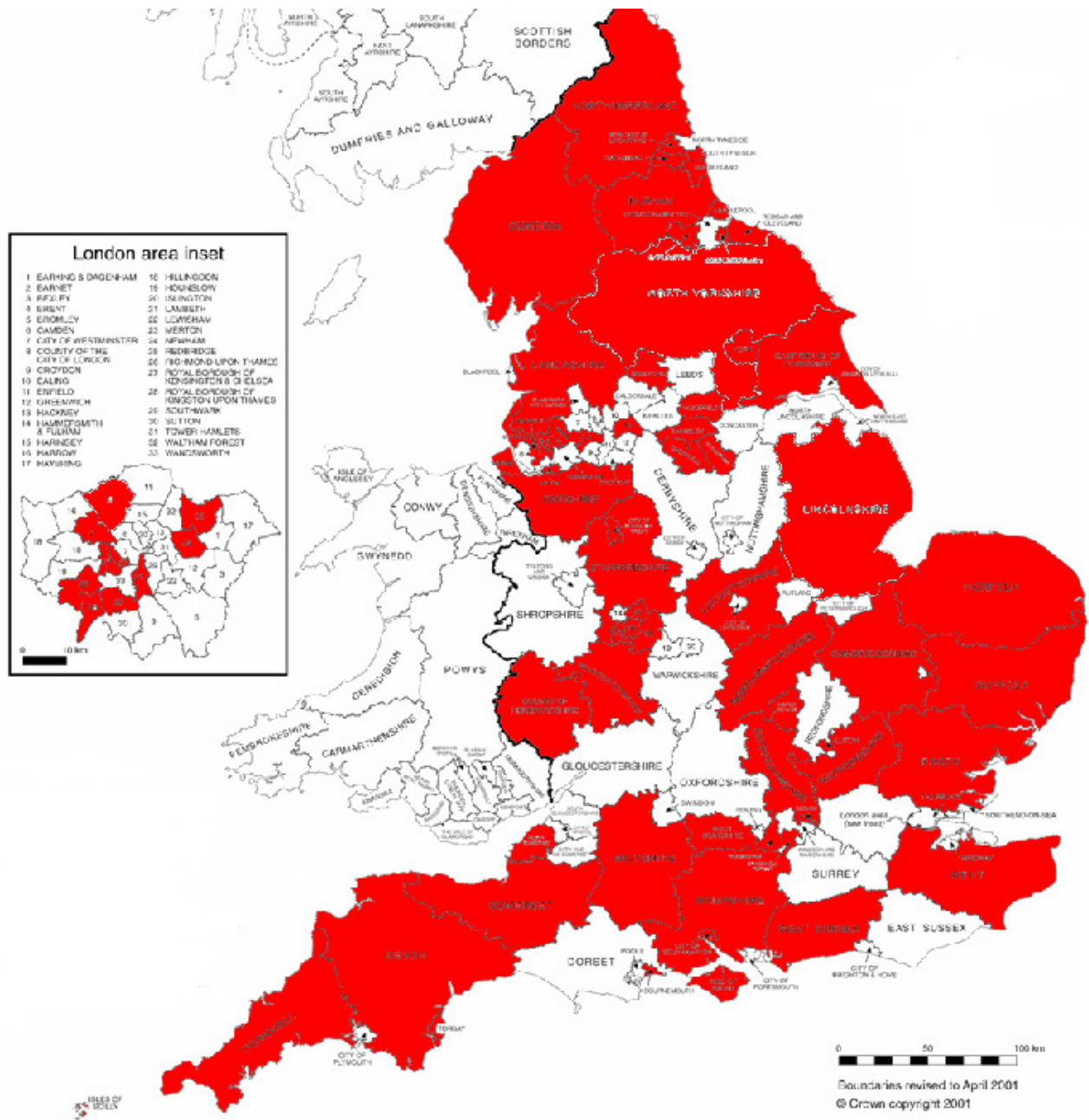
I think it is important and fitting that as in Control begins Phase Three it also makes an even greater commitment to its Open Source approach. From now on in Control will create a genuinely public space for the coproduction of its materials. in Control will carry on publishing high quality resources, but these tools, guides and documents will be rooted in a shared body of knowledge which will be freely available on the internet. We will also regularly publish in Control Update - a compendium of knowledge and information about in Control and progress towards Self-Directed Support. This is our first version of in Control Update - each version that follows will be better and we'd welcome your views.

Simon Duffy - Director for in Control.

Facts & Figures

People in control of individual budgets for May 07

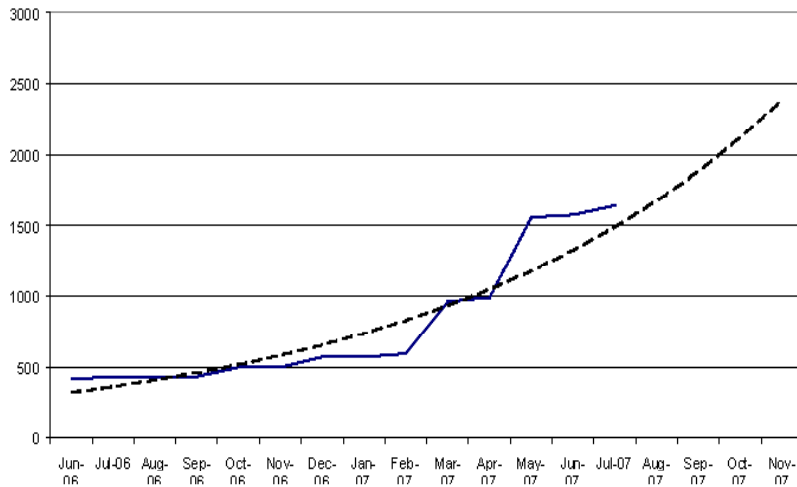
We have 96 members. Listed below are the allocations each have made, there is a top ten list at the bottom.



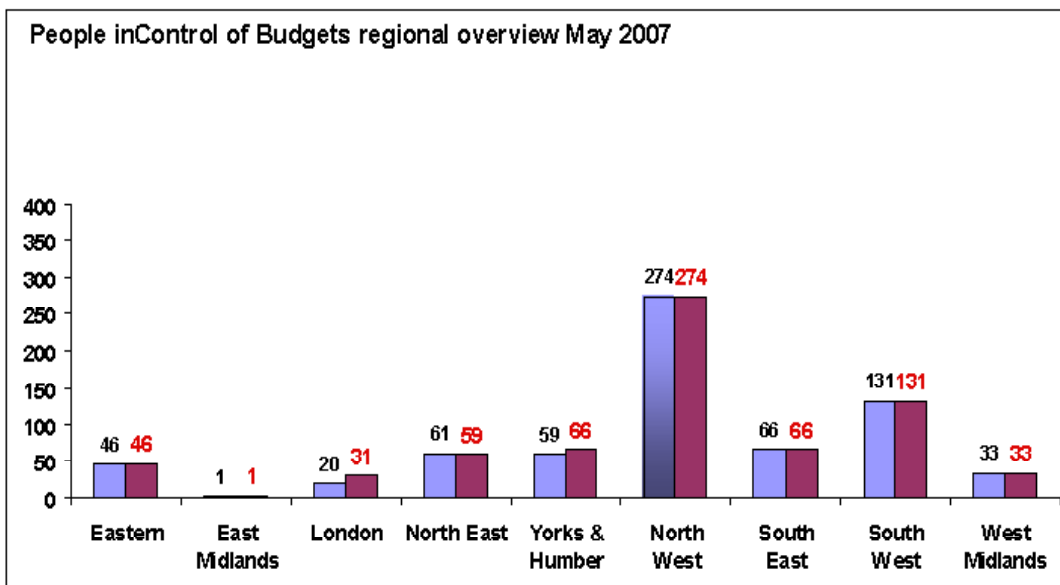
Oldham	870	Lancashire	44
Cumbria	206	Essex CC	32
Devon	126	Redcar & Cleveland	20
West Sussex CC	66	Newcastle upon Tyne	18
Barnsley MBC	45	Gateshead	16

Facts & Figures continued..

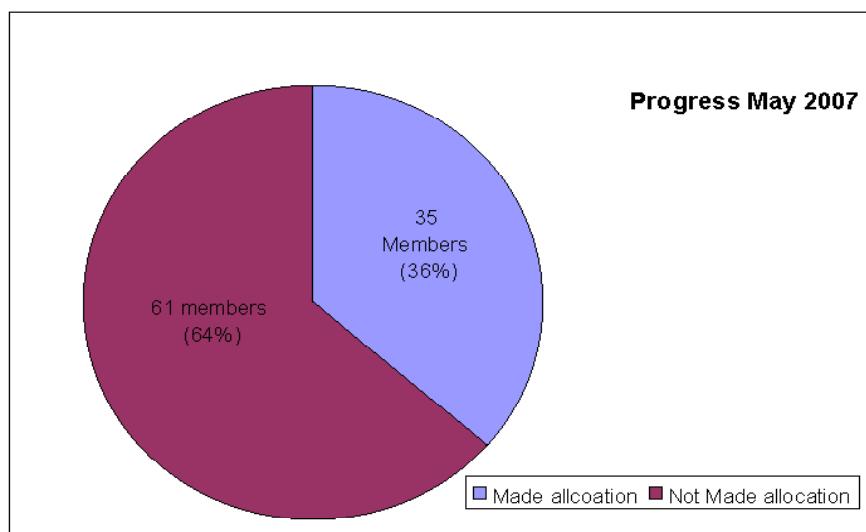
People with Individual Budgets 2006-7



People inControl of Budgets regional overview May 2007



Progress May 2007



you can now view and update your personal Budgets statistics on the in Control website.

Visit: http://www.in-control.org.uk/PB_LIVE.html

Activity Updates

Citizen Leadership

Citizen Leadership is very important to in Control. We are proud of supporting a ground root movement of people wanting and taking control of their support and thus their lives. Partners in policymaking in England has been a key lever in supporting people and networking people together to gain the latest developments in policy and practice.

The national coordinator of partners in policymaking UK, is Lynne Elwell. Lynne joined the team in March this year. her work is focused on supporting citizen leadership through partners in policymaking and associated courses, researching what is working and not working for people getting in control, linking people together and leading peer support. This work is crucial to avoid risks of over regulation of self directed support in practice and to avoid any dangers of pure efficiency driven agendas. Lynne is linked with the SDS academy, which brings together people who are "in control" along with people from the DH pilot sites for individual budgets.

Staying in Control

in Control is interested in making sure that people who use both social care and health care find that they can stay in control of their lives when they use these different supports. These issues are particularly important for:

- People who have mental health problems
- People who are developing disabilities through age or ill health
- People who have disabilities and very complex health needs

We are currently scoping Staying in Control as a development project for testing new ways of working at the interface between health and social

care. Recent activities include:

- Joint seminar with Integrated Care Network with Bob Hudson
- Commissioned Discussion Paper from Rita Brewis
- Meeting to explore possibilities with Together
- Publication of Good Practice Examples
- Research on Funding Integration for Department of Health

Current target is to define the scope of this development project by the Autumn and begin seeking interested sites.

Efficiency

in Control has established a good understanding of how Local Authorities are currently spending social care money. This information is being used to inform the development of the RAS. Systems are being established to monitor the change in the way money is deployed as people themselves take control of individual budgets. Much of this information will be captured by in Controls new on-line resource allocation system which is linked to a national database that will store, Analyse and then report information on this data. The web based system will offer real-time information. These direct costs represent only a proportion of the total money available, much of which is currently spent on management and transaction. A key work stream within in Control Total will look at how these, 'back office' resources are currently deployed, and will work with Local Authorities to redeploy and reduce these costs. Work is currently underway that Analyse's the cost benefit's of work that has happened as part of phase ii, this information will central to the phase ii report.

Providers

in Control thinks it is very important that people with individual budgets can have choice over and confidence in service providers. This is why we are looking at all the different ways we can support providers.

We currently run the Provider Support Network with Paradigm (previously the Supported Living Network), and they also run a support group for chief executives.

Joolz Casey will now lead pulling together all the current initiatives which support providers, bringing together in Control and CSIP initiatives. The members of this group are currently being agreed with a meeting scheduled for October. Meanwhile, we are producing a toolkit for providers with stories, key principles, and robust tools demonstrating how to create and transform services.

Partnerships

We now have a draft partnership strategy which will enable us to continue and develop further our community of partners. For this to be successful, it is critical to work with our partners to get this done. So over the next couple of months we will be developing this strategy further with all of our partners.

We are considering the role and position of partners in our new structure to ensure partnerships are a part of our future.

We are currently recruiting to the position of business manager for the in Control Support Centre and this person will be responsible (amongst other things) for the day to day management of the partnerships

Developing People

The Developing People workstream operates from the in Control Support Centre. It covers the learning and development of people across three areas:

- The individual and their families
- Communities
- Professionals

Our thinking is developed through the Workforce Intelligence Group. Membership of this group currently includes:

- Skills for Care
- Inclusion North
- Wigan City Council
- Families leading planning
- BILD
- National Association of Adult Placements
- Cambridge Country council
- NWTDT

The Developing people paper is currently being finalised and will be published by end of August.

We are working with Skills for Care to commission some research to pull together what we already know about the workforce for direct payments and how individual budgets are affecting the workforce.

We have plans for a large event in November to address all the emerging developing people issues through a series of conversations. We will also be launching at this event an online learning community to further develop our thinking in partnership with others.

Last month we were awarded a Big Lottery Grant of £500k to develop a national in Control advice line.

Community Innovation

in Control is supporting a number of innovations that aim to make it easier for people to be in control. We listen to what people are saying and help to develop or initiate community innovations that will help people to turn their individual budget into a good life.

What we know, is that because we are all different we want different solutions and support systems. The community innovation initiative seeks a whole variety of different ways people can get the outcomes they want. This may mean in the early days when people get their individual budget or later on to help them keep their individual budget working in the best possible way for them.

Here are some of the developments we are currently working on:-

Shop 4 Support is a website based market place which we are developing in partnership with Local Authorities, Communities, providers of services and equipment and will be owned by the very people who have an individual budget. It will allow an easy way of being able to make choices and know up front how much everything costs. The integrated solution will make the whole process of ordering a service or piece of equipment much easier and will even be able to help individuals by keeping accounts of their spending. It will be of benefit to the provider or supplier of services or goods much easier too as it will generate invoices to go electronically to the individual who will check and then authorise payment. It has in particular some great extra features like a vendor rating system and will be able to be used by individuals who may not have family or friends or be able to manage their own budgets. It's early days and 3 Local Authorities are hoping to go live in the next few months using the concept.

Plan is a concept we have learned about in Canada and are developing local initiatives right across the UK. Plan is run and owned by families in partnership with the community. Its function is to develop sustainable networks or circles around an individual for the rest of their life. The concept looks at future planning including wills, trusts, independent living trusts and the mental capacity act, housing and gaining a good life for individuals. It is a concept that

can be used for people of all ages regardless of disability. PLAN UK will be a partner of in control which will help local groups to develop or work with already existing groups to develop this concept. PLAN UK will be part of an international movement of families working out how to support their relative for the long term when they are no longer here or moves perhaps away or doesn't live close by should a relative become ill or acquire a disability or become frail.

We are in the process of developing a partnership with Time Banks UK. Time banks link people locally to share their time and skills. Everyone's time is equal: one hour of your time earns you one time credit to spend when you need. We feel the concept of Time Banks will work really well to help develop circles or networks of support and also to enable people to make a contribution to their community in a positive and rewarding way. This is a new innovation we are developing in various communities.

We are always looking at better ways of how to help people get good lives and what help they will need. We are making a whole lot of in roads around other issues such as employment, finance and banking, mortgages, the law and of course are looking closely at the function of brokerage and what other help people might need. We are always open to suggestions and welcome ideas which need persuading or ideas which we can share.

in Control Total

in Control Total is a programme to assist those Local Authorities which have elected to transform their entire operation -culture, systems and processes- so that all local citizens who need support, direct it themselves.

There is a key milestone in this programme of April 2009, by which time 50% of people using social care support services in these authorities will be directing their own support.

There are ten transformation sites, which we are now working with in this way. A significant number of others have indicated that they see themselves on this journey, and we have developed a structure to try and assist them to get all the key building blocks in place. We have thus begun to talk about a number of "membership levels" of in Control to begin to map this journey.

We now have a governance structure for this programme, with a steering group, chaired by Paul Davies from Oldham overseeing the work of a project group. The project group is led by Andrew Tyson and includes support managers from the Core Team, each of whom has responsibility for assisting in one or more authorities. The ten authorities with the support managers are listed below.

- **Cambridgeshire**
(John Waters)
- **Cumbria**
(Julie Stansfield)

- **Essex**
(John Waters)
- **Hampshire**
(Andrew Tyson)
- **Hartlepool**
(Julie Stansfield)
- **Newham**
(Andrew Tyson)
- **Oldham**
(Julie Stansfield)
- **Richmond**
(Andrew Tyson)
- **Southampton**
(Caroline Tomlinson)
- **West Sussex**
(Julie Stansfield)

in Control Total was launched at an event in York on 14th and 15th June, 2007.

All ten participating authorities were represented and there were presentations from, among others, Simon Duffy, Gavin Croft and



Caroline Tomlinson. Julie Stansfield spoke about the Memorandum of Understanding which authorities will be asked to sign to formally join the programme. John Waters spoke about the way in which we are asking authorities to record progress in terms of numbers, system change and outcomes for individuals. Information from this recording process will appear in future updates.

in Control Total is a highly ambitious programme, which goes to the heart of in Control's mission to play a key role in transforming social care. To succeed, In addition to the ten Local Authorities, we will need to draw on the expertise and imagination of the whole partnership. To this end we are developing a process to accredit independent consultants to assist. Each participating Local Authority will then have a support account, which they can use to access accredited consultancy.

We intend to provide regular updates and stories from the in Control Total sites to inform and enrich the broader movement. **Any questions or comments in the first instance to Andrew Tyson, andrew.tyson@in-control.org.uk / 07884374726.**

Model Development

1. Knowing how much money you have - self assessment and the budget

- An online reporting system is up
 - E RAS will be up in July
 - 35 LA s have made allocations
 - 1657 people have IB s
 - What are the challenges?
 - Encouraging LA s to learn by doing
 - Getting others to make an allocation (64% yet to do so)
 - Getting the right support to TT sites
- Issues that people seem to be troubled by confused about**
- RAS Issues log
 - Understanding their current costs
 - Charging
 - Measuring social capital
 - Getting people on Board with the idea (especially being transparent)
 - The implications of current costs varying across different social care groups
 - How to make sure the RAS is financially sustainable
 - How to measure impact of what has happened already, a good feedback loop
 - Being confident to learn as you go; managing risks
 - Understanding the methodology in the spreadsheet
 - FACS Managing eligibility
 - Prevention
 - Integrating funding
 - The completing approaches of efficiencies (pile em high buy em cheap)
 - Wanting a clearly defined route map to the top of everest
 - Applying the RAS retrospectively
 - Generating savings
 - Flexibility One off spend
 - Flexibility Culture (public money)
 - Self assessment : trusting the results
 - Unmet need : Growth
 - Legal requirement to assess
 - Keeping the transaction process short
 - Health funding

2. Making your plan

What's going well?

Testing out a process and format for developing a strategy for support planning (Sheffield).

Developing a "Learning and Living" Support Planning process for young people using LSC monies and criteria for signing off "Learning and Living Support.

Plans- with families, providers and commissioners (Essex) Published in Control/CSIP/HSA and Older People Programmes book "Person Centred Thinking with Older People-Practicalities and Possibilities." This includes current learning on support planning with older people and is being launched at a conference on July 9th 2007.

What are the main challenges?

Our recent questionnaire of all members suggests that support planning is not seen as a high priority . There are not many examples of strategies for support planning or examples of support plans available to share

3. Agreeing the plan

What's working?

Simon has led some work on the care management function. There is great interest from some in the social work profession.

We intend that this will be discussed further with some of the TT sites. Joolz is leading work on people (professional) development, education and training, which underpins this.

What are the main challenges?

There is limited engagement with the social work profession nationally, and little evidence yet of an impact on educators and trainer.

4. Organising the money

What's working?

Legal advice is being sought based in part on a list of FAQs.

A range of tools in development – e.g. model contracts, financial systems for ISFs.

Shop4Support will also help.

What are the main challenges?

Current legal advice is very conservative, and many LA s very risk averse Above suggests we may need new primary legislation

5. Organising the support

What's working?

Caroline is leading work with individuals and families using brokerage – so that individuals can get the best outcome in the simplest way. Several authorities are experimenting with this, and in Control is evaluating work in Lambeth in particular.

What are the main challenges?

Seeing brokerage as a professional role, rather than a function
Paying brokers from a source other than the RAS.

6. Living Life

What's working?

Scarman Trust is our new community partner, and Alison is a Board member

Conference on 27th June 07 on friendship & community

New pages on finding and keeping a job up on website

What are the main challenges?

Developing community strategy and engaging with allies locally
Promoting job finding pages and tools and ensuring this is conceptually linked to the model.

7. Review and Learn

What's working?

We have extended the paper on reviews to include a review process that can be used easily.
The process has been used successfully in several areas.

What's not working?

Not many people are using it, or sharing what they are using if different.

Publications Forums

in Control publications

in Control has published over 190 documents. 40 new documents are due to be published in the next two months. All published documents are available in the library:

www.in-control.org.uk.

These can be found either in the A-Z list or by entering a keyword in the search box.

Latest information:

in Control's printed publications increase in number – now available are: accessible brochure; in the Driving Seat (a work book for support planning); Top Tips for Supporters; Tools for Change, I don't want to miss a thing (Thistle Foundation) and... Friendship and Community (Sanderson, Kennedy, Wilson) – launched at 27th June conference 'Community Solutions'. this is a

practical and comprehensive guide to community building (A4 180 pages). Accompanied by a booklet situating Friendship and Community in the context of in Control – Self-Directed Support and Community (Poll, Kennedy, Sanderson). All publications are available from the in Control Support Centre: admin@in-control.org.uk

Website restructure:

This will take place over the next few months. The intention is to expand the number of possibilities – research communities and clearer toolkits for implementing the model are planned. At the same time, we will keep a portion of the site for straightforward access - for people who don't want to delve into detail too much. New webpage on getting a job – Anne O'Bryan has been working with in Control to develop practical pages on work – available end July. 2 DVDs – How to be in Control – people talking about their experience of Individual Budgets and in Control;

and Moveable Feast's story of how Lee got control. Both available at the end of July.

Support plan strategy: (Sanderson) we produced this downloadable form for member authorities to use in assessing how they were doing in developing Support Planning. (document 0218). York City Council said how useful they found this but wanted a form that could be used electronically. We are about to revise the Strategy to be an editable PDF.

17 new stories will be published in July.

The latest version of Guide 1 -

Resource Allocation:

will be published in the next days. This completes the 2007 update of the local authority's Guides to system change. A RAS discussion paper is also now available (document 0224).

Family Resource Guide:

Caroline Tomlinson's guide for families is already available in draft (document 0118)– will be printed in a new edition. Available September.

Carl.poll@in-control.org.uk

Events & Forums

The next forum event in your Region

19th July / West Midlands Forum / BILD Kidderminster

19th July / East Forum IDA Darwin Suite / Horizon Resource Centre, Cambridge

26th July / York & Humber Forum / CSIP Offices, York

22nd August / South East Forum / To be confirmed, London area

5th September / London Forum / To be confirmed, London

13th September / North East Forum / Palentine Portakabin Centre, Newcastle

17th September / South West Forum / Somerset Access and Inclusion network, Taunton

North West

Conference for

CEO's

7th September 2007
Manchester

High Profile conference for for chief executives, council leaders, members and directors.

New Member

Leadership

Programe

13th & 14th September
Midlands

For new local authorities joining in Control, so places will also be available for existing members who

have new project leads of champions for in Control

in Control EXPO

22nd November 2007
Midlands

An national exhibition to recognise successes of in Control and look at the ways to progress further

For more information on any of these events or to book a place **contact** the in Control Support Centre at incontroladmin@in-control.org.uk or tel: **0121 708 3031**