

# inControl NOW!

NEWSLETTER OF IN CONTROL > WWW.IN-CONTROL.ORG.UK > VOL 01- ISSUE 01 > NOV/DEC 2006

## People power

### Minister urges all to 'get on the train'

Speaking at the launch of the report on in Control's pilot projects, Care Services Minister, Ivan Lewis, came straight to the point:

**'It was always wrong that power and control was in the hands of providers and professionals instead of those who use support.'**

The change to a new system of social care will be driven by 'people power', people directing their own support and taking their proper place as citizens in a modern society.

To those 'who think that this is just a series of initiatives and programmes that won't come to much in the end' he said: 'This is the direction of travel. It's about values and mission, about the kind of society we want to live in. It's about social justice.'

in Control, Direct Payments and Individual Budgets should, he said, be brought together into a single powerful programme. 'These are the ingredients of the next social care system'.

Arguments that Self-Directed Sup-



Care Services Minister, Ivan Lewis (centre), with Jo Williams, Mencap Chief Executive, and Lord Rix at the 12 October launch of the in Control Report.

port cannot be afforded would not hold water, he suggested: 'it won't be more expensive but it won't necessarily be cheaper'. He referred to the 10 people in the in Control pilots who left residential care when they had control of their funding: 'if I know anything

about residential care, then it's a fair bet that some of those people's packages will cost less' when they control their own support.

His speech ended with a blunt message to sceptics: 'Get on the train, join us on the journey.'

## What is in Control?



in Control is a national programme helping to change the way social care is organised. People needing support can take control of their lives and fulfil their roles as citizens. in Control is creating a new system - Self-Directed Support.

The programme is based on a partnership between:

- \* hundreds of individuals, families and communities who are already benefiting from Self-Directed Support

- \* national sponsors like Mencap, the Department of Health, Care Service Improvement Partnership and the Valuing People Support Team
- \* over 80 local authority members who are making Self-Directed Support happen in their area
- \* the leading organisations working to improve services for disabled people.

in Control's model is freely available at:  
[www.in-control.org.uk](http://www.in-control.org.uk)

## issue 01

**page 2 >> Hundreds of Oldham people now in control; Damien's story**

**page 3 >> Seize the time for change; It's Dynamite!**

**page 4 >> 5minutes with... Robert Nicholls; Stories that inspire; in Control report; subscribe; publishing info**

# Hundreds of Oldham people now in control

**Oldham Adult & Community Services are using the in Control model throughout all areas of the service. Oldham is one of the Department of Health Individualised Budget pilot sites.**

Oldham's care management teams are now using in Control's Resource Allocation System (RAS) – the means of letting people know their Individualised Budget. We are using the RAS with people already getting services and those newly eligible. We have de-constructed supported houses and are helping individuals to use their money to take control.

Oldham are developing an Information Pack, an Individualised Budget Agreement and Statement, and a Risk Enablement Policy and Process. We expect this toolkit will give people the

confidence to take the in Control route.

Oldham has secured £80,000 to invest in the development of community brokerage. This will help people in Oldham

**129 people in Oldham have already got an Individualised Budget. 339 people are now in the process of getting one. 149 of those already had a Direct Payment but are moving over to the in Control model so as to be able to use their money more flexibly and creatively.**

to manage their money. It will also increase the understanding and experience

of the brokerage function in the Voluntary, Independent, and Statutory sector. Everyone has been invited to get involved in the development of this new system – a series of working groups operated in the first part of 2006.

After April of this year, everyone coming to review or newly eligible for service has used the RAS (which hopefully will soon be online).

All these people will know their Individualised Budget payment and will be able to design their own support.

Oldham believes that the best person to design a service is the person who needs support: a truly person centred way of service delivery.

We are confident that in Control is the model for helping Oldham people to take control of their support.

**Angela Hammond, Social Services,  
Oldham Metropolitan Borough Council**

## Damien's story



I'm Damien. When I was 16 years old, my family started to worry about me. I started to get confused and couldn't remember things like who was who in my family.



I was told I suffered from acute schizophrenia. My relationship with my family broke down. I was sectioned under the Mental Health Act III, and stayed at Southside at Royal Oldham Hospital for 6 months.



I was then released, but couldn't be supported by our services due to the high risk to staff. I was sectioned again, and saw my mum and dad for 1 hour a day. My Care Plan said my Mental Health would be monitored.



I was then told I had to go to Darlington to a secure unit, I had a review every 4 months. I had a positive Social Worker there. I began to come good again due to the help of my family.



I then got transferred to Delph Park in Warrington. A lady from P.C.T who really listened to me and my family, supported us to get me transferred back to Oldham.

I stayed in a medium secure residential unit. This was a real positive step for me.



I am now 20 years old. I live in Royton in my own flat. I have the chance now to really start to think about what I want to do with my life. I want to work!!



I had a Direct Payment, but didn't really get all that, I didn't understand why I had to "buy my friends?" I then got told about "In-Control" which opened doors for me.



I now work 4 days a week packing medical supplies and I have completed my forklift truck course. My support is a lot less intense; I lead an active life and am looking for a lady if there are any young totty out their interested?

I like to plan now. I have booked a skiing holiday for next year and when I've done that I'm going to take my driving test.



My mum, dad and grandmothers have been great for me through all this. Thank you for listening to my story.

PS. For people who are interested when I was out of borough, the cost of the service was £2800 per week. I now receive one hour per week of support.

**Money is not everything!**

**Adapted from Damien's original story, which he presented as a large-type, accessible document.**

# Seize the time for change

## in Control:

- ❖ set out in 2003 to create a new system of social care in which everyone who uses social care services can control their own support
- ❖ builds on the work of the disability movement that has won the right to Direct Payments
- ❖ also builds on the desire by many professionals to replace the current system
- ❖ publishes and continues to develop the in Control model of Self-Directed Support to help local authorities change their systems
- ❖ is working with over 80 authorities. Some are changing their system for everyone who uses social care. Some are starting with just a few people
- ❖ just launched the report of its first phase of work with six pioneer local authorities. An evaluation found very significant benefits to individuals and families in less than a year
- ❖ does not want to do everything or even lead everything. Its role is to help people learn and ensure that learning is shared
- ❖ believes political leadership for Self-Directed Support will come from disabled people. Practical leadership can come from communities and local authorities
- ❖ is proud that people with learning difficulties have been at the centre of the work so far
- ❖ looks to new partners and wants to break the barriers between different groups, labels, silos and services
- ❖ believes that everyone who thinks all disabled people need to be included as vital contributors to society should join together and seize the time for change.

**Simon Duffy: National Director, in Control**

## It's Dynamite!



Young people get together to plan how to use their Personal Budgets at the Dynamite Project.

**Dynamite is a two year project working with local authorities to introduce Self-Directed Support to young people across the 'transition' age range of 14 – 25.**

Dynamite is working closely with a wide partnership of people and services in seven areas. The project team is supporting a number of families. The approach is based on **in Control's Seven Steps**. We are supporting local authorities in sorting out transition.

### Jamming backstage in Blackpool

The Dynamite project has completed its first year. Young people are returning from their summer where they had a 'practice budget' to try out Self-Directed Support.

Days with Carol Vorderman and Des Lynam on the Countdown set, a few trips up west shopping with sister and mates, jamming backstage with a band in Blackpool, learning to canoe in Plymouth Sound – just a few of the 60 stories coming back.

Now that practice time is over, young people and their families and carers are getting allocations and starting real support plans. Some schools are writing new curriculum resources to support pupils to learn better skills for getting control.

A variety of people support the young people and families as

facilitators/brokers. They include retired care managers, an ex-head teacher, Connexions personal advisers, social workers, learning support assistants, support providers, and other parents.

### A brand new Resource Allocation System

Resource Allocation – the system for letting people know their personal budget – is the next task. We are exploring how the system can work in transition both as a way of predicting take up of adult services budgets and also how it can work in children's services. We are working on a brand new Resource Allocation System using Every Child Matters Outcomes as a base.

The approach is catching on. Paradigm has been commissioned to develop a similar way of allocating learning funds by the Eastern Region Learning and Skills Council. Links are also being explored with the DfES pilot for 'Budget Holding Lead Professionals' and the soon-to-be-announced DfES pilots for Individual Budgets for Disabled Young People.

We are hoping to start work with a second group of local authorities in the autumn.

**To find out more about this project contact Nic Rowland-Crosby, [nicrc@paradigm-uk.org](mailto:nicrc@paradigm-uk.org) or 07792 405 976 / [www.paradigm-uk.org](http://www.paradigm-uk.org)**

## 5 minutes with... Robert Nicholls

**Robert Nicholls**, Joint Service Manager, Lambeth Social Services

**ic NOW!:** What led Lambeth to start in Control?

**RN:** We were uncomfortable about what we were achieving through services. We believe that we need a fundamental change in approach. We have about 400 people in residential care – about 300 of those are out of borough. In trying to manage local risk, we seemed to have managed out local choice. in Control, we expect, will resolve some underlying problems.

**ic NOW!:** What stage are you at?

**RN:** We're going live and learning all the time. 11 people now have their resource allocations and they're working on their support plans. We are excited – and a little nervous.

It's happening alongside lots of other changes in the Authority – financial and strategic changes. But we've been able to incorporate in Control as a basic component of payment systems, for example. That's obviously essential.

**ic NOW!:** What's the most difficult thing about implementing in Control at the moment?

**RN:** Managing the implementation of in Control against a backdrop of budget constraints and a need for savings. It's difficult to get the message across that, yes, there may be some savings, but the real reason for doing in Control is to help people get better lives and quality services.

**ic NOW!:** What's been the most satisfying thing so far?

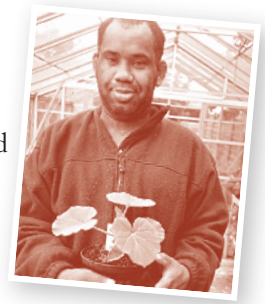
**RN:** Learning together with the people who will benefit, with carers, providers and a range of partners. It's stimulating. Working together like this, you can see the potential for real fundamental change.

**ic NOW!:** If you could give advice to a colleague somewhere else who is just starting in Control, what would it be?

**RN:** Get buy-in at the top. Get strong project management – Bernie Ward leads for us full-time. Be prepared to change and adapt as you learn – but get started.

## Stories that inspire

Stories inspire other people to take control. If you have a story of Self-Directed Support, we'd really like to read it. A photo to go with it would be very good and with your permission, we might publish them in the newsletter or on in Control's website.



Please send your stories and photos by email to [carl.poll@in-control.org.uk](mailto:carl.poll@in-control.org.uk) or by post to in Control Publications, PO Box 45377, London SE14 5JU

## Does Self-Directed Support work?

Find out. Get the report just launched by **Ivan Lewis**, Parliamentary Under-Secretary for Care Services  
**Report on in Control's first phase 2003-2005.**

The report is built around an independent evaluation by Professor Chris Hatton, University of Lancaster.



**'...improvements in relation to every key to citizenship were reported less than a year after the introduction of in Control...'**

Download free from: [www.in-control.org.uk](http://www.in-control.org.uk). (13mb file) or buy a printed copy for £10 inc. p&p from: in Control, Mencap, 4 Swan Courtyard, Coventry Road, Birmingham. B26 1BU

## Subscribe

Subscribing to in Control NOW! is free. To receive a printed copy of in Control NOW! please send your name and address to **in Control NOW!, Mencap, 4 Swan Courtyard, Coventry Road, Birmingham. B26 1BU.** For an electronic copy please email [carl.poll@in-control.org.uk](mailto:carl.poll@in-control.org.uk)

## inControl NOW!

in Control NOW! is published by in Control Publications. in Control Publications, PO Box 45377, London SE14 5JU  
Distributed by in Control NOW!, MENCAP, 4 Swan Courtyard, Coventry Road, Birmingham. B26 1BU

Editor: Carl Poll  
[carl.poll@in-control.org.uk](mailto:carl.poll@in-control.org.uk)  
Design & production: know what i mean.  
[henry@knowwhatimean.co.uk](http://henry@knowwhatimean.co.uk)  
Printed in the UK by Moor Print,  
[mel@moorprint.org.uk](mailto:mel@moorprint.org.uk)