

Community Support Brokerage

What are we learning about how to create a universal, enabling and flexible support service – that is rooted in the community?



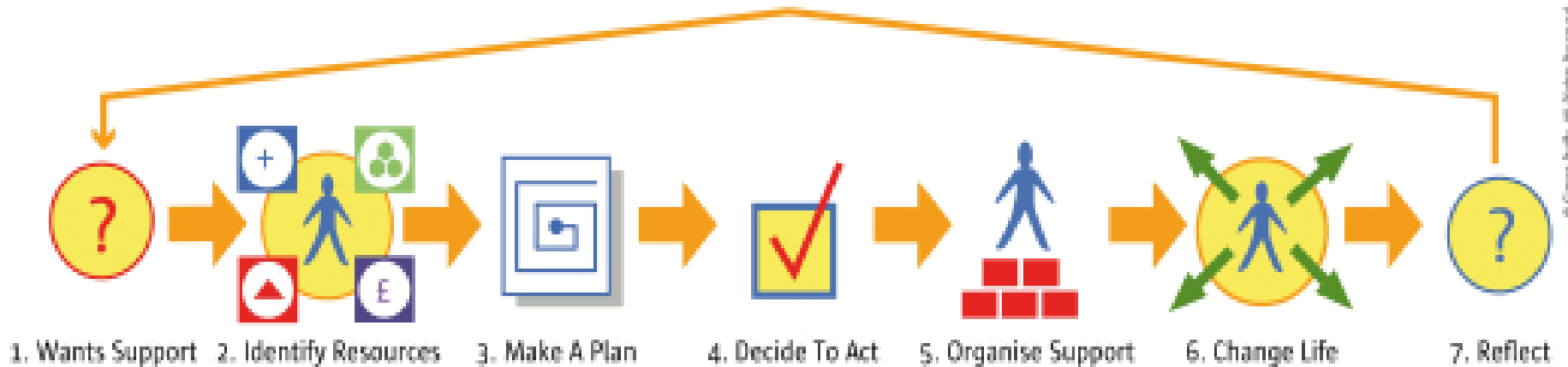
Workshop

- What have we tried?
- What have we learnt?
- Share our thoughts



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Lets start at the beginning....



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Support – what exactly?



What is Support Brokerage?

Support Brokerage describes a range of support or assistance that people may need when directing their own support.



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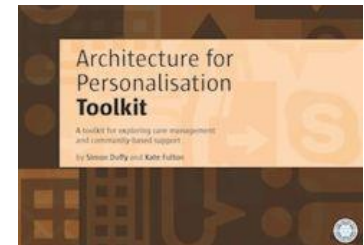
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What have we done? 2004.....

- The first Self Directed Support process – New Partnerships and Dynamite
- Brokerage for Change – practical exploration
- Good Practice Paper – research a range of options – balanced early view (DOH)
- Should we Ban Brokerage?
- Commissioning for Support Brokerage (DOH)
- Community Based Support – knowledge and skills are out there – developed clear principles

Last 18 Months....

- Scoping across all Local Authorities
- Community Based Support – delivering brokerage type supports in a range of ways
- Recognise and acknowledge people's own capacity
- Care Management – costs, data
- Toolkit to assist LA's in thinking about developing a community based approach



What have we learnt?

There needs to be lots of options
and we can all be part of the
solution



	What it's (currently) called?	What we mean?
1	Information, Advice and signposting	Letting people know what you know
2	Facilitation and enablement	Offering a helping hand
3	Researching what's available	Finding out and letting people know what's out there
4	Technical Advice	I don't know, but I know someone who does
5	Planning - develop a support plan	Thinking through your life - now and what you want it to be (small and big)
6	Co-ordinating resources and support	Making your plans happen ,helping you organise it
7	Negotiation and mediation	Helping you if things go wrong and need to change
8	Advocacy	Speaking up with you, or for you

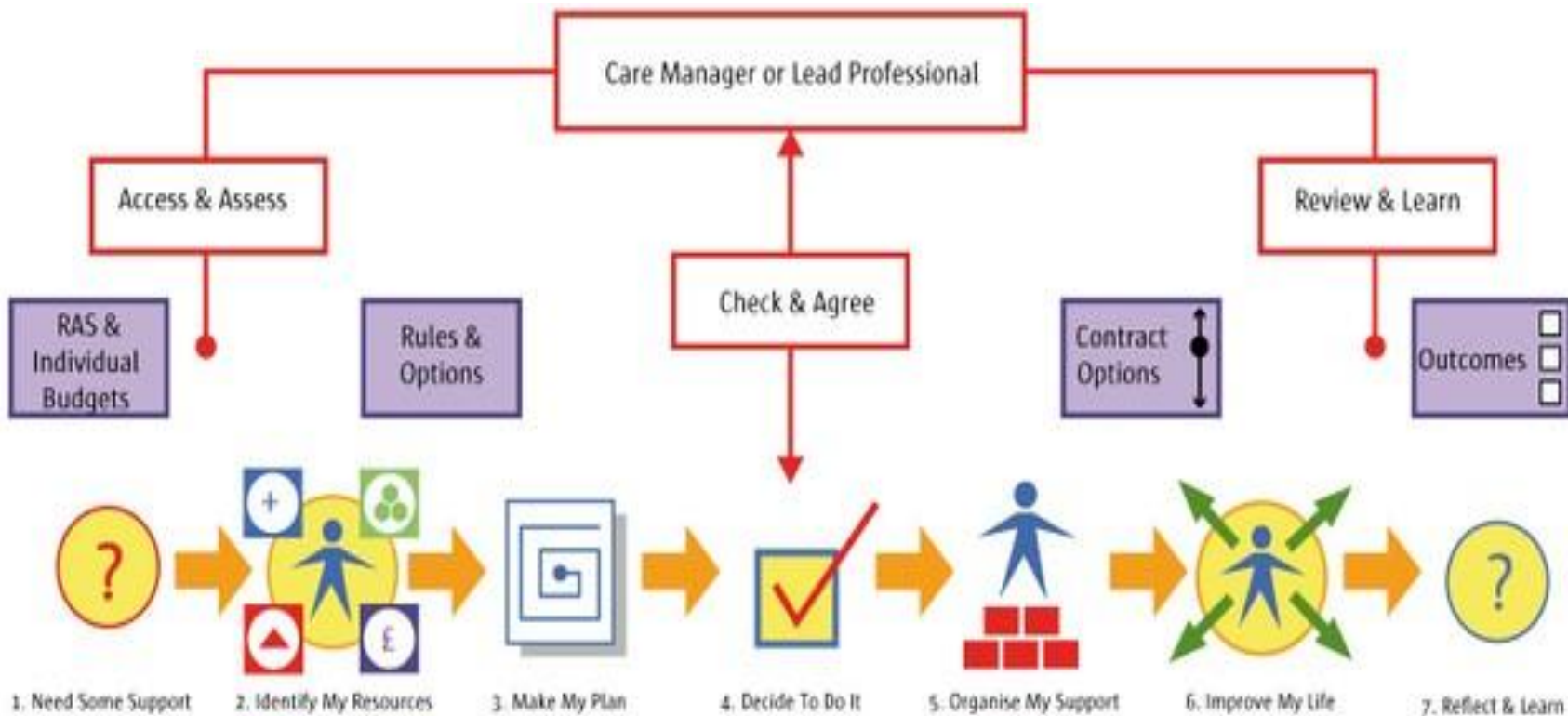
What are we learning nationally?

- Terminological confusion – what are we actually talking about?
- Who can and cant do it – the ‘right’ people
- Support brokerage is part of a whole system change – its not simply a new add on
- Where is the money – who will pay for it?
- Community model and New Script for Social Work – developing evidence

What needs to change?

We need to develop the right infrastructure, which includes.....

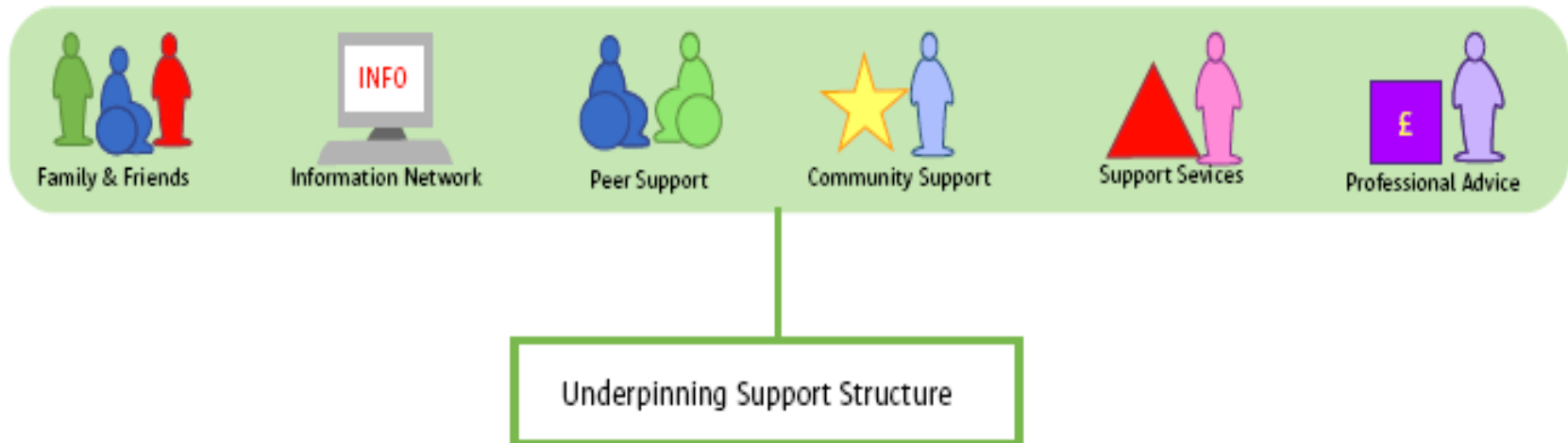
1. **Investing in Community Based Support** – a universal, enabling and flexible support system that is rooted in the local community.
2. **Reforming Care Management** – a system for ensuring people get their entitlements, the right support and an appropriate level of monitoring.
3. **Refocusing Commissioning** – organisational systems which are able to invest directly in citizens and communities.



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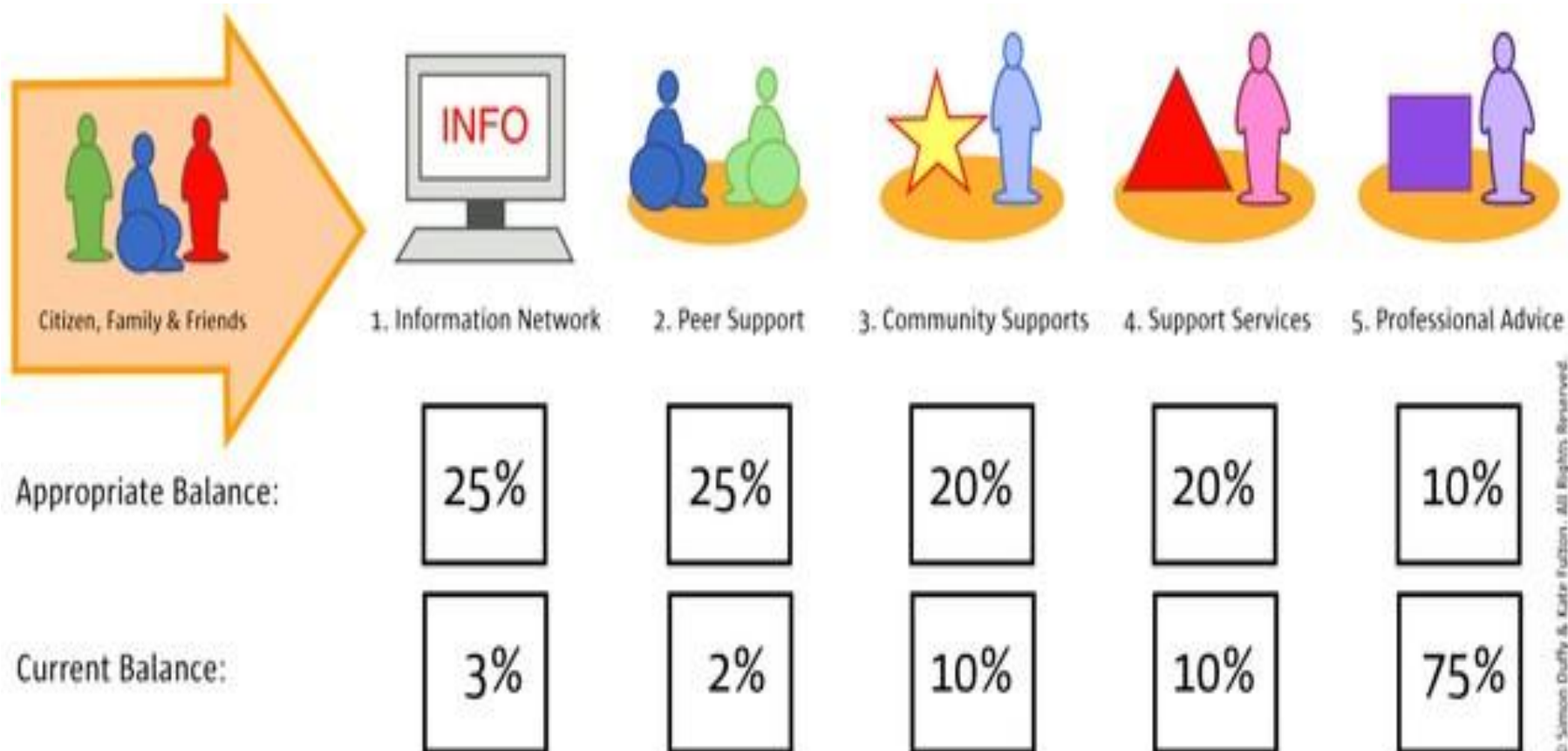
Underpinning Services & Supports



A community-based model:

- encourages and supports people to do more for themselves
- makes peer-to-peer support easily available
- makes better use of the current investment in community services
- encourages service providers to design and develop personalised support
- builds on the skills and abilities of existing professionals

Current data..



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Your area



1. Information Network



2. Peer Support



3. Community Supports



4. Support Services



5. Professional Advice

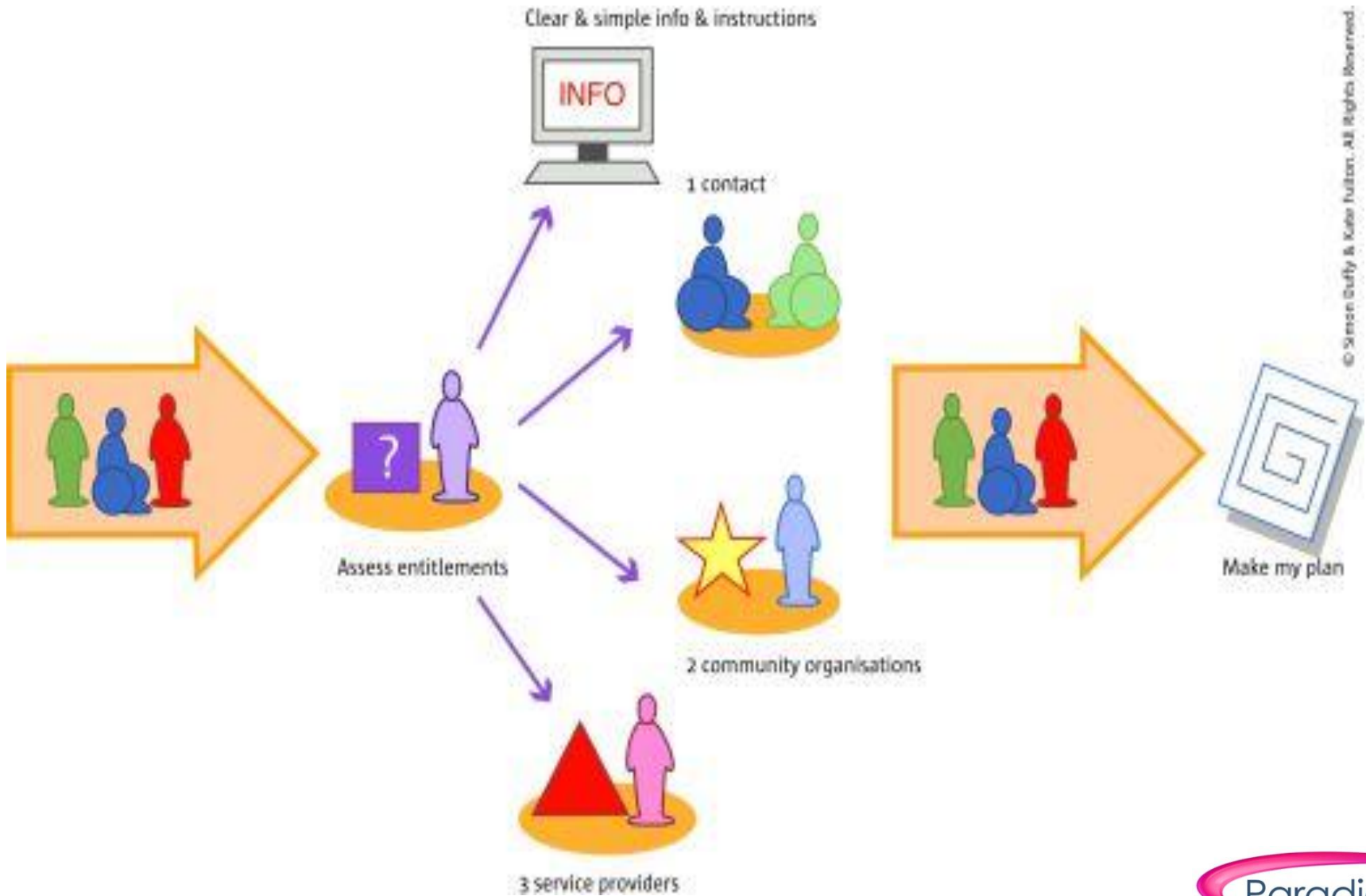
What have we got?

What do we want?

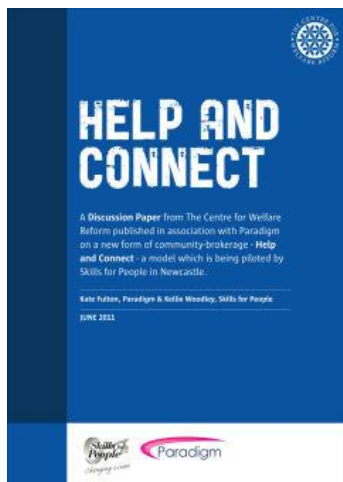
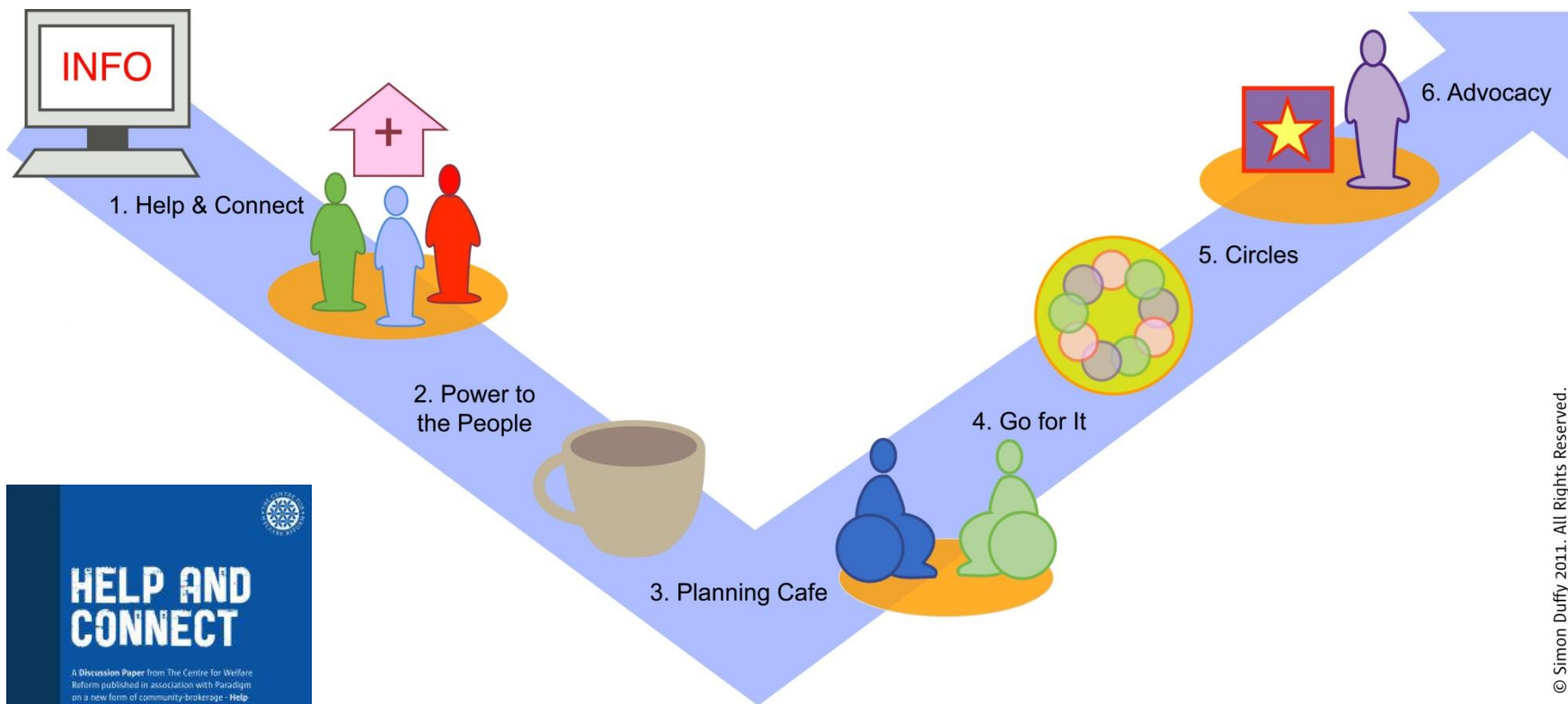
Community Support Brokerage



In practice



One approach - Newcastle

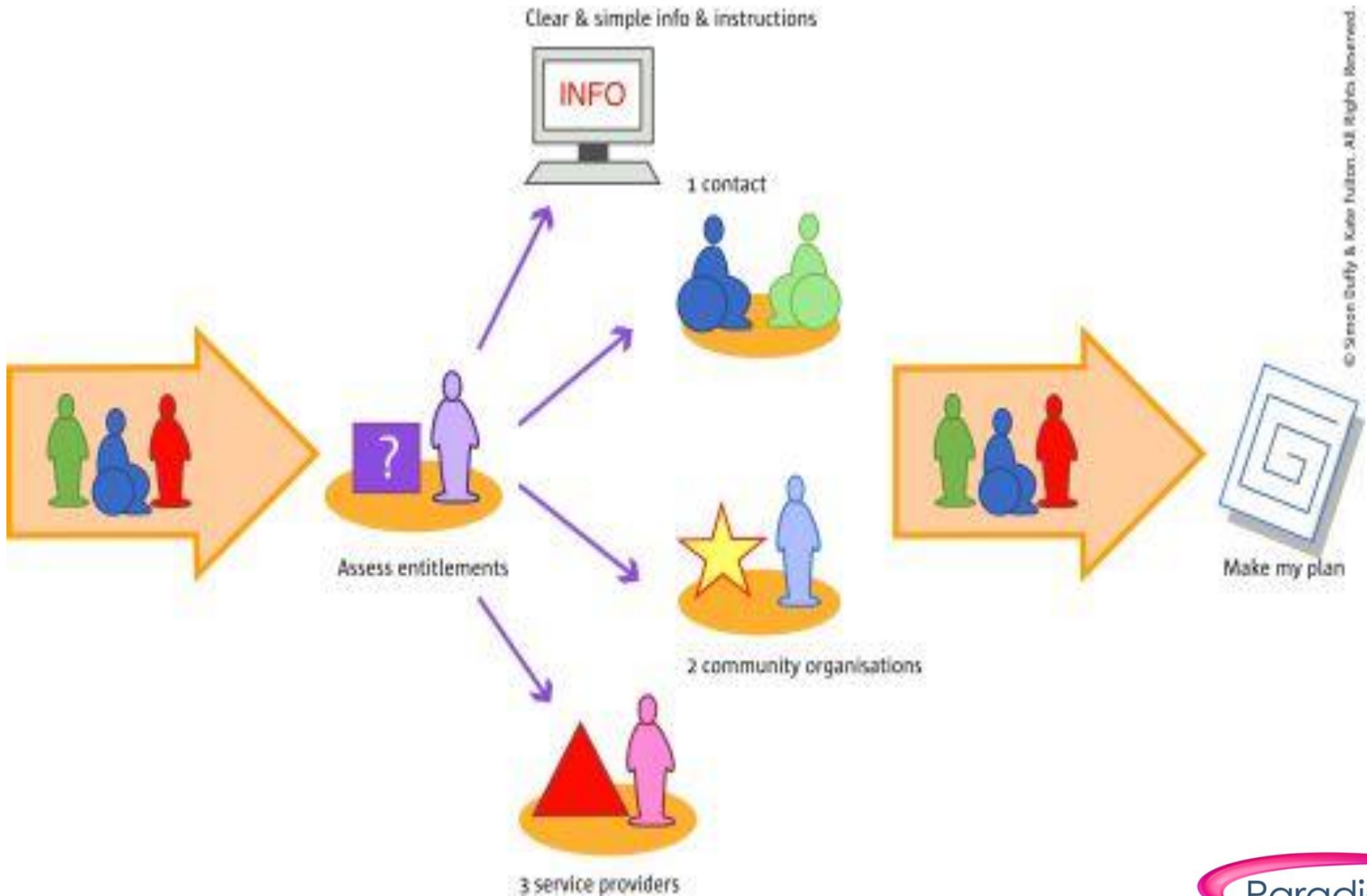


One Local Authority Approach

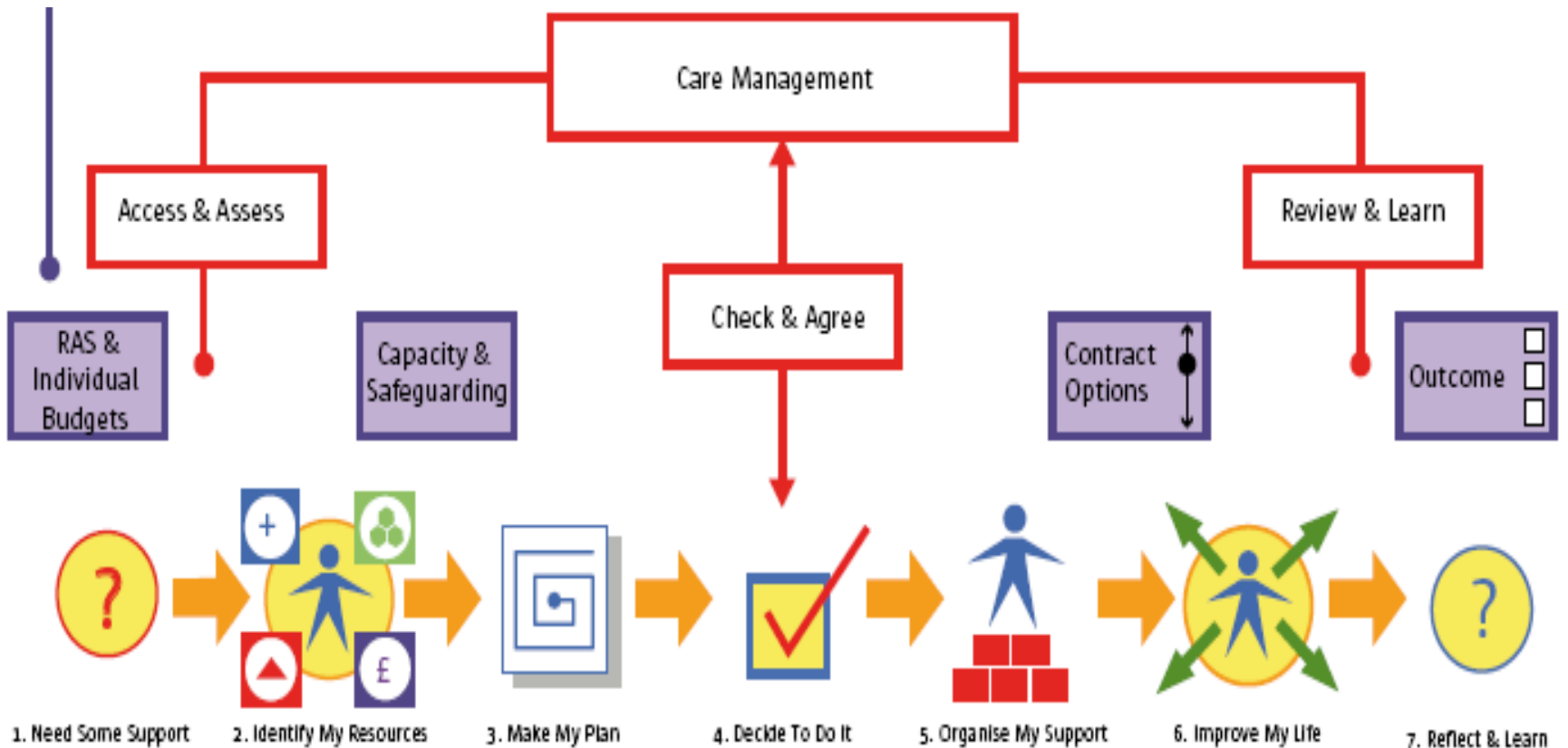


Community Support Brokerage Network

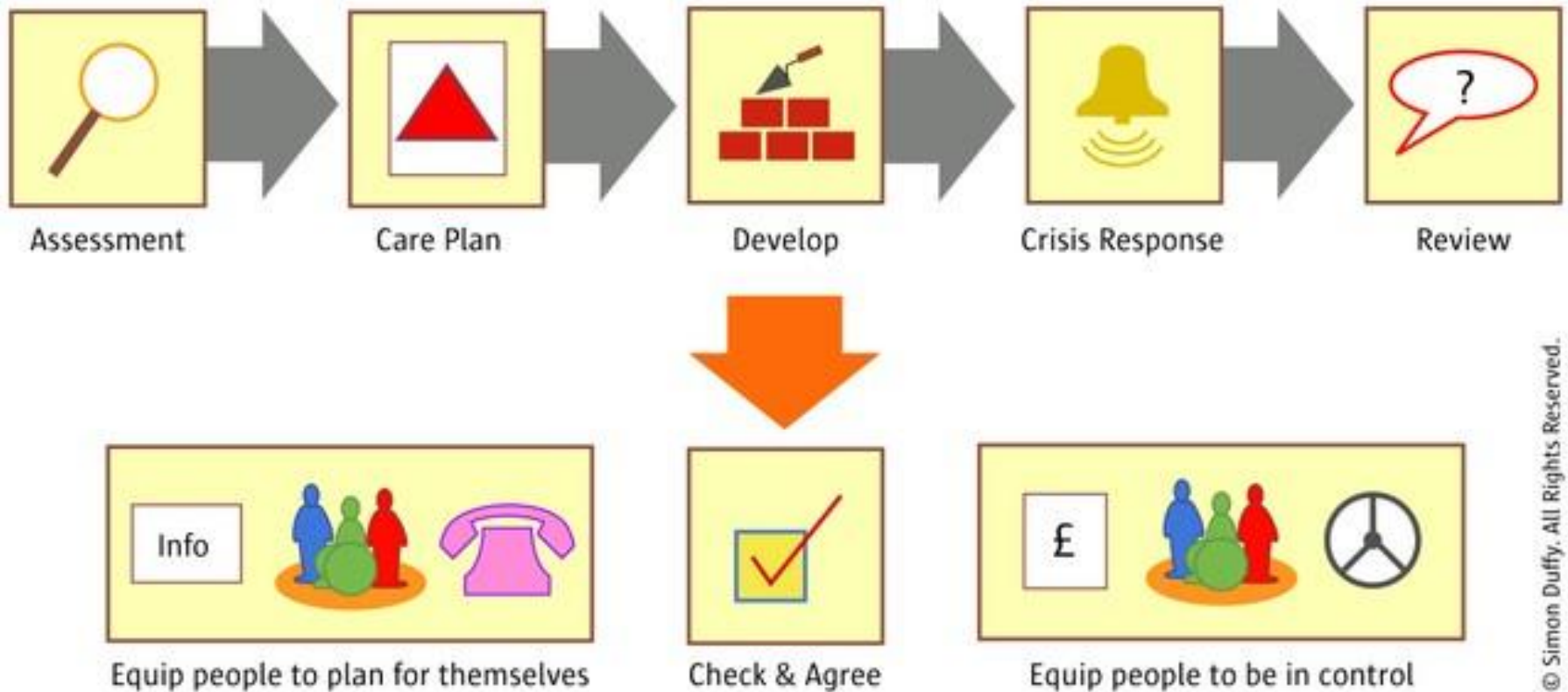
To enable this.....



Reforming Care Management

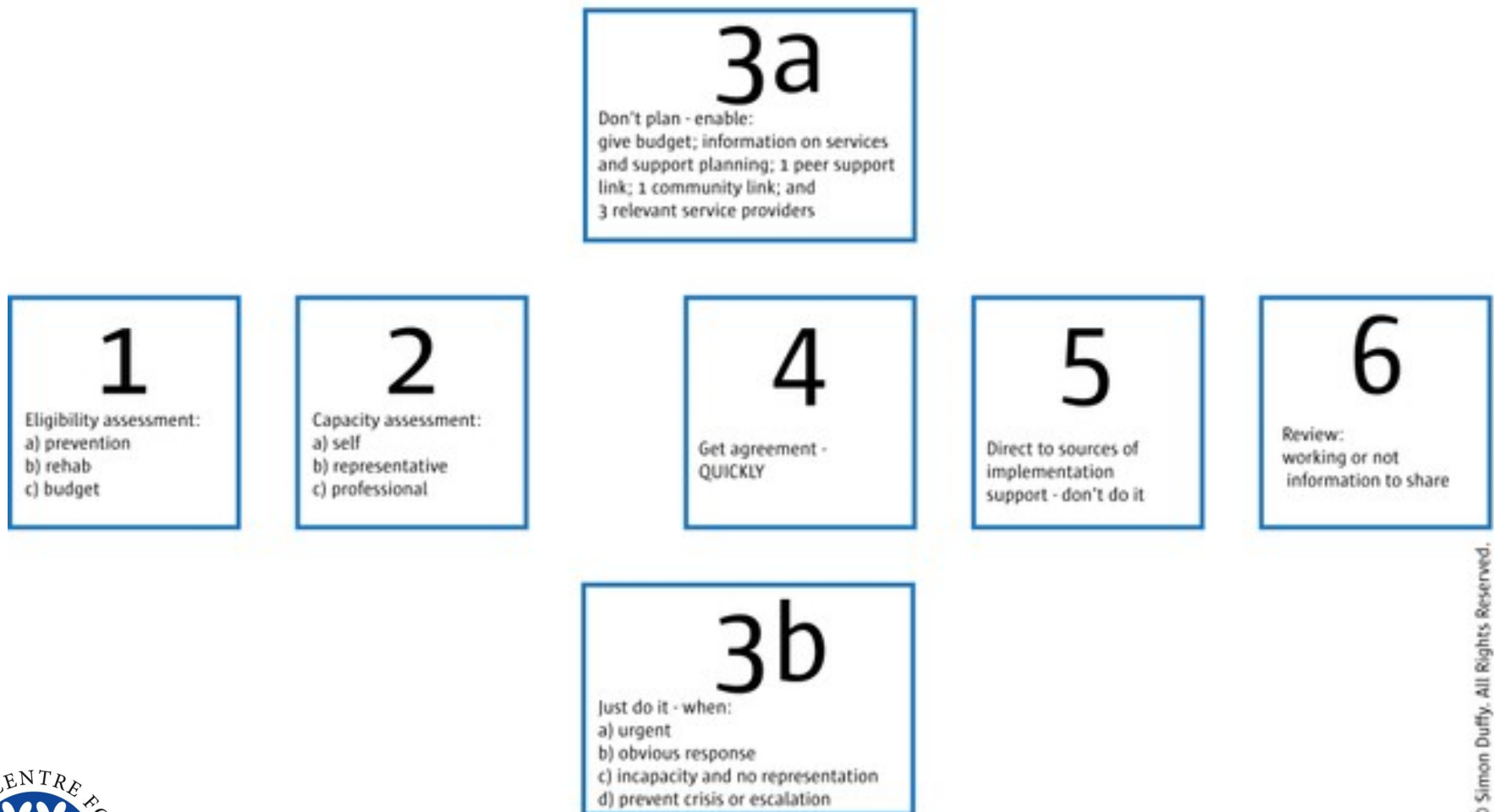


The Aim



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The New script of Care Management





Citizen, Family & Friends



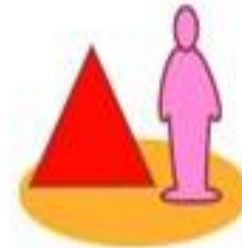
1. Information Network



2. Peer Support



3. Community Supports



4. Support Services



5. Professional Advice

Appropriate Balance:

25%

25%

20%

20%

10%

Current Balance:

3%

2%

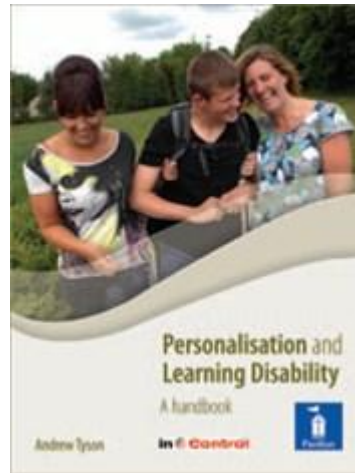
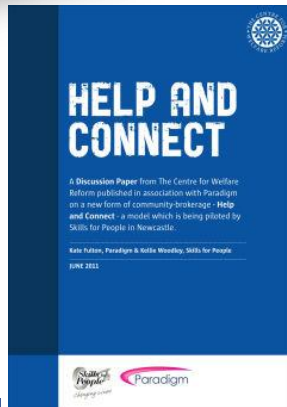
10%

10%

75%

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More information



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