Transforming Social Care: The role of Advocacy

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Context:

- Rising public expectation:

  personalised care and support – tailored to fit in with life, more focused on keeping them well and independent; not just dealing with crisis

- Demographics :
  - Over 85s to increase by 2.5% per year,
    - 25% will develop dementia;
    - one third need constant care/supervision
  - 1 - 2% per year increase in people with learning disabilities

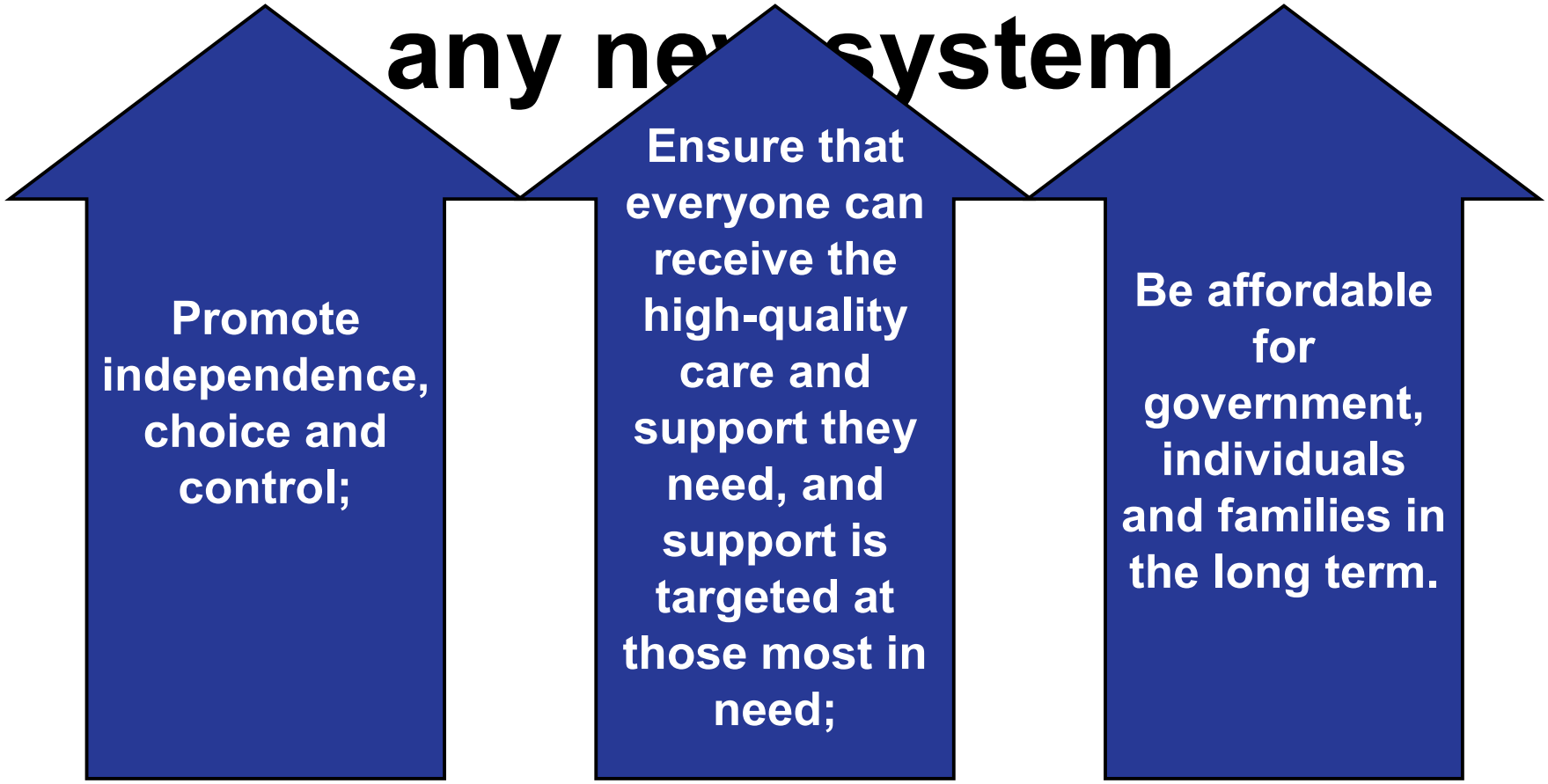
- Social Care deals with LTC; most expenditure on over 85s

What are we doing?

- Current system not sustainable

- Govt committed to 2 stage strategy:
  - Transformation through Putting People First
  - Care and Support Green Paper

Three principles will underpin any new system



ADASS Survey:

- ‘Universal’ services (prevent,engage,cross-community)
- Developing Market & Supply
- Publicly Funded get £ allocations

Headlines: Personal Budgets

- 95,000 people receiving Personal Budgets
- Over £670m of council expenditure.
- Predicted rise to 205,000 PBs by next March
- Suggests (using Ist year trends and current user figures):
  - **£1.5 bn spend**
  - **PBs to more than one in five people receiving non-res council support**

Headlines

At end of first year of PPF

- Good general progress
- Dedicated programme teams: whole system change.
- Substantial increase in PBs, although variation
- Councils believe have strong statutory/vol sector support and involvement;

  less so from consumers/private sector

Operating Systems

- Most considering significant changes to initial contact, call centre, advice, assessment/care management, arrangements:
  - ensuring everyone needing advice/support (whether council or self-funded) is able to access it
  - changes to assessment and care management: 50% say it will affect all such staff, and rest say a significant proportion

Operating Systems

- New arrangements for allocation of resources being developed in <u>all</u> authorities:
  - but less than half operational, only 20 authorities offering to all user groups
  - nearly all plan/using a points based system

- Usage of supported self-assessment is mixed:
  - 12% already have this in place for most groups
  - 42% in place for some.
  - Rest say will commence in the next 12

‘User-led’ support

- Most advocacy from user-led organisations is for people **eligible for council funded services**
- One in ten have no such services for council funded people
- One in three have none for self-funders
- Overall advocacy least available to OP

- Even less support/brokerage available via user-led orgs
- Less still to self-funders
- Least available to people with mental health needs

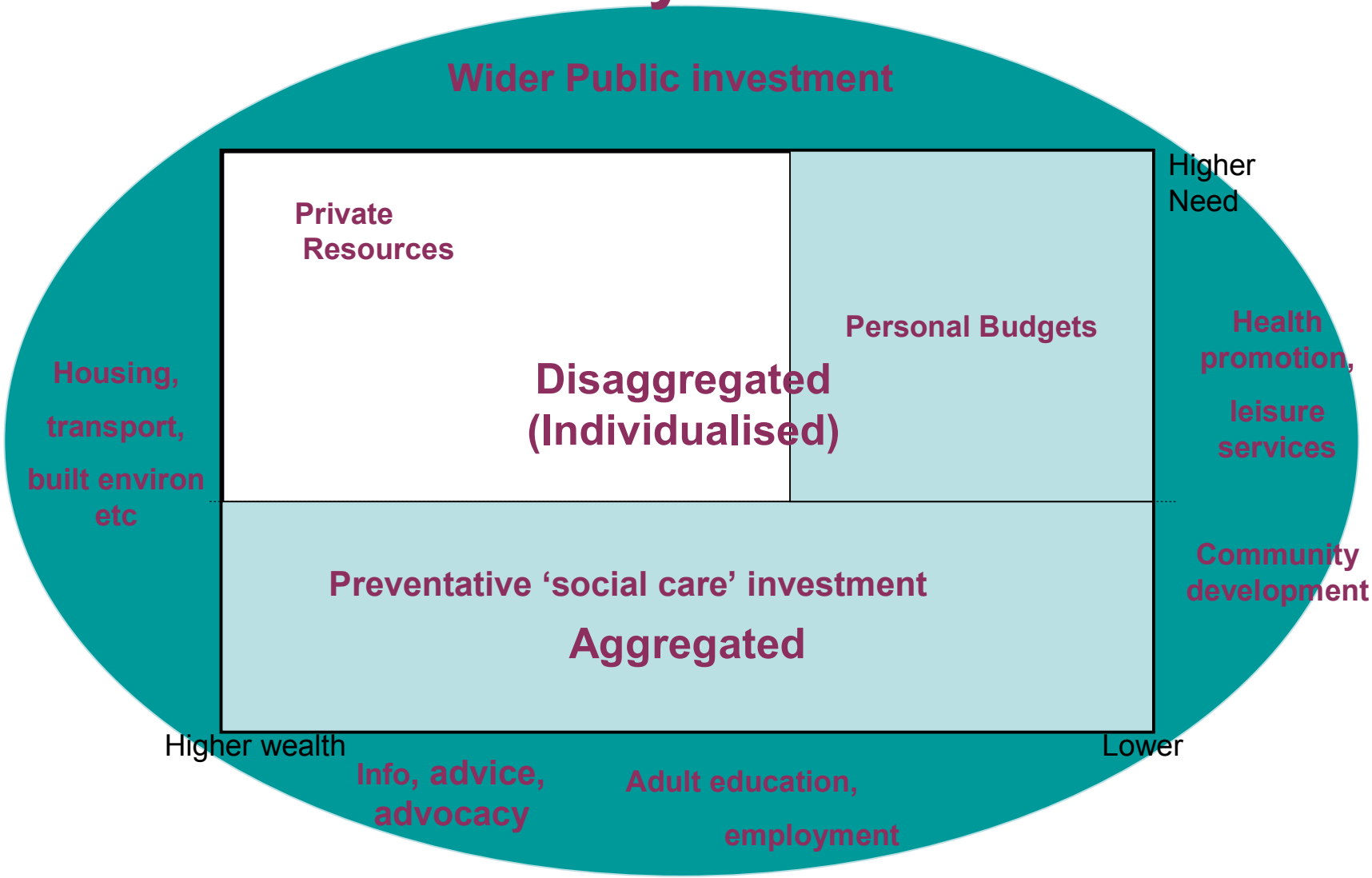
Supply Development

- 1 in 4 say strongly engaged with external providers in planning development of the market; the rest to ‘some extent’
- 4 out of 5 feel range and flexibility of provision already improved
- Less than half have systems to capture info on existing consumer choice/needs, and only 10% includes info re private consumption

Change:The Principles ?

- Involvement with the ‘state’ and ‘services’ – changing the dynamic: ‘<u>together</u>’
- But, ‘universal’ guarantees:
  - Enabling, inclusive environment
  - Info, advice, advocacy
  - Shared responsibility in finding solutions, particularly for ‘vulnerable’, safeguarding
  - Public funding (PBs) for some

Whole Community



Supply / Provision

- Money doesn’t guarantee choice or control;
- “Choice”
  - needs a market, range of services
  - information/ support to choose
- “Control” involves
  - responsiveness of paid care staff/services;
  - maintenance of dignity
  - Risk, self-determination, self management

Advocacy: The way ahead

- Definition: from ‘articulation/representation’ to more specialist/focussed ‘rights’ and ‘protection’ involvement
  - Especially re those for whom capacity/communication is problematic
- Complex issues of rights, responsibilities, families, communities and individuals
- Social work role ?
- Sets of functions
- Should resource allocation be seperate

Advocacy: The way ahead

- Core part of choice and control; and prevention and protection
- Sits within ‘Universal’ offer
- Aggregated v individualised investment balance
- Free or not ? To what extent ?
  - ‘counselling’, financial, legal advocacy is sold
- Beware of the professional power relationship:
  - ‘with’ rather than ‘for’

directors of

adass

adult social services