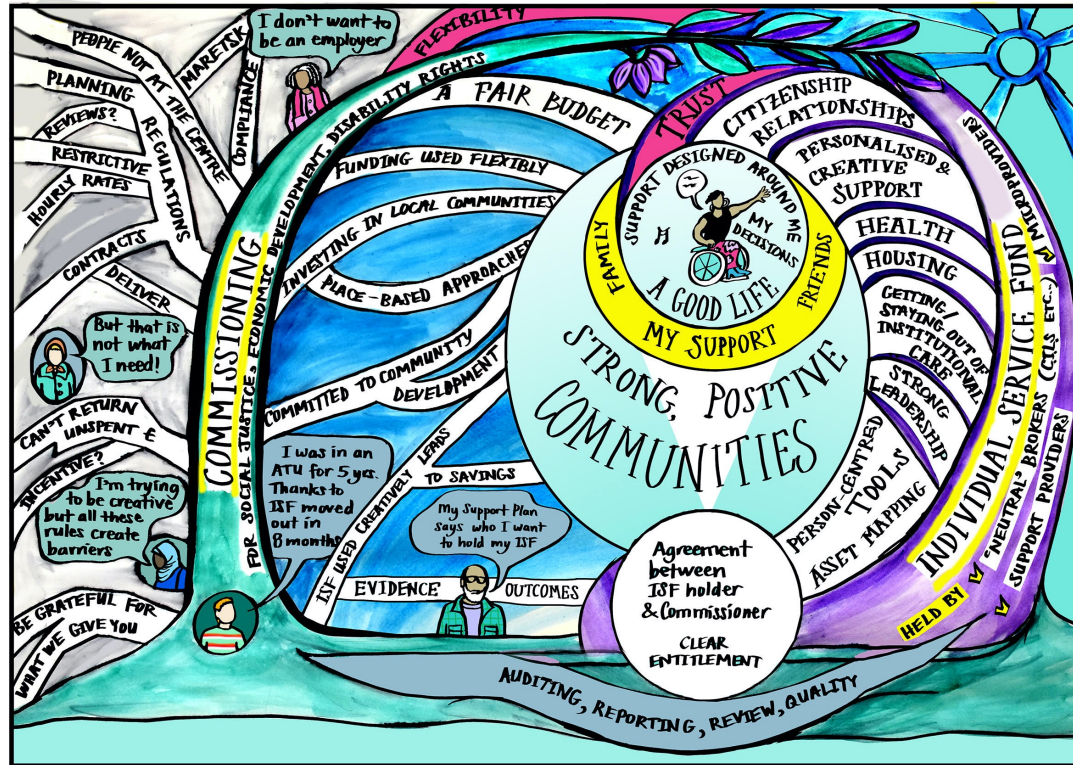


Individual Service Funds (Managed Budgets) in England

SELF DIRECTED FUTURES



HOW CAN WE GET MORE PEOPLE BENEFITING FROM FLEXIBLE SUPPORT?
INDIVIDUAL SERVICE FUNDS TRANSFORMING COMMISSIONING



East of England Building Positive Futures Programme, ADASS and TLAP. Online, 2020-2021. Graphics by www.penmendonca.com @MendoncaPen
This graphic includes work presented by the Centre for Welfare Reform and colleagues



Consultancy



Self-Directed Futures provides practical assistance, training and consultancy to a whole range of organisations including: support providers, voluntary and community sector organisations; clinical commissioning groups; local authorities and others who aspire to make radical change for the benefit of citizens. The collective knowledge, skills and experience of our associates means that we are able to provide practical advice and support on a whole range of issues -we help with:

- Co-production & developing your vision
- Commissioning for personalisation
- Training around SDS
- Market engagement and market shaping to support SDS approaches
- Stakeholder consultation
- Coaching & mentoring
- Evaluations

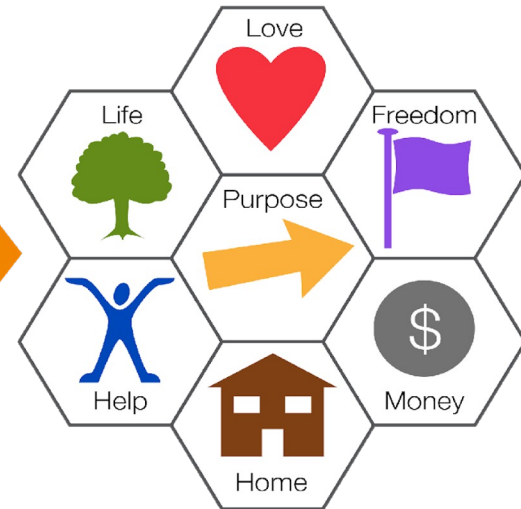
Contact Us: becks@selfdirectedfutures.co.uk

Our social mission...

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Enhancing Real Wealth

Achieving Citizenship



Community Support



Family Life



Association



Social Enterprise



Business



Public Services



Law

Just so you know a bit about me



- In the early part of my career I worked in a range of settings with people providing support in NHS inpatient units, homecare, residential care, supported housing, day services and worked as a personal assistant.
- Spent 12 years involved in adult social care commissioning (NHS/LA), closing down Locally Based Hospital Units then working in brokerage and commissioning
- Now run **Self-Directed Futures** – working with LA's and ICBs across the England promoting different ways of personalising commissioning
- I'm also a consultant with the Institute of Public Care, Downs Syndrome Association, the NDTI and run a small non CQC registered 'micro provider' organisation in Dorset
- Lead for the SDS Network England



E: chris.watson@selfdirectedfutures.co.uk

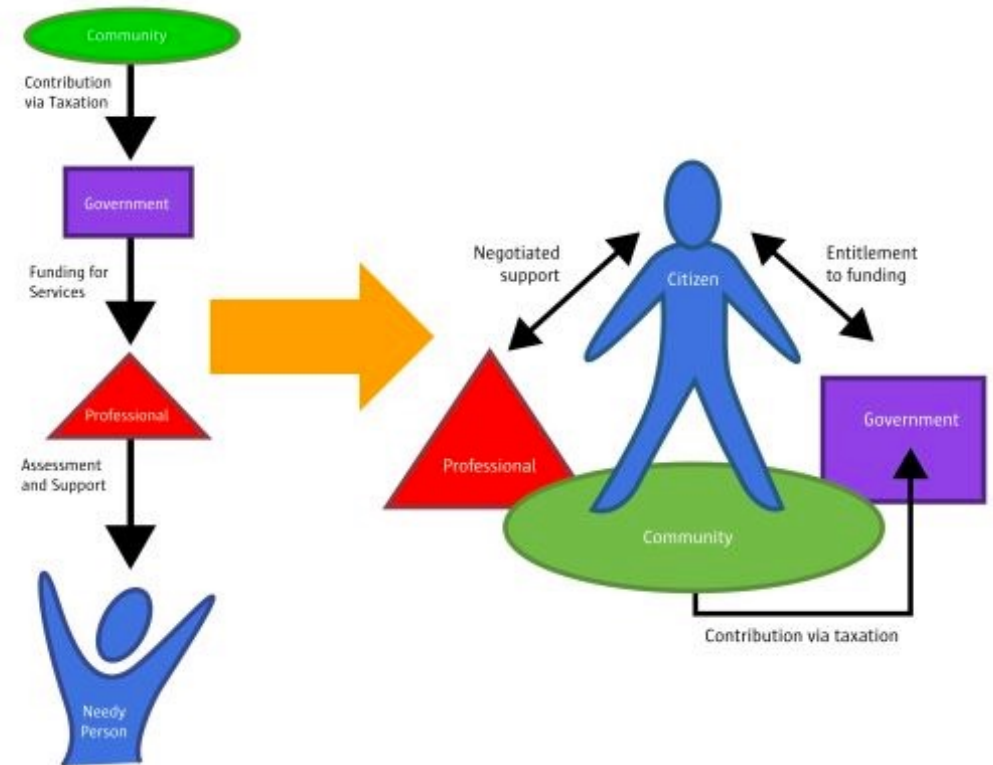
T: 07366 558394

W: <https://www.selfdirectedfutures.co.uk>

The problem we are trying to solve

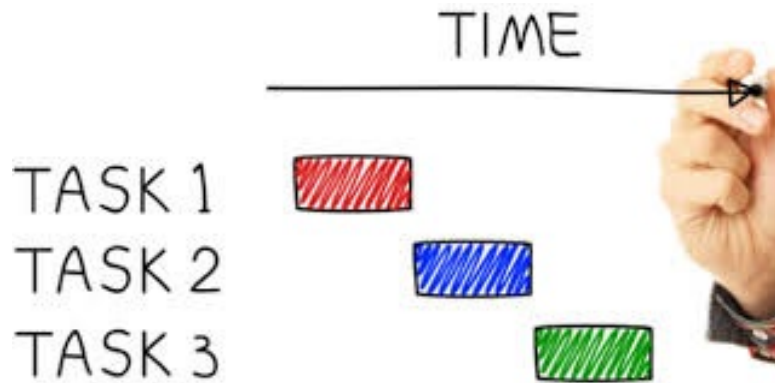
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- Moving away from the 'professional gift'
- Away from people being seen as grateful recipient of services
- Towards having clear entitlement to a personal budget
- Freedom to use creativity and own judgment
- People want to build good lives not just to receive services



Service provision or personal assistants?

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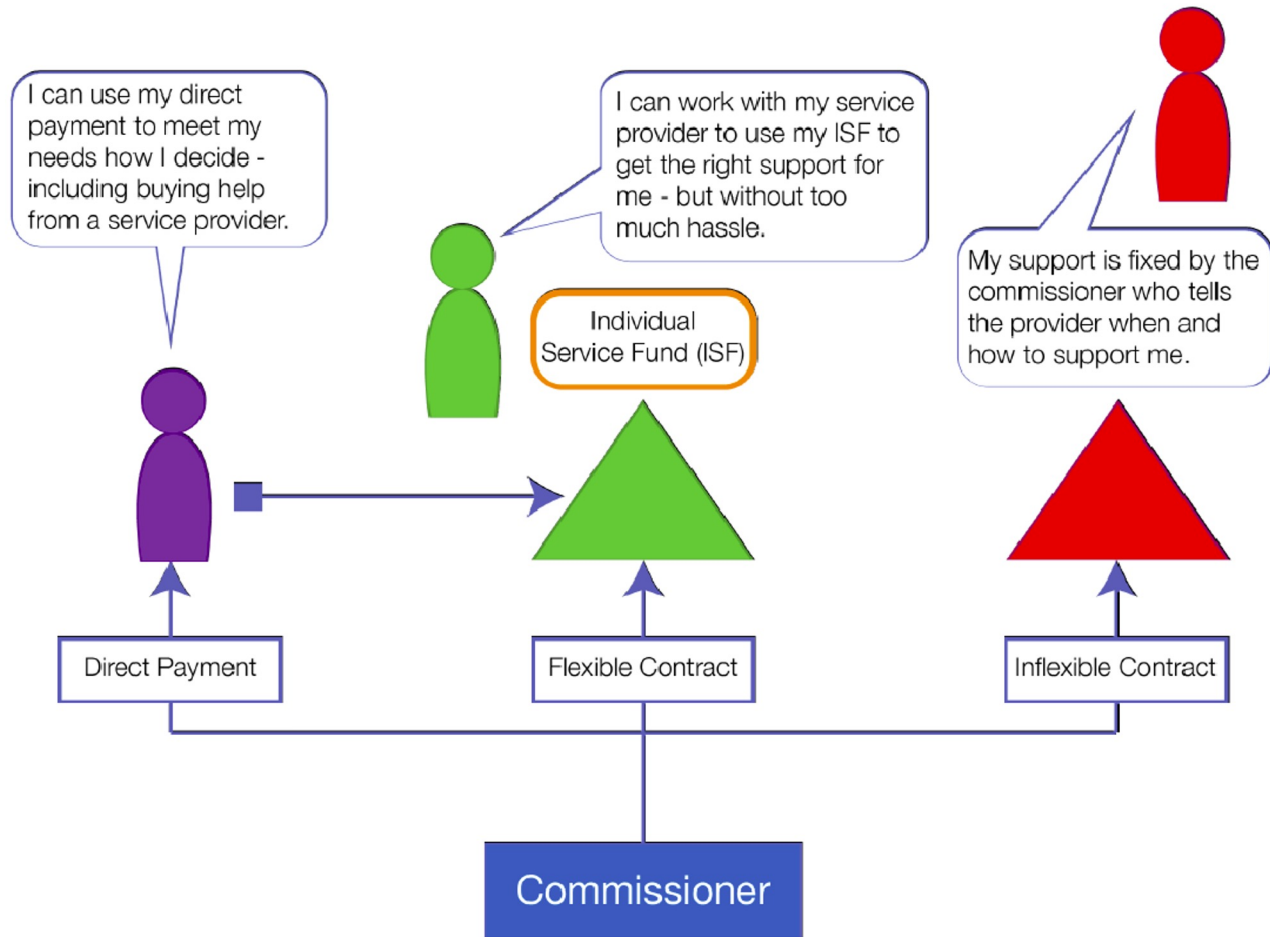


or



Managed Budget arrangement

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A personalised 'Target Operating Model'

Option 1 - Direct Payments

Citizens (or nominated individuals) take a direct payment and are free to manage and use it as flexibly as they want to meet their outcomes. They have access to payroll services and employment advice and guidance if required through commissioned direct payment support services.

Direct Payments

Direct Payments +
extra support

Option 2 - Direct Payments + extra support

Citizens (or nominated individuals) take a direct payment but want extra help from a third party organisation to manage their arrangements to meet their outcomes in exchange for a weekly fee. Enhanced support would be over and above standard Direct Payment payroll services and would include:

- Identifying outcomes
- Community Connecting (matching people with free and natural supports)
- Support planning
- Brokering of support
- Help with recruiting, employing and managing pa's
- Reviewing, re brokering and adjusting arrangements as required
- Supplying audit information to commissioners
- Providing information, advice and guidance to citizens on an ongoing basis

Option 3- Individual Service Funds/ Third Party Personal Health budgets

Citizens who want help from a commissioned third party organisation to manage and oversee arrangements to meet their outcomes. This is the next most personalised option for people who cant or don't want to take their personal budget through the DP or DP+ route.

Individual Service Funds/
Third Party Personal Health
budgets

Managed/notional
budgets

Option 4 - Managed/notional budget

Citizens who don't want to take their personal budget through the DP, DP+ or ISF/TP PHB route will have a service commissioned for them by the LA/NHS. this is often called a 'managed' or a 'notional' personal budget.

in these arrangements there is less flexibility around day to day delivery of support as there will often be fixed weekly arrangements and a set number of support hours. As a minimum citizens should be able to aggregate and flex their support hours as required and have a choice around which organisation supports them.

Support through this option should include:

- Identifying outcomes
- Community connecting (matching people with free and natural supports)
- Support planning
- Brokering and/or providing of support
- Reviewing, re brokering and adjusting arrangements as required
- Providing audit information to commissioners
- Giving advice and guidance on an ongoing basis

Moving from this....

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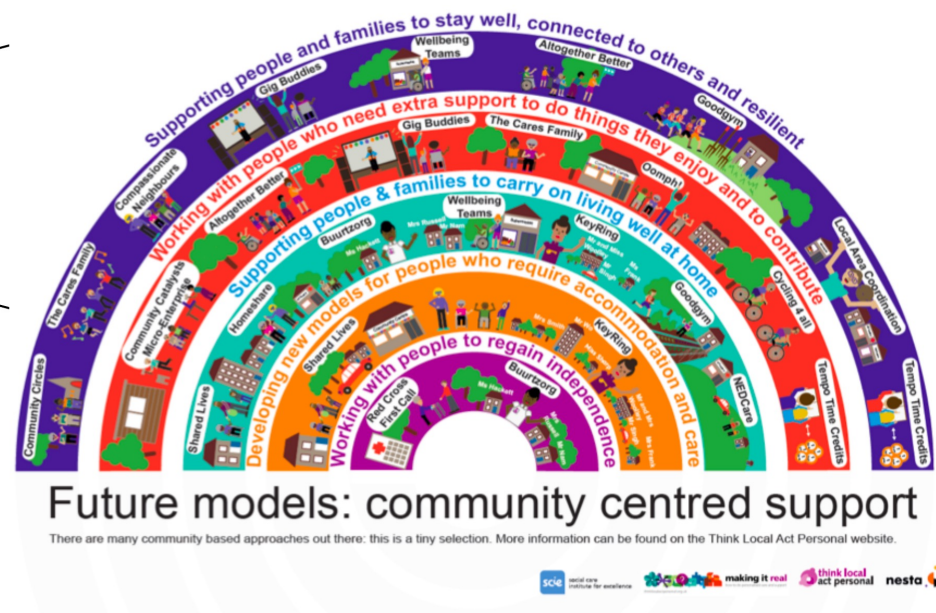
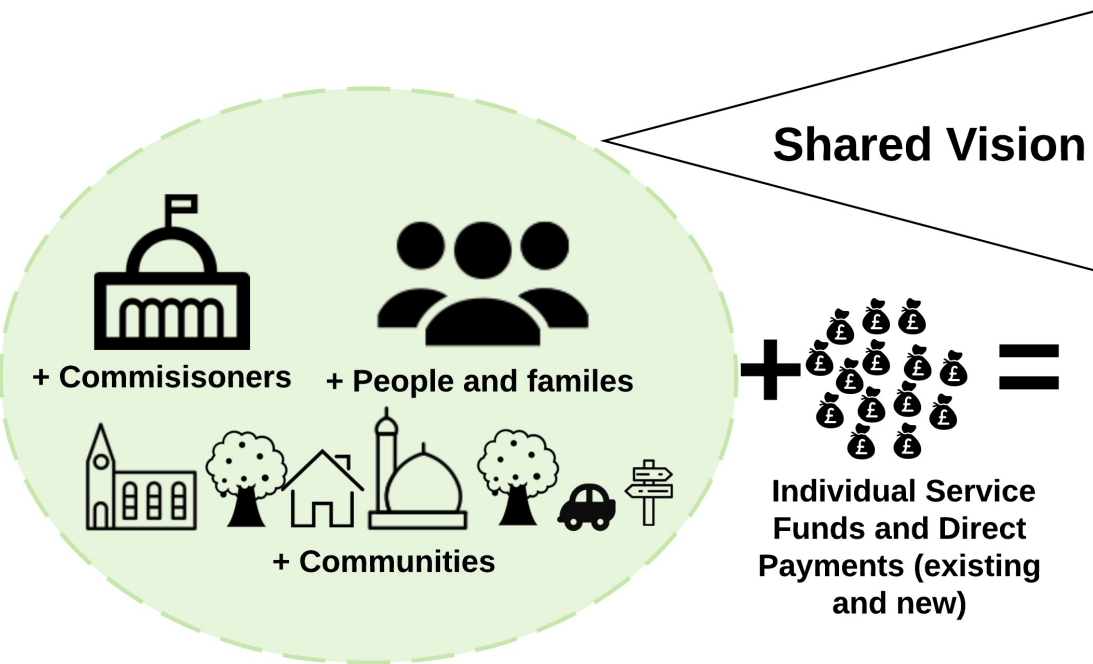
To this....

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Towards co-production & community support directories

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Step 1 – co produce what good standards should look like for people using Managed Budgets



**Individual Service Funds:
I Statements**




An **I Statement** is something you can say when your Individual Service Fund is working exactly as it should



- Develop local standards
- Avoids misunderstandings and aids accountability
- Should be co produced and locally owned

Step 1a – co produce the provider selection criteria (pass/ fail)




 ISF Register Accreditation Questions				
	Yes	Partly	No	Please use this box to describe how you fully/partly meet the accreditation criteria
1		Fail	Fail	
2			Fail	
3			Fail	
4			Fail	
5			Fail	
6			Fail	
7			Fail	
8			Fail	
9			Fail	
10			Fail	
11		Fail	Fail	
12			Fail	
13			Fail	
14		Fail	Fail	
15			Fail	
16			Fail	
17			Fail	
18			Fail	
19		Fail	Fail	

Step 2 – produce standards for Managed Budget holding organisations



Individual Service Funds: We Statements



These **We Statements** are designed to help organisations to ensure that they are delivering Individual Service Funds in the way there were initially designed

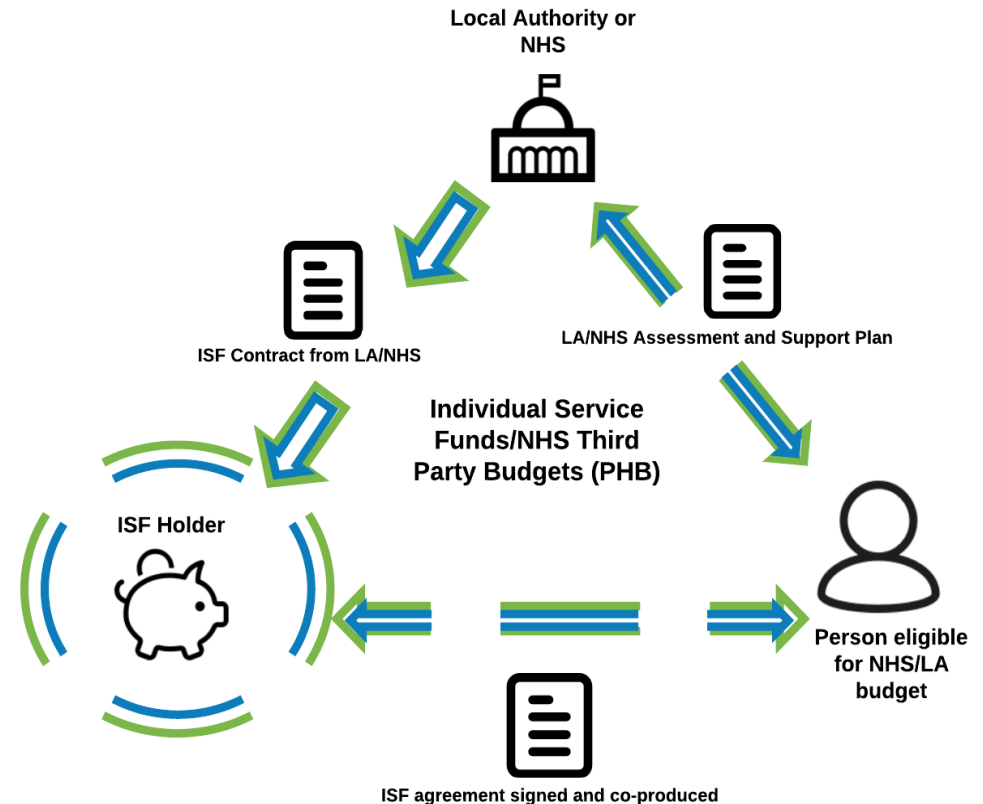
© Self-Directed Futures 2023

- Develop a set of standards for support organisations
- Clarify what they are expected to deliver and how this may be different to the normal ‘time and task’ approach
- Can be used for quality assurance and provider selection

Step 3 – define the Managed Budget arrangement



- Assessment and support plan details who the person would like to hold their budget
- A contract exists between the funder and the budget holding organisation
- Agreement between the person and their budget holding organisation setting out how they will work together to use their budget



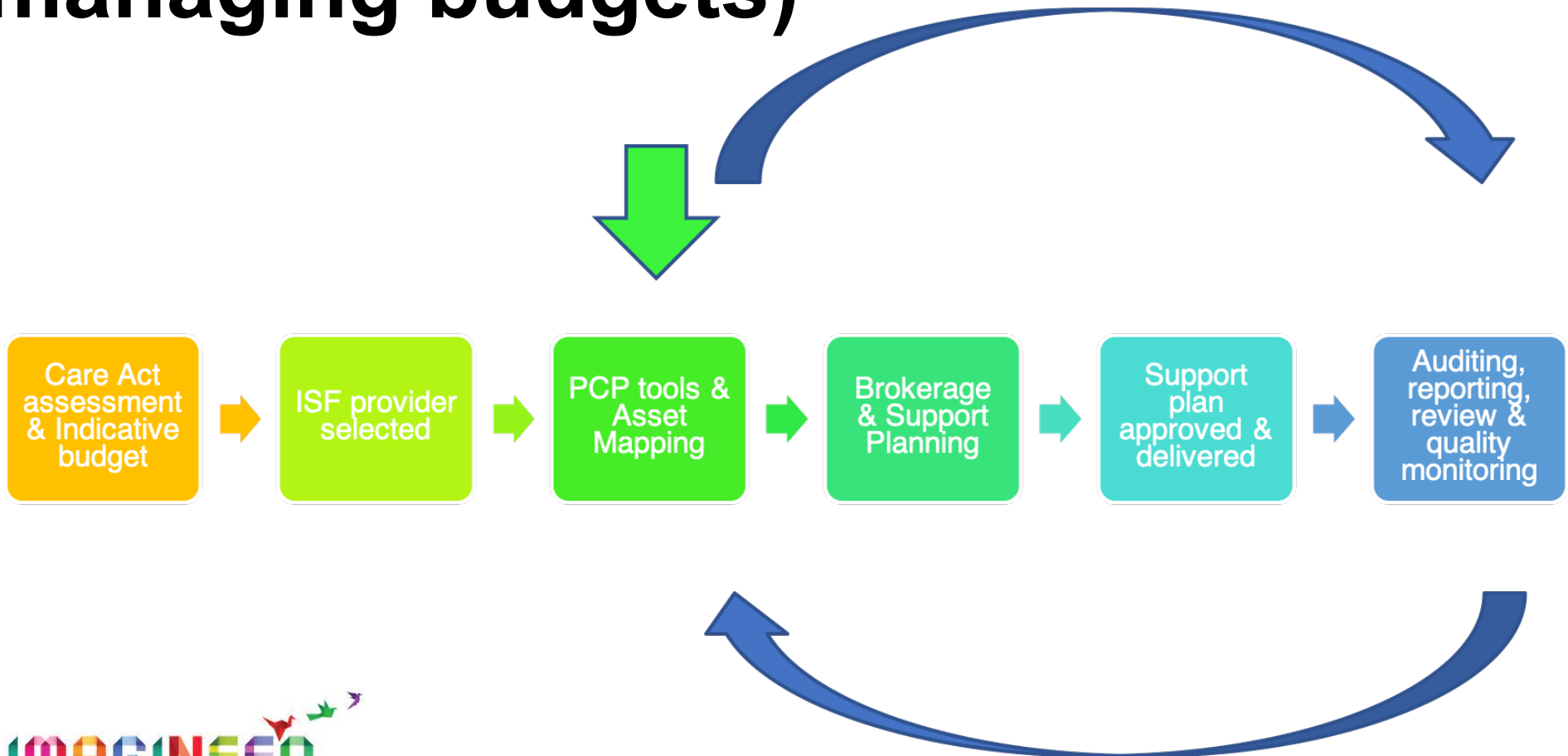
Step 4 – Agree supporting financial processes



- Third party holding 'Virtual Wallet' system
- Payment (in line with DP)
- Monitoring & Audit
- Dealing with unspent funds

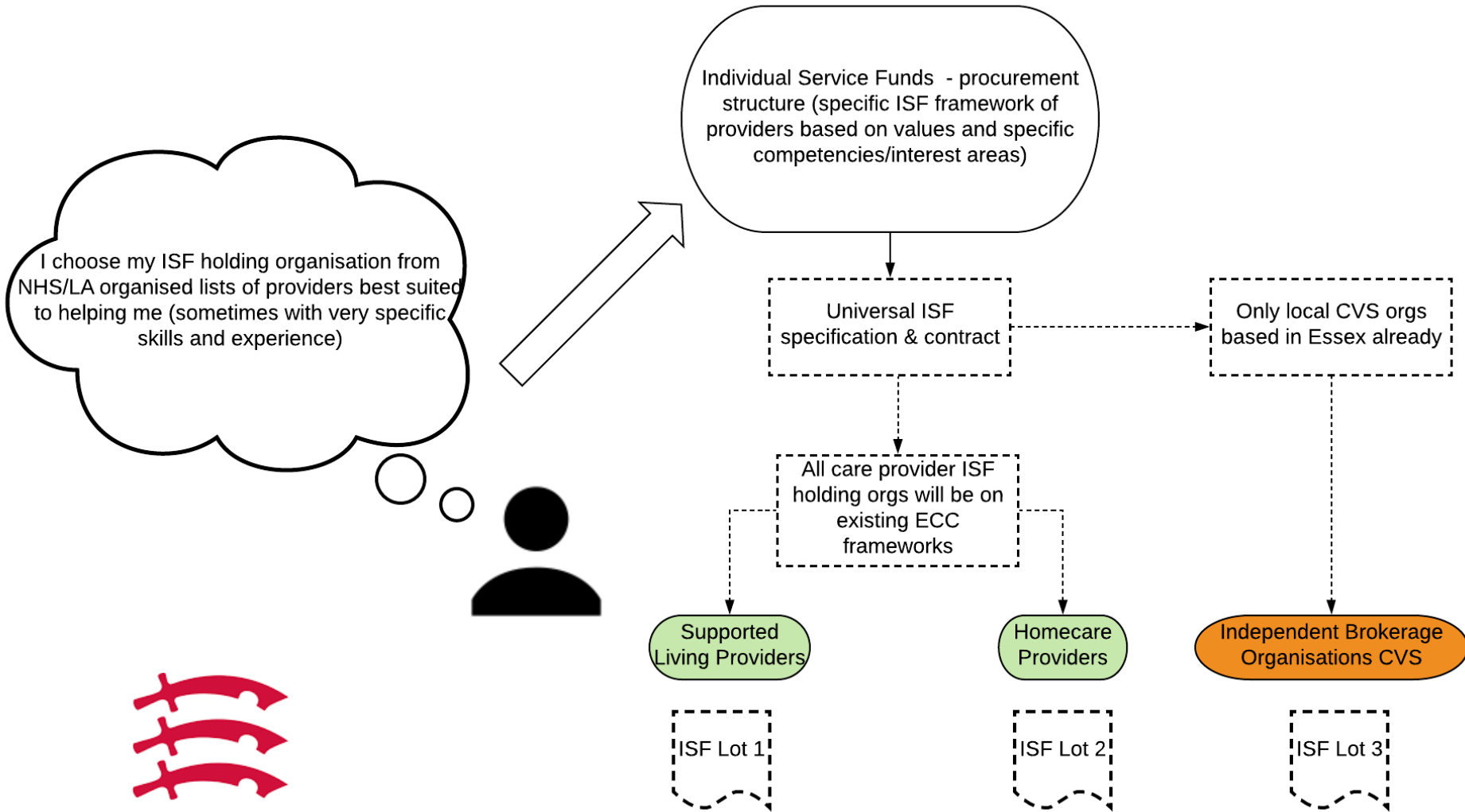
Step 5 – develop a specification (its about the standards, brokering and managing budgets)

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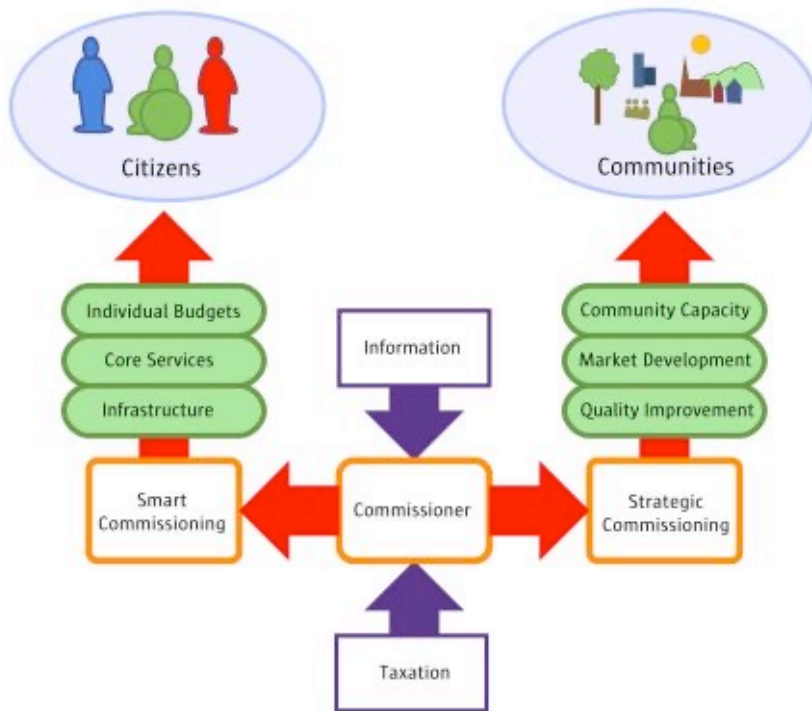


Step 6 - Create a contracting framework

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Step 7 – engage the market



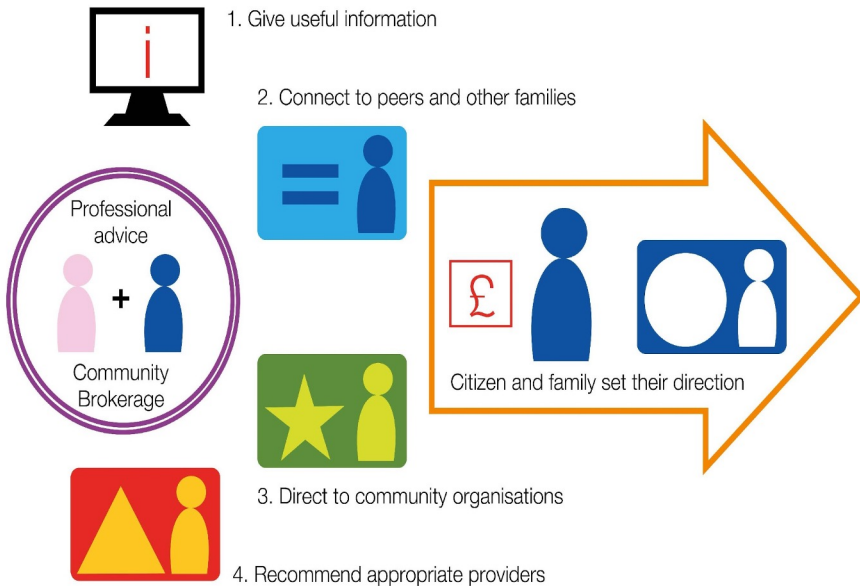
- Set up a session to meet providers and describe what people want locally and how this is different to present approaches
- Share any locally produced standards and vision documents with providers ahead of meeting
- At the session share stories of how things are working in practice and benefits for people and

Step 8 – run a selection process



- Take providers through the selection process (using the locally produced standards)
- Think about using peer forums to assess submissions and provide supportive feedback
- This will become the initial list of Managed Budget organisations that people can choose from
- Keep opening it up to allow new joiners

Step 9 – starting up

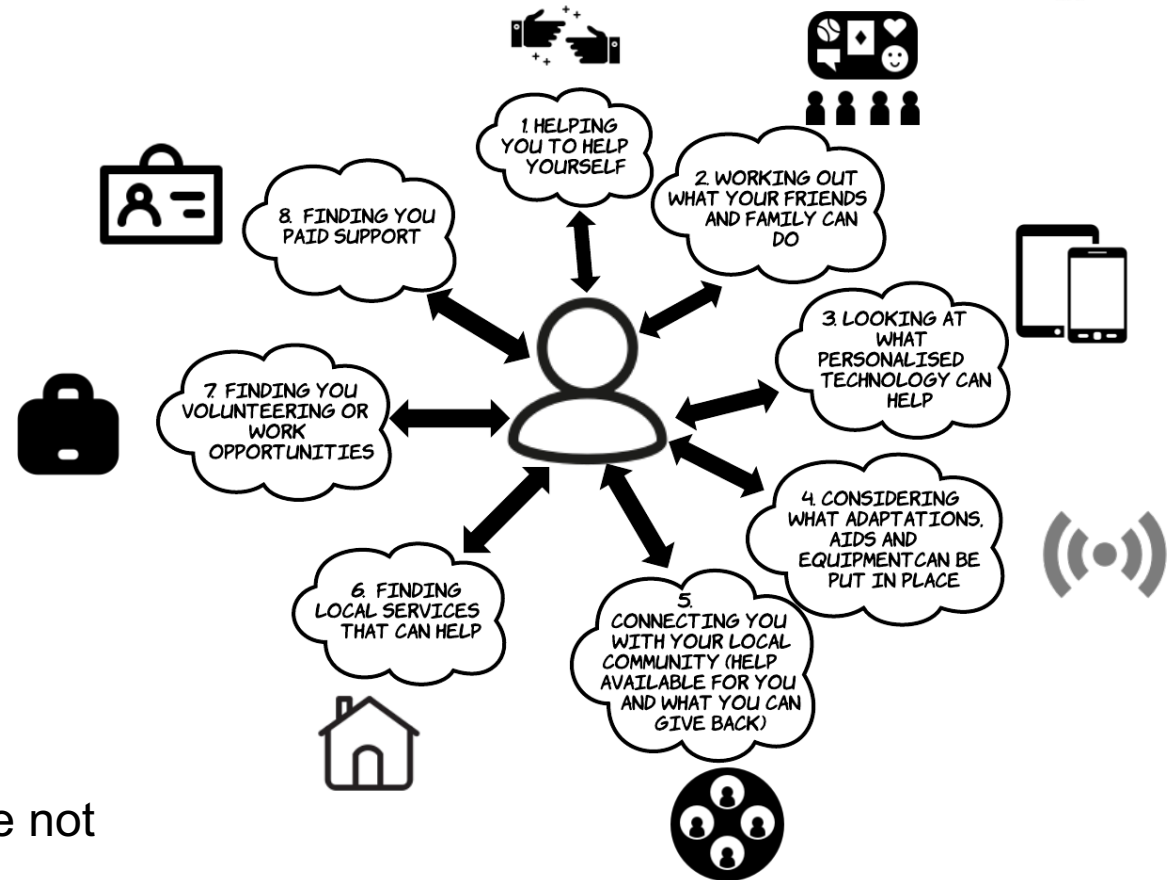


- Ensure there is support and guidance for social workers/clinicians to continue to embed outcome-based approaches
- Regularly meet with your provider organisations and help them navigate this new way of working
- Make sure that information is available publicly so that people know that they have this option!

Over time – you should see....

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- Pooling budgets to buy support
- Preparation for employment
- Wellbeing activities
- Personal trainers
- Self-employed support staff
- Cookery lessons
- Massage therapy
- Hypnotherapy
- Personalised technology (where not supplied by commissioners)



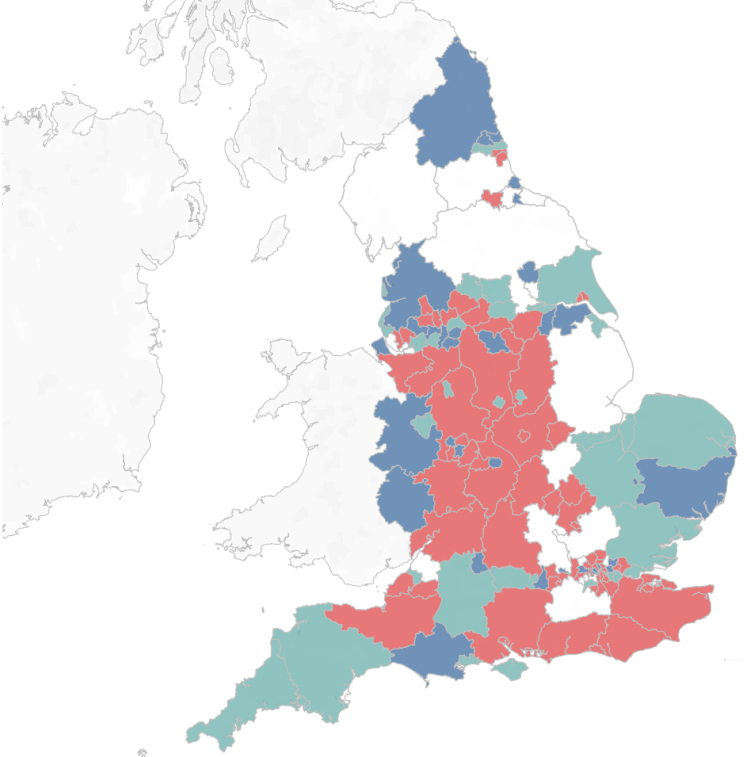
Progress in England



Progress on ISFs

Available | **Trialled or part offered** | **Not available**

Blank areas haven't yet responded to FOI as of 19/9/23

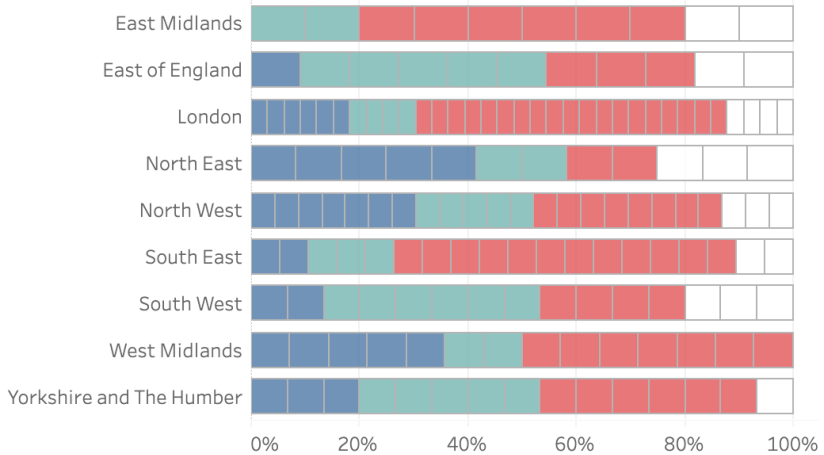


Progress over time

2019	2021	2023
2	15	31

Regional differences

Click region to filter map, hover to see past years



© 2023 Mapbox © OpenStreetMap

Created by: Citizen Network | Developed by: @dgoswell | Data source: Bi-annual FOI to all Councils with Social Care Responsibilities, 2019, 2021, 2023

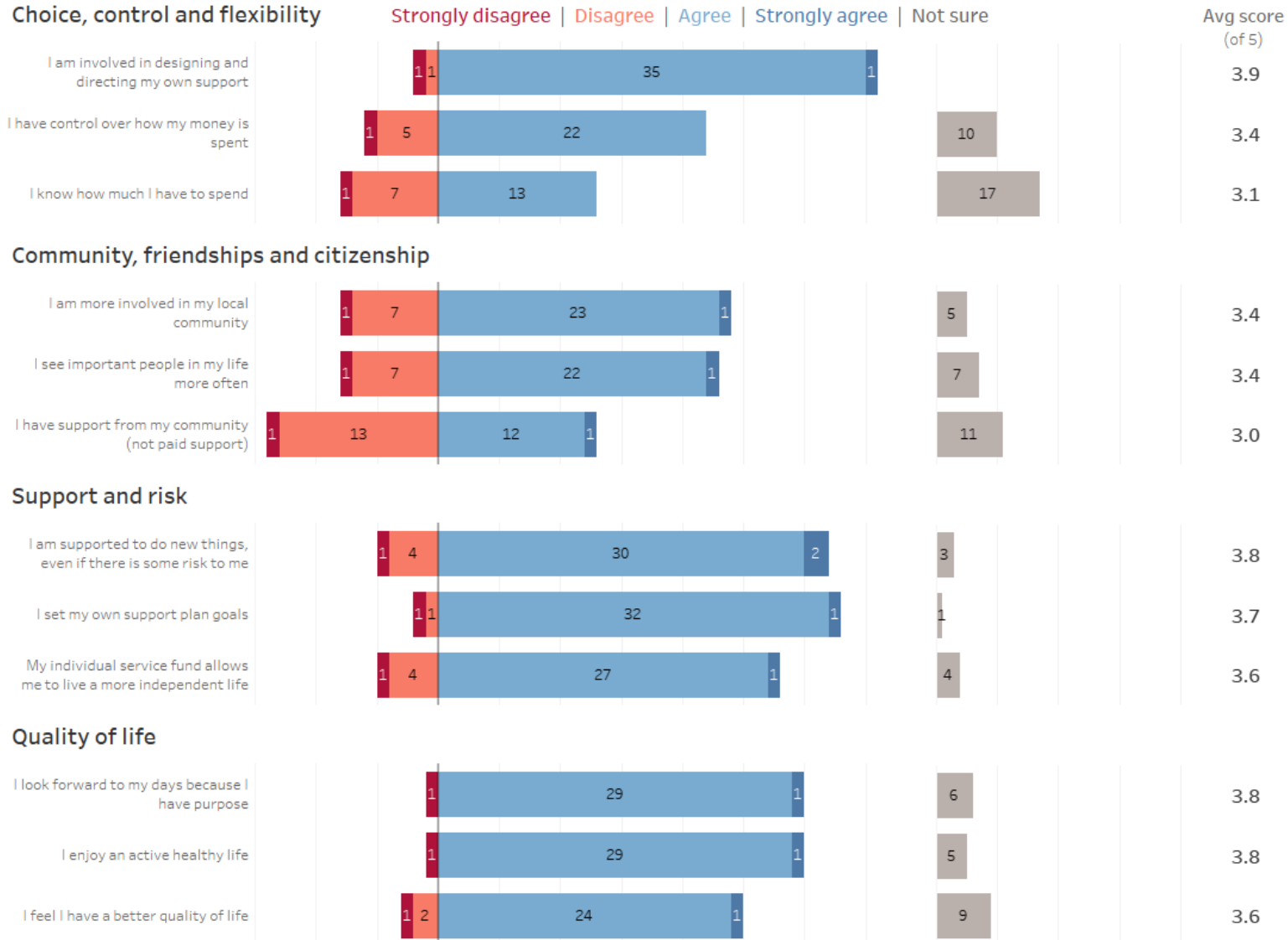


<https://citizen-network.org/library/map-of-isfs-in-england.html>

Individual Outcomes



These are the outcomes for individuals who received an ISF in Wakefield. We had a response of 38 from a total of 45 people receiving an ISF.



Individual Outcomes



Individual Service Funds

This survey asked recipients of ISFs about their experiences before and after (6 months +) receiving their ISF. The questions relate to key aspects of an individuals life. There were 6 individuals who completed both the pre and post survey.

Improvements were seen in all areas with the largest increases in pre and post score being:

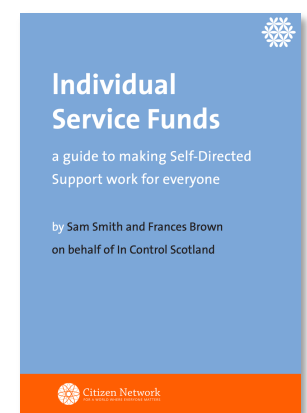
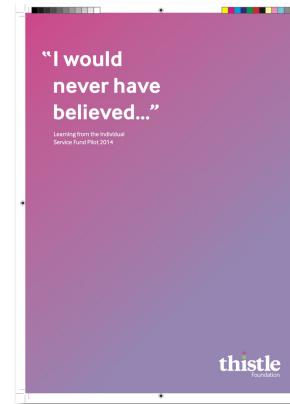
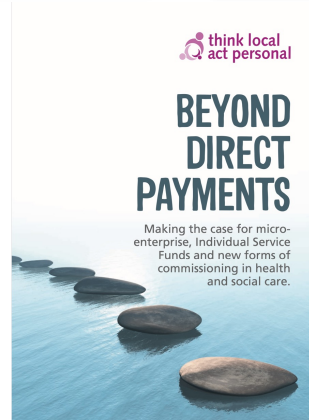
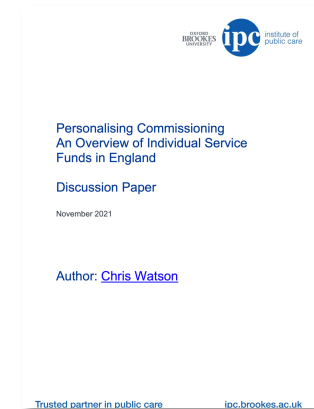
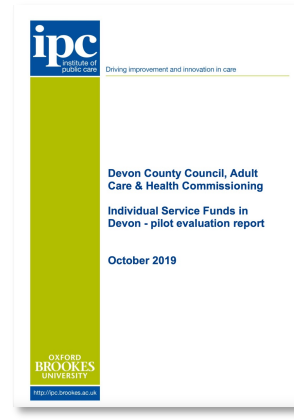
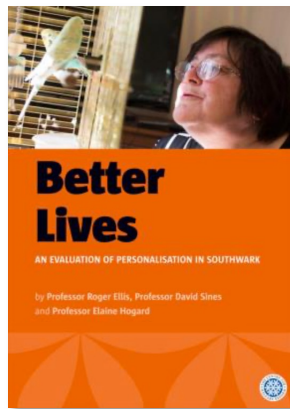
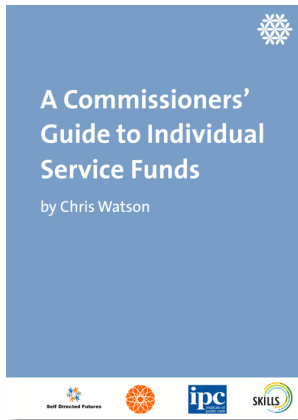
- I know how much I have to spend
- I am involved in my local community
- I have support from my community
- I look forward to my days

This analysis can be updated as more individuals complete the survey.



Pre / post difference		Pre / post difference	Strongly disagree = 1	Strongly agree = 5
1.2	Choice, Control & Flexibility	I know how much I have to spend	1.8	
		I am involved in designing and directing my own support	1.0	
		I have control over how my money is spent	0.8	
1.1	Community, Friendship & Citizenship	I am involved in my local community	1.3	
		I have support from my community (not paid support)	1.2	
		I see important people in my life	0.8	
0.7	Quality of Life	I look forward to my days because I have purpose	1.2	
		I enjoy an active healthy life	0.5	
		I feel I have a good quality of life	0.5	
0.4	Support & Risk	I set my own support plan goals	0.7	
		I am supported to do new things, even if there is some risk to me	0.5	
		The support I get allows me to live a more independent life	0.2	

Further Reading



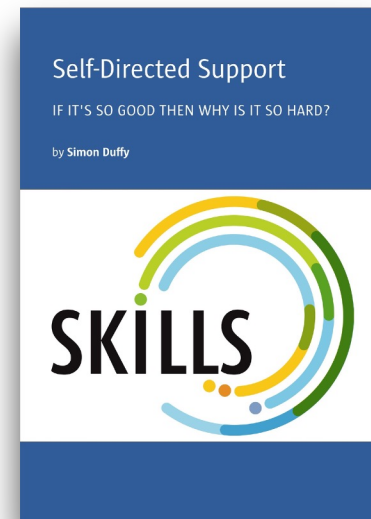
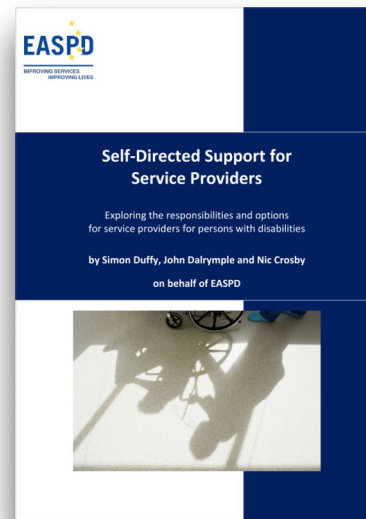
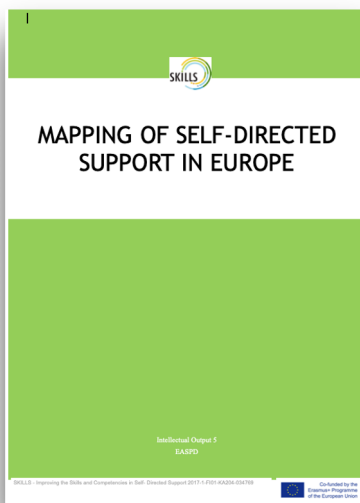
Self-Directed Support Network England



For info on joining contact becks@selfdirectedfutures.co.uk

<https://www.selfdirectedsupport.eu/>

<https://citizen-network.org/resources/selfdirected-support-network.html>



Q&A

