



DERBY CITY COUNCIL

Adults, Health and Housing Directorate

Adult Social Care Self-Directed Support Policy

Version 3.2

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Version Control and Document History

Version Control

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1. Introduction

1.1 Introduction

Derby City Council is changing the way it delivers care and support to people who are assessed as eligible for social care and live in the city. It is doing this by adopting a new model of social care delivery called self-directed support. The implementation of self-directed support is part of a wider personalisation programme and the introduction of a new customer journey.

This transformation of adult social care requires the redesign and reengineering of the way in which the Council delivers social care and support. The aim is to give citizens with eligible needs much greater control in assessing their own needs, deciding how best those needs can be met and tailoring care and support to meet their individual needs. It includes the use of a personal budget as well as other types of support.

1.2 What is self-directed support?

Self-directed support (SDS) refers to a new model of delivering care and support that includes the use of a personal budget and is designed to maximise choice and control for people with social care needs.

In summary, it is the process where:

- customers are told how much money the Council would reasonably expect to pay to meet their eligible support needs
- customers are invited to think about what is important to them in their life and how they would wish to be supported (and by whom) – and to create their own support plan that they submit to the Council
- the Council checks and agrees the support plan
- a personal budget is paid to the customer
- the customer arranges their own care and support in the way set out in the support plan

There are varying degrees to which the customer can take control of this process – the planning, the management of the money and arranging their care and support. They can each or all parts of the process on their own or with the help of others.

Other definitions related to SDS are included in the Glossary section of this document.

1.3 Purpose

This document outlines the policy framework and principles within which more detailed operational procedures and guidance can be developed to ensure the consistent and effective implementation of self-directed support in Derby City.

2. Context

2.1 Policy Context

Government policy directed at greater personalisation and key documents include:

- Improving the Life Chances of Disabled People (Strategy Unit, January 2005)
- Independence, Well-being and Choice (Department of Health, March 2005)
- Commissioning Framework for Health and Wellbeing (Department of Health, January 2005)
- Working together for Wellbeing: From Vision to Reality (Local Government Association, February 2007)
- HM Government The case for change: Why England needs a new care and support system (Department of Health / HM Government)
- Opportunity Age (Department for Work and Pensions, March 2005)
- Our health, our care, our say (Department of Health, January 2006)
- Putting people first: a shared vision and commitment to the transformation of adult social care (Department of Health, 2007)
- Guidance on Eligibility Criteria for Adult Social Care (Department of Health, February 2010)
- Personalisation through person centred planning (Department of Health, March 2010)
- Think Local, Act Personal: A sector-wide commitment to moving forward with personalisation and community-based support (Department of Health, November 2010)
- A vision for adult social care: Capable communities and active citizens (Department of Health, November 2010)

2.2 Legal Context

2.2.1 Community Care

Derby City Council has a duty to provide community care services for eligible customers under several pieces of legislation.

The Council has a duty to provide direct payments under the Direct Payments Legislation of November 2009.

2.2.2 Duty of Care

Duty of care requires everyone to 'take reasonable care to avoid acts or omissions which you can reasonably foresee would be likely to injure your neighbour'.

Donoghue (or M'Alister) v Stevenson ([1932] "You must take reasonable care to avoid acts or omissions which you can reasonably foresee would be likely to injure your neighbour. Who, then, in law, is my neighbour? The answer seems to be — persons who are so closely and directly affected by my act that I ought reasonably to

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have them in contemplation as being so affected when I am directing my mind to the acts or omissions that are called in question.” (26 May 1932, Lord Atkin)

Within this duty there is a responsibility to enable people to make informed choices and decisions as well as to take steps to minimise foreseeable risks, in liaison with the person and others who know and care about them.

The duty of care requires one to consider the consequences of his or her acts and omissions and to ensure that those acts and / or omissions do not give rise to a foreseeable risk of injury to any other person. Clearly, one is not expected to guarantee the safety of others; one is expected to act reasonably.

2.2.3 Health and Safety

Derby City Council has a duty under section 3(1) of the Health and Safety at Work Act 1974 in respect of the Health and Safety of persons not in their employment. While the risk enablement policy and guidance meets this duty in respect of our customers, the Council also need to ensure that the health and safety of any support workers employed by the customer under SDS is taken into consideration, and that customers understand their responsibilities as employers, where appropriate.

Not only should a risk assessment take into account any potential risks to carers/support workers that are not employed directly by Derby City Council, the risk assessment should also be shared by the customer with anyone they choose to employ or with the agency they use.

It is then the customer's responsibility to use the risk assessment to manage risks with their employees, with the support of their agent if required.

2.2.4 Human Rights

All public authorities have a duty to promote human rights (Human Rights Act 1998). Care and support offers protection of people's right to life by ensuring that their most basic needs such as eating, taking medication are met. The availability and organisation of care and support also determines whether people enjoy a number of other important human rights including:

- Article 4 - The right to liberty and security
- Article 8 – The right to respect for private and family life

The United Nations Convention on the Rights of People with Disabilities:

- Article 19 - Living independently and being included in the community

A disabled person's right to live in the community requires governments to take

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effective and appropriate measures to facilitate the full enjoyment by persons with disabilities of this right and their full inclusion and participation in the community.

2.2.5 Equality

All public authorities have a duty to promote equality and not to discriminate against people because of disability, gender, race, age, sexual orientation, religion or belief, pregnancy and maternity, and gender reassignment. This includes its role in contracting out the delivery of a service to another party.

In relation to care and support, equality can be understood in terms of equality of access to care and support; equality of outcomes from care and support and the contribution care and support can make to people's equality of opportunity to participate and contribute fully in society.

Relevant Equality Legislation:

- The Disability Discrimination Act (DDA) 2005
- The Equality Act 2010

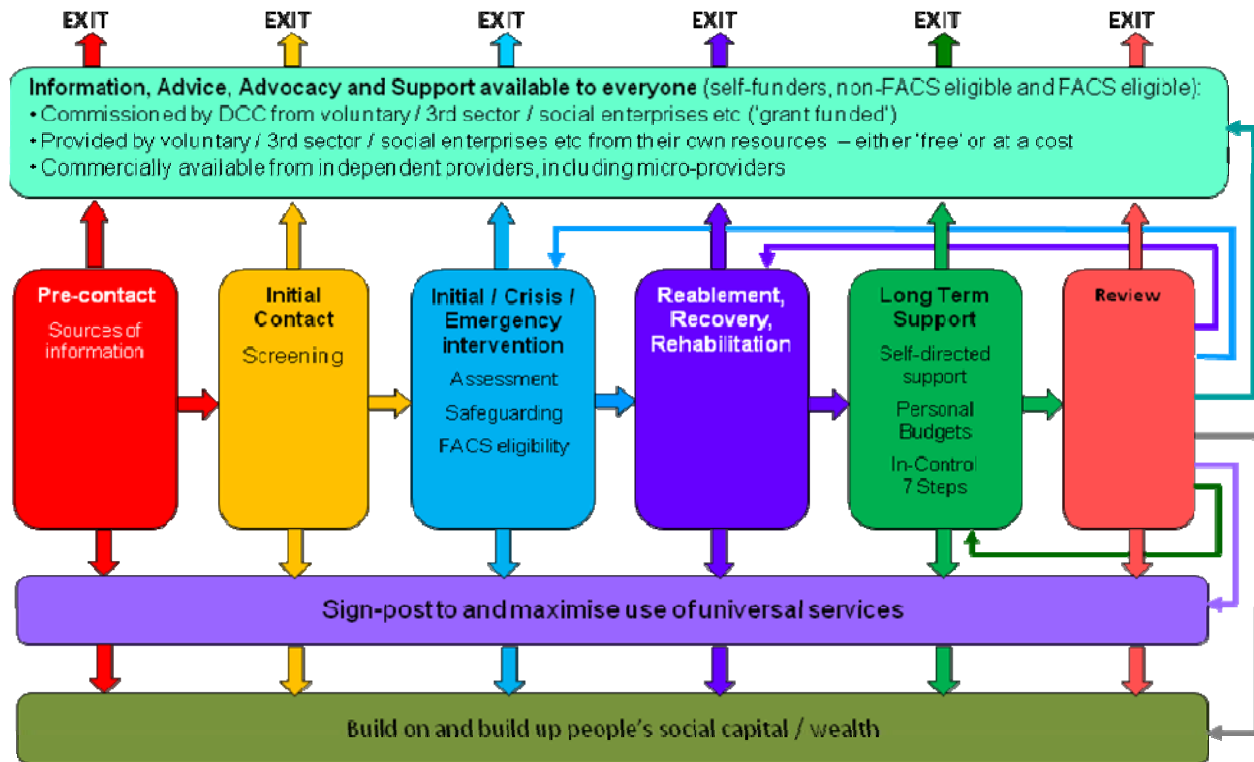
2.3 The new Personalisation Customer Journey

Derby City Council has developed a new personalisation customer journey, which is illustrated by the diagram which is shown below.

This diagram shows the different stages of intervention that customers receive when seeking support for their care needs. Customers will only be considered for long term support when other avenues have been tried so that those who receive long term support are kept to a minimum and are those who are most in need.

2. Context

The Personalisation Customer Journey in Derby



V2 03 Mar 2011

3. Scope of the Policy

3.1 Derby City Council staff

All staff within the Council involved in the assessment, support or care of people over 18 years, including those who are involved in the setting up and administration of services for people with eligible assessed needs, administrative and finance staff.

3.2 Commissioned / contracted staff

All staff working for provider and third sector organisations who are contracting / commissioning with the Council to provide care and support services.

3.3 Customers

The vast majority of people receiving services from Derby City Council adult social care who have a right to SDS, together with their carers and circles of support. This includes:

- older persons (over 65)
- adults (age 18 and above) with a physical disability
- adults (age 18 and above) with a learning disability
- adults (age 18 and above) with mental health support needs
- young people (age 17) with a disability who are in transition
- other vulnerable adults in need of social care support

3.4 Service types

People will be invited to self-direct their support once it has been established that they have ongoing eligible care or support needs.

3.4.1 Exceptions

For the most part, services at the 'front end' of the personalisation customer journey will be arranged by the Council and not open to self-direction. For example, those services required in emergency and crisis intervention, intermediate care, rehabilitation and reablement services.

4. Policy Statement

The following represents the policy of Derby City Council:

4.1 New operating model for long term Social Care

From September 2011, the Council will have in place a system to empower people to make choices and take control of their long term care and support. This system is known nationally as self-directed support. SDS will be the means by which the Council delivers long term care and support to adults aged 18 and over who are:

- existing customers at their annual review
- new customers with eligible needs for long term support

4.2 Seven (7) step process for SDS

The Council will adopt the seven step approach to SDS devised by inControl. This is illustrated in the diagram below.

Customers may decide the degree and extent to which they can take over and control their funding and support arrangements.

4.3 The personal budget

The personal budget will be calculated as follows:

- the council will decide how much someone's support would reasonably cost, based on their eligible needs;
- this will be reduced by the customer contribution, decided after a financial assessment;
- it may also be reduced by other grant or funding that is in place to provide support for their eligible needs.

The Council provides personal budgets so that customers may use them to meet their eligible social care needs. The use of such funding should not extend to deliver goods or services that would normally be the responsibility of other bodies. Thus, there is a clear expectation that customers are assisted to maximise their potential income from appropriate funding sources and that the Council should not subsidise services that are the responsibility of other bodies.

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	1. Set personalised budget	The person finds out how much funding they will be entitled to.
	2. Plan support	The person, or family, independent broker or care manager, works out how to best use that money to meet their needs in a way that suits them best.
	3. Agree plan	The person checks out their assessment and support plan with the local authority or any other funding provider.
	4. Manage personalised budget	The person decides on the best way to manage their personalised budget - manage it themselves; have a representative; set up a trust; pay an independent broker; use the care manager; or direct to the service provider.
	5. Organise support	The person organises the housing, help, equipment or other kinds of things they want.
	6. Live life	The person uses that support, in a flexible way with as few restrictions as possible, to live a full life with family and friends in the community.
	7. Review and learn	The person along with care manager checks how things are going and makes changes if needed.

4.4 Customer authority over a personal budget

Assuming authority over a personal budget is a core element of Self-Directed Support. This means that:

- a customer shall be able to access any provider or personal assistant to provide services and supports subject to Care Quality Commission (CQC) regulations where relevant;
- the customer shall be responsible for making appropriate arrangements with those workers and providers selected and therefore assume responsibility for:
 - employing staff and the risks associated with employment of staff,
 - establishing a separate bank account for the receipt of payment,
 - the outcomes of support choices,
 - informing the Council if their circumstances or needs change;

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- copies of agreements shall be kept current and if necessary made available by the customer, for review by designated staff within the Council;
- the customer may adjust specific applications of social care funds within the budget in order to adjust their services and support arrangements as he or she deems necessary to accomplish their plans. Unless the adjustment deviates from the goals and outcomes in the customer's plan, the customer does not need to provide advance notification to the Council.

4.5 Proper use of a personal budget

The proper use of a personal budget is of mutual concern to the customer and the Council. Social care funds allocated to a personal budget are the assets and responsibility of the Council and must be used consistent with statutory and regulatory requirements. Authority over their direction is delegated to the customer for the purposes of achieving the goals and outcomes in the support plan. Any limitations associated with this delegation shall be explained to the customer as part of the process of developing the support plan and authorising the personal budget.

4.6 Managing personal budgets

Customers will have a choice as to how the personal budget is managed which may be one of the following:

- by the customer themselves - direct payments are made to the customer; this is the preferred option;
- through a third party arrangement; options include:
 - direct payments to an unpaid agent (e.g. family carers and friends)
 - direct payments to a trust fund
 - holding accounts or a brokered fund paid by an agent
 - individual service fund paid by a paid agent
- by the Council who will manage a virtual budget on behalf of the customer
- a hybrid of the above

4.6.1 Full-cost payers

People who are eligible for services but obliged to pay full cost after due consideration of their means under the Council's charging policy may still want the council to manage their services. The Council will exercise discretion as to whether or not the person's situation requires that it should make the support arrangements.

The Council will do so by consideration of whether the situation necessitates or calls for the Council to make the support arrangements, e.g. in the case of mental capacity. A decision will be made in consultation with the person requiring care, and / or their best interests consultees.

5. Principles of Self-Directed Support

5.1 Principles of Self-Directed Support

The policy uses the following principles to underpin the independence, choice and risk management of SDS. The Council expects all staff to be familiar with these broader principles for practice including:

I. Right to Independent Living

If someone has an impairment which means they need help to fulfil their role as citizen, then they should get the help they need.

II. Right to a Personal Budget

If someone needs on-going paid help as part of their life they should be able to decide how the money that pays for that help is used.

III. Right to Self-Determination

If someone needs help to make decisions then decision-making should be made as close to the person as possible, reflecting the person's own interests and references.

IV. Right to Accessibility

The system of rules within which people have to work must be clear and open in order to maximise people's ability to take control of their own support.

V. Right to Flexible Funding

When someone is using their Personal Budget they should be free to spend their funds in the way that makes best sense to them, without unnecessary restrictions.

VI. Accountability Principle

The person receiving support and the council both have a responsibility to each other to explain their decisions and to share what they have learnt.

VII. Capacity Principle

People needing support, their families and their communities must not be assumed to be incapable of managing their own support, learning skills and making a contribution.

6. Eligibility

6.1 Who is eligible for support?

The Council assesses all people who seek or who are referred for support against an agreed set of eligibility criteria. The national eligibility criteria are used to assess the risk to independence over ten domains.

The criteria do not, in themselves, make people eligible for particular kinds of service, nor do they ensure that there is a fair allocation of resource across the whole range of eligible service users. What they are intended to do is to enable Councils to target resources on those who are most in need.

The national framework is used to assess each person's risk in each domain as either critical, substantial, moderate, low or zero. Only the needs that customers have that are assessed as being critical or substantial in each domain are eligible for funded support from Derby City Council and therefore eligible for SDS.

A financial assessment will be undertaken to establish whether a customer will be required to contribute towards the cost of meeting their eligible needs.

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7.1 The scope of SDS involves a number of components:

- the customer's authority to employ workers and manage a budget
- the services that are available for self-direction
- the customer's ability to obtain independent advice and support

7.2 The customer's authority to employ workers and manage a budget

- Customers will be offered either or both employer authority or budget authority.
- customers with employer authority employ their own service providers; employment entails the full range of employer rights, including the right to recruit and hire service providers, to supervise their work, to set their wages and to terminate their employment;
- customers with budget authority have the authority to select the types and amounts of services received, within a given budget, as long as the services relate to their long-term care needs.

7.3 The services that are available for self-directed support

- Most services would be eligible for SDS, with the exception of a few that are carved out and funded separately on an 'as needed' basis (for example, in an emergency). Within the budget and the service plan, the customer may purchase any service or support consistent with his or her goals.

7.4 Help with managing self-directed support

- Some customers will be clear about the way in which they wish to plan and organise their support, with no assistance from others. Many will enrol the help of family members / friends and some will find it useful to establish a circle of support.
- Where it is required or requested, customers will be provided with the opportunity to seek and receive independent advice and support. To this end the Council is developing a support brokerage 'hub' where people can be put in contact with individuals and organisations who have the skills to assist them in planning and organising their support. The support brokerage hub will be operated independently from the Council and will offer different levels of support depending on the customer's needs.
- Evidence shows that people achieve greater choice and control with the two options described above. Nonetheless, in some circumstances Council staff may assist customers with support planning and organising their care and support.
- If customers do not wish to consider any level of self direction, even with support, the Council will nonetheless work with them to create an individualised support plan, with outcomes that promote their independence, allocate a personal budget

7. Implementation and Support

and arrange support and care that achieves the agreed outcomes.

- In all situations, social workers (and care managers) will retain the key role to assess needs, agree eligibility, allocate a provisional budget, scrutinise and authorise support plans, and, when agreed, arrange the payment of the actual, agreed personal budget.

7.5 Independence, choice and risk management of SDS

SDS involves increased customer choice about their support and how it is delivered. Sometimes, customers may make choices that involve a level of risk. The Council intends to encourage SDS as part of a culture of positive risk taking or risk enablement. As such, the Council has put in place a robust and transparent risk enablement process that both works with the customer to identify, assess and understand risks as well as supporting staff during the process. This process supports people to manage their own risks but also identifies where there is an appropriate need for protection in which case agreed safeguarding procedures are followed.

The Council expects that all staff become familiar with its risk enablement guidance. It aims to enable staff and customers to work together to identify, assess and manage risks in a transparent, multi-agency and outcome-focused way. It is not the role of staff to eliminate risk and keep people safe from all harm at all costs. Rather, it is the role of staff to support people to make informed choices by thinking about risks and weighing up the potential positive and negative outcomes.

The Council recognises that staff must comply with the law and that can sometimes influence how we practice social care. However, it is important that staff keep in mind these basic tenets:

- the legal system is concerned with concepts of negligence and the predictability of harm ;
- informed choice includes the option to choose ‘unwisely;’
- decisions made for people who lack capacity must be made in their best interests and there must be safeguards to ensure such interests are understood;
- the human rights of people must underpin the actions and decisions of all public authorities.

7.6 Restrictions on a customer’s ability to self-direct

Restrictions would be limited to the following circumstances:

- the health and safety of the customer or another person is threatened;
- the customer’s expenditures are inconsistent with the personal budget and the support plan;

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- the conflicting interests of another person are taking precedence over the desires and interests of the customer;
- funds have been used for illegal purposes.

7.7 Capacity and Consent

In order to be eligible for SDS, a customer must be able to consent and be able to make his or her own decisions, unless there is evidence to the contrary. In every situation, the Council will assume that a customer can make their own decisions unless it is proved that they are unable to do so. There will be a presumption of capacity.

However, the Council recognises that there are likely to be customers who are unable to manage their own care through SDS because they lack mental capacity to manage their own decision-making around care and support needs. In cases where uncertainty about mental capacity exists, it will be necessary to undertake an assessment of capacity in accordance with the Mental Capacity Act 2005 and Derby City Inter-Agency Mental Capacity Act Policy and Guidance. The assessment will evaluate the customer's capacity to make the decision necessary.

Where an assessment of capacity determines that a customer does not have sufficient capacity, the Mental Capacity Act 2005 enables and empowers people to make 'best interest' decisions, on a decision-specific basis, on behalf of the person lacking capacity. This includes making direct payments to a suitable person as outlined in the Direct Payments Guidance of 2009.

The Council expects all staff to have a formal duty of regard to the Act and the Code of Practice and will need to take active responsibility for equipping themselves to practice within the law. Staff are protected from legal liability if they have followed the MCA Code of Practice. Thus, all staff are required to be familiar with the Mental Capacity Act 2005 and the Derby City Inter-Agency Mental Capacity Act Policy and Guidance, which has an agreed process and form of documentation for recording assessments.

7.8 Deprivation of Liberty Safeguards

The Deprivation of Liberty Safeguards (DOLS) provide additional legal safeguards for the 'most vulnerable' people within this group in society. It was introduced in April 2009 and provides legal protection where deprivations of liberty or restrictions in freedoms for individuals are assessed as necessary. The arrangements apply only to people not otherwise provided for in terms of legal safeguards who are currently resident either in a hospital-based care or in establishments covered by part 2 of the

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Care Standards Act 2000. The Council expects all staff to become familiar with the Inter-agency Deprivation of Liberty Safeguards policy.

7.9 When things go wrong

The Council accepts that in supporting customers to have more choice and control in their lives through positive risk taking, inevitably, things may go wrong to the extent that the risk taken results in a negative outcome for the customer. If this happens, the Council has a responsibility to ensure that the risk taking process is scrutinised. Those scrutinising what happened will be looking at whether those involved in the risk assessment process:

- acted reasonably
- acted in an informed way, reflecting their expertise
- acted responsibly in relation to their duty of care and were not negligent
- assessed and took steps to manage and minimise the foreseeable risks
- involved the person in the process and supported them to make informed decisions
- involved and liaised with other people whom it would be reasonable to involve in the process
- followed the Council's policy, procedures and guidance

This does not mean that there should be a formal risk assessment document in place if this was deemed unnecessary, rather that the process of assessing the risk has been clearly documented and was reasonable and proportionate. There is no guarantee that those involved in the risk assessment process would be free from consequences if something went wrong. However there is unlikely to be an adverse outcome to the scrutiny of any decision if it is clear that professionals and organisations have acted reasonably and responsibly in partnership with the person and those who know and care about them including others involved in their support.

7.10 When things don't go according to plan

7.10.1 Emergency Arrangements

It is the customer's responsibility to make arrangements to meet potential emergencies, e.g. if a personal assistant is sick. This should form part of the contingency planning in the support plan. However, if it is not possible in particular circumstances to make such contingency arrangements or the emergency arrangements break down, the social worker (or care manager) will need to consider what action should be taken to ensure that customers receive the support they need. Additionally, if our monitoring or review process shows that the customer's needs are not being met, the social worker (or care manager) will also need to consider what

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action should be taken.

This may mean offering assistance to customers that enables them to continue to manage their own support or social workers (or care managers) arranging support temporarily until customers are able to make their own arrangements once more.

7.10.2 Increasing the level of involvement of social workers (or care managers)

The Council may increase the level of involvement of social workers (or care managers):

- if the customer's needs have changed - a reassessment should occur;
- if the amount of money becomes insufficient to enable the customer to secure the relevant services, there might be a need to review the personal budget;
- if there is doubt that the support being purchased is safeguarding the customer's welfare, the social worker (or care manager) will need to speak to the customer on their own (whenever possible) and review the services being purchased with them;
- if the customer is having difficulties managing SDS, the social worker (or care manager) may need to review the support they need to help them overcome issues and manage longer term.

7.10.3 Seeking repayment from customers

- If the Council can prove that a customer has clearly diverted money to other purposes other than the support for which it has been intended, the Council has the option to consider repayment. It is good practice that we take into account hardship considerations in deciding whether to seek repayment.
- Customers will be required to return to the Council any portion of their personal budget that is surplus to meeting their needs as agreed in their support plans and personal budget agreement, unless it is being held in order to save for an agreed purpose, or to make payment on outstanding accounts or taxation liabilities.
- Any sum failing to be repaid by virtue of either of these reasons shall be recoverable as a debt due to the Council.

7.10.4 Discontinuing self-directed support payments

The Council may need to discontinue with the SDS payments. The reasons for this may include:

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- the customer is no longer able to manage their Direct Payment with the available support (even with assistance) and a new arrangement needs to be made;
- the customer is in hospital for a significant period and it is necessary to discontinue the payments; this should be done sensitively, taking into account any contractual arrangements;
- the terms and conditions of the agreement are not being met by the customer and a new arrangement needs to be made;
- in the event of death; if this occurs, the Council expects that staff deal with this sensitively and will need to take into account any contractual arrangements when stopping payments.

7.11 Further notes

If either the customer or the Council wants to change the SDS payment, a review must be held to discuss further actions. A record of the reasons and when payments will be discontinued must be made in writing and sent to all involved in the arrangement. Where possible, either party may terminate the SDS agreement by giving to the other party 4 weeks notice in writing.

7.12 Monitoring and review

Monitoring and reviewing of support plans will remain a role for social workers (or care managers) and will be proportionate to needs and risk in the context of the Council's duty of care and statutory responsibilities.

Finance staff will report the balance of each personal budget to appropriate staff and draw attention to any significant variations. Customers in receipt of Direct Payments, either managed by themselves or through a third party arrangement, will be encouraged to accrue funds for planned contingencies. If after discussion it is established that the balance represents a surplus to requirements, the Council reserves the right to recover excess balances.

Customers in receipt of Direct Payments are required to maintain sufficient records to be able to demonstrate, if required, that any money provided to them as personal budget has been used in accordance with achieving the outcomes agreed in their individual support plan.

7.13 Advocacy

The Council recognises the importance of independent advice, support, information and guidance in relation to people managing their own care and support. As such, it

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will make available to customers information and assistance regarding accessing independent advice and independent advocates in order to manage their personal budgets.

7.14 Complaints and appeals procedures

The Council wants to be sure that every decision made about a customer is fair and correct. We intend to carefully consider all the information in a customer's case before we make any decisions that affect for example, their eligibility or personal budget amount. It is expected that customers who experience difficulties with the service that the Council is providing should in the first instance try to resolve matters with their social worker (or care manager). This may involve local support or advocacy organisations. In the event of informal discussions not resolving the issue, customers can pursue the matter through the Council's complaints process.

If customers do not agree with the Council's decision, they can appeal – that is, ask us to look at their case again. The Council expects that the social worker (or care manager) will provide customers with information about the appeals process and what they need to do. Customers may also access information about how to appeal against the outcome of financial assessments on the Council's website.

While any complaint is being considered in relation to the amount of money allocated for a personal budget, the customer may choose to manage on the personal budget being offered, without prejudice to the complainant that it is inadequate. Alternatively, if the customer chooses to refuse to accept the personal budget, then the social worker (or care manager) must arrange the relevant services instead.

7.15 Training

A training strategy will seek to ensure that all Council staff who are involved in the process will be given training about the process and underlying values of SDS. Social workers (and care managers) involved in identifying indicative budgets and authorising support plans will have more detailed training on how to manage individual cases.

Training will also be offered to carers, families, provider staff and peer support brokers (circles of support) who are offering support brokerage to customers. Support brokerage workshops for customers and their circles of support will help customers plan their support during the workshop.

7.16 Related policies, procedures and forms

- Derby City Council Risk Enablement Staff Guidance
- Adult Safeguarding Policy and Procedure

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- Risk Enablement Policy
- Resource Allocation System Policy
- The Derby City Council Self-Directed Support Toolkit, including guidance on:
 - Support Brokerage
 - Agreeing the Support Plan and Actual Personal Budget
 - Financial Monitoring and Review of Personal Budgets
 - Evaluating the Impact of SDS for customers
- Personalisation Programme Communication and Engagement Strategy
- Learning and Development Strategy for implementing the new customer pathway, including SDS
- Deprivation of Liberty Safeguards (DOLS) Policy
- Mental Capacity Act Policy and Guidance
- Independent Living Fund Policy
- Derby City Council Complaints Policy and Procedure

7.17 Website Address for this Policy

8. Glossary

8.1 Glossary

Customer

'Customer' means the adult user of the service and his/her carer, circle of support or agent.

Carer

A carer is someone who provides voluntary, informal support to the customer, and is often a partner or family member.

Circle of Support

A circle of support is a group of people the customer trusts to help them in making their best interest decisions about their support arrangements. It might include carers, family members, neighbours and friends, and people who have provided support in the past.

Agent

A person or organisation that the customer trusts and that we agree can help to manage the personal budget, either paid or unpaid.

Personal Budget (PB)

The personal budget is the Council's social care contribution to a customer's social care support.

Resource Allocation System (RAS)

The system by which money is allocated from available Adult Social Care funding, according to set criteria, to contribute to a customer's personal budget.

Direct Payment

The way the council pays the personal budget to the customer. A payment for the purchase of services, support or equipment provided to meet assessed eligible needs.