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Head of Transformation



My Money, My Life  
24<sup>th</sup> June 2009

# What are the Council doing to make it easier for people to have control

- The Council is working hard to change the way in which we work and make it easier for people to have choice and control about the things that they need to improve their lives.



## Direct payment/personal budgets

- In the past this has not always been easy for people.
- We have now made this easier. Accounts now only have to be sent to us every three months for the most expensive things they have bought.



# Wiltshire Direct Payment Support Service

- We also have an agreement with **Wiltshire Direct Payment Support Service** who explain and support people who want a direct payment.
- The Government is also helping the Council move towards people having a personal budget.
- We have been testing this way of working with a small group of people.
- Personal budgets will be up and running by 2011.



**Compass Disability Services**  
Pointing you in the right direction

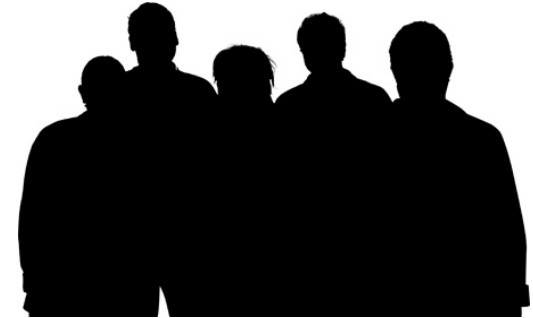
**0844 984 2828**



**2011**

# Our Staff

- We are changing the way that our staff work with people.
- They are learning that we need to be better at listening to people when they tell us what they want to make their lives easier.
- We are learning to help people design their own support plans and the goals that they wish to achieve for themselves. We call them outcomes, but this means people decide what the end result will be and work towards it.
- We are training a group of staff who will then train more staff to understand how to work in this way.



# What sort of help will people need?

- Getting the right kind of support and help is important to people and the Council are developing a plan or strategy that will help us make sure that we develop different kinds of support.
- The Wiltshire Centre for Independent Living (WCIL) already support people who are having or thinking about direct payments
- Wiltshire People 1st, Salisbury Independent Self Advocacy Group and Mencap South Wilts also offer support, advice and information to people individually or in groups.
- We need to get better at making sure that as many people as possible get the information and support when they want it.



# Keeping people safe

- We are working very closely with people who provide services to make sure that they understand the changes that they will need to make
- The council are going to make sure that people have a list of providers that we are sure have good standards.
- We are also setting up a team that will work with people who have not been treated fairly and looked after by providers or by other people who have been working with them.



# Keeping people safe

- The council already have a safeguarding policy that we are changing to ensure that the issues around personalisation are taken into account.
- People can still contact their care managers if they have concerns.
- People will have choice and control and the right level of support to achieve safe and meaningful lives.



# Getting involved

- The Council want people to be involved in the way we plan for the future and the decisions that we make.
- We have the Learning Disability Partnership Board that some of you may be aware of.
- Attached to this group are task groups which are Housing, Health, Better days, and Employment
- The Partnership Board also have a sub-group to who look at how money should be spent. All these groups are led by service users and carers with supporters if they need them.



**Better Days**



# Getting involved

- We are also planning to set up this way of involving people for older people, people with a physical disability and people with mental health problems.
- We have user and carer panels to make sure that we employ people with the right skills and attitudes
- We are developing an Involvement plan or strategy and we have involved many people and organisations in this process.

**Include  
everyone**



# My Team

- I work with a team of people who helping the Council and other people to make these changes. We can all be contacted at Bythesea Road on **0300 456 0100**

Rhian Bennett – Carers Lead

Maggie Moger - Carers Lead

Carrie Surtees – User involvement lead

Jacqui Abbott – Strategic involvement lead

Clare Misani – Personalisation Lead

Hazel Matthews – Employment lead

Heather Patrick – Project Lead Personalisation