

Dear colleagues,

As you should all be aware, we have been working for the last 18 months, through the people first team, to develop Walsall's approach to the personalisation of adult social care services.

This is the first partner briefing pack on self directed support, from the SDS team. It explains what is happening locally to implement a new operating model that follows the customer's journey. Regular updates of the pack will follow.

We will also supplement this general information with information specific to your area(s) of work as part of our communication and engagement plan.

### **What is personalisation?**

Putting People First is an agreement between national and local government and other organisations about the changes required to adult social care to ensure that people will have more choice and control over the social care services they receive. This is called personalisation.

Personalisation is about organisations coming together to re-design local systems around the needs of citizens. People want, and have a right to expect, services with dignity and respect at their heart. The full range of relevant local statutory, voluntary and private sector organisations need to be fully engaged in this process to make it work. This will require joint working between local government, primary care, community based health provision, public health, social care, housing, employment, benefits advice and education/training.

Ultimately, every locality should seek to have a single community based support system focussed on the health and wellbeing of the local population.

Personalisation is about giving people much more choice and control over their lives and the care that they receive. It means they can have support and information to help them make decisions about what they require, to help them achieve their goals.

We now have a project team to implement self directed support, which is part of the national agenda for the transformation of adult social care.

### **What is self directed support?**

Self directed support (SDS) is part of a national programme related to personalisation.

Self directed support starts with the individual rather than the service. Instead of a social worker or other professional assessing the individual and their needs, the individual will be supported to assess themselves. They will talk about what they need and want out of life and develop a support plan for how to get it. The person won't be limited to the 'usual' types of services and support such as day care, home care, meals on wheels. They will be encouraged to think about different, less traditional ways to get support, using family, friends, community groups and organisations.

To make self directed support live and breathe in Walsall there needs to be a big change in the way communities, organisations and individuals work to support people. We aim to work with our partners to help bring about this change.

Our self directed support (SDS) project team is made up of staff from relevant parts of social care and inclusion and partner directorates. They are working to make SDS happen in Walsall.

To help you better understand self directed support (SDS) and how it fits into the wider personalisation agenda, the SDS team have developed this briefing pack.

The pack includes:

- The 'What's it all about?' diagram from the Department of Health
- The citizens journey
- The citizens journey explained
- FAQs about personalisation and SDS

The briefing pack is also available at ([http://www.walsall.gov.uk/peoplefirst/want\\_to\\_know\\_more](http://www.walsall.gov.uk/peoplefirst/want_to_know_more)) along with other useful resources. People should check regularly for updates and links will be emailed when new information is introduced.

Please ensure that the relevant staff in your organisation receive a copy of the message and attachments.

If you have any comments or queries please feel free to contact us.

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