



# A new paradigm: Enhancing the everyday lives of service users in Essex

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# Self-Directed Support – Our journey so far...



- December 2007: *Putting People First*
- January 2008: *Putting Essex People First*
- June 2008: ECC key decision to implement SDS
- 6<sup>th</sup> October 2008: SDS Implementation - Phase One Live - New Service Users

# The Essex Approach



## Shared objectives

- To enhance the overall outcomes for disabled people in Essex
  - service users
  - the wider disabled population
- Early intervention and prevention



## Shared Values

- Rooted in a real understanding of the social model and Independent living principles
- A commitment to making self-directed support work for users



## Shared understanding

- Share accommodation
- Trust at all levels:
  - to deliver
  - confidentiality of sensitive information
  - between key staff members



- Regular meetings and transparency of actions
- Track record in high quality delivery
- Legitimacy

# What are the benefits to Council?

- A reality check
- Service Users (and Council) access information from experts
- The chance to grow capacity and capability

# Direct Personal Budgets: a longitudinal study in Essex



## Aims

- To fully understand disabled people's lived experiences of using PB's
- To evaluate the practices and processes implemented by ECC to manage the system, and the extent to which the lessons are learned





## Expected outcomes

- A 'fit for purpose' PB framework in Essex, informed by users' lived experience
- Enhanced choice and control for disabled people
- A model which provides greater value for money for ECC
- A model of practice which works

# Ongoing challenges



- Managing the transition of services from ECC to ULO's in Essex
  - capacity
  - capability( Essex an ODI sponsored demonstration site)
- ULO maintaining autonomy while acknowledging interdependency with ECC

# Outcomes for Service Users

- Services users shaping other processes and services delivered
- Pooled creativity and 'lived experience' informing solutions: the 'what works' dynamic
- Legitimacy of approach



# Thank You