

Transforming Adult Social Care: Access to
Information, Advice and Advocacy

KEY FINDINGS

LGA Community Well-being Board

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Cathie Williams, Tim Hind, Jane Harris and Shruti Uppal

The Study

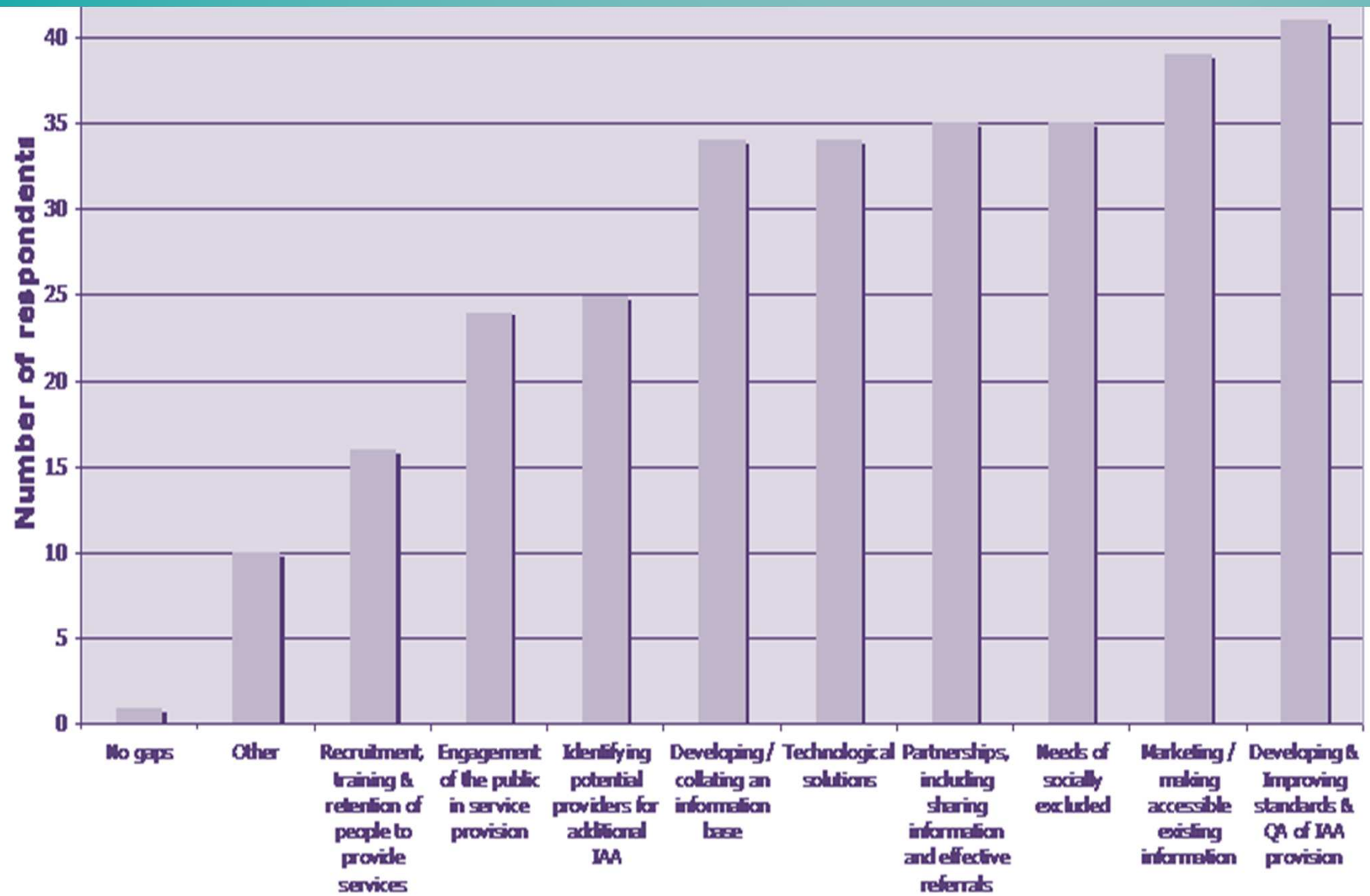
- ▶ Rapid (4 months)
- ▶ Commissioned by LGA, IDeA, ADASS and Counsel and Care. Funded by DH.
- ▶ Literature review
- ▶ Survey of DASS
- ▶ Website review
- ▶ More in depth work in 7 LA areas
- ▶ More in depth work with selection of national public and voluntary organisations
- ▶ Modelling

Information, advice and advocacy are essential

- » They need to link to sufficiency:
affordability,
availability, quality,
cultural
appropriateness and
type of service

LA survey

- ▶ Went to DASS via ADASS and badged LGA/ADASS: 82 responses (55%)
- ▶ Respondents are on the whole 'working towards better IAA and a more strategic approach' – but very few are there yet.
- ▶ Most didn't have documented strategies to address IAA needs and did not believe that IAA services were strategically commissioned yet
- ▶ Respondents generally felt more confident in their ability to know the information rather than the advice and advocacy needs of their local populations



Key gaps in IAA strategies identified

IAA needs to work for:

Older and disabled people

...their families and carers

Community and voluntary groups and organisations

Providers/ PAs/ people seeking work

Local staff in statutory organisations

Multi-authority and national services

Articulate and energetic

Isolated, depressed, without capacity or exhausted

People of all manner of means

LAs need to develop....

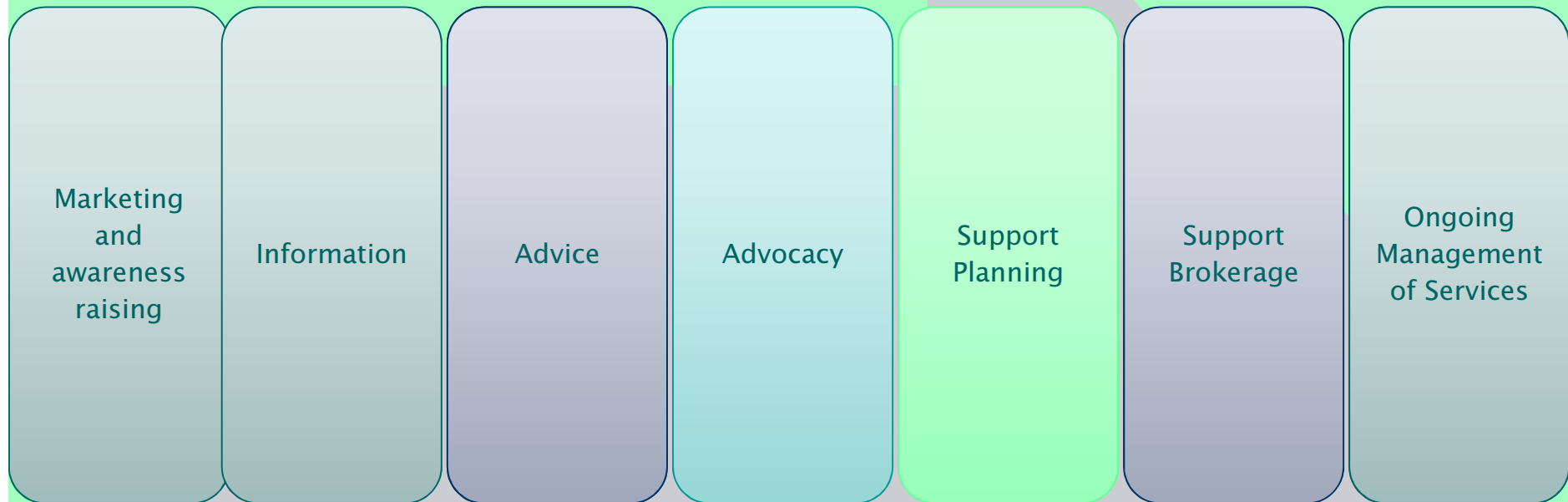
Supportive Administrative Arrangements / Architecture

- Information banks
- RAS
- FACS 2
- Personal Budgets, DPs etc

Interpersonal interactive support

- Explanation
- Advice
- Advocacy
- Support planning and brokerage

Interpersonal support



Safeguarding

Don't divest staff skilled in these areas until these services are in place

There is an indication of a willingness to pay for the package

Good practice/ ideas



Neighbourhood
Networks
Leeds

Community
Outreach (Linkage
Plus) Tower Hamlets

Village Agents/
Community
Agents
Gloucestershire

Help
Direct
Lancashire

Good Practice/Ideas

Care Services
Directory and
Self
Assessment on
Line (Kent)

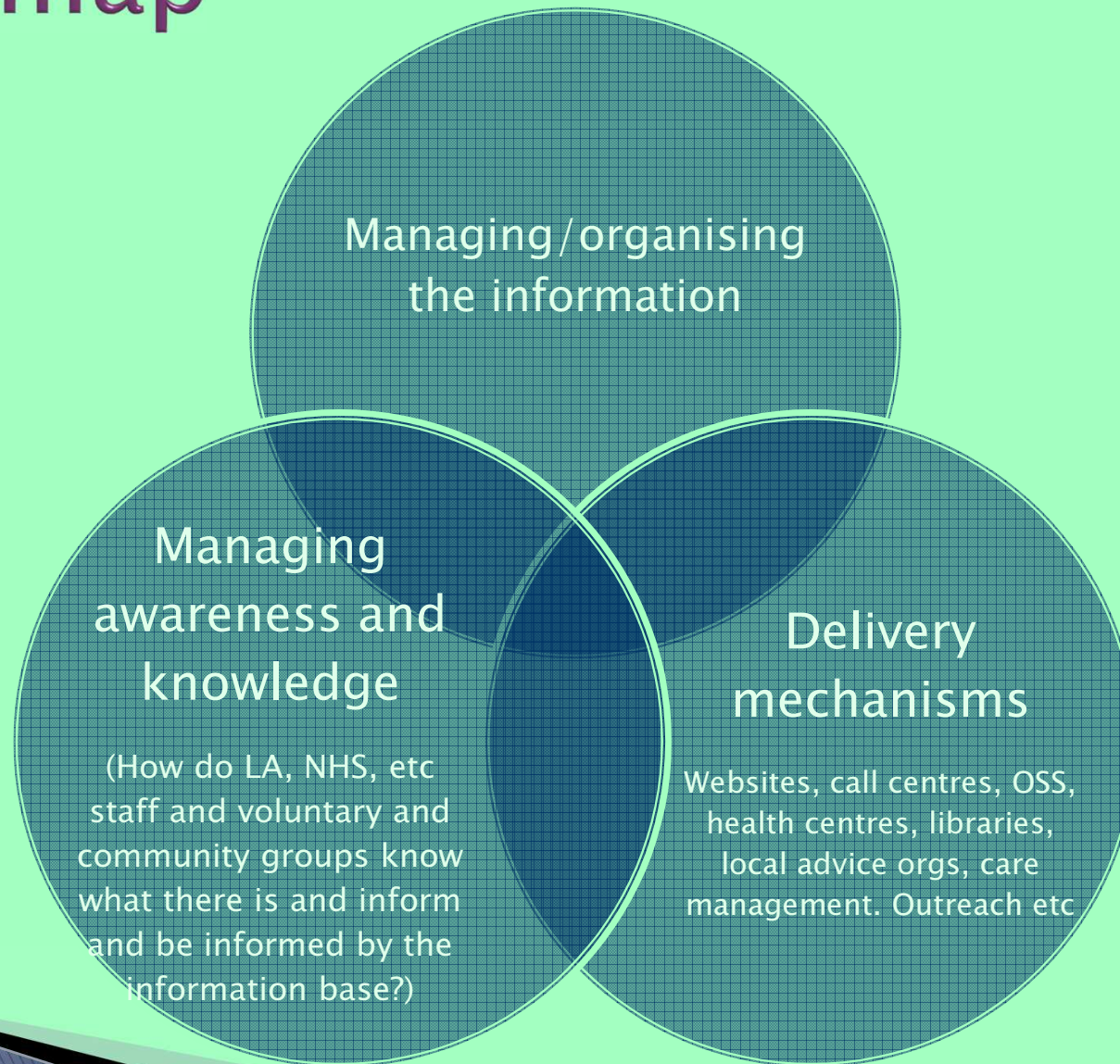
Self Directed
Support WIKI Blog
(Leeds)

Peer
employment
support (TH)

Neighbourhood
Directories (Leeds
/ Manchester)

Information
"reader
groups"
Lancashire

IAA map



LOCAL IAA



DirectGov:
Nationally applicable
information
(entitlement to
assessment, benefits
etc)



**Specialist/
niche
information**
(Motor Neurone
Disease Society,
RNID etc)



**Financial
products**
(equity
release
etc)

Transformation models and IAA

- ▶ Family/ friend/ partner relationships
- ▶ Neighbourliness
- ▶ “Looking out for each other”
- ▶ Social capacity and capital
- ▶ Co-production
- ▶ Inclusivity of community activities and services
- ▶ Outreach
- ▶ Regulation or accreditation?
- ▶ Cash for care
- ▶ Shop for care
- ▶ Trading standards
- ▶ Buyer beware
- ▶ Citizen/social networking/ user posted information

Social justice and
inclusion

Consumerist

»» Comments and Questions