

# Putting Essex People First

**A consultation on the future  
direction of adult social care in Essex**

**21st January 2008 to 11th April 2008**



Essex County Council

## **What changes do you plan to make to adult social care?**

Essex County Council is proposing to transform the way Adult Social Care is provided in Essex and move toward a system of self-directed support and personal budgets for all new service users during the second half of 2008.

Essex County Council will continue to offer social care services to people with critical or substantial needs. In practice, this means people who have difficulty with a number of day to day activities. We are not proposing to change existing packages of care for current service users or the way in which they are managed.

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

Self-directed support and personal budgets is a new way to provide social care. It focuses on what people want to achieve rather than simply finding out about their needs. If people want, we will hold their personal budget for them and continue to commission services on their behalf.

## **Why do you want to introduce self-directed support?**

People who need social care services want more choice and control of the support they receive. As people are living longer, more will need a social care service. Self-directed support will allow people to meet their social care needs in more cost-effective way. Government and voluntary organisations also support this way of providing social care.

## **How will self-directed support work?**

There are a number of stages to the self-directed support system.

## **The visit**

We will visit people and support them to fill in a self-assessment questionnaire. As they do now, people (except for family carers) will also have to complete a financial assessment. During this visit we will also find out if they would benefit from reablement, which gives people the opportunity and confidence to re-learn skills they may have lost and gain new skills to help them maintain their independence.

## **The personal budget**

We will tell people approximately how much money is available to meet their social care needs. People can hold this money themselves or they can ask us to hold their money and help them find services or they can ask a carer or other organisation to help. People can also have a mix of these options.

## **Support planning**

Once people know their personal budget they can begin to plan how to spend this money so that their care needs are met and their quality of life is improved. This is written down in a support plan. People can ask us or their family and friends or another organisation to help them write the support plan but the plan must be the wishes of the person who receives the personal budget. We will need to check and approve the support plan before we pay any of the personal budget or commission services on behalf of the individual.

## **Record keeping**

It is likely that many people will want us to hold their budget and commission services for them. People who hold their own personal budget or ask another individual or organisation to hold it for them will have to keep records and return details of spending to us. We will advise them what records they must keep and the returns they must make.

## How do I take part in the consultation?

You are invited to make your comments known either:

Method	SDS Consultation
By post – Please fill in the questionnaire and send it back in the pre-paid envelope provided (if for some reason the envelope isn't provided, simply write this Freepost address on a normal envelope).	Adults, Health and Community Wellbeing PO Box 297 County Hall Chelmsford, Essex CM1 1YS
<b>By telephone or Text Phone</b> – There is a dedicated Helpline you can telephone. We will be able to fill in the form for you over the telephone or answer any questions you have about the questionnaire or the consultation	<b>Telephone Helpline:</b> <b>0845 603 7635</b> <b>Text phone 08457 585592</b> Helpline opening times: Monday – Friday: 9:00am – 5:00pm.  Outside of these hours an answer machine will take messages for a call back.
<b>Website</b> – Information about the consultation is on our website, and you can print the questionnaire from here and return it to us by post or by email.	<b><a href="http://www.essexcc.gov.uk/sds">www.essexcc.gov.uk/sds</a></b>
<b>By e-mail</b> – You can send us your completed questionnaire and ask questions by e-mail.	E-mail address: <b><a href="mailto:sds@essexcc.gov.uk">sds@essexcc.gov.uk</a></b>
<b>By using an advocate</b> – If you feel you need some help to make your views known, you can use an advocate to help you.	Please telephone our 0845 603 7630 for a list of advocates or e-mail us on <b><a href="mailto:sds@essexcc.gov.uk">sds@essexcc.gov.uk</a></b>
<b>By contacting the following organizations who are helping with the consultation</b>	Disability Essex 0844 412 1771 Essex Coalition of Disabled People 01245 392305 Chelmsford Mencap 01245 268303 Age Concern 01245 346106
<b>At one of the public consultation meetings in February</b> – Spaces for each event are limited due to the size of the building. We will hold more meetings if these are overbooked.	<b>To make a booking:</b> Please telephone us on 0208 529 6862 Details will also be published in local newspapers and on our website, <b><a href="http://www.essexcc.gov.uk/sds">www.essexcc.gov.uk/sds</a></b>
<b>By contacting your local Councillor</b> – You may wish to speak or write to your local Councillor. Their contact details can be provided by contacting your local library or Council building, or by accessing this website address.	

### Is more detailed information available?

A full copy of our consultation report is available on the internet, **[www.essexcc.gov.uk](http://www.essexcc.gov.uk)**. You can request a hard copy by contacting 0845 603 7635 or Text phone 08457 585592

### What might happen next?

Your views will be put into a consultation report and sent to Essex County Council members who

will decide whether to go ahead with the changes or not. The report will also be available on our website, **[www.essexcc.gov.uk/sds](http://www.essexcc.gov.uk/sds)** before the end of April or at local libraries.

You can also call our helpline on 0845 603 7635 to obtain a copy.

Please note that we will not be able to respond on an individual basis.

# ADULT SOCIAL SERVICES CONSULTATION QUESTIONNAIRE

(January 2008 – April 2008)

We would like to hear your views on the proposed transformation of Adult Social Care to a system of self-directed support.

Please complete this questionnaire and return it to:  
**SDS Consultation, Essex County Council, Adults, Health and Community Wellbeing, PO Box 297, County Hall, Chelmsford, CM1 1YS** or by email to [sds@essexcc.gov.uk](mailto:sds@essexcc.gov.uk)

## Question 1

**Do you agree that we should change the way social care in Essex is provided to a system of self-directed support?**

*Please tick one of the following:*

Agree  Disagree

Your comments: (You may want to say why you agree or disagree)

## Question 2

**It is proposed that self-directed support be implemented for new service users in summer 2008.  
Do you think that this should be offered to existing service users?**

*Please tick one of the following:*

Yes                       No

Your comments: (You may want to say why you have answered yes or no)

## Question 3

**Do you have any other comments you would like to make?**

**Finally, in order to help us make sure we have a range of responses from different people please complete the boxes below.**

**Are you:**

*Please tick:*

Male  Female

**What is your age group?**

*Please tick:*

29 or under  30 – 39  40 – 49  50 – 64   
65 – 74  75 – 84  85 – 94  95 or above

**To which of these groups do you consider you belong?**

*Please tick:*

- White *(British, Irish, any other white background)*
- Mixed *(White and Black Caribbean, White and Black African, White and Asian, any other mixed background)*
- Asian or Asian British *(Indian, Pakistani, Bangladeshi, any other Asian background)*
- Black or Black British *(Caribbean, African, any other Black background)*
- Chinese
- Any other ethnic group

**What is your religion?**

*Please tick:*

- None  Muslim
- Christian (including Church of England, Catholic, Protestant and all other Christian)
- Sikh  Buddhist
- Jewish  Hindu
- Any other religion *(Please say):* \_\_\_\_\_



**The information contained in this document is published by Essex County Council.  
You can contact us in the following ways:**

**By telephone:**

0845 603 7635

**By textphone:**

08457 585592

**by post:**

SDS Consultation  
Adults Health and Community Wellbeing  
PO Box 297  
County Hall  
Chelmsford  
Essex CM1 1YS

**by fax:**

0845 434016

**by email:**

sds@essexcc.gov.uk

**by web:**

[www.essexcc.gov.uk/sds](http://www.essexcc.gov.uk/sds)

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**The information contained in this folder can be made available in alternative formats: large print, braille, audio tape or disk. We can also translate this document into other languages.**

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