

Choice and control

This is a planning tool designed for Local Authorities to use in partnership with interested parties locally. It draws together the key findings from our survey highlighting these and contrasting them against the requirements of the Care Act as they are set out in the statutory guidance. The intention is to focus local action and foster joint working between local authorities and user led organisations to address the issues highlighted in this report in whatever way is most appropriate locally.

Care act requirements

However the person chooses to have their needs met, whether by direct payment, by the provision of local authority-arranged or directly provided care and support, or third-party provision, or a mix of these, there should be no constraint on how the needs are met as long as this is reasonable. 10.47 Care and support statutory guidance

Survey findings	Local position	Action required
48% choice and control over support poor. 33% choice and control over support reduced A range of different restrictions being placed on use of money for support:	What is the local goal?	<ul style="list-style-type: none">••••

Who else needs to be involved

How we will know we have achieved this

Experiences of assessments and reviews

Care act requirements

The assessment and eligibility process is one of the most important elements of the care and support system. The process must be person-centred throughout, involving the person and supporting them to have choice and control. 6.1

Local authorities should not ignore or downplay the importance of a person's own opinions in relation to their life and their care. Where particular views, feelings or beliefs (including religious beliefs) impact on the choices that a person may wish to make about their care, these should be taken into account. 1.14 1a

The personal budget means; 'knowing, before care and support planning begins, an estimate of how much money will be available to meet a person's assessed needs.' 11.3

Survey findings	Local position	Action required
47% people reported LA had only partly listened to them 14% that the LA had not listened at assessment. 63% not know how much money available for their support when planning.	What is the local goal?	<ul style="list-style-type: none">••••

Who else needs to be involved

How we will know we have achieved this

Information and advice

Care act requirements

Information and advice is fundamental to enabling people, carers and families to take control of, and make well-informed choices about, their care and support and how they fund it 3.1

The availability and provision of information and advice, whether more general information about the way the system operates in the local authority area or more personalised information on a person's specific needs, are essential building blocks to all of the reforms and many of the specific duties the Act introduces. 3.7

The local authority has an active and critical role in the provision of information and advice and must take an active role 3.3

Survey findings	Local position	Action required
37% struggle to find information & advice. Only 16% used their local authority's website for information. People need advice and support with, understanding their rights (45%), solving problems with local council (34%) 51% Information advice and support to manage their direct payment was poor.	What is the local goal?	<ul style="list-style-type: none">••••
Who else needs to be involved		
How we will know we have achieved this		

Quality & Wellbeing

Care act requirements

The core purpose of adult care and support is to help people to achieve the outcomes that matter to them in their life. 1.1 Care and support statutory guidance

Local authorities must promote wellbeing when carrying out any of their care and support functions in respect of a person. 1.2

Survey findings	Local position	Action required
58% quality of life reduced over the past 12 months. 25% hours of work or volunteering reduced. Same numbers rated quality of support as good (41%) as rated it poor (40%). The amount of support was rated as poor by 44% compared to 30% rating the amount as good.	What is the local goal?	<ul style="list-style-type: none">••••