


Self-directed support

Checklist for councillors and board members

ACCOUNTS COMMISSION 

AUDITOR GENERAL 



The Auditor General and the Accounts Commission published their joint report, [Self-directed support, 2017 progress report](#) , on 24 August 2017. This checklist accompanies that report and sets out some questions that councillors and board members might ask to seek assurance about progress in implementing self-directed support in their council or integration authority.

| Paragraphs in main report | Questions for councillors and board members to consider | Assessment | Required actions |
|---|---|------------|------------------|
| How users, carers and families experience self-directed support in our authority | | | |
| Paragraphs 15-22, 65-66 | <p>Do we now offer self-directed support (SDS) to all eligible people when we assess or review their social care needs?</p> <ul style="list-style-type: none"> In what circumstances are people not offered the four SDS options? What are we doing to give these people more choice and control? | | |
| Paragraphs 23-29 | <p>How many people do we support, how many people have been offered the SDS options, and how many people have chosen each option?</p> <ul style="list-style-type: none"> How do we expect these numbers to change in future, and why? | | |
| Paragraphs 8, 36-43 | <p>How do we involve service users, carers and providers to help design more flexibility and choice into support options?</p> <ul style="list-style-type: none"> What do they tell us about how we could improve? | | |

Cont.

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|--|---|------------|------------------|
| Paragraphs 36-43, 47-51 | Have we reviewed our assessment and support planning processes to make them simpler and more transparent? <ul style="list-style-type: none"> • What do users and carers think about the processes? | | |
| Paragraph 38 | Have we reviewed our processes for supporting children to transition into adult services? <ul style="list-style-type: none"> • Have we jointly agreed improvement actions between children’s and adult services? | | |
| Paragraphs 35, 47-51 | Have we reviewed the information and help we offer to people during assessments, reviews and planning discussions? <ul style="list-style-type: none"> • Do people understand our information? Does everyone who needs it get it? Do they get it at the right time? • How have we involved users, carers and providers in reviewing the information and help? • Do we offer people independent advice and advocacy when they need it? | | |
| Paragraphs 25, 36, 44-46 | What difference is SDS making to people’s personal outcomes? <ul style="list-style-type: none"> • How do we record and monitor this so that we know if things are improving across the board? • How are we using this information to plan future SDS processes and services? | | |
| Supporting social work staff to implement SDS | | | |
| Paragraphs 44-46, 52-54 | Do all our social work staff feel they have the time, information, training and support they need to be able to identify and plan for people’s personal outcomes? | | |
| Paragraphs 44-46 | Do all our social work staff fully understand outcomes? <ul style="list-style-type: none"> • Are they confident about working with personal outcomes? • Have they had sufficient training? | | |
| Paragraphs 52-54 | Do our behaviours and processes encourage and support social work staff to develop innovative solutions to meet individual needs flexibly? | | |
| Paragraphs 55-58 | Do social work staff have sufficient guidance and support on how to balance innovation, choice and risks with service users and carers? | | |

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| Monitoring and planning progress in SDS implementation | | | |
| | <p>Do we regularly review our progress in implementing SDS?</p> <ul style="list-style-type: none"> Do we review progress against our SDS implementation plans? Do we monitor and report on the SDS options chosen by people, ensuring this data is accurate and consistent? Do we monitor and report on the whether people’s personal outcomes are being met with SDS? | | |
| | Do we use national information, reports and tools to help us improve how we are implementing SDS? | | |
| Paragraphs 63-72 | <p>Do our strategic commissioning and related plans show:</p> <ul style="list-style-type: none"> how more choice and control will be achieved for service users? how decisions will be made about re-allocating resources from one type of service to another in response to people making their SDS choices? | | |
| Paragraphs 65-70 | <p>Are we using flexible contractual arrangements that give supported people and providers the opportunity to be flexible about support?</p> <ul style="list-style-type: none"> Have we involved users, cares and providers in developing this? If we do not have outcomes-focussed contractual arrangements, how are we giving supported people flexibility, choice and control? | | |
| Paragraphs 73-75 | <p>Are we working with communities to develop alternative services and activities that meet local needs?</p> <ul style="list-style-type: none"> How are these community-based services and activities helping to support people? Are there opportunities to develop more community-based services and activities? | | |

Cont.

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| Paragraph 91 | <p>Have we developed targeted information and training on SDS for healthcare professionals who have direct or indirect influence on people's health and social care support, including:</p> <ul style="list-style-type: none"> • primary care professionals such as GPs, district nurses, occupational health professionals? • hospital staff who may influence decisions about discharging patients when they need temporary or permanent support? • managers and administration staff? | | |



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