

## **Choice and Control Continuum**

The Personalisation Agenda is changing how social care is provided, and IAS are keen to support individuals/families to exercise choice and control. We have considerable experience of supporting people who have taken a Direct Payment/Individual Budget, and we have provided an analysis of the differing ways we see people exercising choice and control.

In all five positions along the continuum, you are an active player, exercising different levels of influence depending on the level of responsibility you want to take on. Historically, services are likely to have been commissioned on your behalf, with little or no involvement from yourself. This continuum represents a move away from being a passive player, where decisions were made on your behalf, to a model where you determine the level of choice and control you want to exercise.

The prerequisite for operating on this continuum is that the formal resources available to you (or to your family on your behalf) to purchase the support you want, have been determined. This amount is called a Personal Budget or an Individual Service Fund (If you are using it to buy services from a provider).

At the 'D.I.Y' end of the continuum, you employ your own personal assistants and take on all the responsibility of doing this. This is quite a responsibility, and you might either have small business skills, or know someone who will support you to develop these skills.

A mild variation of this is where you buy in some managerial and technical support. You continue to direct the show, but you delegate specific responsibilities to a 'consultant' or organisation. You might well have a circle of support or a trust circle that already supports you to get the life you want, and this circle might want to focus on that, rather than be bogged down by some of the managerial or technical matters.

IAS can provide this type of support, and we have produced a 'menu of support' so that the kind of support available is explained, and can be customised to your requirements. (See our website: [www.iasservices.info](http://www.iasservices.info) for further information). Everything is individually talked through and discussed. The menu is a tool to assist this. This support can reduce quite quickly as you, your family, or trust circle gain in confidence and skills.

Moving along the continuum, you might decide you want a broker or agent to act on your behalf. You know what you want, and have made this clear within your Support Plan, and want to employ someone to arrange this on your behalf. An Independent Broker can recruit and support personal assistants all the way through to helping you select a provider agency.

All positions on the continuum overlap slightly. You might decide that employing your own personal assistants is more effort than you are able to or want to sustain. What you want is to be able to choose a provider that will listen to you, and provide the support the way you want. You want to see that your allocation of resource is clearly .....-fenced and spent on you in line with your Support Plan. This is called an Individual Service Fund. You want to be able to change this arrangement if it's not working.

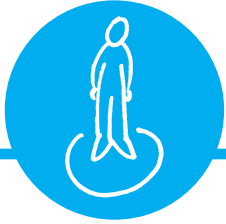
Finally you might feel happiest to ask your Care Manager to commission a provider on your behalf. You trust their judgement, they know you well, and they understand your Support Plan. They are acting as your 'broker' in this way.

On all points on the continuum, you are exercising choice and control. Your personal circumstances and what's available locally might/will determine how much control you want to take directly. The important point is that you are always in control, and if things are not working, you can change things.

# Choice and Control Continuum

Employ own personal assistants

Contract with an Agency/Provider



## DIY

You (or your family on your behalf) employ your own staff and spend your budget flexibly.

You have or are developing:

- Small business skills.
- Local knowledge and connections.
- Energy and drive.

You will (perhaps using Shop4Support):

- Recruit and support your own personal assistants.
- Manage your budget.
- Review progress.



## Family and Friends

You, your family, your friends or Trust Circle buy in support to help you manage your individual budget.

You buy in support to enable you to:

- Recruit and support your personal assistants.
- Delegate technical matters and certain management tasks so you can focus on the life you want.
- Help you to manage the money.
- Help to facilitate circle meetings and review progress.



## Agent/Broker

You (or your family on your behalf) buy in support from an independent broker to implement your support plan and manage your budget on your behalf.

The broker can:

- Recruit and support your personal assistants on your behalf.
- Manage the budget on your behalf.
- Facilitate the reviews of your support with you.

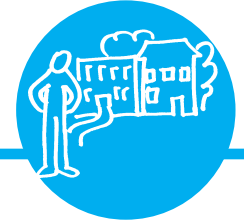


## Provider

You (or your family on your behalf) work with a provider to use your budget as an Individual Service Fund.

The provider will:

- Ensure that your budget is only spent on you.
- Be accountable to you on how this is spent.
- Recruit staff for you according to your support plan.
- Provide support according to your support plan.
- Review progress with you.



## Care Manager/Commissioner

You (or your family on your behalf) ask your care manager to commission an individual service on your behalf.

The care manager will:

- Use your support plan to develop an individual service specification.
- Use this to choose appropriate provider(s).
- Commission the service on your behalf.
- Ensure that the service is delivered through an Individual Service Fund.

