



A Community at Work

Our outcomes – Supporting Change

- Improve access to support and information about SDS
- Increase opportunities for genuine choice and control
- Improve joint, transparent and collaborative working
- Improve coproduction/working together
- **Increase the knowledge and understanding about support brokerage**



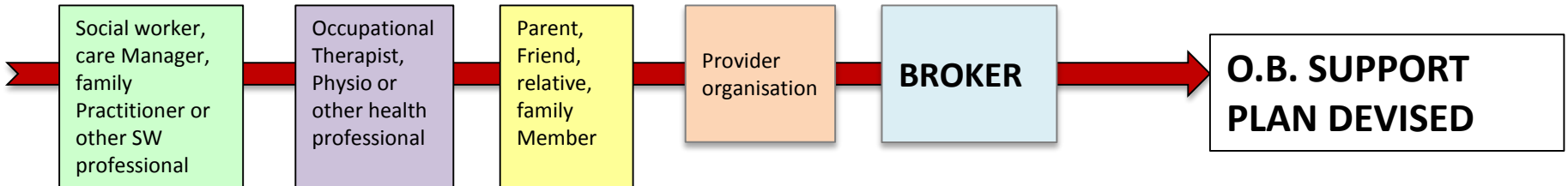
1. What the research says about brokerage
2. Community model of brokerage
3. Harnessing skills and experience of local people
4. How they connect and make use of resources
5. Examples from East Ayrshire



Assessing need is the responsibility of the LA and based on the level of need, the person is awarded an indicative budget, to be used to meet their needs and achieve their agreed outcomes.



The person can get help to work out how to use the budget to meet their needs and to decide which of the 4 options to choose.



Building Blocks of the East Ayrshire Model

Investing in local people and all they bring.

People helping each other. Recruit local people as brokers

Getting the right amount of support for each person

Keeping the economic investment in East Ayrshire

Willingness and Partnership with local authority

Working alongside what already existed

Building sustainability into the model and the people

Using local networks and connections

Using informal as well as formal supports



- Using a broker is an option for anyone using any of the 4 options
- Also for anyone not meeting criteria for SW support/self funding
- Open Referral System
- Person consents to sharing their MLMP and indicative budget allocated



- The broker works to the individual
- The plan reflects the individual's choices, priorities and preferences
- The plan goes back to the SW for agreement/discussion/negotiation
- SW follows internal processes for agreeing



The job of the broker is to help the person articulate what support they want, how they get and how it is delivered into a support plan that meets their outcomes using the money allocated. In doing this they work to the person, helping them explore all sorts of possibilities and really push the boundaries.....



Examples of tasks a broker might do:

- Provide information
- Find things out/research
- Make connections
- Find out costs of services/items/activities
- Put together an OBSP
- Cost an OBSP
- Help the person 'try' out activity/item
- Negotiate with provider organisations
- Negotiate with health/SW staff
- Provide technical assistance

