


# **The Support Brokerage Journey.....**


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# Why has the Council developed Support Brokerage?

- Make the overall self-directed support system easier to use
  - Improve Individuals involvement in planning their support
  - Make best use of community resources
  - Promote creative solutions
  - Ensure unmet needs are highlighted for market development
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# Accreditation Process

- 5 day Accredited training course
    - *National Brokerage Network Training Course provided by the Open College Network*
  - Each Support Broker must register with the ‘Support with Confidence’ Scheme (*jointly managed by Trading Standards and Adults & Family Well-being*)
  - Satisfactory Enhanced Criminal Records Bureau check, Prof Indemnity insurance, Public Liability insurance
  - On-going training – safeguarding, mental capacity awareness, DoLs, dementia awareness, mental health awareness, benefits overview etc.
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# Who are the Brokers?

- (11 Accredited Brokers from affiliated provider orgs)


E.g. Action on Hearing Loss, MKB Care, Bucks Vision,  
Peoples Voices

- 11 Independent Brokers


E.g. Barrister, ex Social Workers, Drug & Alcohol officer



# What does a Support Broker do?

- Help someone find out what is available and to think about the advantages and disadvantages of each option
  - Assist the individual to make contact with the relevant community resources
  - Writing and costing the Support Plan
  - Sourcing additional funding streams where possible
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# A Support Broker CANNOT?

- Ration resources
  - Provide services
  - Advocate on behalf of Individuals.
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# How do we evaluate the Service?

- Each support plan must be signed off by a Care Manager and authorised by a Business Manager
- A Care Manager will review the service with the individual post implementation
- Brokerage Co-ordinator will monitor the Brokers to spot trends and ensure any conflicts of interest are managed

*\*Essential each support plan is person centred*



# The story so far .....

- Initially linked to day service review - sourcing alternative community day opportunities for LD & OP clients currently in our Day Centres.
  - Brokerage now available to all AFW client groups, Transitions, Carers (Flexible breaks)
  - Brokers write support plans for groups / individuals
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# Examples of what the Brokers have been doing

Client RS is 57yrs old. He is partially sighted, has a speech impairment, cerebral palsy, diabetes and a mild learning disability. Lives in a supported living home.

Loves walking – arranged for him to go out with a group of volunteers – Simply Walks

Cookery sessions were arranged

PA supported him to do shopping, food preparation and menu selection which assisted him in budgeting and managing his finances.

Learnt new recipes which contributed to health and nutrition, motor skills

**Any Questions?**

