



Community Brokerage Network
Supporting People

National Brokerage Symposium

Monday 14 March 2016

Stirling Court Hotel
Stirling University Campus

Symposium Report

May 2016



“The Board of the Community Brokerage Network would like to express our sincere thanks to everyone who contributed on the day and in the preparations for the Symposium. We could not have done it without the willingness of others to present, share, participate, facilitate, compere and come along and join us - **Thank You!**”

Brokerage Symposium 2016

Monday 14th March 2016

Stirling Court Hotel, Stirling University Campus

The Community Brokerage Network (CBN) invited an audience of 80 people from across Scotland to meet and discuss what Brokerage means within the context of social care in Scotland. This event was held at this time where there are many legislative and structural changes in relation to Health and Social Care, all of which reflects a desire in the country to do things differently. At a point where Scotland has new powers to develop and manage its own future, we were keen to hear how brokerage, a model of independent support, could and should support individuals to manage and run their own lives.

The audience of people who gathered came from a variety of backgrounds, from social workers, to commissioners, providers and representative organisations. Most importantly, people who need the help of others to do things in their lives that they can't manage on their own, also participated. The focus was about support brokerage in the context of self-directed support where people themselves have more choice and control over deciding, planning and organising their own support to meet their assessed needs.

Brokerage in social care is often misunderstood and the intention for the day was to open the debate and raise the profile of support brokerage by giving examples of different models and sharing experience. This included information sharing and presentations from organisations that provide brokerage already – from Scotland, England and Ireland. We also heard from SSSC about the overall changes in the whole system in which care has been provided up until now and how it might be shaping up for the future. There was also the perspective of those who assess for and commission support in a local authority setting.

Presentations

The presentations from the day are available on the CBN Website:

[Julie Hasslet \(SSSC\) – SDS in a System: We are in this together](#)

[Anne-Marie Monaghan \(CBN\) – An Overview of Brokerage and the Community Based Model](#)

[Laura Feeney \(CLARE\) – Creative Local Action, Responses and Engagement](#)

[Liz Leach \(NBN\) – Anything Is Possible](#)

[Alison Findlay – The East Ayrshire Experience](#)

The presentations gave the audience a range of material to help them debate and articulate opinions on a number of questions around the role and function of brokerage. This helped to look at how we could collectively take forward action to develop a brokerage approach that will support positive opportunities and outcomes for people who need help in living their day to day lives.

To facilitate the debate a number of key questions were considered by participants in a table top discussion format. They had the opportunity to reflect on their own thoughts and share views and opinions in relation to the questions posed; to consider them from another’s perspective, such as a carer, a journalist, a provider or someone of their own choosing and to record their views and comments on ‘post its’ which were then placed on the wall under each of the questions being considered. Each table focused on 2 of the 8 key questions.

The Key Questions

The questions were provided by a range of contributors to the ongoing debate about support brokerage in Scotland. The idea was to get to the crux of core competing views and from the information provided, undertake an analysis and draw some conclusions about a way forward for brokerage nationally. The key questions considered are below:

Q1	Is there a role and function for support brokerage alongside care management?
Q2	Is support brokerage of value to staff and supported people?
Q3	What is or could be the impact of brokerage on those who use it?
Q4	What opportunities does brokerage bring in terms of shifting power and control to people themselves?
Q5	What impact could brokerage have on strategic commissioning and procurement?
Q6	What thoughts do you have about brokerage in relation to scrutiny and regulation?
Q7	Who are the people that could and should undertake the brokerage tasks?
Q8	Is brokerage needed in the change process for SDS?

Key Messages - Analysis of Responses

The tables below are a summary of the key messages from analysis of the responses provided to the questions. In short this is the summary of what you told us about support brokerage.

Who Can Do It?	
A	Brokerage is principally a function and therefore can be done by whoever the person wants.
B	However, it requires a degree of independence – in particular it should be done by someone independent from the funder.
C	This presents a particular challenge to both Social Workers and Care and Support Providers.

What Does It Do?	
A	The main people felt Brokerage did was to help people think differently and be creative.
B	In doing this it helped people gather more confidence in managing their own life and exercising choice.
C	And in bringing these two things together it helped people to challenge the 'system' and 'the way things have always been done'.

Some Key Rules.	
A	Avoid duplication and creating new systems.
B	Community assets and communication are both important and should be built upon.
C	Keep assessment and allocation separate and balance enablement and risk management.
D	People need support to make SDS work and must be listened to in order to support them to commission their own support/services.
E	Ensure quality/standards are underpinned by core values.

Pertinent Points	
A	Questions remain around technical commissioning and procurement requirements.
B	Tension between regulation - freedom - creativity – safety.
C	What would be regulated - person or service?
D	How do you regulate time and relationships?

Key Actions – Analysis of Responses

The table below is a summary of actions which came from the information provided by participants in the table top discussions and featured on the wall charts.

Summary of Key Actions	
Funding	Carry out a Cost Benefit Analysis to help clarify the case for future funding of brokerage.
Staffing	Create an appropriate training course for people wishing to provide brokerage.
Raising Awareness	More information on brokerage to be shared.
	Explore issues of risk.
	Pilot elsewhere.
	Clarify roles and remits between social work, brokerage and advocacy.
	Workshop or exploration specifically on good procurement and commissioning practice to support effective brokerage and therefore individuals. Possibly an action learning set?

An opportunity to hear about the wider picture!



Display of Responses to Key Questions

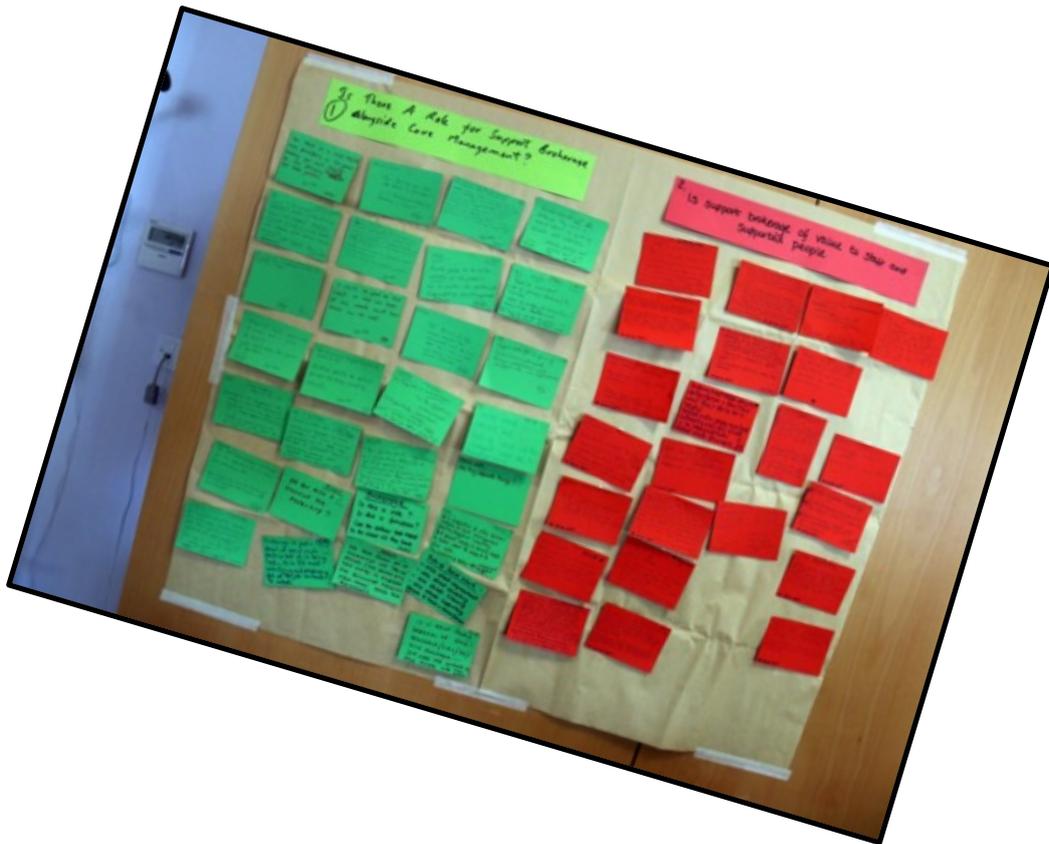


Participant responses on the wall!





Participant Responses to key questions!



Detail of Responses to Each Question

In the next few pages you will find the breakdown, giving the actual responses from participants, to each of the questions discussed. The tables indicated with the letter (a), coloured orange, are those where the participant is in the role of someone else and giving a view from that perspective. Those with (b), coloured purple, are where the participant is giving their view in their own role.

Q1. Is there a role and function for support brokerage alongside care management?

Table: 1(a) Responses where participant is in the role of someone else.

Yes - there is a case beside care providers as the person looking for care should be the primary concern for both parties. (Broker)
Yes – but do we have any budget to pay for it? Is it duplicating services already in place? (Councillor)
Providers should NOT DO brokerage. They have a vested interest in getting business. Need independence. Providers probably won't normally agree with this. (Provider)
Yes, there is a case beside care providers as the person looking for care should be the primary concern for both parties. (Broker)
Potentially as long as there are realistic expectations about costs Looking at austerity – no need for brokers – already a system for providing social care – don't need to add a level of costs Evidence of financial benefit v's costs? Willing to pilot What's wrong with existing system? (Commissioner)
Yes – support in social work. Assessment problem – in the discussion - Might look <u>beyond statutory funding</u> (ILF, welfare benefits, other resources with family, friends and community) – can all <u>impact the assessment</u> . (Social Worker)
I would be glad of the input to help me look at my needs and how these can be met. (Personal Assistant)
As part of ongoing support they do broker but it cannot be objective. Someone might choose the provider to help them. (Provider)
Yes – for the punter support brokerage is a good thing. Helping them to get what they want. - This will cost lots of money which is not available. Taxes will have to increase - Social workers will be worried about their jobs being taken over or will they take on another job? (Journalist)
Are they separate things? (Unpaid carer)
Yes, but also a function for advocacy!! (Activist)
Yes – pragmatic perspective - someone who won't judge, who knows the area, who sticks by me, on my team, focus on me. Been through it? But does it mean too many or another person? Does it make it easier? Navigate. (Unpaid carer)
We took people out of communities into 'special' places (day centre etc.). Now need to address the exclusion resulting from that. Wider than brokerage. (Activist)

Table: 1(b) Responses where participant is in their own role.

<p>Absolutely. Care management is often focussed on the services they deliver and care receivers have to accept them even if they don't necessarily meet their needs. Brokers are person led and will look at the individuals own needs & wishes and find ways to meet them.</p>
<p>Yes – enablers - focus on individuals - can be directed (brokerage) by individual - leads to better conversations - looking at life as a whole BUT - must be directed by <u>person</u> + INDEPENDENT of Social Work.</p>
<p>Yes – Enable people to be at the CENTRE of the process – time to consider life, options etc. Independent of Care Management pressures.</p>
<p>Yes – I do not think that people should be encouraged to take a care package without the support of a broker.</p>
<p>Yes – but as has been stated already 'ALL' stakeholders must be clear about how it fits in and can augment the other services available.</p>
<p>Social work is service led. Role of social worker changed – shift due to statutory regime.</p>
<p>Question – Eligibility – NOT ELIGIBLE – then broker can continue support Mental Health – jointly funded packages Good to build relationships EARLY (e.g. people with autism, MH, Dementia).</p>
<p>The boundary is blurred. Maybe it needs to be Functions need to be specified for each but there could be crossover.</p>
<p>Support brokerage alongside care management? Care management was a title introduced to encapsulate a new role beyond social work - budget management, coordination etc. Maybe we should go back to 'social worker' - who asses, do stat duties and 'care mgt' is a role that we pass onto brokers and others? Maybe we need to be clear about role and function – does not matter who does it rather than it gets done + the <u>doer</u> has the skills and awareness of the role and function and its critical importance?</p>
<p>Yes - enable a better use of <u>statutory resources</u> - someone more AWARE of what's available in the local community – introduced at an EARLY stage - try NOT to DUPLICATE discussions – Involved in discussion about AGREEING assessment – discussion about ALLOCATION – taken elsewhere.</p>
<p>Is duplication of roles between brokers and care management positive/negative/necessary? A person using a service needs to know what to expect & from who. The functions of broker are carried out by several people.</p>
<p>Brokerage – Is this a role? Is this a function? Can be either but need to be clear at the time.</p>
<p>Yes, but care managers should also get the opportunity to do more than statutory work.</p>

Yes, brokers should live locally and be well connected. Not everyone needs care managed.

Brokerage is part and parcel of social work practice but it is the most satisfying and empowering part of the job. Social Work needs to adapt.

Role of Social Work

- also about empowerment
- also about enabling
- also about listening
- also about supporting people to have a voice /choice.

A well attended day with much food for thought!



Q2. Is support brokerage of value to staff and supported people?

Table: 2(a) Responses where participant is in the role of someone else.

<p>Yes, but seems to be a lack of understanding about budgets being limited and that choice will be restricted by individual budgets. Wider view that this is simple! However, lack of understanding in service users/carers/others that there is a significant infrastructure required to support enabling of SDS and this is why it is not happening. (Commissioner)</p>
<p>Lack of budget for brokerage would cause concern as would I have to pay to be included on list. Being paid additional money for varied hours for services usually carried out on set week days and normal office hours. Having to evaluate my services and change based on need. (Service Provider)</p>
<p>As a social worker my role is that of a broker. Let me social work how I learned to! Back to basics, person centred, less form filling and a reasonable case load to enable me to do my job well! I think my role is beneficial to supported people Scottish Government to fund more social work rather than brokerage. (Social Worker)</p>
<p>Sounds confusing! Thought I was in control Why can't I just do it?! (Unpaid carer)</p>
<p>Yes, as part of a team approach (Coproduction). No room for factions. (Social Worker)</p>
<p>Yes, but I want to know: - how much it costs – what are the savings? - what are the risks? - where does it fit in relation to what we've got already? (Councillor)</p>
<p>Its created my 'happy' life and quality of life. Although brokerage isn't included in my budget. (Supported person)</p>
<p>Gives staff opportunities to see inside people's lives and to see what their needs are. Allows supported people to look outside the box. Allows people to have support that suits their needs. (Staff)</p>
<p>Whole system change Money to achieve outcomes not buy an hour of service. Additionality - real lives – not just another part of the system. (Commissioner)</p>
<p>It is of value: The person must be at the centre. Whatever choices the person makes there should be NO judgement – it's about negotiating, but ultimately if it meets an outcome and isn't illegal. (Broker)</p>
<p>My social worker didn't have time to support me to develop a support package. S/he didn't understand my cultural, linguistic or spiritual needs of what was available in my community....my broker did! (Supported Person)</p>
<p>Due to different methods and speeds at which local authorities are introducing SDS brokerage roles different in different local authority areas. Way of paying for brokerage to be found once Government grants come to an end. (Journalist)</p>
<p>Valued to staff because it can enable 'independence' in support planning. Could create a situation where 'busy' professionals abdicate support planning role.</p>

Needs to be 'teamwork' approach as outlined in Imagineer session. (Staff)
Might not get on with SW (stigma) and may prefer to plan with an independent one. Help person to feel free to think outside the box rather than what they think SW will accept. (Supported person)

Table: 2(b) Responses where participant is in their own role.

Make organisation reflect on current services. Open more opportunities for real community living.
Yes, could change the services provided by organisations. Could increase opportunities, increase outcomes, less reliant on other services. (social return on investment model)
Yes, it helps provide a level of knowledge, skill and independence for people who are often uninformed and lack knowledge of statutory services, cultures and rights. Brokers will help navigate a complex system inhibited by a culture of power and lack of partnership and coproduction.
Brokerage should be of value to both staff and supported people, giving direction and more opportunities for creating a more person centred plan.
Yes, potentially. Generate a wide range of ideas and possibility. It is one of a range of support that people might want to access.
If delivered in a way that is understood by all those involved it would become an invaluable area of support for the individual/family.
Developing the trust and confidence for all in supporting the aims and aspirations of the individual.
Vital to navigate what supports will work for individuals. Assists an already busy workforce. Helps open eyes to opportunity/different way in achieving the right support.
Anything that helps focus on the person and how they want their life to be is helpful. Helped with people the local authority has got stuck in the planning with. Helped stuck providers.
Support Brokerage is of great value to staff and supported people when the process works. It puts the person at the centre and enables them to plan their own support. It helps free up staff time and can offer a reduced cost in service too – as a positive by-product. It facilitates more creative planning where people can try new things and look outside of traditional services. This isn't, however, always the reality.
Should be of value to supporting people and staff. Act as a facilitator. In practice in Fife SDS only available for personal care. Supported brokerage by and large looking at things which do not need money. Outcomes based support plan for people who do not achieve qualifying criteria.
Yes, because this will facilitate supported people to make the most of their individual budgets that they would potentially be unable to do by following the traditional social work model of accessing services. Enablement of creative thinking and risk management will help supported people to achieve the most with what they have.
Within LA area there is no service labelled as Brokerage!! From presentations this morning I believe that has historically been commissioned, not under this pretext has capacity to carry out this function. The complexity lies in the no exchange of budget. The service has received funding from SG to provide option 2. (the situation is much more complex than what I have described). Without doubt Brokerage functionality and role as described through the presentation is of value to all stakeholders.

An Opportunity for Networking!



A Chance to Catch Up!



Q3. What is or could be the impact of brokerage on those who use it?

Table: 3(a) Responses where participant is in the role of someone else.

Impact – depends on how good the broker is! (Unpaid Carer)
Increased CREATIVITY - options that social worker may not be aware of - more TIME to EXPLORE OPTIONS (Social Worker)
Person will have more INFORMATION on what is available to them – Increase AWARENESS. Facilitate REAL CHOICE. Face RISKS, CHALLENGES as well. Take MORE RESPONSIBILITY – for service user to be more ACTIVE not PASSIVE in receiving support (Social Worker)
Get TIME to think about their LIFE and how they want to live their LIFE. Have better CONVERSATIONS. Help with RELATIONSHIP between social worker and service user – as DIFFICULT ISSUES can be explored further. (Social Worker)
Help people to have their human rights realised. Increase control and choice. Help support independence. Ensure fairness and opportunity. Help provide the correct level of support. Reduce unreliability. See a future for themselves. (Journalist)
The impact could be good for providers if you are a good provider. Service users need the ‘best’ support. (Provider)
Less money for other services. (Councillor)
Can see the benefit to users – may be offered more than existing services – but can we afford it? (Commissioner)
Could do me as a provider out of a job. They/brokers only pick providers they like. (Provider)
Service users may have access to a more person centred opportunity through the offer of brokerage support. Those who are not happy with their care and support will engage in a process that will improve their quality of life. What are the risks – am I sure of who/what I am referring someone vulnerable to? (Social Worker)
How are people supported by brokers? What does it add? Is that what SW do? Indeed, help from my officials to understand the process for people. How is my decision making affecting? (Councillor)
Impact Social work handing over responsibility to ‘brokers’. So I want to use my budget for golf club fees - who says if its ok? (Journalist)

Table: 3(b) Responses where participant is in their own role.

Impact - Enables people to take MORE CONTROL of the person. - Puts person at CENTRE.
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<ul style="list-style-type: none"> - Increased AWARENESS, SELF CONFIDENCE. - focuses away from a DEFICIT MODEL of care and support.
<p>Impact</p> <ul style="list-style-type: none"> - Enables people to access MORE and better QUALITY INFORMATION. - Enables ROUNDED discussion. - Enables unexpected OUTCOMES. - Better and more effective USE of RESOURCES.
<p>The impact could be or will already be as wide, deep, varied as there are individual people.</p>
<p>Provides a 'real choice' for people. Anyone who wants to use it can use it. Lasting 'better outcomes' achieved cos understanding all the options. Empowering – builds capacity within the individual.</p>
<p>The need for more brokers</p>
<p>Support to identify what is important to them and to explore other ways of managing their future. Searching out community assets that may be of usefulness. Keeping a realistic mind.</p>
<p>Broker can build a closer relationship with the supported person.</p>
<p>Feel supported to be more in control of their lives which leads to improved happiness, mental health, reduced social isolation, more independence.</p>
<p>Using the service of the brokerage would help you to reach the correct decisions about what is suitable for you.</p>
<p>Challenges 'system' on behalf of many by making suggestions, being creative and asking questions of 'system'.</p>
<p>Brokers might not be independent. Might have own agenda. Impact – individual might be led in a direction that helps broker. Brokers might not be well informed. Impact – individual, might be misinformation (either to lead in a self-helping direction and/or incompetence – not correctly knowledgeable, skilled, experienced, informed).</p>
<p>Brokerage comes WITHOUT JUDGEMENT and is for the person. Gives people TIME. Emphasis on LIFE not SERVICE. Connect to own - strengths <ul style="list-style-type: none"> - family support redefined - existing community groups, support, clubs Creativity.</p>
<p>Empowering / confidence building.</p>
<p>Will unpaid carer have more responsibility – offload from SW.</p>
<p>Self-empowerment and sense of independence. Feeling of being in control AND having support if needed. Better quality of life and able to make it a reality as opposed to an aspiration.</p>
<p>Taking back control of their lives. A sense of empowerment. Being given permission to make choices. A chance to explore ideas about what will enhance life.</p>
<p>A life of freedom. Brokers and social work doing same thing in years to come</p>
<p>Impact – Enable you to have a different kind of life from the one you have. A life more in line with what you want.</p>
<p>Could raise expectations too high. Relationship with broker is important.</p>



Hear interesting speakers talk about different ways of providing independent support in the form of brokerage.



Q4. What opportunities does brokerage bring in terms of shifting power and control to people themselves?

Table: 4(a) Responses where participant is in the role of someone else.

Deeper understanding of the change SDS legislative impact on the whole workforce and how to integrate changes acceptable to both workforce and the citizens. (Commissioner)
Opportunity to challenge the local authority: - process of all allocating resources - on critical and essential criteria - arbitrary austerity cuts to packages (10%, 20%) - postcode lottery – equity - preferable treatment of some groups – given ‘priority’ – physical disabilities as opposed to mental health - lack of provision - Lack of person centred services - biased reports (Activist)
People might take advantage of SDS and other benefits. How does it fit in with austerity? People with disabilities should be treated the same. (Journalist)
I want to choose what support I want and who from. (Supported person)
Bridges the dual spending whilst services are reconfigured. Discussions with elected members – e.g. making tough choices. Discussions with management and HR – reconfiguring services. Discussions members and chief officers – creative surprises. (commissioner)
Everyone has the right to lead a fulfilling life. (Activist)
For people to be able to feel a greater sense of control they need to be supported by people who do not have conflicting agendas. (Commissioner)
I am happy that people can express their own wishes and have the power to develop their own support need arrangements. (Councillor)
I tend to defer to professionals like social workers. Can my broker help me be more assertive? (Supported person)

Table: 4(b) Responses where participant is in their own role.

Brokers can enable people to challenge agencies and values where they are compromised.
Should enable people to fully reflect on their outcomes and how they want to achieve them within the context of what may have available personally and in community.
People have time to reflect, discuss, explore and accept or reject varied opportunities which could make differences to their lives. Broker will bring ideas, suggestions and information and take time to withdraw & return to allow exploration by client and their circle.
It could be deemed as a pathway in supporting people with developing the confidence of making their own choices with the guidance of others. Allowing individuals to air their own ideas in a safe environment and work towards their own choices of what is achievable.
Lets people see all the options available to them.

<p>Gives people more choice and variety for their care and social needs. Allows people the opportunity to control their own judgement.</p>
<p>Opportunity to take back control of their lives rather than being given minimal options.</p>
<p>Independent person/role (outside statutory section). Makes it easier for there to be a conversation without constraint (i.e. not service led).</p>
<p>When independent it can</p> <ul style="list-style-type: none"> - inform - educational - empowering - enlightening <p>People develop the confidence to self-broker and broker for others.</p>
<p>Opportunities – shifting control. Enormous opportunities to re-enable. Dependent upon level of skills of broker – can they re-enable. Opportunities to challenge risk averse approach of local authorities. They can be ‘voice’ of individual where social worker might have been conditioned to give a ‘corporate’ response rather than ‘voice’. Can help break created ‘dependency’.</p>
<p>Provide the independent information that allows choice as opposed to what social workers self-limited options.</p>
<p>People are being encouraged to take control of their lives, explore choices. Brokerage connects people to the wider community and helps them to voice their wishes.</p>
<p>Limited opportunities if role or funding not recognised by local authority.</p>
<p>Opportunity to challenge, suggest, encourage independent thinking.</p>
<p>Opportunity to develop level of expertise in relation to use of IBs.</p>
<p>Shifting power and control is central to SDS – perhaps brokerage is a tool to help make this a reality.</p>
<p>An independent person who can enable, advise, support, mediate or translate on behalf of the supported person.</p>



An opportunity to learn about new ideas and ways of working!



A chance to discuss with others!



A chance to reflect on your learning!

Q5. What impact could brokerage have on strategic commissioning and procurement?

Table: 5(a) Responses where participant is in the role of someone else.

Brokerage can provide a service cheaper than if organised by local authority. Changes may bring wider variety of choice of service providers. (Broker)
Pressure of other's agendas are getting in the way of the person themselves. Not enough listening. (Broker)
We are having to complete loads of tenders for SDS. I didn't think this is how things would be done now. It's a lot of work. (Service provider)
As a commissioner this leads to a totally new and different way of thinking. (commissioner)
Services going to close down, like day centres. If no block contracts, will providers survive? (Journalist)
Brokerage could offer me a different perspective on the services I ask the council to help or provide for my child. It could offer my family a more positive outlook. (Unpaid carer)
What the hell is community brokerage? Do we fund this lot? She is having a bad day, worried about budgets? (Councillor)
Same as my own perspective – my values inform my professional role fully. So I welcome as a provider, more opportunities for the people we support to have more choice and control - creative solutions. (Provider)
I have to ensure my cared for person is safe at all times and service must be scrutinised. I would be trusting of services provided by brokerage. (Unpaid carer)
I believe it has a very positive impact in many ways as it has a structured framework that allows freedom and diversity in the way people choose to lead their lives As an activist my views are the same as above.

Table: 5(b) Responses where participant is in their own role.

More a question than a personal view, but, how does brokerage sit with local authority frameworks? Do brokers need to be on a framework? How open/comfortable might LAs be with signing off OBSPs influenced by brokers?
If you want real engagement you have to simplify the language - an Apple solution to a Google problem.
Do not lose the perspective of the supported person at the centre.
How wide does the procurement process go? Community assets versus commissioned services? Role of planning, commissioning and contracts?
Commissioners have to listen to the people themselves. Provider should be secondary.
Fears of giving up the olde style world.
Huge impact. Change way people think and individuals use their monies.
The opportunity for that to become a more co-productive process? Does SDS and being supported to have informed choice and increased control create the opportunity for supported people to work more directly with people in commissioning and procurement?

Smaller fit services may not be required to jump through local hoops that larger organisations do.
Positive – better outcomes for people. Efficient – person centred - I think we need to look at role of care management / commissioning. Individual should/could commission own service.
Brokerage explores different solutions - results in councils moving away from block contracts with 'traditional' support providers or block contracting with any providers.
Commissioning and procurement could focus on community assets and how we invest/support these.
I would be involved and heard. I would get the life I want.
Risk – how do we allow for a more creative, responsive approach? How do we give people control?
Brings issue of risk to a head. Where do we draw the line? How much choice and control are we comfortable handing over?
The difference between theory and reality. CB (community brokerage) stimulates thoughts re the reality.
This might provide a unique opportunity to help us make services/support more relevant to people and more cost effective. Good Day!
CB (community brokerage) could have a positive impact on strategic commissioning and procurement by raising questions re those processes.
Who pays for brokerage services? What evidence of support will commissioners expect? When is the person's voice heard?
Impact on strategic commissioning and procurement - SDS - gaps in service - ensuring quality of service - best value - market readiness - smaller providers – sustaining?
Scrutiny and regulation.
It could be a whole set of new opportunities to get around 'the written rules' to bring about creativity and better fit with people's outcomes. Better choice and control.
Brokerage could support more individuals to want to access services not on LA framework, thereby increasing option 1 (DP) uptake. This would increase a more individualised outcome for individuals.

Q6. What thoughts do you have about brokerage in relation to scrutiny and regulation?

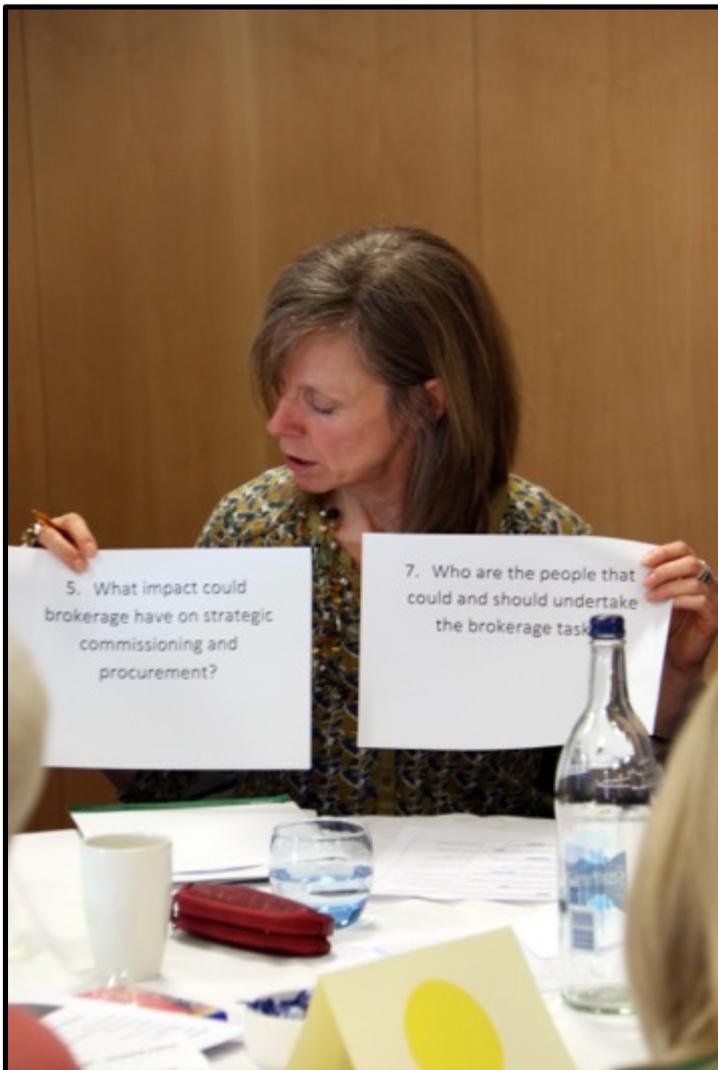
Table: 6(a) Responses where participant is in the role of someone else.

<p>Brokerage is NOT a care service. What would you regulate? Brokerage (need for it) demonstrates how important relationships are – so question is how does scrutiny value time and relationships. (Regulator)</p>
<p>Scrutiny & regulation Where are all these ‘brokers’ coming from who are helping welfare benefit recipients spend their money? Surely the state shouldn’t be abdicating responsibility. (Journalist)</p>
<ul style="list-style-type: none"> - Brokerage should be to fit with an individual’s requirements. - Workers should be PVG checked and have CV available. - Reporting on service should be provided to Local Authorities. (Broker)
<p>We take financial risks in the Council all the time. People should be helped to decide own level of risks. (Councillor – Good day)</p>
<p>Create a minefield of legal and contractual complexity when ultimately there is limited appetite for this approach. (Journalist)</p>
<p>I think scrutiny and regulation play an important role in all aspects of brokerage as there needs to be a basic set of rules and boundaries that everyone has to follow. As an activist my views are the same as above. My values remain the same.</p>

Table: 6(b) Responses where participant is in their own role.

<p>Scrutiny (rules, regulations etc.) can be inhibiting rather than freeing (Care Inspectorate, SSSC, Local authority) which would be against principles /guidelines of the Act.</p>
<p>Hugely empowering Creative Ownership</p>
<p>What is role of scrutiny?</p>
<p>Brokers should be independent of ‘paid for’ services. Otherwise conflict of interest.</p>
<ul style="list-style-type: none"> - Quality of brokerage available. - Care values and standards. - How do you ensure people are safe without causing too much red tape.
<p>If brokers charge for their service – how will it work – would qualifications or accreditations be required?</p>
<p>Will regulator stifle creativity and thinking differently?</p>
<p>A brokerage service would be under scrutiny by people using the service and should not be under too much regulation. Also depends how service is funded. If by LA, they would have regulations in place. If funded by individual they would make choice.</p>
<p>What guidelines /rules are there in place to ensure safety from harm? Who is governing body?</p>
<p>If brokerage service is within already established volunteering organisation, this would be founded on an existing reputation.</p>
<p>Create need for new approaches to contracting</p>

<ul style="list-style-type: none"> - off framework - spot-purchasing <p>Bring issues around risk to a head</p>
<p>Stimulate more innovative practices and approaches. If you always do what you've always done you'll always get what you always got.</p>
<p>Who is scrutinising – inspectors. Coming together, working together. Who is being scrutinised? Velcro – negative. Teflon – good. So media stories can.</p>
<p>Need to be mindful of scrutiny and regulation. Who helps people to understand this?</p>
<p>As long as the focus is on outcomes then it doesn't need to be difficult or challenging. The principles of new M.E.S - Human Rights & brokerage = good outcomes (hopefully).</p>
<p>Who's scrutinised? The provider or the Broker? If both, hope they are being scrutinised by different people e.g. CI inspectors then different opinions and feedback could exist re the same support provided.</p>



A chance to give your views and opinions and to be heard!

Q7. Who are the people that could and should undertake the brokerage tasks?

Table: 7(a) Responses where participant is in the role of someone else.

No 'conflict of interest' Knowledge and understanding of community and how it can meet my needs. (Supported person)
Community development workers. Social workers. Care managers. Independent brokerage orgs. Service Providers (one-stop shops). (Social worker)
My role as social worker should be able to do this task and function. The reason we need brokerage is that we are not able to signpost to services out with the local authority – cross border. To be able to use personal budgets differently – older people – ironing/domestic, then I can go out with my daughter/grand-daughter. (Social worker)
Brokerage framework (national) to enable service users to access services out with LA boundaries (maybe Scotland Excel). MUST have an understanding of capacity building so that services are not made unsustainable and cease to exist thereby reducing choice. Focus on pro-active support. Risk profile is important - must not be risk averse but must understand risk management. (Commissioner)
Tell me if existing staff carry out a brokerage role – if not, why not? Convince me brokerage can bring something different. (Councillor)
Council pays dance teacher to do a social workers job! (Journalist)
Professionals who are properly regulated as brokers. Independent and funded independently. (Journalist)
I do see a conflict in social worker doing this as not independent from service. (Broker)
If brokerage is national would allow for my service to be accessed by neighbouring local authorities. Could lead to brokers reducing income that would improve the quality of service I could provide. Would like broker to be registered body. (Service provider)
Independent person - someone who is resourceful - some nice and friendly. (Unpaid carer)
No conflict of interest – so no statutory role or provider role. Aspirational and optimistic. Be within a system that retains and prioritises proactive, preventative supports. (Commissioner)

Table: 7(b) Responses where participant is in their own role.

Has the 'old style' social worker died, with Brokerage coming out of the ashes?
Part of ongoing discussion on role of a social worker? Are local authorities transferring the risk?

Fear to not allow person to go wrong like everybody else does.
Person at centre – make decisions and choices – Family, health, Social Work, friends.
Brokers – social workers – advocates – dementia advisers – LACs. The people/person the supported person wants to do it! A person who knows the supported person really well. Not always the most expected person.
The person that the individual has identified as the person they want, trust, feel comfortable with.
Brokerage tasks should be undertaken by family or professional? How do the risks get managed?
It could be family, friends, someone who knows the person well. Could be professional brokerage, could be SW practitioner if they had time.
Should be people independent to support providers, councils etc. who undertake brokerage tasks.
Independent, not tied to an organisation. Not social work. Family, individual, friends – someone who is willing to REALLY LISTEN!
Everyone who has the person's best interests at heart.
Housing Officer – provider Family Individual GP Football coach Shopkeeper Friend Church leader/members
Person themselves, with support may choose.
A brokerage service by its nature would be better suited as an independent service. The complexity lies in the role crossover of different agencies. In my opinion this would improve and develop best practice for co-production and doing things differently. It can be argued that what is being defined as a brokerage role is in fact the traditional SW role.
It's all about choice. The person may be able to broker their own support. They may wish an advocate or a family member to do so or their social worker. If they do choose a broker it is in the context of making that choice having been given a list of options.
An organisation not funded by local authority.
Choice – person – family – social worker – advocate.
Those that understand the cultural, linguistic and spiritual needs of the individual – looking holistically. That have an understanding of the community – local and wider Independent organisation - no ties to the local authorities or social care service provider.
Independent providers - who are not conflicted by roles and cultures and issues relevant to statutory provision and supports.
Professionals – different backgrounds provided have necessary qualities. Not peer support or volunteers.
Independent groups - networks of organisations providing support services

- co-production – real control
- government services

Could encourage using neighbouring local authority services

- independent groups in each local authority area with branches in more community based.

Need to be independent.

However, they need to have the appropriate skills and understand what the boundaries are very clearly.

Would be easy to stray into territory of advocacy which would not be appropriate.

Lived or developed experience.

Not in a statutory or provider role.

Aspirational and optimistic.

Community connector.

A chance to work together with others and learn from each other!



Q8. Is brokerage needed in the change process for SDS?

Table: 8(a) Responses where participant is in the role of someone else.

Problem when social worker says if assess – will get less. What happens to choice? (Activist)
Costs? Profit? Self-interest re funding their own preference. Change of how staff operate. (Care provider)
Social workers don't do social work anymore. I need someone who has the time to listen to me and help me understand the SDS options and the possibilities available to me. Can my broker do this and hence facilitate change to SDS? (Supported person)
No. As social work we will assess the person and establish a budget and a care plan to address their needs. In times of austerity a broker will only pressurise to spend more and there isn't enough money or even time to invest in single cases. (Social worker)
We need support and help to be able to see and experience how things can be done differently and how to achieve truly individual outcomes. (Commissioner)
Will this cost more money to the council? If so what do, we not provide to fund this? What is the priority within the Council? (Councillor)
Brokerage not only supports the service user but also the carer. Brokerage acknowledges that carers play a vital role and potentially help people to stay out of care homes and therefore they need support and respite as well as financial help. (Unpaid carer)
Service users / carers need more info on brokerage. (Supported person)
What does 'brokerage' actually mean? (Supported person)
Where does brokerage sit? - community? - social work? (Councillor)
Brokerage – good way to make cuts. (Journalist)
I can't (or can) do it by myself. I don't know what's available. The broker wants to tell my loved one what to do. (How) do I know they have loved one's best interest at the core of their work? (Unpaid carer)
Services should be built around me (not vice versa). (Supported person)

Table: 7(b) Responses where participant is in their own role.

Yes, a form of brokerage is required to enable people to reflect on their care plans, budgets and how they can achieve their outcomes.
Brokerage needs to interface with the wider community to facilitate access for people but where is the interface with LACS, Community Connectors etc.
Should not always be as a challenge to statutory provision re budget allocation or care plan content.
We do not want to build a dependency on brokerage to make SDS possible if we are thinking about brokerage in a paid/professional capacity.

This is not a job but a set of functions like a pick'n'mix.
Big Yes. My experience is that people often don't know that they have control or what choices there are. Research can be very time consuming and a lot of people don't have the time, knowledge or access to internet.
Yes to support front line social workers to do the right thing.
Yes – to challenge money driven assessments and outcome.
Yes –no motivation for councils to change.
I'd like to see some evidence that brokerage facilitates change in relation to SDS implementation.
Unsure. Think it could be a requirement enabling certain individuals where they are having difficulty or don't have a good circle of support, or in particular localities without widespread use or understanding of SDS, or little in the way of support options/initiatives. Less so in areas already accepting, using or understanding SDS and options available, or where an effective support circle is in place.
I think so. Traditional commissioning services are no longer fit for purpose. Many social workers and care coordinators that we come into contact with are not 'on board' with SDS. I think brokers can be agents of change – promote possibilities.
Brokers also negotiate between the resourcer and the individual. They take on an advocacy role which really has to be facilitated by an independent person/org. They can also highlight unmet need and best practice influencing change and development.
Not sure. Perhaps more widespread availability of brokerage would lead to better/wider implementation of SDS but not sure if this is the real barrier.
In areas where there hasn't been something independent, people have not had the same experience as a traditional approach.
Brokerage could be 15min conversation that encourages people to think differently....or much more.
Support is needed to be able to think and respond in a different way.... A support broker could be the person to provide this if the person wants it.
Part of the process – can be option.
Community asset building also essential not just brokerage alone.
Manage expectations – Reality!!
SDS – eligibility criteria are not a product of SDS.
Is brokerage a role or a function?
Broker – evolving role – fit with – community planning

Brokerage - A Summary of What You Told Us

WHO CAN DO IT?

Brokers Yes – but others can do it
Providers should not do it - MUST be independent
Need to balance independence and motivation of broker/provider
Needs to be an independent role
Need to rethink impact on Social Work role
Roles and remits
Can be done by whoever person wants to do it
Should be independent from funder
Full range of people could do it
(New) care management role v's traditional social work role
Must have key skills and understand boundaries
Issue of independence of brokerage versus conflict of interest
Yes - function does - but does it need to be a broker?
It is a social work role but they are not doing it now
Is it a role or function?

WHAT DOES IT DO?

Early intervention
Better use of statutory resources
Create more opportunities for community living
Helps people think differently
Brokerage linked to creativity
Support to have more control and real choice
Empowering and building self confidence
Builds on strengths/assets - not deficits
Concern around raising expectations too high
Could enable unexpected outcomes
Make people think differently
Enable people to challenge existing system (social work, risk etc)
Helps increase options for people
Bolster confidence for person
Opportunity to have services people want - rather than what is already there
Brokerage as agent for change
Helps ALL to think of overall system changes required

SOME KEY RULES

Don't create new systems
Don't duplicate
Community assets and communication are both important
Keep assessment and allocation separate
Enablement and Risk Management

People need support to make SDS work
Need to listen to people and what they want
People can and should be commissioning their own services
Building community assets
Ensure quality/standards are underpinned by core values

MISCELLANEOUS

Questions remain around technical commissioning and procurement requirements
Tension between regulation - freedom - creativity - safety
What would be regulated - person or service?
How do you regulate time and relationships?

A Summary of the Actions from the Info

Cost benefit analysis

Pilot elsewhere

Clarify boundaries

Gather hard evidence

Explore options to pay for it

How do we afford it?

Help bridge relationships between person and social work

Promotes/Enables active rather passive role in relation to care

Permission to make choices

Challenges existing system

Make sure brokers are fit for role

Workshop or exploration specifically on good procurement/commissioning practice to support effective brokerage and therefore individuals (possibly and action learning set).

How do you bring risk issues to a head?

Creation of Award/Accreditation for brokerage

Community capacity building and sustainability

Tools to help people broker their own support

Gather evidence on impact of brokerage

More info on brokerage required to be shared

Feedback from Participants on the Day

As we share this report/information with the participants attending the Symposium, we are keen to hear your feedback about the day and if it:

- Increased your awareness about brokerage
- Increased your knowledge and understanding about brokerage
- Created a networking opportunity
- Shared good practice

We will be using a Monkey Survey to gather this information and will be in contact with all of the Symposium participants.