

Social Care



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1 Social Care services for families



Surrey County Council is responsible for social care services for children and adults in Surrey.

Children's services are responsible for children and young people up to their 18th birthday, when services for adults take over responsibility.

Social care services for children with complex needs/disabilities are provided through Children with Disabilities teams for children, where your main contact may be a social worker.

Services for adults are provided through Social Care teams, where your main contact may be a care manager.

Surrey now has a County Transition Team, which offers a care management service for young people with learning and/or physical disabilities – their aim is to begin jointly working with young people at age 16, subject to need, until they leave school or college (which will be at 19 for most young people but can be extended to 25 years if appropriate). They will become involved when an individual is likely to need a service from Adult Services. The Transition Team has close links with Connexions and other organisations such as Employability.

2 Legislation and Guidance



Each agency has various legislative duties during the transition period (as shown in other Sections). For social and community care services the duties are described in the:

- Children Act (1989)/Children Act 2004 (Every Child Matters)
- Disabled Person's Act (1986)
- NHS and Community Care Act (1990)
- Chronically Sick and Disabled Person's Act (1970)
- Carers and Disabled Children Act 1995
- Human Rights Act 1998
- NHS & Community Care Act 1990
- National Service Framework for Children & Young People (2004)
- Improving the Life Chances of Disabled People (2005)
- Valuing People Now (2009) & Valuing People Now Delivery Plan 2010-2011

3 Surrey Disability Registers



All Local Authorities, including Surrey County Council, are required to have a Register identifying children and adults with a disability. Surrey Children's Service has a Children's Disability Register which holds the names of children and young people (up to their 18th birthday) with a disability.

The adult service has the Surrey Adult Linked Disability Register (SALDR). Both Registers are used to identify and plan services for those children and young people who may require support as children and who may need additional social care support during and/or after the transition from child to adult provision.

It is a parent's / carer's choice whether or not they register their child.

- The registration criteria now include most children or young people with ongoing difficulties and / or special needs.
- Being registered does not guarantee you services. Surrey County Council has eligibility criteria for access to social care services:-
 - At 18, a young person who is registered on the Children's Disability Register will automatically transfer to SALDR, but they can opt out
 - One advantage in a child or young person being registered is that their parents / carers will receive information via the Register.

A leaflet giving more information about the Children's Disability Register and the registration form are available in hard copy or can be downloaded from the Surrey County Council website.



4 How do you access social care services?

During the transition from full time education to adult provision (usually around aged 18 or 19), Connexions are an important agency for those young people who have, or have had, a statement of special educational needs. They have the responsibility to work with the young person and family to look at a range of options for the future that include further education, training, employment etc. (See Section 2 - Post-School Opportunities).

A small group of young people, because of their disability, will require additional social care support to achieve their ambitions and expectations. These young people are likely to have their names included in the Surrey Children's Disability Register.

Surrey County Council operates eligibility criteria to decide who can access social care services to ensure that the funding available is used to support those with the highest need.

If a disabled person or their carer is seeking assistance from social care services, the first stage will generally be for the disabled person to have an assessment of his or her needs.

An initial contact assessment (formerly called a Fair Access to Care Services or FACS assessment) will determine your eligibility to apply for Services. If you are eligible, you and your family will be referred for a further assessment to find out what your needs are, and if the local authority can help you.

During this further assessment, a social care professional will discuss with you the levels of risk you or your son / daughter may have to cope with if services are not provided. They will want to know whether current living or care arrangements are at risk of breaking down if help or support are not provided.

If the disabled person is over 18, an assessment will be known as a “Supported Self-Assessment”.

If the disabled person is under 18 the assessment will be known as a “Children’s Act Assessment”.

This is because of the different legislation for children and adults.

At this stage you will be advised of your right to a Carer’s Assessment and to a Young Carer’s Assessment for your other child(ren). (see Section 6 - Carers).

If your son/daughter does not meet the criteria, the team will try to refer you to other sources of help and support. If after assessment social care support is identified and eligibility criteria have been met, a support plan will be drafted that outlines the services to be provided and by whom.

At this time you may be given the option of receiving direct payments to purchase all or some of the services, for an individualised budget or for services to be provided by Surrey County Council.

For those people who do not feel able to manage self directed support or direct payments on their own, Surrey Independent Living Council (SILC) may be able to help (see Useful Contacts).

Direct Payments



Direct payments are cash payments given instead of social service provision, like day services & short breaks, to people who have been assessed as needing services. They can be made to disabled people aged 16 or over, or to people with parental responsibility for disabled children (0-17).



The aim of direct payments is to give people more flexibility and independence in choosing how they want their support needs met.

The government believes that direct payments have the potential to be “a very useful tool for promoting the independence of young people through the transition from adolescence to adulthood”.

Many people successfully use direct payments for employing a personal assistant(s) to help them in their daily life. They can also be used to pay for other services such as day care, short breaks, transport and so on.

Individualised budgets

Individualised budgets are a form of self directed support which is currently being used within Adult Services in Surrey and throughout the country. Young people and their families are now being encouraged to participate in this new way of care planning.

The aim of individualised budgets is to give people flexibility and control in choosing how they want their support needs to be met.

For more information about direct payments or individualised budgets, contact your social worker or care manager, or Surrey Independent Living Council (SILC) (see Useful Contacts)

For further information about access to services, contact Surrey County Council's Contact Centre (see Useful Contacts).

5 What kind of services and support are available for disabled children during the transition from children's to adult services?



Surrey County Council acknowledges that supporting young people with a disability through transition is key to a successful, fulfilling and meaningful experience.

- Surrey wants to ensure that during this period the young person and their families are fully supported to make the right choices.
- To achieve this all agencies (education, social care, health, Connexions etc) will work together.

Surrey County Council has in place a multi agency transition planning process and protocols that outline the different responsibilities and actions for each agency from age 14 to 25 for those young people with a disability.

The transition process will begin with the Year 9 Annual Review when the Transition Plan is drawn up, which should be participative, holistic, supportive, evolving, inclusive and collaborative.

A Connexions Personal Adviser will always attend the review and in some cases a children's social worker may also attend.

If a young person has a social care package in place leading up to their 18th birthday the social worker will make a referral to the Transition Team to consider if the package is still appropriate at the time of transfer on their 18th birthday.

It may be that changes will be needed but this will be discussed with the young person and their parent/carer, and the adult service will try to ensure that a care package remains in place until the young person leaves full time education.

Most young people with a disability will leave full time education at age 19, and it will be at this stage that support plans will have to change as the young person's needs change.

During the transition process the following will be available:

- Information and advice on a range of topics including transition reviews, benefits, college, university, employment, health issues, transport, housing, leisure opportunities, social care services, direct payments, individualised budgets etc.
- Assessment (where appropriate) of the young person's needs.
- Carer's assessment - the purpose of a carer's assessment is to identify their "ability to provide and to continue to provide care". In many cases, if carers are given enough support and respite to maintain their own health and well being, they are able and willing to continue their caring role. (See Section 6 - Carers)

6 Charging for services



Social services cannot charge for information, advice or assessment, or for services provided to children of families on Income Support or Job Seekers Allowance.

Currently, the Children's Service only charges for some services, e.g. children being looked after by Surrey, residential or foster care, or major adaptations to the home of a disabled child/children.

Adults (18+) will be assessed by Surrey County Council on an individual basis by carrying out a financial assessment. The amount they charge must be fair and reasonable and will never be more than you can afford to pay. It will take into account any disability-related costs you have.



7 Complaints procedure

By law each local authority must have a complaints procedure. A leaflet explaining its procedures should be available at any of your local social services offices.

Surrey's policy is called *Comments, Compliments and Complaints*; a leaflet is available from the SCC website or by calling the Contact Centre (**see Useful Contacts**)

There are three stages of complaint:

Informal problem solving:

- can take place over the phone or face to face.

If this does not resolve the issue, you may wish to make a **formal complaint** in writing:

- Social services must give a full reply within three months.
- If you are not satisfied with this reply, you can take your complaint to the Review stage, where a panel will look at your case.

If you are still not satisfied with the answer, or if the council does not give you an answer within a reasonable period of time:

- you can complain to the Local Government Ombudsman.

Useful Contacts



National

All legislation is available at www.legislation.gov.uk

Every Child Matters: change for children

www.everychildmatters.gov.uk

Valuing People

The 2001 Government strategy for learning disability.

Section 3 is about Disabled Children and Young People. Contains guidance on transition into adult life and person-centred planning for young people.

Valuing People Now (2009)

A 3 year strategy for people with learning difficulties.

These documents can be viewed on the Department of Health website.

website: www.dh.gov.uk

For a hard copy, contact the Department of Health Publications Orderline:

Address: DH Publications Orderline
PO Box 777
London SE1 6XH

Telephone: 0300 123 1002

Email: dh@prolog.uk.com

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Local

Surrey County Council Contact Centre

Telephone: 03456 009 009

Adult Social Care: 0300 200 1005

Children's Social Care: 0300 200 1006

Website: www.surreycc.gov.uk

Surrey Adult Linked Disability Register (SALDR)

Post: SALDR
Conquest House, Wood Street
Kingston upon Thames KT1 1AB

Telephone: 08000 566 240

Email: saldr@surreycc.gov.uk

Website: www.saldr.org.uk

Children's Disability Register

Address: The Redhill Centre
134 Station Road
Redhill RH1 1ET

Telephone: 020 8541 8792

Email: SCDR@surreycc.gov.uk

Website: www.surreycc.gov.uk

Surrey Independent Living Council (SILC)

Address: Astolat, Coniers Way,
Burpham, Guildford,
Surrey GU4 7HL

Telephone: 01483 458111

Text: 0790 481 2935

Email: admin@surreyilc.org.uk

Website: www.surreyilc.org

