

## Imagineer video transcript

Liz Leach Murphy: We work with people to be able to move from a place of having, either support that isn't making sense for them - and that could be paid support or receiving a service that isn't making sense to them – to a place where everything around them is making much more sense.

One individual that we worked alongside had been living in a supported living scheme for a long time. Her family and immediate support had been looking at other housing options for quite some time: eight years in total. They had meetings with senior managers, commissioners, housing allocation officers. When we got involved, the very first thing we did is open up the thinking: what does a good home look like for her, where would that be, what would be in the home, who would be around her.

We started to create a plan that had a much bigger picture. Within an eight-month period we'd found a house that was available for rent in the village where she wanted to live. We'd approached the landlord, he was in agreement to have a lease agreement with the housing association, and we recruited a team of PAs - she was actively involved in the recruitment process - to actually be with her in her new home.

So her quality of life changed drastically. What happened over a period of time is actually the level of support she required reduced significantly and the overall cost of the package was significantly less than it had been in the supported living scheme.

Sarah Holmes: In very simple terms support brokerage is about working alongside a person to help them to put a plan together for what a good life looks like. The people that we typically work alongside may have a need to access statutory health or social care services and systems, or there may be people who are already in the system but aren't experiencing good support from the current provision that they have, and they've expressed a wish to take control of that and direct that more themselves.

We're not just looking at the statutory resources, we're not just looking at the personal budget, or the personal health budget. There are people resources, their connections, their places. The role of the support broker is to bring together all of those different resources, all of those different connections, and anybody that is part of that planning and thinking process around what a good life looks like for that person.

LLM: I founded Imagineer 12 years ago as a test bed for independent support brokerage, supporting people to be in the driving seat of their own lives and achieving what makes sense to them. So it's thinking past the social care or the healthcare budget and thinking a much broader picture around how can we achieve the things that really make sense to people.

SH: It's strengths based, it's asset based so it's very much in keeping with the spirit of the Care Act and the wellbeing principle that runs through the core of the Care Act. And over time, of course, the outcomes that we see are that people have less dependence and less

reliance on statutory services and functions and ultimately on funding, because they're developing resilience, they're developing connections and they're developing confidence to take ownership and be in the driving seat of their own lives, functioning and experiencing life as a citizen within their own community and experiencing community life alongside their fellow citizens and their neighbours.

LLM: As support brokers we are knowledgeable and trained around the social care and healthcare processes. We know at what stage decisions need to be made and who by and we are also aware of the legislation so we are legally literate as well. That means that we can support individuals in these circumstances to build their own understanding as to how to navigate through that circumstance and reach the outcome and that they're needing at that time.

SH: We are engaging with one particular family in the East region. They've actually got a pair of support brokers working with them from the network. [We are] helping them to work through some quite complex circumstances for a family member who's moving through transition at the moment from children services into adult services.

LLM: There's a whole range of ways that we could engage with local authorities to change their approaches, to embed self-direction and personalization further into the work that they're doing.

So the starting point of that is really that discovery conversation: 'Where are you now? What's happening? What have you learned so far? Where the areas that you want to see change?' And then do that exploration and discovery and then making it happen.

We do train social workers, senior managers, and people from commissioning teams within the support brokerage training and support brokerage principles, but we bring in a whole suite of other training into that arena. So that could be person centred planning and connecting, it could be around good conversations.

SH: What we see working well, moving into the future with Integrated Care Systems and the emergence of Individual Service Funds, where support brokerage fits really well with that, is the co-ordination of all those different funding sources, and all those different commissioning decisions, looking at the risks, the contingencies, and making sure that the person is firmly staying in the focus of that planning process in much more integrated way, rather than siloed health, social care, education, which is what we've seen previously.