

## Appendix 2 The new customer journey

The existing care management process is being remodelled. The new process has become now as the new customer journey that will deliver an 'end to end' transformation of adult social care in Southwark.

**Step 1 Pre-initial contact:** Before any formal contact with the Council is established or needed, a person will have access to a range of coordinated and validated information and advisory services. This will be available through multiple channels (web, phone, face to face etc) but will be consistent in terms of the nature and quality of information provided. Signposting to a wide range of self-help and voluntary organisations will be provided.

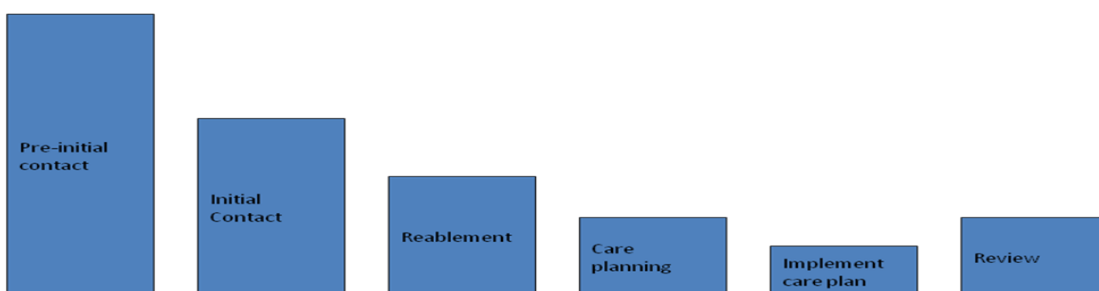
**Step 2 Initial contact:** When a person first contacts the Council specifically regarding adults social care services, they will have an initial contact assessment, following which, they will be offered advice, information and signposting to services in the community offered by a range of organisations, which can meet their needs. This will be consistent regardless of whether they contact the Council via the internet, phone or face to face.

**Step 3 Reablement:** Where the person has an assessed need for Council support, meeting the eligibility test, a rehabilitative reablement service will be offered to assist them to regain their independence and reduce their need for ongoing care or support.

**Step 4: Support Planning:** Where people have an ongoing need for care and support they will contribute to their needs assessment. A new 'resource allocation system' (or RAS) will be used to calculate an up-front indicative personal budget from the Council to meet their needs. This will take into account their personal financial circumstances, their contribution to the costs of care, and any informal support available from family and their community. The person is then invited to create their own support plan, knowing how much the Council would reasonably expect to pay for their support. The person might do this alone or with assistance from their family, care manager or an independent support planning organisation –especially where they lack capacity to do this without support. The plan has to show how they intend to use the personal budget to meet their assessed needs and achieve agreed social care outcomes.

**Step 5 Implement support plan:** The person's own support plan is then examined and agreed by the Council, ensuring that the plan meets their needs, manages any risks and is within the agreed budget. Once the the support plan is agreed, the personal budget is paid to the person in order that they can set up their support arrangements

**Step 6: Review:** The support plan, use of the personal budget and progress towards the agreed outcomes are reviewed at regular intervals by care managers.



The block sizes signify anticipated relative numbers of 'customers' at each stage