

SUPPORT PLANNING

CHECKLIST

In Bolton and Salford, we brought young people and their families together to plan alongside key professionals in a group so that people could share ideas and have a safe and collaborative space to plan together – the process was roughly based on Helen Sanderson Associate’s [Planning Live](#) approach. The work took place over three gatherings spaced about six weeks apart to give people time to explore ideas and develop their plans in-between gatherings.

This checklist describes what we learnt together about what it takes to plan well with young people. Although the learning is based on a collaborative planning process, the checklist is equally relevant to any process of agreeing a support plan so that they really do help to get the young person and their family a gloriously ordinary life.

Before you begin planning:

- ✓ Support people to choose where to plan and make sure it’s a safe protected space
- ✓ Take time to ensure the person can include people who they want to help them plan
- ✓ Make sure there is enough space and time to plan
- ✓ Make sure people know what to expect and be ready to engage in planning supported by a single, named planning coordinator
- ✓ If the plan includes a personal budget make sure to start with an indicative budget

During the planning make sure:

- ✓ People are central in developing and agreeing their personalised care and support plan including deciding who is involved in the process

- ✓ People have proactive, personalised conversations which focus on what matters to them, paying attention to their needs and wider health and wellbeing
- ✓ People agree the health and wellbeing outcomes they want to achieve, in partnership with the relevant professionals
- ✓ Each person has a sharable personalised care and support plan which records what matters to them, their outcomes and how they will be achieved
- ✓ People are able to formally and informally review their care plan.

Things to think about if you are considering planning in a group with people and families

- ✓ Not everyone feels comfortable working together in a group, and not everyone can make the same times so always consider whether direct work with families on a one-to-one basis would be best
- ✓ Having flexible or short sessions when working in a group helps keep people together
- ✓ Families need to be involved from the start in planning how and when group planning happens
- ✓ Professionals and families both benefit from having a range of person-centred tools to hand to plan with and being confident to use them
- ✓ Bring groups of people together around the young person based on who knows them best and who the person feels comfortable to work with
- ✓ Delegating actions to people best placed to take them forward and following them up in between sessions builds trust and keeps momentum
- ✓ Keeping it simple is vital. Use appropriate language (no jargon) and assistive technologies where appropriate
- ✓ Be a part of the sea-change to working in person-centred ways and make an effort to feedback your learning to colleagues and managers about the benefits. Be honest about the difficulties you experience and find the best way for you to contribute to making it easier

What we learnt about what gets in the way of planning well with young people and families

- ✓ Quite often assessment forms are too prescriptive and don't allow people to focus on an individual's needs. We don't ask the right questions and there are no opportunities to expand from a yes and no answer
- ✓ Communication between different services can be a mixed bag. Families need to know who to speak to and be signposted. Everyone needs to be in the loop
- ✓ Opinions about what's important to someone need unpicking. Sometimes they can be heavily influenced by the views and wishes of professionals and of carers and parents

What we think would help us make sure more good planning happens

- ✓ Conduct an audit at six months of each of the cases looking at what was different to traditional services what did it take to get it approved and did it encourage professionals to think differently
- ✓ Have regular opportunities for staff and families involved in planning to come together to share good practice, consider better ways of using resources, explore what other people are doing that works and have an opportunity to challenge where things are not person centred & where they are resource led

What else would help take forward planning

- ✓ Access to wiki
- ✓ Networking with other authorities – Wigan
- ✓ Access to life coaches
- ✓ All council departments create job opportunities and work experience opportunities for Young people. With support needs
- ✓ Identifying a key worker for the family who can help to move the process forward
- ✓ Opportunities to continue to meet and work jointly together (e.g. working together to explore accommodation leaving care and adult social care)
- ✓ Understanding where young people aren't having their needs met