



## **Definitions**

### **Brokerage**

In the context of social care, brokerage means supporting an individual to help them identify their own support needs; find out what resources and services are available to them; work out what support package will best meet their needs and preferences (given available resources); help them negotiate, purchase, organise and manage this support; review and adapt this support over time; and (potentially) identify problems and avenues for help in resolving them.

Brokerage is most commonly used in the financial sector for firms or agents who act on behalf of a client to invest money or sell and buy shares for people, or for the activities of estate agents to find suitable accommodation. In both areas a 'broker' is someone who knows the 'market' quite well and helps a client to navigate it to identify best options and solutions to meet needs and aspirations.

### **Co-production**

Co-production means delivering public services in an equal and reciprocal relationship between professionals, people using services, their families and their neighbours. Where activities are co-produced in this way, both services and neighbourhoods become far more effective agents of change.

## **Personalisation**

Personalisation starts with the person as an individual with strengths, preferences and aspirations, and puts them at the centre of the process of identifying their needs and making choices about what, who, how and when they are supported to live their lives.

## **Personal outcomes**

Personal outcomes are the impact or end result of support and/or services on a person's life.

## **Recovery**

Recovery is a process for individuals and communities. It is not a single event and may take time to achieve and effort to maintain. It is about being able to live a meaningful and satisfying life as defined by each person. It is about having control over and input into your own life. It is about gaining positive benefits, not just reducing harm caused by alcohol and drugs. Recovery is a deeply personal experience.

## **Resilience**

Resilience can be thought of as:

- the ability to bounce back, or even grow, in the face of pressures and threats
- a person's tendency to cope with stress and adversity. This coping may result in "bouncing back" to a previous state of normal functioning, or using the experience of exposure to adversity to produce a "steeling effect" and function better than expected (much like an inoculation gives the capacity to cope well with future exposure to disease). Resilience is most commonly understood as a **process**, and not a **trait** of an individual.

## **Self Directed Support (SDS)**

Self Directed Support empowers people to direct their care - to have informed choice and control about how their support is provided. There several ways for people to take more control. One way is taking a **direct payment**. This is when a local authority makes a payment direct to the citizen in place of services that otherwise would have been arranged by the authority. As an alternative, people can **direct the available resources**. They can take and manage a direct payment as part of this but they do not have to. This is sometimes called an individual budget or individual service fund.

## **Self management**

Self management includes:

- Understanding how caring affects the carer's life, and how to balance commitments more effectively by self- determined problem solving and personal action planning
- Communicating more effectively with the cared for person, and with health and social care professionals
- Taking control of own time and finances
- Understanding the emotions carers may experience in caring and finding ways to deal with these emotions