



Making personalisation work with socially excluded groups – Rough Sleepers Pilot

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can
drugs alcohol
homelessness



Introduction

- Northampton is the largest Borough/District Council in England
- Population 200,000+
- Rough Sleeping Counts between 2 & 5
- Rough Sleeping Champions



Context

- Partnership working
- Homeless Forum
- Places of Change

Champion Status - what it means in Northampton

- Regional, Market Town and Personalised Champions
- Opportunity to pilot new initiatives
- Support to councils in county and region
- Key partners – CAN, NCC-Adult Social Care, Supporting People.

Our priorities

- Prevention, Choice, Independence
- Close fit with “Putting people first” agenda
- “...the way people are supported should make sense to them and suit their own lifestyle”

Critical Factors

A person must :

- a) know how much money they can have for their support
- b) Be able to spend the money in ways and at times that make sense to them
- c) Know what outcomes must be achieved with the money

The 7 steps to being

1. Self-assessment



So it looks like I can get £15,000.

2. Plan support



Who else can we get to help us do this plan?

3. Agree the plan



Yes - it looks like a good plan.

4. Manage individual budget



We're opening a bank account for Zoe's support money.

In Control of my support

5. Organise support



I can choose how I get my support.

6. Live life



My life's changed - I'm in control.

7. Review and learn



It's gone well. Let's talk about what's next.

The 7 steps to being In Control

1. **Self-assessment** - Can I get money for support? How much?
2. **Plan support** - I do my own plan. I can get help to do it - as much as I need.
3. **Agree the plan** - A care manager has to say my plan is OK.
4. **Manage individual budget** - The money is for my support - I can get it paid to me, or to someone who can look after it for me (a person, a Trust, an organisation or the care manager).
5. **Organise support** - I can get help to find and organise my support.
6. **Live life** - I can use services But I can spend my money on support from people in the community, too.
7. **Review and learn** - I have to show that I use the money properly.

How will it work?

Anything goes!

- Safe
- Legal
- Meets action plan priorities

Practicalities

- CAN - Work with individual rough sleepers
- NBC - Joint work with CAN through Gateway assessments/budget approvals
- NCC - Adult care - administration of the scheme
- NCC - Supporting people - match funding CLG funding to promote positive outcomes

Criteria

Three levels of payment (guidance only)

- 1 - Long term complex needs up to £3,000
- 2 - Medium term (up to 12 mths) up to £2,000
- 3 - New to the street (up to 4 weeks) up to £1,000

Principles

- Devolved decision making
- Complex proposals/high costs agreed jointly by partners
- Transparent approach
- Users involved in the process/challenge

Case Study - Vince



Case Study - Vince



Case Study - Vince



How will we know if it's a
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How will we know if it's a success?

- Customer consultation and feedback
- Stakeholder consultation and feedback
- Personalisation in action
- Have the life chances of the customer improved?

Challenges

- Economic Climate
- Measuring success
- Customer focus-mainstreaming/staff challenge
- Voluntary Agency support (CAN)

Key Messages – Personalisation means

- tailoring support to people's individual needs enabling them to live full, independent lives.

Key Messages – personalisation means

- ensuring that people have access to information and advice to make good decisions about their care and support
- finding new collaborative ways of working that support people to actively engage in the design, delivery and evaluation of services
- developing systems and processes to enable staff to work in creative, person-centered ways.

Feedback

- “Small changes that make a big difference”
- “Being in control”
- “What is right for me”!

Conclusion

- The scheme will help shape how we provide our services in the future
- ENDING ROUGH SLEEPING FOR GOOD!
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