

Personalising Supporting People
Lorraine Regan
25th November 2009
SITRA

Communities and Local Government

Our Health Our Care Our Say confirmed that people want support when they need it

Service Users want services to consider their needs with a greater focus on preventative approaches to promote independence and wellbeing

In order to make this happen we need to have a shared vision including a strategic shift towards early intervention and prevention - this will be the foundation of our services

Personalisation who benefits

Personalisation benefits some of our most vulnerable people

It empowers people to shape their own lives and the services they receive

Government Dept, Authorities and VCS are all play an important role in delivering personalisation and transforming services

CLG are committed to delivering the personalisation agenda and will support authorities and providers in the transformation of services

What have we done so far

- Individual Budget Pilots took place in 13 local authorities, with all authorities able to offer an IB from June 2006. Consents from service users to be part of the evaluation began in June 2007.
- Focussed on people who need long term support services;
 - People with physical disabilities
 - People with learning disabilities
 - Older people
 - Mental Health
 - Young People in transition to Adult Services

Aim: - The principle behind individual budgets is to enable people needing social care and associated services to design the support they require, and give them the power to decide the nature of the services they need.

- **Outcomes for Individuals**
 - Mental Health service users reported significantly higher quality of life.
 - Physically disabled adults reported higher quality care and satisfaction ratings with help received.
 - Learning disabled adults felt more in control of their lives.
 - Older people reported lower psychological well-being.
- **Funding**
 - Average value of an IB was £11,450 per annum
 - Average weekly cost of an IB was £280 as opposed to £300 for traditional service provision.
- **Overall Finding**
 - IB's generally welcomed by service users as they gave them control over their daily lives.

Support Planning and Brokerage

- **With an IB approach Support Planning;**
- Should be person-focused and accessible.
- People should have a say in the assessment of their needs.
- And a more flexible use of resources to meet needs.
- **Brokerage during the pilots;**
- Staff tended to be the brokers for those wanting an IB,
- Although some pilot sites did have external advocates

IBSEN Evaluation - Supporting People

- Supporting People was identified by the IBSEN evaluation as integral to the success of the Individual Budgets.
- The most successful funding stream in terms of integration and alignment with Social care processes.
- SP IB leads felt that if FACS had not been the gateway for people seeking an IB, then many more SP service users may have benefited.
- Most people who benefited from an IB commented at interview, that they did not care where money came from as long as they received it.

- CLG now have a working group to look issues around Housing Related Support and Personalisation
- Some of the areas which we will be taking forward
 - (1) QAF** - Produce paper clearly defining areas of QAF which fit with personalisation and support
 - (2) Wrap Around Services** Investigate where there are examples of wrap around services being delivered –for example where holistic needs assessments are being undertaken which look at wider range of support needs such as Education and Training and how these providers are supporting individuals in accessing services
 - (3) RAS** Look at some of the existing RAS questionnaires to see if they are outcomes focussed and if there are any which we could potentially use for housing related support

(4) Support Plans – Whilst SP has done much good work in ensuring that individuals have person centred support plans in place we believe that there is still much more to do in this area. We will look at a number of support plans to identify examples of positive practice. We would expect good support plans to link across to the CLG national outcomes framework. This is an area of work which the provider's members of the working group might be best placed to do.

(5) Resources – Will delivering increased personalised services have resource implications for providers of service? We look to see if there is evidence from providers to see what resource implications this has had.

- Focus our energies on looking at delivering Personalisation in the wider sense,
- Housing related Support services are well positioned to be able to deliver on the personalisation agenda
- Transform our services so that we can demonstrate even better outcomes for vulnerable people

www.spkweb.org.uk/Subjects/personalisation