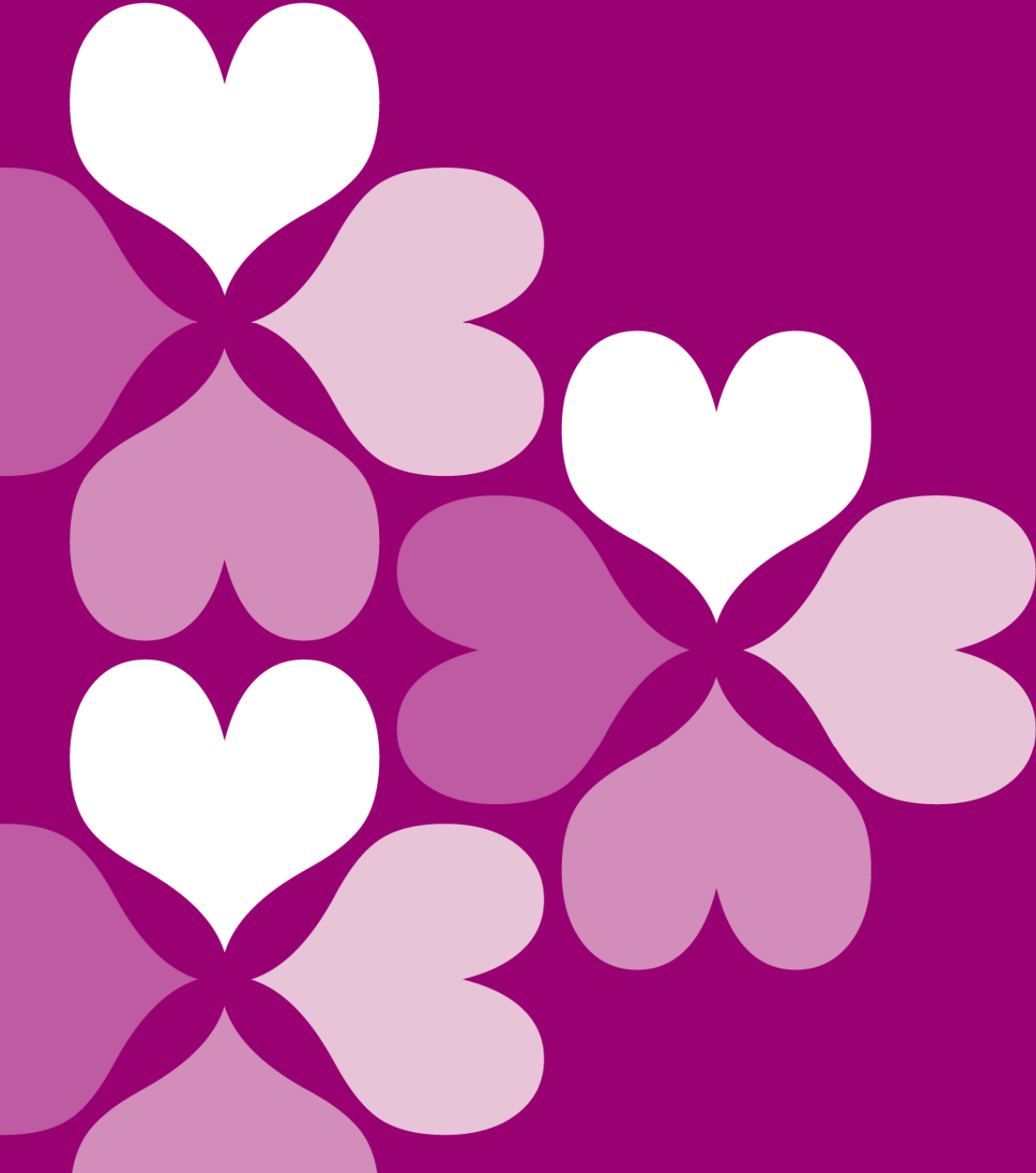


midland heart

passionate about communities



Neil Tryner

Head of Business Development

- Regulatory framework
- Safeguarding
- Current contractual obligations
- Extra administration
- Overhead allocation
- Busy doing the day job
- Is it the right thing to do?

- Demographic changes
 - Ageing
 - Complexity of need
 - Family structures
- Technology
- Rights of citizens and expectations
- Changing workforce
- Economic pressures
 - Self funding
 - Private sector

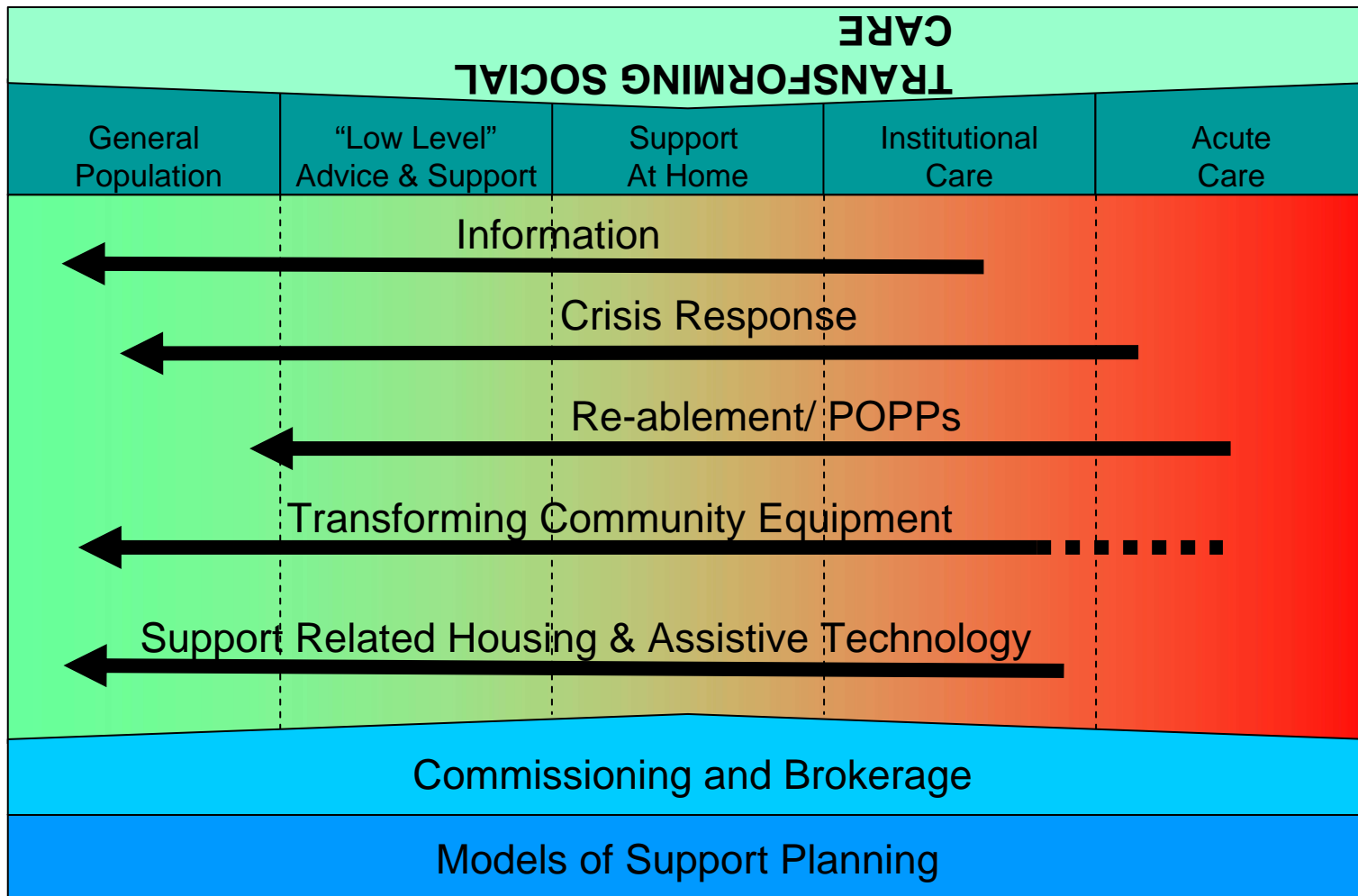
- Our world is different
- Current environment requires a radical reform
- Putting People First Agenda- Dec 2007
 - Choice and control
- The Case for change may 2008
 - From passive recipient to active citizenship

Putting **People First**

Transforming Adult Social Care



People choose less dependent options: this is typically more cost effective



TSA chair

There is far too big a gap between the best and worst performing housing associations in terms of the deal they give to their tenants and their engagement with their tenants. And compared with private sector service providers the sector as a whole has fallen off the pace in terms of consumer focus.

- IB Pilots
- Box of Frogs – What does excellent look like?
- Code of Conduct
- Quality Framework
- Overhead costs
- Homeless Link – Research with vulnerable client groups