What’s next with personalisation?
Updates from Think Local Act Personal
Chairs opening remarks:
Clenton Farquharson, TLAP Chair
Martin Farran, Exec Director Adults & Communities, Barnsley MBC, Chair ADASS Personalisation Network
TLAP’s Vision
People who use services, Carers Families
Gift
Personalisation
WHAT NEXT FOR PERSONALISATION

• **Promoting and Embedding culture change**
  - Ensuring Care Bill/Regulations promote Personalisation principles
  - Portability; build on asset base/individuals and communities

• **Improve People’s Experience of Personalisation**
  - Ensure genuine choice and control, in all settings
  - Improve access to personal budgets for all; challenge risk averse bureaucratic approaches; UIA
  - Personal Health Budgets – integrated personal budgets
  - Focus on individual outcomes
WHAT NEXT FOR PERSONALISATION

• **Stimulating and Supporting Market Diversity**
  - Ensure people who use services, carers and families are equal partners in designing, commissioning and monitoring service delivery (co-production)
  - Recognise individuals as commissioners
  - Market Diversity balanced with flexibility and quality
  - Outcome focussed commissioning

• **Assurance, performance, accountability**

• **Promote self-awareness of progress; impact upon local service delivery**
  - Embrace sector led improvement; peer challenge, use local account; actively engage customers; use benchmarking tools
WHAT NEXT FOR PERSONALISATION

ACTION IN PROGRESS

• Developed a draft Sector Led Improvement Model for Personalisation encompassing themes arising from the Personalisation Summit (TEASC/ADASS/TLAP). Currently developing the draft with input via TLAP – National Co-production Advisory Group (NCAG).

• National ADASS Annual Personalisation Survey regional reports rolled out. Regions need to use the information to support the development of regional Personalisation Network plans. Also to query the position with LA’s who did not submit a return.

• Personalisation Network to take a lead on future ADASS Survey. To consider combining the SLI/Self Assessment Tool currently being developed with an up-dated survey.

• To provide the governance/reporting line back to ADASS and support to the ‘Personal Budgets in Residential Care’ pilot.

• Need to review the impact of promoting personalisation in the Care Bill.
Andy Walker
My experience of personal health budgets
Why?

• Question for YOU!
• Match.com
• Consistency
• Flexibility
• TRUST & OPENING UP MY LIFESTYLE
Challenges

• Culture – Trust, letting go, attitudes, knowledge FEAR!

• 4 Years- Pilot Site

• Recruitment – Yin/Yang

• Managing the Process

• Teamwork makes Dreamwork
Benefits

• Team Me
• CCG? Cost Savings, Less admin, Happy Client!
• Business Success
• Can Plan Ahead
• Anxiety, Anger, coordination
• Etc etc etc etc but the main one....
• I LEAD A NORMAL LIFE AGAIN!!
BABYSITTING MY FAMILY- 1st Time
BUSINESS– Supporting Me, Supporting Others

GOOD LUCK!
Sam Bennett, TLAP Programme Director
Priorities for 2014-15
Refreshing the partnership agreement:
- Invited blog contributions from current and prospective Partners
- Online engagement through social media (Twitter chats)
- Publishing an evaluation of our impact to date
- Drafting and agreeing a new Partnership agreement
- Welcoming new Partners

Timeline:

September: Ministerial Summit on personalisation
November: Launch of refresh process
February: Publication of Personalisation Action Plan
February/March: Draft agreement & negotiations with Partners
May/June: TLAP re-launch
A new partnership agreement

More than 30 national organisations, alongside carers and families, committed to supporting the local drive towards personalisation and community-based support, by:

• *Shaping policy* – working to shape and influence national policy on personalisation and community-based support

• *Delivering a work programme* – focused on improving local delivery and addressing issues and “stuck” areas

• *Calling on action from Partners* – all partners to make specific commitments for how they will support delivery of the agreement and to cascade learning within their organisations
Work programme priorities

• Delivering the Personalisation Action Plan
• Information and advice materials for Care Bill
• Annual Survey of progress/outcomes from PBs
• Commissioning Standards (with LGA / ADASS)
• Support to Integrated Care Pioneers
• Supporting local improvement through SLI
• Work with PHE on asset based approaches to prevention and demand management
Stay in touch with TLAP

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