



Person Centred Approaches 2010 and Beyond

A Toolkit to review Person Centred Planning and Approaches

 HM Government

Valuing People Now: a new three year strategy for people with learning disabilities
Making it happen for everyone



Easy Read

Yorkshire & Humber
Improvement Partnership



Paradigm
'Making a difference'



Introduction

As we enter economically challenging times for everyone in the UK, The Valuing People Support Team wanted to offer a resource to ensure Person Centred Approaches continue to make a difference to people's lives. This toolkit, supported by the Yorkshire and Humber Joint Investment Partnership and the Yorkshire and Humber Valuing People Support Team, builds on the latest Person Centred Planning Guidance "Personalisation through Person Centred Planning" (Department of Health 2010). The aim is to provide a resource to support local authorities to review their current activity in relation to Person Centred Planning and Approaches and create action plans for the future.

Based on the ideas and experiences of people, families and workers this toolkit was developed and tested in 11 areas across the Yorkshire and Humber Region. The areas were: Rotherham, Doncaster, Calderdale, Wakefield, Leeds, North East Lincolnshire, North Lincs, Kirklees, North Yorkshire, Barnsley and North Lincolnshire.

We would like to thank all of the people involved in the reviews and action planning sections who helped to inform our thinking.

Why a toolkit? Why now?

Over the last 10 years there has been significant investment in Person Centred Planning in the U.K. and we have started to learn about what works and what doesn't in relation to this approach. National Guidance has offered advice as to how best to deliver a Person Centred Approach and more recently "Personalisation through Person Centred Planning" shared a vision of Person Centred Approaches embedded in support not just for people who have learning disabilities.

Whilst there is good work happening across the country in relation to Person Centred Planning and some very good outcomes for individuals, there have been lost opportunities. Person Centred Planning Co-ordinators work hard, in particular, to plan with individuals and support others to plan, yet too often Person Centred Planning is seen as a task for individuals rather than a culture and set of values to embed. We need to get better at learning from individual plans to influence strategic planning and need to support a developing workforce to make person centred practice their core business. This is everyone's responsibility.

There is a need to ensure that all of the good work and learning of recent years in relation to Person Centred Planning is built on and contributes to the emerging world of Personalisation. There is a whole new workforce of Personal Assistants who should learn about the values that underpin Personalisation. They would also need to learn about the tools that help people deliver truly individualised support, support that values the uniqueness of people and enables them to live a life that is meaningful alongside other citizens.

In this toolkit we set out some practical ways to take stock of current work, to celebrate what's working and to collectively prioritise and plan to change what's not. It offers direction in terms of questions to ask, shares advice in relation to best practice and gives a map to follow in action planning. We hope that it helps you to come together to shape the future development of Person Centred Practice.

This toolkit is designed as a 3 step guide to give a direction to review and action plan in local authority areas.

1: The Review:

A process for Reviewing Person Centred Planning and Approaches in your area

2: What can help:

Things to think about, ideas to try and examples from across the region

3: Action Planning:

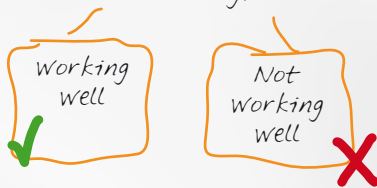
A process for developing a Person Centred Planning and Approaches Strategy for the future



Learning and Planning Together

1: The Review:

Learning about person centred approaches & planning.



We Need To Think About.....

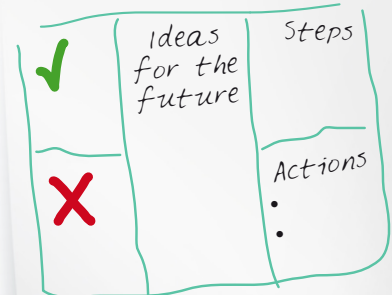
- _____
- _____
- _____
- _____

2: What can help:

- Ideas
- Planning for everyone
- who is supporting
- making sure it works
- Creating wider change
- Looking at keeping it going

3: Action Planning:

Planning for the future



What do we mean?

As Person Centred Planning and Approaches have developed in the UK we have learnt from people, families and workers that the terms used can sometimes be confusing. The following provides an overview.

Person Centred Values - a set of values that are firmly based in citizenship and inclusion, advocating that everyone has the right to exercise choice and control in directing their lives and support. This includes designing good support that will assist people to do this in a way that makes sense for the individual.

Person Centred Approaches - the way we approach and support people and families and each other as workers. The aim is to ensure that in all of our approaches we work hard to demonstrate person centred values and offer assistance in a way that enhances equal citizenship for people.

Person Centred Thinking – a range of useful questions (or tools) that form the basis of Person Centred Planning. They help to focus on the person, their gifts and skills, what is important to them and what makes good support for them.

Person Centred Planning - A continual process of listening to what is important to the person now and in the future with the support of family and friends and creating action or changes based upon this.

Person Centred Reviews – A process that can be used as a statutory review which looks at the person's life and supports, what is working and not working and what needs to change now and in the future to create outcomes that are right for the person.

1:

Part 1: The Review

Reviewing Person Centred Planning and Approaches in your area (Day 1)

Learning and Planning Together

We suggest the toolkit is used in partnership with a range of people in the area who have responsibility for making sure Person Centred Planning and Approaches really happen for people and their families. The work is split into two stages and we would suggest holding two days to complete the work.

Day 1 - Completing a review of Person Centred Planning and Approaches

Day 2 – Action planning day – developing a strategy for the future

Who to invite

Developing a person centred culture is the responsibility of all professionals and should be guided and directed by people and families themselves. Therefore it's important that a range of people are involved in both stages of the work.

This would include the following people:

- People and families who have experience of planning and approaches.
- Leaders of Person Centred Planning and approaches including Person Centred Planning Coordinator, Service Managers, members of the Person Centred Planning Implementation group of the Learning Disability Partnership Board.
- Chair of the Partnership Board.
- Personalisation Lead.
- Lead Officer.
- Learning Disability Commissioner.
- Care Management Representative / Community Team.
- Representative from Transition Service.
- Local Support Providers.

Before the sessions

To get the most out of the process we suggest inviting the group to a venue that's comfortable, provides wall space or graphic boards and refreshments. There needs to be room for people to work in small groups.

We would recommend that each day runs from 10.00am – 3.00pm.

Reviewing Person Centred Planning and Approaches (Day 1)

The aim of the session is to clarify the local position in relation to the steps in the pathway:

- How planning happens for everyone.
- Who is supporting Person Centred Planning and Approaches.
- Making sure it works for people.
- Making sure it creates wider change.
- Leadership and keeping it going.

This is done by learning from the experiences of a range of people who have learning disabilities, either by hearing their story first hand at the session and/ or by sharing information gained from practitioners'.

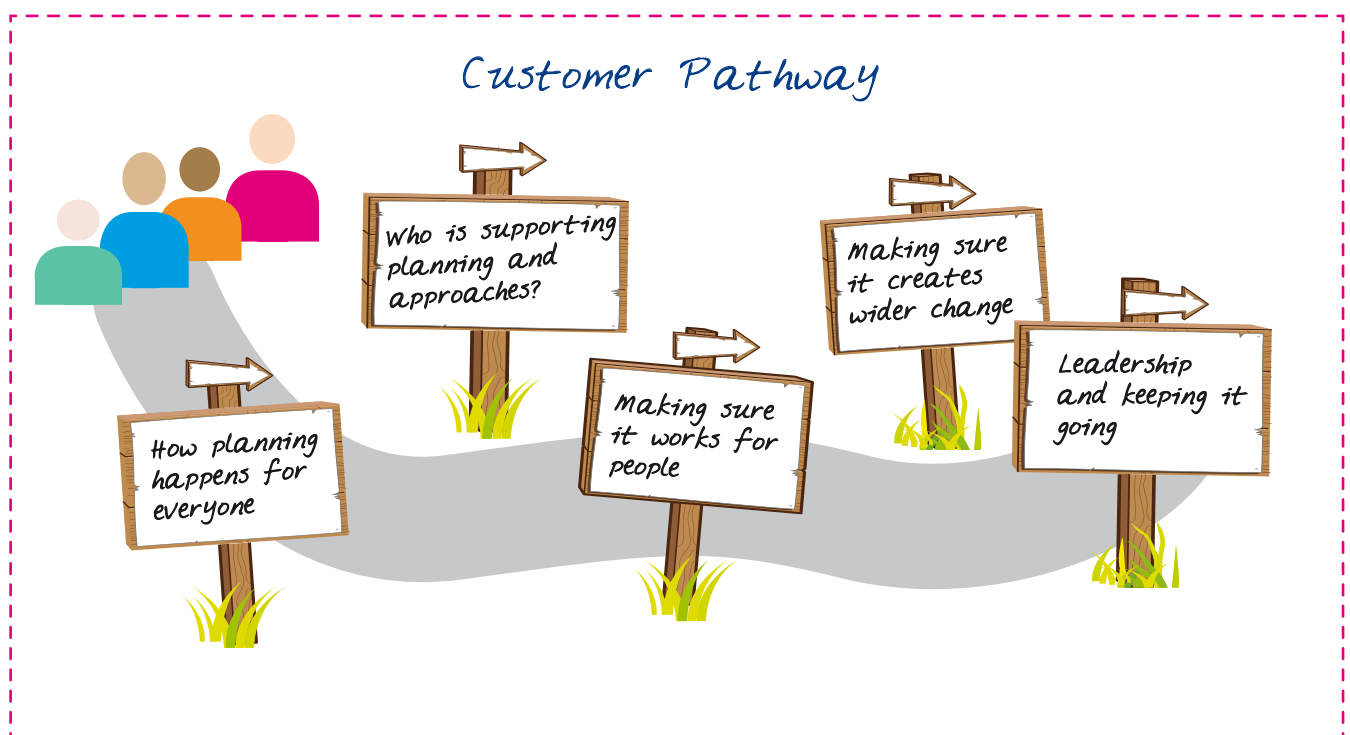
The process

Walking through the pathway

To support the thinking in relation to people's experiences we designed a set of questions to help you and the people involved through a pathway based on people's circumstances and experiences. This will develop your understanding of how people and families get access to person centred support and how their views, opinions and outcomes are heard by professionals and acted upon to create change.

We suggest inviting participants to form small groups based on their area of experience and knowledge. Each group, using the questions on the next page as a guide, then discusses the pathway in relation to planning for 1 or 2 of the groups of people outlined in the table on page 8.

Following this, groups are asked to share, based on this discussion, what is working well and what isn't working well for each group of people. By asking these questions in relation to different groups of people, participants can develop a shared understanding of a range of issues, including equality of access to planning and opportunities to transfer learning and practice between areas of provision.



How planning happens for everyone:



This is about how people access a range of Person Centred Approaches

- How are people offered the chance to plan?
- What is the referral process for planning, if any?
- How does planning start?
- Are there waiting lists for planning?
- Are there local people (paid and unpaid) who skilfully support people to plan?
- Are resources available for people who want to plan themselves or with support from family and friends?
- Does being identified as being part of a group of people Valuing People Now priorities trigger a referral for a plan?
- Are Person Centred Reviews happening?
- Are Person Centred Thinking tools used in day to day support as well as in planning?

Who is supporting Person Centred Planning and approaches:



This is about who helps people to plan and learning and development of the workforce

- Who offers planning to people and makes sure people have the assistance to plan?
- What resources are available? Is a range of planning tools used? What are they?
- How are people who are expected to work in a person centred way supported to understand the values underpinning any tool or planning approach?
- How are people who facilitate plans and Person Centred Reviews trained and supported?
- How are people using Person Centred Thinking tools trained and supported?

Making sure it works:



This is about reviewing and monitoring planning and outcomes

- Who monitors Person Centred Planning activity and what do they monitor?
- Is it clear if outcomes for individuals are being met or not?
- How are individuals' outcomes reviewed?
- How does the area make sure that learning from planning processes in terms of what works and what doesn't is shared and then informs workforce development plans?

Making sure it creates wider change:



This is about learning from individual's plans and using that information to inform future developments

- How are people's actions and outcomes acknowledged within an organisation? (ind action)
- How is information from plans and reviews reported organisationally?
- What is the information that is captured organisationally? How is it used?
- Do themes from plans and reviews inform strategic planning and commissioning?
- How do people and families come together with strategic leads to influence development and spending?

Leadership and keeping it going



These questions will inform discussions about future direction of leadership and governance arrangements.

- What Leadership is in place in relation to Person Centred Planning?
- Who does the local lead for Person Centred Planning report to?
- What role does the Learning Disability Partnership Board have?
- What is the local position in relation to Personalisation?

The end of the review stage

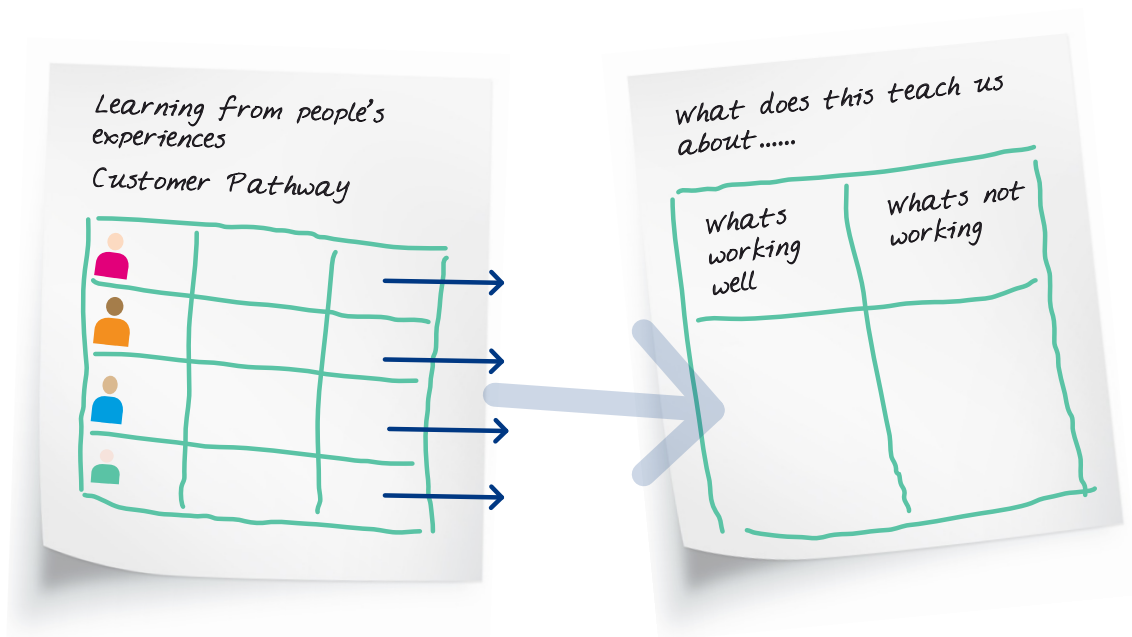
By the end of the process you will have a shared understanding of some of the local processes and issues in relation to Person Centred Planning and Approaches and a deeper knowledge of local progress in terms of Personalisation.

The information from Day 1 should be written up as a report of the day, identifying what should be celebrated and highlighting areas for action. With the information shared in Part 2 of the toolkit, this then sets the scene for **Day 2: Action Planning**.

Customer Pathways

What is the experience of Person Centred Planning for:	How planning happens for everyone	Who is supporting Person Centred Planning and approaches	Making sure it works for people	Making sure it creates wider change
Person new to the area/ to services				
Person living with older carers				
Young Person from Year 9				
People using in house services: Day services Supported living Registered care Nursing care Short breaks				
People using external / independent providers : Day services Supported living Registered care Nursing care People coming home who live out of area				
People with complex needs				
People who have offended, in custody & the community				
People from black and minority ethnic groups				
People who have autism				

Learning from the Customer Pathway



What is working well ?

What is not working and needs to change?

2:

Part 2: What can help

Things to think about, ideas to try and examples from across the region

Learning from others

Before moving onto day 2 (Step 3) and developing plans for action based on the learning from day 1, we want to share some learning, best practice examples and experiences to help to shape your local action plan during day 2.

The 5 steps of the pathway are:

- Making planning happen for everyone.
- Who is supporting Person Centred Planning and approaches.
- Making sure it works.
- Making sure it creates wider change.
- Leadership and keeping it going.

Under each of the steps in the pathway we have detailed some:

- Things to think about.
- Ideas to try.
- Examples from Yorkshire and Humber.

Many areas across Yorkshire and Humber have developed local examples of what works for people and families in that area. We have included some examples in this toolkit although these are by no means the only examples of good practice in the region.

How it happens for everyone



Things to think about:

We know that Person Centred Planning and Approaches should be available to all people and everyone should have access to support to develop a plan with outcomes. To do this well, we must pay particular attention to how we include all people, including those identified by Valuing People Now as being most excluded.

We need to be thinking about:

- Ensuring that everyone has the opportunity to have a plan.
- Making a commitment to Person Centred and Outcome focused reviews happening for all.
- Ensuring there is a Person Centred Approach to personal health planning.
- Using Person Centred Thinking tools to develop individual education plans and personalised learning plans for young people going through Transition. This needs to include Person Centred Reviews happening from Year 9.
- Understanding that there needs to be local information for people who want to develop their support plan without assistance and guides for people and families to assist with longer term Person Centred Planning and Approaches.

Ideas to try

- Make sure that coaching and mentoring to assist people to develop Person Centred Thinking and planning skills is available to all support teams.
- Be clear that Person Centred Approaches are a fundamental part of all job roles and highlight this in all job descriptions.
- Regularly revisit planning opportunities by walking through people's pathways.
- Have robust partnerships with health teams to ensure that they understand Person Centred Planning and how to link together to support personal health planning.
- Expect that Person Centred Reviews clearly identify outcomes for the person and use this as a standardised approach to reviews of services, support and individual budgets.
- Make a commitment to Outcome Focused planning as a regular approach for all support teams.
- Have a range of resources available for people and families e.g. 'How to develop your support plan' local resources that are accessible and easy to use and match local support planning sign off criteria.

Examples from Yorkshire and Humber Region

North East Lincolnshire

In NE Lincolnshire there is some really good support happening for young people who are leaving school or college using processes like Person Centred Reviews and one page profiles. This work has demonstrated great partnership working with colleagues connected to transition services including education, children's services and Connexions.

The Person Centred Planning Team work in partnership with the Care Management Team and also link into the Looked After Children's Team. One of the advantages of this is being able to make quick referrals within the team in response to people's individual outcomes from Person Centred Planning.

There is currently a commitment to ensure local people who are not FACS eligible are offered the opportunity to have a Person Centred Plan, a Health Action Plan and community mapping support to access local community facilities. There are examples of how this work has enabled people to utilise local community facilities.

Calderdale

In Calderdale there is lots of planning work happening with children and young people. This focuses on planning for life rather than for services. The Big Plan process was commissioned by the Local Authority and the young people who took part had very different outcomes than those who didn't, proving this to be a useful approach.

Children in mainstream schools who have a Statement of Educational Need have Person Centred Reviews.

Who is supporting Person Centred Planning and Approaches?



Things to think about

As we continue to embed Person Centred Planning and Approaches as the foundation for supporting people, we need to ensure that a range of people have the skills to work in this way. In order to do this, we should be ensuring that Person Centred Planning and Approaches are inherent in all people's job descriptions and are understood by all multi-disciplinary partners.

In addition to this, we need to be thinking about;

- Investing in Person Centred Thinking and building a local resource through champions and mentoring to underpin this approach.
- Ensuring that staff supervisions and appraisals include supporting workers to celebrate what is working, as well as exploring how to enable individuals they support to achieve their personal outcomes.
- Building on Person Centred Planning and looking at Support Planning in the context of Personalisation. This may include resources for people to plan for themselves and contacts of peer supporters and community organisation who can help.

Ideas to try

- Make sure that everyone has received support to understand Person Centred Approaches and how they can incorporate this into their daily work.
- Identify and support skilled and experienced facilitators to act as a resource for coaching and mentoring across services, including self directed support arrangements.
- Raise awareness of support planning and offer support to all local peer support networks and community organisations.
- Ensure that managers champion Person Centred Approaches and work hard to develop this culture demonstrating how services and support changes as a result of listening to people.
- Discuss outcomes from Person Centred Plans and Support Plans in supervision and appraisals.

Examples from Yorkshire and Humber Region

North Yorkshire

The commitment to developing person centred reviews within in house provision and some external support providers has led to greater general awareness of person centred values and thinking amongst the workforce in North Yorkshire. There are examples of colleges leading and taking responsibility for Person Centred Planning. Where this has happened, it has worked well and the planning process has assisted young people, their families and the professionals to plan ahead at an earlier stage.

A specific training programme has been undertaken aimed at those involved in the Transition process with Health, Education and Local Authority staff learning about Person Centred Approaches and planning.

Barnsley

To underpin personalisation and real choice for people and families in Barnsley, the local area has explored and supported a range of support brokerage options. These options support a range of initiatives, including community organisations and local volunteer networks offering assistance to people who are directing their support.

Rotherham

In Rotherham there is some really good work going on in terms of Transition at Hilltops School, which the school is really proud of. This work includes looking at individualised curriculum and is about to be cascaded to other schools. This school is using Person Centred Thinking tools and holding person centred reviews.

Additionally, the area offers coaching and mentoring to teams working in adult services to support them in developing person centred supports.

Making sure it's working



Things to think about

We all know that having what Michael Smull calls “good paper” should not be the main outcome of Person Centred Planning. “Good paper” does not guarantee a well actioned plan, focused on individual outcomes. We need to make sure that planning is working for people and families and that the focus is on actions and outcomes for the individual.

We need to be thinking about:

- Making sure that people's Person Centred Plans, outcomes and actions are clearly the basis of their support arrangements.
- Implementing Person Centred Reviews with everyone accessing services and outcome focused reviews with people who use personal budgets.
- Supporting staff and P.A.'s to understand that they are accountable to the person and their personal outcomes.
- Ensuring that organisations clearly support staff to assist people in achieving their outcomes.
- Enabling people and families to be part of workers' supervision and development processes.
- Making a commitment to people not living out of area, unless through informed choice, because local services can support them well.

Ideas to try

- Have clear processes for people who have a plan to regularly review their action plan and gain assistance to achieve their outcomes.
- Where appropriate, encourage and enable circles of support to regularly review the person's action plan and act alongside the person.
- Look for every opportunity to make changes as required to individual support arrangements and services as a result of the information gathered through Person Centred Reviews and show how services have changed as a result of listening to what people and families tell us.
- Record outcomes from planning clearly and make sure that action plans to assist the person to achieve their outcomes are developed and then monitored.

Examples from Yorkshire and Humber Region

Rotherham

There are good links between the Reviewing Officer and the Person Centred Planning Co-ordinator in Rotherham in relation to the monitoring of external providers. Training, coaching and mentoring is offered around Person Centred Approaches if standards are not of a good enough quality.

Kirklees

When Person Centred Plans are facilitated with young people in Kirklees, future accommodation and employment aspirations are discussed and referrals are made to the Transition team in relation to supporting these. Planning with young people and their families during Transition has had a positive impact in relation to people directing their own support and designing their own packages of support via direct payments.

Making sure it creates wider change



Things to think about

Person Centred Planning has been working with some good outcomes for individuals, yet an opportunity has been lost to learn from plans in order to influence strategic direction. Across the Yorkshire and Humber region Commissioners agree that it is vital that information from people and families about future supports would prove to be beneficial to long term commissioning strategies.

We need to be thinking about:

- Basing local commissioning plans on information from person centred plans and reviews.
- Involving people and families in the design, delivery and evaluation of their services and support.
- Developing local models to ensure people influence future commissioning but also to monitor the quality, development and delivery of existing services.
- Using information from school reviews to inform Post 16 development planning, future commissioning and Transition strategies for young people.

Ideas to try

- Develop a local process to record and review people's aspirations and outcomes and feed this information into strategic planning and decision making processes, e.g. Learning Disability Partnership Boards, Commissioners and Neighbourhood Services. This leads to commissioning services based on what people want and need.
- Use Person Centred Planning and thinking tools in support planning and individual service design.
- Ensure that managers take an active role in outcome focused working, record individual outcomes and feed this information into their own strategic processes.
- Make a commitment to all review and contract monitoring activity having a clear focus around outcomes.
- Make sure that, every 6 months, families, people supported and managers come together to learn from outcomes and check it works.

Examples from Yorkshire and Humber Region

North Yorkshire

The development of person centred transition reviews in North Yorkshire has increased the numbers of young people who are identified as requiring social care support when they leave school and has also increased the understanding of what the young people are looking for.

Innovative roles such as that of the “bridge builder” are in place. This role is to build on outcomes from reviews and to explore and match these to new opportunities in the community. It is felt that this work has been very beneficial in many aspects, including influencing people's expectations and opening up new possibilities.

Leadership and keeping it going



Things to think about

Good leadership structures and governance processes are an important part of ensuring that a Person Centred Approach is seen as core business in supporting people, rather than something that happens as an add on. As Personalisation embeds, it is essential to look at leadership in the context of enabling people and families to have choice and control.

We need to be thinking about:

- Defining leadership for person centred activity - thinking, planning and reviews.
- Using Person Centred Thinking tools both in everyday practice, team and organisational planning, in order that the approach is recognised as core business.
- Expecting that Learning Disability Partnership Boards and Task Groups request information about this activity and know what questions to ask.
- Recognising that leadership support may be needed for both Support Providers and those agencies that assist people to recruit and manage their own support and making it available.
- Being clear that the local Personalisation strategy includes a range of support brokerage options (including support planning assistance) that includes a clear action plan describing how peer support networks and community organisations can develop, to assist people in the self directed support process.
- Offering local Person Centred Planning resources including facilitators, as a contribution to developing Support Planning assistance in a variety of organisations and networks.
- Making sure that local Support Planning criteria is based clearly on Person Centred Approaches and kept simple and clear.

Ideas to try

- Consider how the Learning Disability Partnership Board is influencing and informing the local approach to Person Centred Planning and approaches and make changes if needed.
- Recognise the need for Learning Disability Partnership Boards to keep active in understanding people's aspirations and outcomes and work hard at following how the local area responds to these.
- Make sure that questions are asked of Task groups to ensure that planning is working for people and outcomes of plans and reviews are steering developments.
- Make best use of the skills and knowledge of local Person Centred Planning facilitators and ensure that they are able to mentor and coach everyone in understanding Person Centred Planning and approaches.
- Be clear that everyone throughout an organisation understands their role and responsibility in developing and supporting Person Centred Planning and approaches, are accountable to people's outcomes and can evidence this in their practice.
- Commit to having a clear local vision for Person Centred Planning and approaches as the foundation for all development and change in relation to Self Directed Support.

Examples from Yorkshire and Humber Region

North East Lincolnshire

There is currently a team dedicated to offering support in relation to Person Centred Planning in NE Lincs. Their role includes co-ordinating a rigorous process to ensure people are offered support to plan and also co-ordinating information about outcomes gained for each individual. This process links directly into existing recording and monitoring processes, including the Learning Disability Partnership Board, and feeds into the Local Commissioning Strategy. Currently housing information is collated dependent upon whether housing needs are part of the planning process for that individual.

There is little doubt in the area that Person Centred Planning is achieving individual outcomes for people and their families and the information collated around this creates an informative database. The data captured provides impressive statistics not simply on volume of people planning but proving clear outcomes of planning for people and their families. There are also examples, based upon clear evidence, of how planning has impacted upon service delivery including the development and changes to day services.

There has also been an increase in Direct Payments as a result of including Person Centred Approaches, particularly with young people. There is a formal Transition pathway in place with special schools which includes planning for the future.

The Person Centred Planning Coordinator links directly with the Board every six months and reports both outcomes achieved and support trends. Clearly the leadership structure in place with the Coordinator works effectively and particularly the robust data collated is an example of good practice.

Leeds

The Leeds Learning Disability Strategy 2009 - 2012 clearly outlines the following aims:

- All services to have Person Centred Plans for everyone they support.
- Plans to be reviewed to ensure outcomes are met and are used to inform future commissioning of support and services.

3:

Part 3: Action Planning: Developing a Person Centred Planning and Approaches Strategy for the future (Day 2)

Action Planning: Developing a Person Centred Planning and Approaches Strategy for the future

This final section builds on what you have learnt in the review that you have conducted in Stage 1 and draws on ideas and examples given in part 2 of the toolkit. As you develop your local action plan we would recommend that this is held as a similar session to the review process, facilitating a day where people can begin to design a local action plan.

The aims of the session are to:

- Reflect on what we learnt about what is working and not working on day 1 based on the 5 key stages.
- Consider how the ideas and learning from across the Yorkshire and Humber region can help develop your action plan.
- Make some collective priorities for action.
- Undertake initial action planning.

The process:

Learning from others

In advance of the session the facilitator needs to photocopy section 2 of this toolkit, particularly the 5 sections which provide: things to think about, ideas to try and examples from across the Yorkshire and Humber region under each of the key headings:

- How it happens for everyone?
- Who is supporting person centred planning and approaches?
- Making sure it's working.
- Making sure it creates wider change.
- Leadership and keeping it going.

This will provide 5 information sheets. The room needs to be arranged with 5 tables, each with flipchart paper and pens, in effect each table hosting one of the key stages.

The day should start with a reminder of the issues drawn out of the 'what's working' and 'what's not working' exercise. Participants should then be invited to get into 5 groups. Each group then has 15 minutes to discuss the fact sheets at each of the tables and consider the following questions in relation to what's not working locally:

- What do we want to see in the future?
- What would it take to get from where you are now to where you want to be?
- Top 2 ideas that should be included in the local strategy?

Each group should note their key points on to the flipchart before moving on to the next table. At each table, the group should first review what the previous groups have said before recording any additional ideas.

We suggest you use the templates provided on pages 19 - 21 as a useful way to record thoughts on each table, they can be added too as groups move around. This template also provides a useful record of everyone's thoughts and suggestions under each theme.

Collective priorities

You should now have a range of ideas for action. Each participant is then given the opportunity to contribute to setting the priorities for action by a system of dot voting.

Everyone is given six dots, three each of two different colours. Participants are then invited to place three dots on their priorities for what could change now, and three on what needs further planning.

Votes are then added and priorities of the group identified.

Setting action

The group should now be invited to contribute to action planning. Starting with what can be changed now and moving on to what will take longer, participants should be asked to imagine it is a year later. What is different to today? For example, not all young people have a Person Centred Review in Year 9 as something that's not working becomes "All young people in Year 9 have a Person Centred Review". Together the group then sets some first steps of

- Who?
- Will do what?
- By when?

It is very important that at this stage a commitment is made as to where the responsibility lies in terms of monitoring action. It is hoped that the Partnership Board has been strongly represented at the review and action planning day and that Task Groups are identified in relation to both delivering the individual actions set and in monitoring progress, which is then reported back to the Board.

By the end of this session there should be a collective clear understanding of:

- The local priorities for action under each theme.
- The initial process and first steps of action.
- The governance arrangements that need to be in place to monitor that actions are delivered and reported.

How Person Centred Planning and approaches happens for everyone

From the pathways what did we learn about what works well?	What do we want to see in the future?	What would it take to get from where you are now to where you want to be in the future?
What is not working?		Top 2 ideas that need to be included in the future strategy

Who is supporting Person Centred Planning and approaches?

From the pathways what did we learn about what works well?	What do we want to see in the future?	What would it take to get from where you are now to where you want to be in the future?
What is not working?		Top 2 ideas that need to be included in the future strategy

Making sure it works

From the pathways what did we learn about what works well?	What do we want to see in the future?	What would it take to get from where you are now to where you want to be in the future?
What is not working?		Top 2 ideas that need to be included in the future strategy

Making sure it creates wider change

From the pathways what did we learn about what works well?	What do we want to see in the future?	What would it take to get from where you are now to where you want to be in the future?
What is not working?		Top 2 ideas that need to be included in the future strategy

Leadership and keeping it going

From the pathways what did we learn about what works well?	What do we want to see in the future?	What would it take to get from where you are now to where you want to be in the future?
What is not working?		Top 2 ideas that need to be included in the future strategy

Final thoughts and hopes

Our aim with this toolkit has been to share ideas and experiences from across the Yorkshire and Humber region and build on the guidance "Personalisation through Person Centred Planning". We know that person centred values and approaches can and do make a difference to people's lives everyday. Together with the Person Centred Planning Champions in this region, we have shared our learning in the hope of assisting nationally to further embedding person centred planning and approaches. We hope that this toolkit will be used to celebrate what is working well, identify what needs to be different and contribute to implementation and that all of this is done in the true spirit of partnership. Now, more than ever, we need to commit to person centred approaches as the foundations of our work. Not only is this because we need to ensure that everyone has an understanding of the values and principles of this approach, but also to make sure that every penny that is spent on support and services matters to and works for people and families. Together, let's make opportunities to do that.

*Kate Fulton and Gill Goodwin
Paradigm*

For their support with this publication, we would like to thank

- The Person Centred Planning Champions and Co-ordinators working in Yorkshire and Humber.
- Samantha Clark, Inclusion North.
- Jenny Anderton and Karen Roberts, Yorkshire and Humber Valuing People Support Team.
- Helen Sanderson.
- Sally Warren, Paradigm.

www.paradigm-uk.org | www.inclusionnorth.org