



A place for Providers – Personalisation & the future...?

Workshop 5

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What we are going to do...

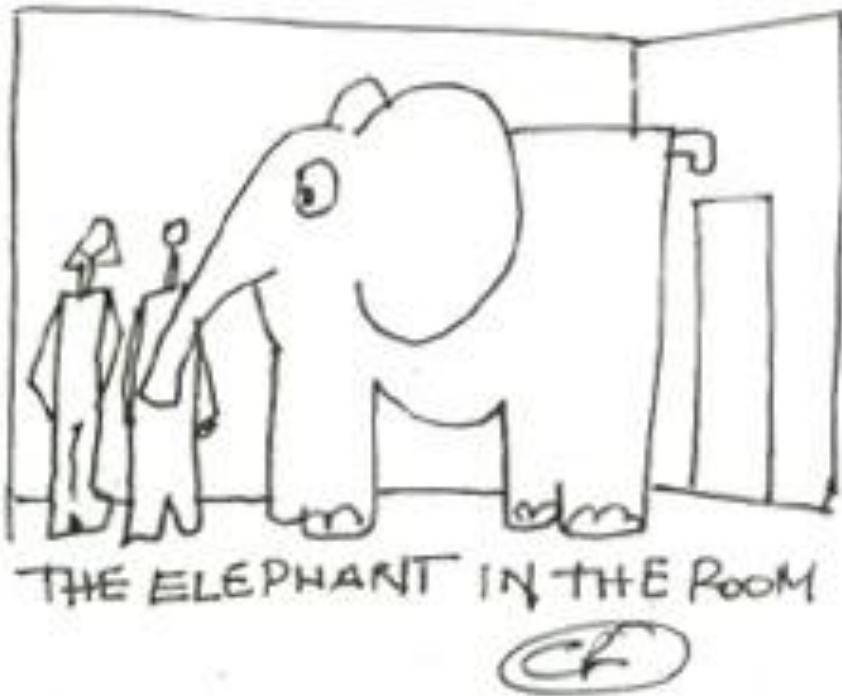
- Quick introductions
- What are we learning from our work to date
- What does this means for providers?

Who am I?

- Work for Paradigm
- All my 'proper' working life with people –
- Support Worker – CEO (mainly voluntary sector but also LA)
- Work with Lancaster University
- Last 3 years lots of work trying to work out Personalisation (with providers and LA's)

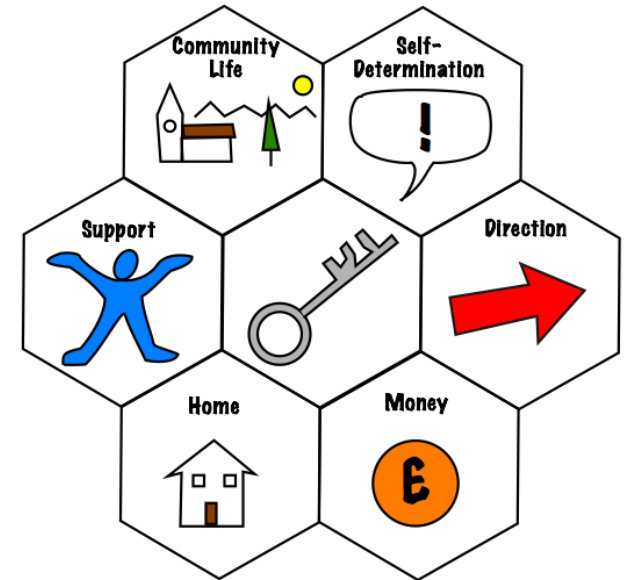
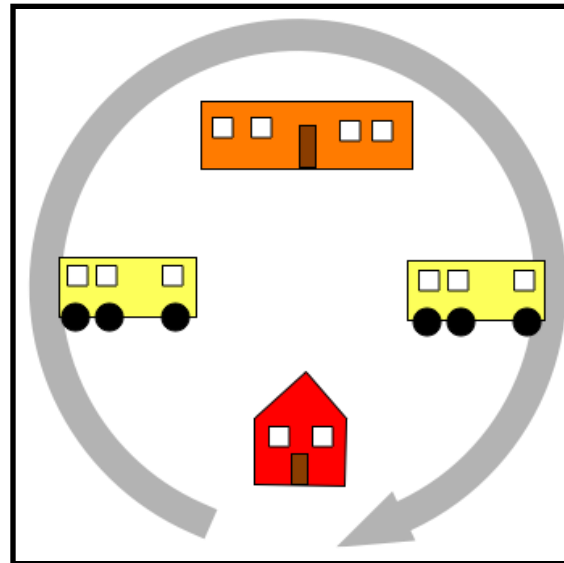
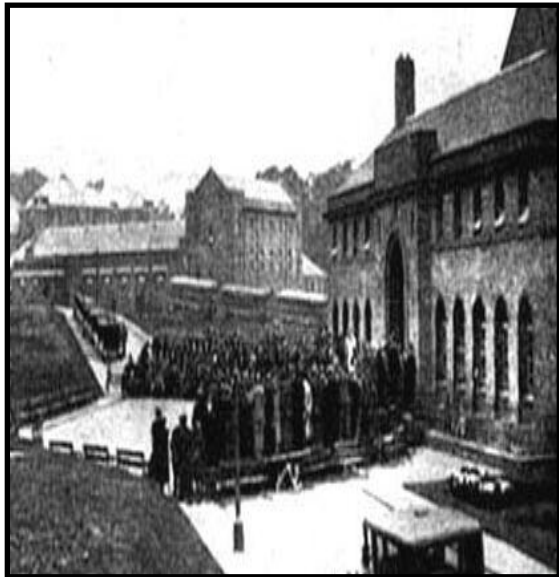


Getting the 'tough stuff' out in the open...

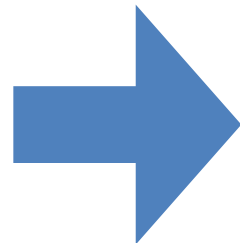


Personalisation

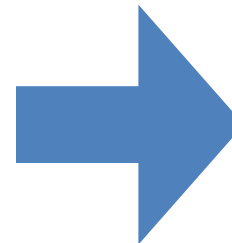
In context – we can do a lot better



Institution

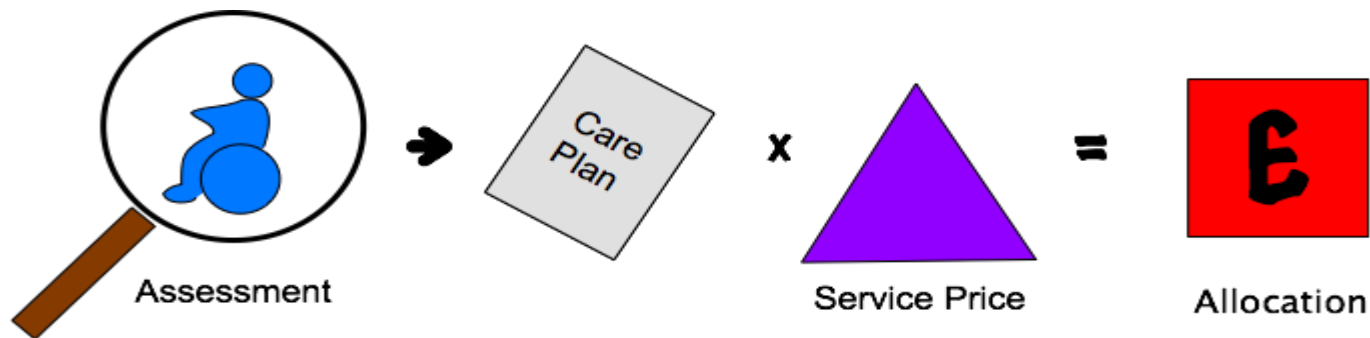


Care

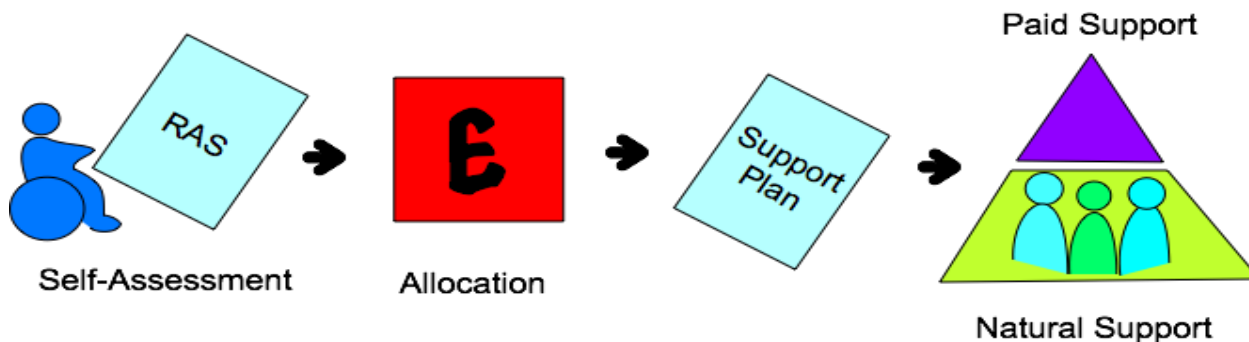


Citizenship

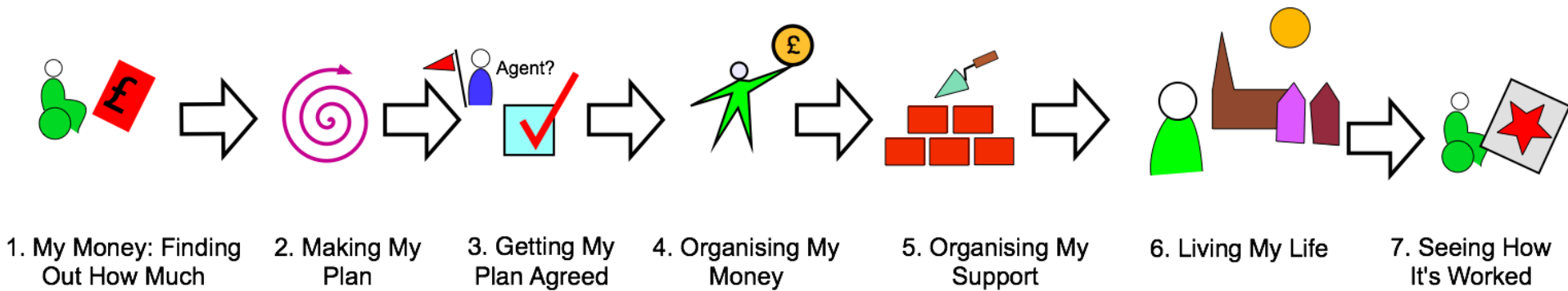
How things mainly still work at present...



How self-directed support works...



The pathway



**So, what are we
learning...**

*wise people
never stop
learning*



The allocation/money



- No L.A's have it completely 'sussed' - it is not a fine science
- Assessment processes vary and some are not great – disempowering (what can providers do to make it better?)
- 'Virtual budgets' make it hard for people and providers (everyone?!) to understand
- People and families appreciate knowing what they have available
- Providers can get on and do things themselves
- Providers can really support the assessment process



Making the plan



- Lots of debate/arguing over who should do them – this disempowers people and can add time/cost
- Not much peer support going on, but when others have direct experience and they know what works best – why not?
- Intrusive and complex planning processes and long templates
- Support can come from anywhere – let people choose who (if anyone) helps
- Providers developing plans with people for free – expertise and knowledge (not guaranteed business!)
- Driving more creative support solutions, ideas coming from different places and providers responding in a more flexible way

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Agreeing the plan



- Tensions around what you could get under the old system and the new (restricting peoples choices)
- Un-written rule about 'meeting need'
- Lots of rules stopping innovation
- Where the 'rules' for sign off are simple this works well
- Positive approaches to risk driven by the person
- Clear outcomes in the plan – providers respect their role



Organising the money



- People sometimes don't really know what money they have available
- Where there is little/no support with managing the money – SDS doesn't work well
- Separation of so many 'services' makes it hard for people
- ISF's are an attractive option to people and families
- Providers developing systems to be able to offer ISF's (and other personalised funding)
- People don't have to have hold of the money to be in control



Organising support



- Natural/community/family support is still not really supported by many professionals and providers – too much buying ‘services’
- No real freedom in how the market develops, based on what people want – too many rules and restrictions on what people can spend
- Providers can help in finding lots of different opportunities for people (not just their support services)
- Providers developing flexible approaches that people want (e.g. personalised JD’s, recruitment etc.)



Living life



- Set services with no/little creativity – built on a contract model
- Providers carrying on and not willing to change (no pressure in the market) – ‘business as usual’!
- Provider flexibility to tweak and develop support depending on what works and is driven by the person
- Providers who get what real ‘customer care’ is about!



Reviewing things



- Bland and not very dynamic reviews
- No mention of outcomes!
- Still too much reviewing the person rather than reviewing their support – no real shift in approach
- Best when led by the person
- Based on the outcomes from a good Support Plan
- Using reviews as a learning process – for the person but also for providers wider work and direction (what's working and what's not with our support approach?)

Other things...

- Changing how the money works is part of Personalisation it is not it
- The 'system' (Personalisation/SDS) is not perfect but people are making it work and people are getting better lives
- Providers have to work hard to set their reputation as a personalised provider over time – customer loyalty is key
- You (providers) are peoples allies – you should fight for choice and control for the people you support/may support
- It is hard work, it will test your values – but it is worth it!

What does this mean for providers?



Understand & embrace the shift

- People as commissioners, deciding what's right for themselves
- Providers being accountable to individuals and clearly focused on outcomes (now more than a moral focus – it's financial as well!)
- Getting ahead of the game – providers are doing some great work and in many areas are pushing the Personalisation agenda

Give people what they want

- Lots of people with budgets who are directing their own support are choosing a provider... but they want a good one

Good
value

Reliable

Customer
focused

Takes
risks

Flexible

Living with uncertainty

What helps:

- Contracts, tenders and all of the work that goes with them are still there – **personalise as much as possible**
- Promoting Personalisation and letting people know what they are entitled to



Two things...

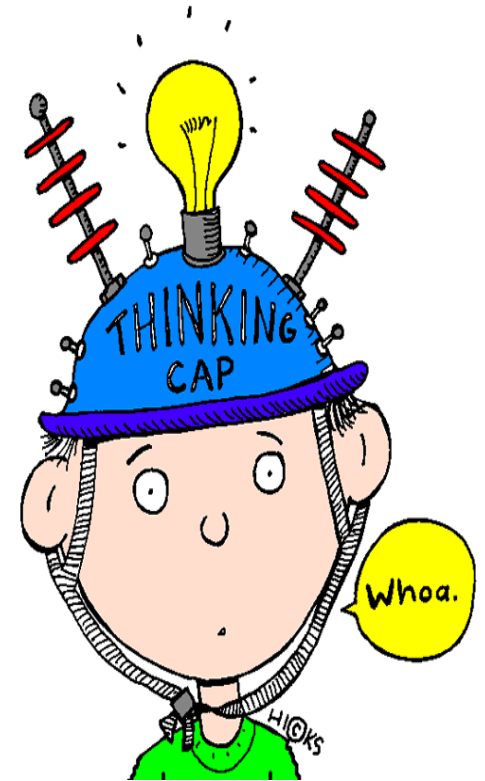
- From **your** experience on thing you've learned about Personalisation
- One 'top tip' you'd give another provider who was looking to personalise their service



Don't do nothing...

'They always say time changes things, but you actually have to change them yourself.'

Andy Warhol (1928 – 1987)

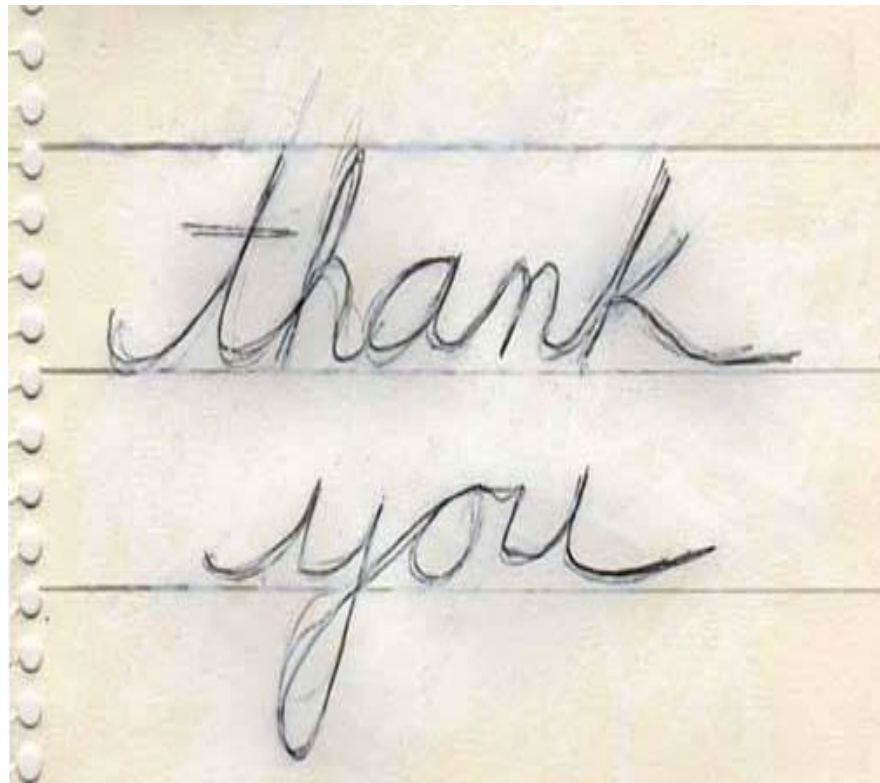


Questions



"Harris, when I said 'any questions' I was using only a figure of speech."

Thank you



One last thing...

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