

Personalisation

8th December 2011



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Introduction

- Period of considerable change
- Opportunities and challenges presented by personalisation
- Market development
- Start of on-going dialogue with voluntary and community sector



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An Introduction to Personal Budgets



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Personalisation

- We start with the individual as a person with strengths and preferences who may have a network of support and resources, which can include family and friends.
- Personalisation reinforces the idea that the individual is best placed to know what they need and how those needs can be best met.



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Self Directed Support

To be achieved via Personal Budgets

What it means

Increased

- » Control
- » Flexibility
- » Choice

within available resources



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How?

- Through an allocation of money given so users can buy services to meet need.
- Based on assessed need and in line with the eligibility criteria.
- Support plans to agreed outcomes to meet eligible need.
- Can be spent on activities to meet agreed outcomes.



How is a Personal Budget worked out?

- Assessment to identify needs
- Money allocated based on a person's assessed needs using an automated resource allocation system provided by FACE
- Financial allocation: the maximum money that will be allowed



Options

- Direct Payment - money given to the resident on a pre-paid card - to be introduced early 2012
- Council manages personal budget on the resident's behalf
- Bit of both - part of Personal Budget given to the resident and part managed by the Council on their behalf



Pre-paid Cards: What are they?

A pre-paid Visa card that enables services to be paid for by card rather than cheque or cash



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Pre-paid Cards: Advantages for Suppliers

- Improved cash flow as payment is immediate
- Payment can be made in person or over the phone
- No added costs
- Auditing much easier - less paperwork



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What people have used personal
budgets for



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Andrew

- Andrew left school last year
- He loves trains...so does his dad
- One day a week he and his dad have a day out on the trains



Matthew, Leighton and Andrew

- In a day service or no service
- All enjoy outdoor work
- Now are volunteers with the National Trust
- They pool their PBs to pay for one support worker to provide transport and support them as volunteers.
- Greater independence, less reliance on Council provided services



Joan

- Pays for her friend's membership of a local health club and in return she takes her swimming and supports her while there
- Enrolled on college course instead of attending day service
- Purchased dishwasher out of own income and spent £40 to customise it to meet own needs



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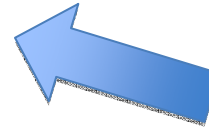


Adam

Adam lives on a farm and used some of his PB to buy a hay shredder. He bags up the hay and sells it as pet bedding at local car boot sales. He now has a micro enterprise and many regular customers.



**Maintaining
local
relationships
and networks**



**Able to
contribute to
community**



**Status and self
esteem**



**Pursuing individual
interests and
passions**



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Personal Budgets: Services People Might Want

- Arts & Crafts
- Cookery
- Health & Fitness
- Meeting friends, making friends
- Support to get to activities
- Support once there
- Others?



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Personalisation: what this means for the voluntary/community sector



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Opportunities

- Developing new services
- New sources of funding
- New partnerships, new ways of working



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Challenges

- Charging for services
- Competition
- New Council priorities
- Uncertainties



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