The Third Sector and achieving personalisation

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Pandora’s box

- Navigating unchartered waters
- Chaos as existing arrangements reorganised

What is personalisation?

- Personalised support plan
- Support to draw up a plan
- Devolved budget
- Ability to mix formal and informal services
- New measures of success
- Light touch oversight

In Control model

- Clear expectations
- Range of support options
- Images of possibility
- Review process

What are the implications for the third sector?

- Redesigning service delivery
- Financial implications of individual contracts replacing block contracts

What support can we offer <u>from</u> the sector?

- Work with our Local Authority
- Provide information & development support to provider groups
- Help develop the market
- Provide mechanisms for providers & commissioners to talk
- Provide brokerage services

Could there be more to personalisation?

- Better health and well being
- Taking part in community life
- Feeling safer & more secure at home
- Choice and control / dignity
- Economic well being
- More cohesive and integrated community

Politics of participation

- Public service should carry with it an invitation for people to participate and make their contribution
- Democratic intelligence
- Co production of ‘public goods’

‘Deep personalisation’ = transformation

- It changes people’s attitudes towards themselves
- Relationships with professionals change
- Brings in new knowledge and skills
- Supply side adjusts to user demand
- Shift in power – towards users as the focal point

‘Deep personalisation’ – a local example

- Community Mobilisers – Working alongside children and families in disadvantaged communities
- Aim to assist them enhance & build services to improve their lives

So what?

‘The community mobiliser service is now established as an innovative way of supporting communities to engage directly with the issues that affect them most. It is long-term work and there are no ‘quick fixes’. The mobilisers do not ‘deliver solutions’ but rather work alongside communities to bring about sustainable change’

Summary report on the Community Mobiliser Service – Jan 2009 (Open University)

The challenge for your LSP

- Make co production of public services visible over the long term
- Proactively develop a diverse market
- Develop ways to manage the boundaries that create barriers to personalisation
- Be clear about local arrangements