



## Progress with Putting People First

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National programme manager - personalisation

## What's wrong with the system?

### Outcomes and experience

- Little help or advice before a crisis
- Too little support for family carers and self-funders
- Fits people into a limited range of services
- Direct payments not made flexible
- Lack of user-led support services
- Eligibility criteria tightened to restrict access

### Use of resources

- Increasing demographic pressures and rising costs
- Most of the money spent on residential care
- Low investment in early intervention

## Coalition programme

The Government recognises that urgent reform of the social care system is needed to provide much more **control** to individuals and their carers, and to ease the **cost burden** that they and their families face. The Government will .. accelerate the pace of reform.. ensuring:

- services are personalised to individual needs, with **personal budgets** offered by all councils ..;
- **preventative support** is given to people when they most need it..
- **carers** are helped .. with direct payments and other support

Queens' speech 25 May 2010



Putting People First  
Transforming Adult Social Care

## It's different ...

*Personalisation means thinking about care and support services in an entirely different way.*

*This means starting with the person as an individual with strengths, preferences and aspirations and putting them at the centre of the process of identifying their needs and making choices about what, who, how and when they are supported to live their lives.*

*It requires a significant transformation of adult social care so that all systems, processes, staff and services are geared up to put people first.*

Social Care Institute for Excellence

## It's different ...

*I also bought a kite, a bike and other clothing for outdoor activities. I'm **on my bike** nearly every day....*

*My paranoia and suspiciousness is **considerably better**. This is because I feel **more confident** which is mainly down to me being a lot fitter.*

*My mental health has improved. I am doing much more. Without individual budgets I would have probably have just struggled on as I was doing last year.*

*It has given me a kick start.*

***I am feeling alive.***

## ADASS survey 2010



At end March 2010:

- 140,000 personal budgets - half for older people
- 40 councils commit 20%+ of community-based spend on personal budgets
- But progress is uneven across the country
- Likely to mean major changes in commissioning and more direct payments.