



Personalisation

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How Outward delivers Personalisation

- Brokerage Service – helping people decide how to use their personal budget
- Existing Outward SLS and Outreach Contracts - applying the personalisation spirit to block contracts
- People choosing Outward - creating different sorts of services people want to buy

Brokerage Pilot

HELP PEOPLE DECIDE HOW THEY WOULD LIKE TO MEET THEIR SUPPORT NEEDS USING THEIR PERSONAL BUDGET AND OTHER THINGS THAT MIGHT BE AVAILABLE

How?

Supporting people to use their personal budgets

1. Identifying what the person needs (e.g. Cantonese speaker/ a driver to drive the individual's Motability car).
2. Finding a provider who has staff with these skills, or support the person to employ their own staff.
3. Looking for people who share similar interests to pool their budgets

Supporting people to make the most of what's already out there

1. Finding what's already out there in the community (e.g. cookery courses, health coaches) and making sure people access support if needed through health or social care referrals (e.g. OT, psychology)
2. Signposting to work and volunteering opportunities
3. Making sure people are accessing their full entitlement - signposting to benefit reviews, accessing transport options (e.g. mobility cars, scooter, taxi cards, TFL travel training)

Case Study Miss Smith



Who? Miss Smith is in her early thirties, she has a physical disability and a number of health issues. Miss Smith has some minor adaptations to her home but it is still not completely suitable for her physical disability and restricts her independence. Her personal budget of £145p/w was to ensure personal care support, household support and reducing social isolation.

What we did?

- Used her personal budget to pay for a support worker she knew and liked
- Provided support to access Outward's Targeted Preventative Service and advocacy via Choice in Hackney. Contacted a national organisation that supports people with Miss Smith's disability to offer online and telephone advice.
- Identified courses at Hackney College and online which matched Miss Smith's interest in business and administration studies.
- Provided information about Thames Water Trust and another trust where she can apply for a grant to purchase a needed washing machine. Researched about mobility scooter/electric wheelchair purchase that could be accessed via the local Motability scheme. Supported Miss Smith to get a accessible transport card from the East London Dial a Ride service

Block Contracts



WORKING WITH CUSTOMERS TO PUT THE PERSONALISATION VALUES INTO EXISTING BLOCK CONTRACTS.

How? ...in much the same way.

Work with customers to decide how they would like us to deliver their support

1. Give customers choice of when they have their support and who supports them.
2. Banking hours so customers can use their hours flexibly
3. Pooling hours between customers who share the same interests

2. Supporting people to make the most of what's already out there

1. Finding what's already out there in the community (e.g. cookery courses, health coaches) and that they can access through health or social care referrals (e.g. OT, psychology)
2. Signposting to work and volunteering opportunities
3. Making sure people are accessing their full entitlement - signposting to benefit reviews, accessing transport options (e.g. mobility cars, scooter, taxi cards, TFL travel training)

Choosing Outward

RESPONDING TO CUSTOMERS AND CREATING DIFFERENT SORTS OF SERVICES PEOPLE WANT TO BUY

Choosing to buy Outward support with a Personal Budget

- Flexible support and care from a few hours a week to 24 hours support
- ASD specialist with clinical input
- Developing new services to reflect customer need

Creating new types of

Nutley Edge

- Farm house and 12 Cottages set in the East Sussex countryside
- Offer affordable activity breaks throughout the year
- Can be used as an alternative to respite

Hub Club

- Day opportunity led by customers
- Making the most of the great things already going on in Hackney – Bags of Taste, Good Gym, Kingshold Community Garden
- Sessions are affordable, starting from as little as £10.





...if only there was more time

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- SUPPORTING A CUSTOMER DEVELOP THEIR SOCIAL ENTERPRISE IDEA FOR A SENSORY BUS
 - SHARED OWNERSHIP THROUGH THE HOLD SCHEME – ENABLING PEOPLE WITH LEARNING DISABILITY TO PURCHASE THEIR OWN HOMES
 - LEAD PROVIDER IN HACKNEY WORKING SUPPORT PLANNING AND BROKERAGE PILOT
 - TARGETED PREVENTATIVE SUPPORT - FREE IN SHORT TERM SERVICE FOR PEOPLE LIVING IN HACKNEY
 - WORKING WITH VOLUNTEERS TO PROVIDE

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