

# Personalisation: Commissioning and delivering transformed support and care

## Workshop 5

### New models of working

Richard Humphries, Independent Consultant and Claire Goodchild, Better Commissioning Assoc. Lead, CSIP



# Workshop 5

## New Models of Working

Claire Goodchild & Richard Humphries

# Workshop approach:

- Policy context and challenges
- how can commissioners & providers work together differently ?
- examples
- where to find out more
- practical actions and next steps

# The policy context & challenges:

- Personalisation & transforming adult social care
- future of care and support – Green Paper
- workforce & demography
- social trends and expectations
- economic climate & Spending Review 2009

**“Commissioning is at the heart of effective social care...it is the opportunity to transform people’s lives and we should not allow ourselves to reduce the debate just to structures and processes...if personalised care is to be made a reality, current ways of commissioning services will have to change.”**

(Dame Denise Platt, Chair, Commission for Social Care Inspection, 2007)

“Objectives of system-wide transformation include

**Commissioning which incentivises and stimulates quality provision offering high standards of care, dignity and maximum choice and control for service users.”**

(Putting People First: a shared vision and commitment to the transformation of Adult Social Care, HMG, 2008)

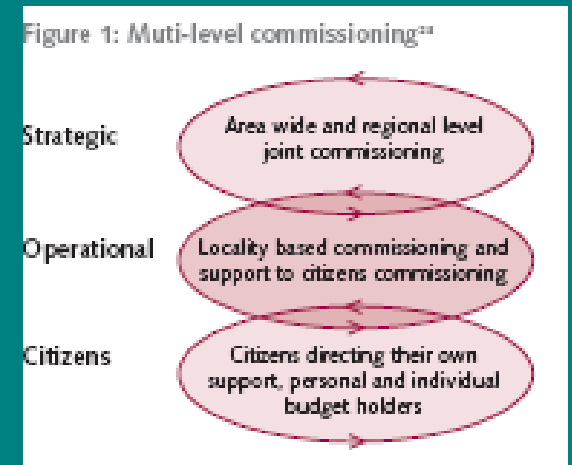
“By 2011 Councils should have in place .....

**A commissioning strategy which includes incentives to stimulate development of high quality services that treat people with dignity and maximise choice and control as well as balancing investment in prevention, early intervention/re-ablement and providing intensive care and support for those with high-level complex needs. This should have the capacity to support third/private sector innovation, including social enterprise and where appropriate undertaken jointly with the NHS and other statutory agencies such as the Learning and Skills Council.**

(Local Authority Circular DH (2008) 1, Transforming Adult Social Care)

# Commissioning functions

- Data on all need inc self-funders
- Share data with providers
- Work with specialist and universal services
- Choice of types of services (not simply choice of providers of the same service)
- Develop social enterprise and Voluntary and community sector
- Manage transitions from block contracts to individual purchasing
- Link brokerage, safeguarding with provision
- Better outcomes for people



*Commissioning for personalisation*  
DH 2008

# Where to find out more -

DH, *Commissioning for Personalisation: A Framework for Local Authority Commissioners* (part of personalisation toolkit, pa toolkit for local authority commissioners ([www.personalisation.toolkit.org.uk](http://www.personalisation.toolkit.org.uk)))

Better Commissioning – for comprehensive information on commissioning health and care inc WCC, health and well-being, personalisation. Policy, case studies, tools [networks.csip.org.uk/BetterCommissioning/](http://networks.csip.org.uk/BetterCommissioning/)

World-class commissioning -  
([http://www.dh.gov.uk/en/Policyandguidance/Organisationpolicy/Commissioning/DH\\_079133](http://www.dh.gov.uk/en/Policyandguidance/Organisationpolicy/Commissioning/DH_079133))

[www.in-control.org.uk](http://www.in-control.org.uk) (for papers on smart commissioning and self-directed support generally)

[www.scie.org.uk](http://www.scie.org.uk) (for research briefing on individual budgets and a rough guide to personalisation (forthcoming)).



## Questions for discussion

1. What do commissioners need to do differently?
2. What do providers need to do differently?
3. What can SCIE do to help ?

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