

## Appendix 3: Summary of examples of positive outcomes for service users and carers from good practice in personalisation

A group of disabled people in a residential home secured direct payments so that they could use the resources that would have been used to pay for the residential home to live in the community.

Direct payments giving flexible support to a disabled woman with the outcome that she was able to develop her employment as a freelance consultant.

Support networks with other service users and the local community enabling people with learning difficulties to live independently in the community. The outcome is that people have better relationships with people in the community, are able to pursue interests in the community and make a contribution to the community.

Three carers gave examples of where personal budgets to support their adult children had enabled the children themselves to achieve outcomes in terms of pursuing their own interests and their carers had experienced improved family lives and been able to maintain their support to other children and continue in employment.

A group of older people pooled their money to pay for activities at their day care. As a result they took control of the programme.

People who have personal budgets for night care and live in the same housing association have pooled their budgets and taken control over the selection of the staff who provide the night care.

A family used a personal budget to buy a hot tub for their son who disturbed sleep patterns as a result of autism. This enabled him to sleep better, improved the families quality of life as they were not disturbed at night and meant they no longer needed carers during the night which saved the council significant costs.