



social care
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REPORT 55 EASY READ

People not processes: the future of personalisation and independent living (Easy read)



JOSEPH ROWNTREE
FOUNDATION

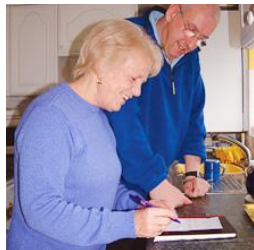
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This report is about two meetings that happened in November 2011.



The meetings were about personalisation. They were set up by the Social Care Institute for Excellence (SCIE) and the Joseph Rowntree Foundation.



Personalisation means making services right for every person – not just the same thing for everyone.



This can be helping you do things at home, or getting someone to help you go out and do things you want to do.



The people who came to the meetings were service users. These are older people, people with learning disabilities, people with physical disabilities and people with mental health problems.



Carers and some people who work for social services also came.



There were different groups of people at the meeting. There were men and women, old and young people, white and black people, gay people and people who are not gay.



People at the meetings talked about how we can make services right for more people which is called personalisation, so that they can have better lives.



This is hard at the moment because the Government and councils have less money than they used to have for services.



People at the meetings said there are a lot of good services that do personalisation – making services right for people.



They said this happens when the service gives people choice and control in their lives.



Making services right for people sometimes means using the money to pay for different types of things for people.



Some people said that this should be called independent living not personalisation.



Some councils are good at personalisation – making services right for people. Their workers are good at doing this.



But a lot of councils are not very good at personalisation – making services right for people. Their workers are not very good at doing this



Some councils that were good at personalisation – making services right for people, are not so good now because they have less money.



Some councils are not good because they do not understand personalisation – making services right for people.



Some councils have too many rules and do not listen to people enough.



Some councils are too worried about people taking risks and they stop service users and carers doing what they want to do.



People were very worried about the cuts in services and things getting worse.



People at the meeting thought that everyone working together would make services work better.



Laws like the Human Rights Act can help to show when something is wrong.



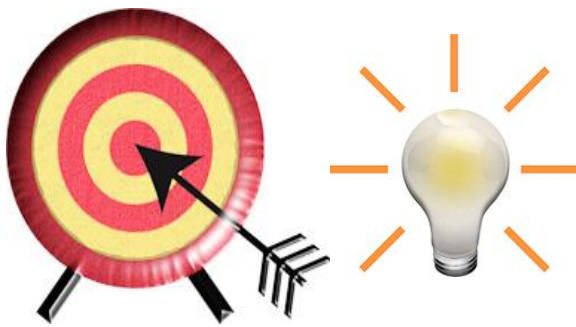
Councils should make sure people are included in the difficult decisions that they have to make.



The councils should work more closely with service users and carers.



We need to use the money that we do have in the best way, and plan how to spend it together.



We need clear aims and ideas about how we will use personalisation and independent living to give service users and carers better lives.

Find out more

To find out more or to get hold of the big version of this report, please get in touch with:



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