

## Case study - Personalisation: Individual Budgets in Portsmouth

**The Portsmouth Integrated Learning Disability Service is using individual budgets and an outcomes-based approach to personalise their support.**

### What was the challenge?

Faced with rigid and unfocussed statutory services in Portsmouth, many young people or their carers were opting to receive payments directly instead. However, direct payments were not accompanied by any market development or person centred planning. As a result, young people were often using direct payments to buy services that, despite offering more flexibility, were often failing to support independence or deliver outcomes. There was a sense we had settled for young people being 'safe and happy' without any focus on their longer term ambitions.

### How did we address it?

We believed that, with the right support, individual budgets should offer a personalised, flexible approach, and should support the achievement of longer term outcomes.

We've introduced a named worker for every young person by integrating our occupational therapy, speech and language therapy, nursing and social work teams, in a process that took over 18 months. Now every team member has a caseload including nurses and therapists. Young people build a collaborative relationship with their named worker, agreeing a clear set of outcomes they want to work towards and how their allocated budget can effectively support these. Outcomes-focussed assessment and support planning formats and processes support this approach.

Over the course of 18 months we restructured inflexible in-house services and used the funding freed up by this to support independent services that deliver in the [Preparing for Adulthood](#) outcome areas. Young people have greater freedom to move between services and to move their money with them. We're working closely and collaboratively with providers including health and independence services, social enterprises and others, such as local art projects, to support young people to find the right support. All services must evidence how young people will be supported to play a role in the community, for example through volunteering, and must include carers and the people who use their services in their governance arrangements.

The next step will be to move to a dynamic purchasing system to allow more flexibility when contracting services, whilst ensuring that the focus on outcomes is preserved by involving stakeholders in evaluation processes and in ensuring that support plans are specific to outcomes.

## What was the impact/outcomes of implementing the change?

Whilst this project is in its early stages and has not yet been evaluated, the short-term outcomes look positive. Young people report feeling more confident and independent and for those with the most complex needs there are early signs that their reliance on other services has dropped. Parents and family carers have also shared positive feedback about the new services. We are looking into effective ways to capture the longer-term outcomes of this project, which we expect to include increased confidence, independence and better outcomes for young people.

**This is a 'living' case study, so you can revisit this page to follow progress in Portsmouth.**

**Want to know more? For more information contact Mark Stables at Portsmouth City Council at [Mark.Stables@portsmouthcc.gov.uk](mailto:Mark.Stables@portsmouthcc.gov.uk)**

