



Think Local, Act Personal

We are a group of over 30 national partners that are committed to real change in adult social care.



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Our goal is for people to have better lives through more choice and control over the support they use: often referred to as “personalisation”. We represent a wide range of organisations – from people who use services and carers, to the providers of services and representatives from central and local government.

We believe that services and support should be:

- More personalised, according to the needs and wishes of the people who use them.
- Provided in ways that help people to be active and contributing members of supportive communities.

To do this, we need to work to change some of the systems, processes, practices and cultures that have developed over the years around helping people access care and support – building on the good things and changing those that get in the way of personalisation. *Think Local, Act Personal* is working with its partners to identify the challenges being faced and to share innovative solutions that are being developed across the country, so that more people have choice and control over their lives.



What do we do

We are really proud to be delivering our new framework for progress – *Making it Real* – at the 2011 National Children's and Adults Services Conference. The *Making it Real* framework will:

- 1) Offer markers for good practice for councils and organisations to reach for, people who use services and carers have told us they need. This will help those who commission and provide care and support to understand and monitor how well they are doing and what they may need to change to get better.
- 2) Provide a platform for organisations to publicly declare their involvement and commitment to working towards the markers outlined in the *Making it Real* framework. This platform will be ready by early 2012.

Think Local, Act Personal will also draw together national and regional best practice and maintain an online hub of tools and advice from our partners to support the delivery of personalisation and community-based support via our website www.thinklocalactpersonal.org.uk.



What are our top priorities?

As well as making sure organisations know about *Making it Real*, we are also committed to the following top priorities for action:

- 1) Co-production:** a commitment to working together with people who use services and carers to initiate effective change.
- 2) Personalisation and self-directed support:** *Think Local, Act Personal* remains committed to personalisation and to supporting self-directed support across the sector.
- 3) Cost effectiveness and efficiency:** We understand the challenges facing organisations across the sector that are charged with delivering personalised support and care whilst being cost effective and efficient.
- 4) Providers and workforce development:** We are committed to supporting providers of services and their commissioners to adapt to personalisation – including, building a new market and ensuring that the workforce are supported, respected and valued as they develop their roles.
- 5) Information to the public:** We understand that people need the right information and advice so that they can make decisions about the right care and support for them.
- 6) Community capacity:** *Think Local, Act Personal* strongly believe that building community capacity – so that people can find support and make contributions within their local networks, families and friends – is key to the changes needed.

Our work so far...

In addition to our new *Making it Real* framework, and since setting up operation in April 2011, the Partnership has worked hard to strengthen relationships across the partners and to start engaging with supportive groups and organisations across the sector.

We have also released a number of tools and materials to organisations working in the sector. These include:

- **The Provider Blueprint** and a companion checklist for helping providers and commissioners to learn from innovative practice in commissioning and delivering personalised services from across England.
- **Building Community Capacity: Making an Economic Case** and its partner tools **Does it Work? A guide to evaluating community capacity initiatives** and **Are we there yet? A check list for building community connections**.
- **Paying for Long-term Care in England** to help people make better and more informed decisions about paying for care.
- **Briefing on Social Care Procurement** to assist care providers, council commissioners and their partners to adopt efficient and streamlined procurement practices.
- **A national report on the experiences of people who hold Personal Budgets and their carers** from Lancaster University and InControl.

All are available from our website:
www.thinklocalactpersonal.org.uk

Our latest products:

In October 2011 we will launch these new tools on our website:

- **Personal Budgets: Taking Stock, Moving Forward.**

This paper provides an overview of the most recent evidence on Personal Budgets, giving the clearest picture yet of how organisations in social care are progressing with delivering Personal Budgets for people who need care and support. It looks at what barriers have been identified, where attention needs to be focused, and what help is already available to organisations to help improve Personal Budget delivery.

- **Adult Social Care: a Minimum Process Framework**
- **Improving Direct Payment Delivery**
- **Re-thinking Support Planning: Ideas for an Alternative Approach.**

The key focus of these three linked papers is that to achieve good results that make a difference to people's lives, there needs to be simplicity and clarity around the processes of Personal Budgets. People who are using services need to have the opportunity to be involved in any planning about the support they receive.

Keep in touch and find out more...

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