

Personalisation: Making it Happen

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Imperative to Change

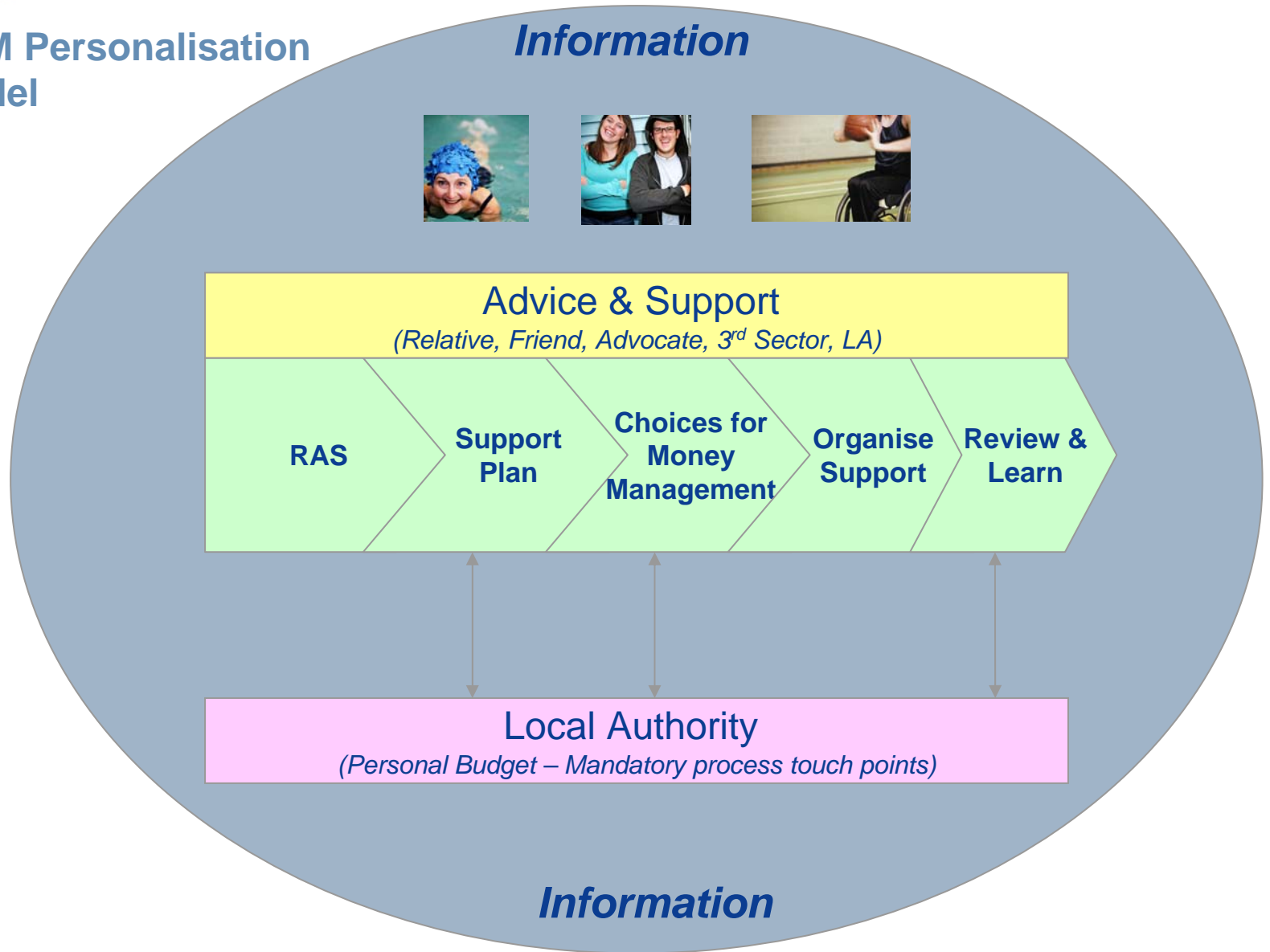
The current system doesn't work well enough

Putting People First

Cultural and generational change

Demographic change

OLM Personalisation Model



Change Programme

Re-engineering how adult social care works

Developing the environment in which it works

Creating information that supports people making their choices.

Re-engineering: personalising the efficiency agenda

Describe clear pathway for people through adult social care systems – the most efficient simple customer journey – ‘how we do it now’

Build in essential components of personalisation

Implement

Review and learn

Creating the Environment

Cultural change – leadership and communicating the vision

Community Change

Market Change – encourage 10% of suppliers to create new supply side

Technology

Technology organisations and systems need personalising!

Key priorities will be:

Technology aimed at people – not at organisations

Access to information – suppliers, user feedback etc.

Management of personal budgets

Support for those who need it to use the technology

Safeguarding

Partnership Programme

Its not consultancy its partnership!

Sharing resources

Learning together

Adding value through strategic
partnerships

Commitment to change