

CHANGING LIVES

SERVICE DEVELOPMENT GROUP

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Janet Birks
Co-Chair of Service Development Group



SERVICE DEVELOPMENT GROUP

Co-Chairs

**Nigel Henderson
Janet Birks**

Group Members

**Noni Cobban
Terry Finlay
Phil Robinson
Ronnie Hill
David Cumming**

Scottish Executive Support

**Catherine Rainey
Julie Haslett
Fiona Hodgkiss
Moira Hughes**



REMIT

The Service Development Group will seek to transform services to ensure they are personalised, joined up effectively, focussed on prevention, have improved access for Users and Carers, and deliver the desired outcomes.



THE RECOMMENDATIONS FROM CHANGING LIVES

Personalisation

1. Social Work Services must be designed & delivered around the needs of people who use services, their carers & communities.
2. Social Work Services must build individual, family and community capacity to meet their own needs.
3. Social Work Services must play a full and active part in a public sector wide approach to prevention and earlier intervention.
4. Social Work Services must become an integral part of a whole public sector approach to supporting vulnerable people and promoting social well-being.
5. Social work Services must recognise and effectively manage the mixed economy of care in the delivery of services.



SERVICE DEVELOPMENT GROUP OUTCOMES

FOCUSED ON:

- Personalisation definition
- Personalisation in Commissioning, Contracting & QA
- Making the shift towards proactive & preventative
- User & Carer involvement as core
- User & Carer influence on service quality
- Managing the issues that get in the way



PERSONALISATION

“It enables the individual alone, or in groups, to find the right solutions for them and to participate in the delivery of a service. From being a recipient of services, citizens can become actively involved in selecting and shaping the services they receive.”



FURTHER WORK FOR US ALL

STRATEGIC APPROACH TO:

- Personalisation as Prevention
- Personalisation for Complex Cases
- Personalisation as choice

EXAMINE PRACTICE AREAS:

- Tools
- Finance
- Workforce (including unpaid Carers)
- Mixed Economy
- Performance Measurement



THE SERVICE DEVELOPMENT GROUP

- Service Development Group Workplan
- Promotion of good practice

“Increasing personalisation of services is both an unavoidable and desirable direction of travel for social work services”