



personalisation update

Issue 2 – October 2008



OLM Partnering with Local Authorities

OLM is delighted to announce that five local authorities have joined the personalisation programme which highlights the demand for support with this approach to social care.

The local authorities taking part in the programme include:

- Devon County Council
- Glasgow City Council
- Wandsworth Council
- North Somerset Council
- Suffolk County Council

A number of other councils hope to join the partnership programme over the coming weeks. Under the programme each authority will have a bespoke partnership agreement designed to meet their requirements, as defined by them, and worked through with our team of experts. We will then support them in working both individually and collaboratively with other authorities, to help make real progress towards personalisation.



Edinburgh Castle

Personalisation and Scotland Making Connections

OLM is a knowledge sponsor of ADSW (Association of Directors of Social Work in Scotland) and as part of this partnership, OLM sponsored the seminar, 'Personalisation; Challenges and Solutions for Implementation' which took place on the 25 September 2008 in Edinburgh.

ADSW's objectives for the seminar were to place the personalisation debate in a Scottish context, and to raise awareness of key issues for service users and providers.

OLM's Sam Newman was a keynote speaker at this sell out event, and was delighted with the feedback from the day, confirming that 'there is real commitment to deliver personal budgets and choice and control to people in Scotland'.

OLM has already signed up one Scottish authority into its personalisation programme, and is keen to sign more. The issues addressed and discussed at the event were particularly prevalent given the Scottish Changing Lives agenda, which aims to create more choice and control, to empower the individual while providing support.

OLM's Change Methodology

If you would like to participate in our change management programme, please contact us.



Support Portal

Work continues to develop our unique support portal; an online information-sharing website which can be used across whole communities to help people maintain dignity and independence. The portal will allow you to:

- Check out eligibility to personal budgets
- Maximise income
- Submit support plans
- Transact for services
- Share information and experience with other local people.

OLM continues to use partnerships as an important tool for leverage, in this case talking to Microsoft and others about how to develop the very best functionality. We will be previewing the portal at the National Children and Adult Services Conference 2008, with the launch of the working portal taking place with partners in April 2009.



The Support website homepage



Looking Forward

One of our key ambitions is to increase and share the knowledge base about how to implement change, to give people more choice and control. To this end we are planning, with OLM-Pavilion (OLM's publishing and events arm), a series of initiatives to encourage debate, and publish successes and solutions (most importantly people's own experiences of how their lives are getting better). These include:

- A forum within CareKnowledge (www.careknowledge.com) to air views and address key issues raised by the personalisation agenda, which is available to users now
- A journal publishing the best practice that emerges from partners activity in implementing a personalised approach to social care, to be published early next year
- An editorial board will be made up of partner Directors, key players in the supplier network and others, with the purpose of leading on best practice, dissemination of knowledge and expertise.

Developing our Workforce

OLM is committed to searching out the best national practice and expertise to bring it to local authorities to enhance their transformation processes.

As part of this pledge, OLM have recently begun negotiations with a talented development partner. This will help us highlight and address the key cultural and organisational challenges that personalisation brings to current stakeholders in the adult social care system – the public sector workforce, but also other key players.

We will be offering advice to our programme partners considering how to address workforce challenges in the near future.



OLM Group

With over 600 customers, including 131 local authorities and 37,000 practitioners, OLM Group is the leading supplier of integrated information solutions to the care sector.

Our product and service solutions leverage deep understanding of business drivers combined with technology, service and information management expertise to deliver tangible and sustainable outcomes.

Further information

If you would like further information on OLM's expertise in personalisation, or details on how to join our partnership programme please contact:

Helen Ollason
 Personalisation Programme Coordinator, OLM Group Ltd
 t. 020 8973 1100 e. helen.ollason@olmgroup.com