

SERVICE DEVELOPMENT GROUP

Statement of Intent

The Service Development Group will seek to transform services to ensure they are, right for people's needs and are available at the right time, joined up effectively, have improved access and involvement for users and carers and deliver the desired outcomes. We have already agreed that the focus of work for the Service Development Group will be Personalisation - this is a term which often means different things to different people, therefore the Group are currently discussing a paper which will provide an agreed definition of this to underpin the work of the Group.

This is clearly a key theme in Changing Lives and one that impacts on the work of each of the 5 Change Programmes and there has been discussion of the draft definition and the issues around personalisation at a meeting of all the Chairs at the end of February to ensure this concept is considered in all the work of *Changing Lives*. It is also important that users and carers feel ownership of what personalisation means and the User and Carer Forum are being actively engaged in the drafting of the definition.

In deciding how the Service Development Group can make the most impact on this large and diverse agenda it is important to reflect on the priorities identified for the Group in the Self Assessment Returns received from local authorities and others at the end of 2006. The Returns have been helpfully summarised by the Scottish Executive and the areas particularly relevant for this Group are:

- Personalisation, and the various aspects of that including:
 - Support for User/Carer involvement
 - Commissioning and Contracting
 - Quality assurance
 - Prevention and community capacity building
 - Partnership with the voluntary sector.

Some generic areas for all the change programmes were also highlighted:-

- Integration/Joint Working
- Resourcing Issues
- Inclusion of island and rural perspective.

As a Group, at our meeting on 24th January, we agreed the headings identified in the Demos report would be useful in summarising the key issues that we will need to address. These can all be incorporated into the broad outcomes set out below and will feature in the development of a detailed workplan for the Group.

The Group has committed to delivering the outputs and outcomes below – for completion by 31st March, 2008:-

1. An agreed definition and understanding of what Personalisation means in social care.
2. Contribute to the development and promotion of a framework for commissioning and contracting, alongside a set of principles for quality assurance, which supports personalisation within social care.
3. Identification and promotion of evidenced approaches/techniques that assist organisations to make the shift towards more proactive and preventative work.
4. Identification and promotion of evidenced approaches/techniques that make User and Carer involvement a core part of service development, of service review and of service management.
5. To have worked with the Performance Improvement Group, and ensured that service users and carers have a greater say over the quality of services.
6. Identification of processes and issues that can get in the way of Personalisation along with evidenced examples of how these have been successfully managed in practice.

The Group is currently developing the detailed workplan to help deliver on these commitments. This will be posted on the website when agreed.

Service Development Group
March 2007