

Safeguarding and Personalisation Report - Summary



March 2010

Health and social care services are going through a number of important changes, one of which being personalisation.

Personalisation is where people receive a personal budget to 'buy in' their own care services as opposed to the Council deciding what type of care a person receives.

Local people welcomed plans to give people more control over their services but were concerned about how this would work. The LINK helped to organise a major event at the Octagon for local people and groups to have their say. As a result the LINK called for:



More Communication - Local people and groups need to be kept informed of what's going on with personalisation. This includes regular reports and feedback sessions from the Council.

Protection - Service users need to be protected from potential abuse. The LINK called for safeguarding to be a top priority.

Support – people need help and advocacy to understand their rights and to benefit from personalisation.

Annual Reviews – LINK called for yearly checks to ensure that personalisation is working well.

In response Hull City Council agreed to:

- Provide six-monthly update reports and information events.*
- Use the Safeguarding Adults Board to ensure vulnerable people are protected, and to publicise information on how to tackle abuse.
- Use the new coalition of advocacy practitioners to ensure people get the right help and support.
- Conduct annual reviews of the progress of personalisation.

**The first information event took place on December 1st at the Endsleigh Centre in Hull. Over 70 people (many representing local voluntary groups) attended. People were able to get answers from council representatives regarding their concerns on personalisation.*