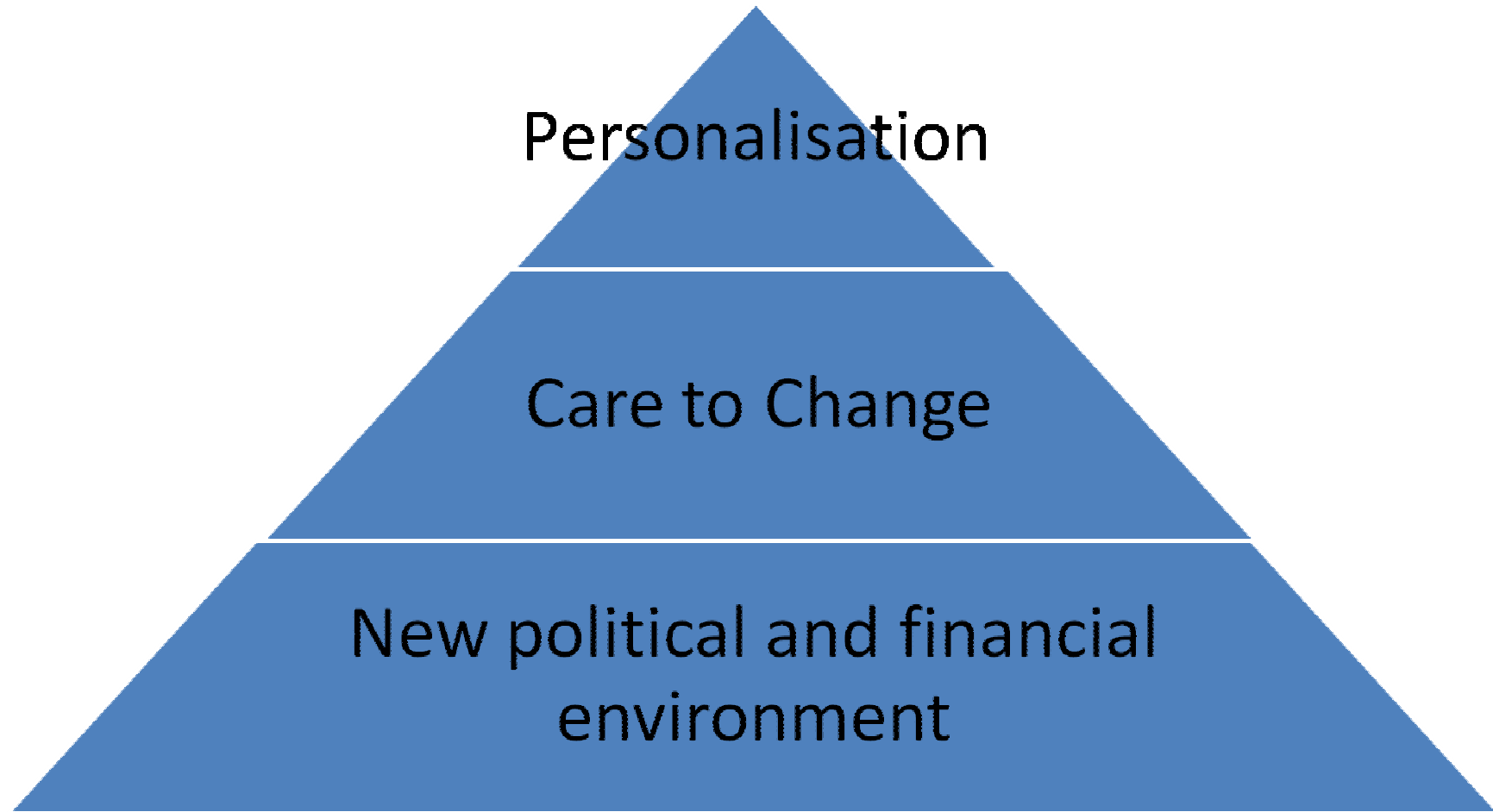


Transforming Social Care

A Provider Perspective

Jonathan Teshola

Three key challenges



Where are we now?



What are the implications for providers?

Business growth and development

- Old school providers relying on traditional services via traditional commissioning are going to struggle to grow
- The landscape is shifting no matter what, go with it or get left behind
- Decreased dependence on Local Authority tenders, spread your business risk. Tesco would never have been this successful if they relied too much on single source customer base
- The new political agenda will more than ever lead to local authorities looking to third sector providers to provide value for money and innovative services

Personalisation

- Something we should all be doing anyway as basic good practice
- Deal with individual customers face to face
- If not already done, use this agenda to inform value base and business planning process

The primary aims are:

- Give people what they want, where and when they want it – be responsive
- Work with local commissioners to help develop the services they want/need
- Work in partnership
- Understand and commit to concepts such as throughput
- Provide dynamic, fluid services
- Provide value for money

Who are Delos ?

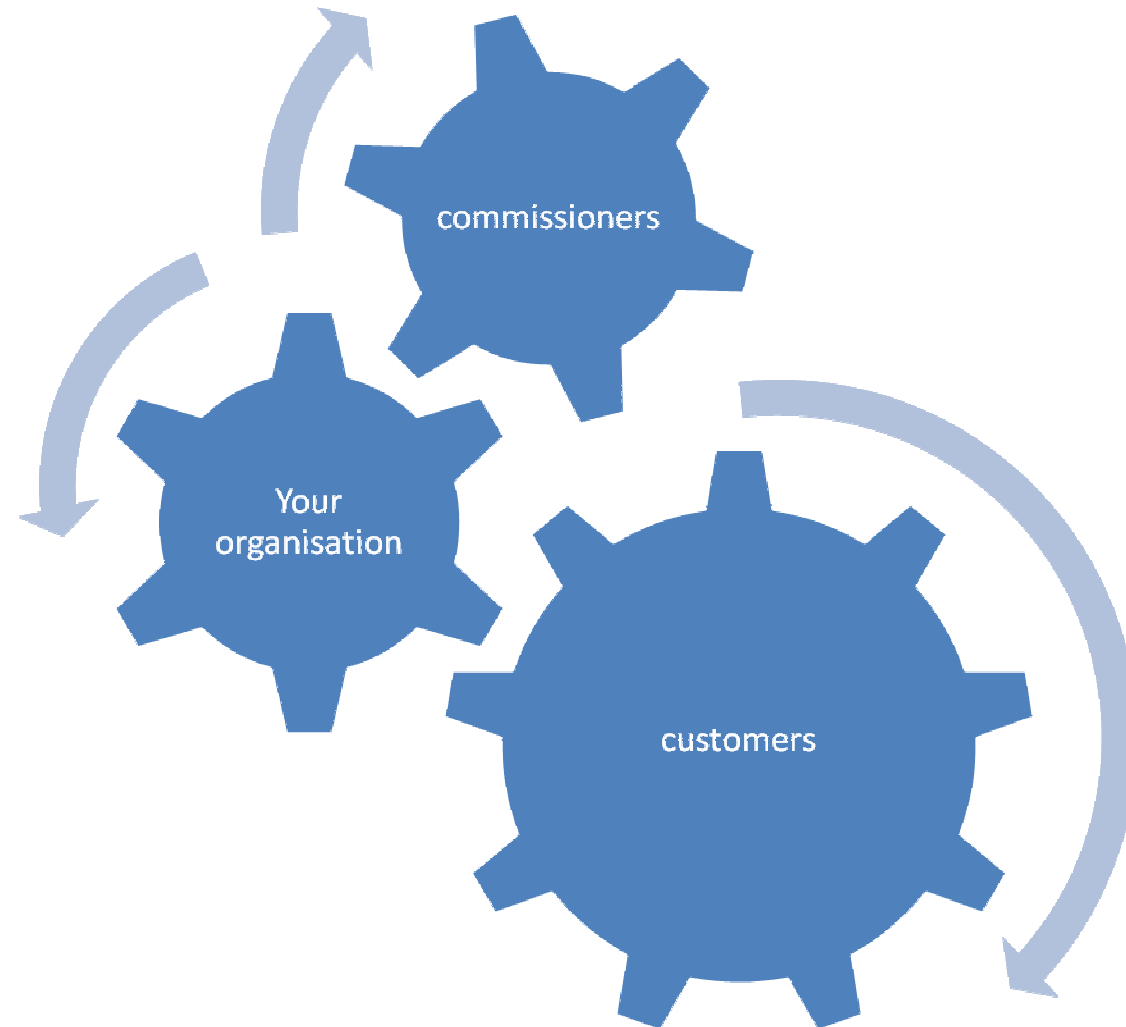
- Local 3rd sector provider for people with LD and associated MH issues based in Northamptonshire providing a wide range of residential and community based services
- Has been operating for 30 years
- Delos has grown significantly in the last 5/6 years
- Is committed to the core values of
 - Equality
 - Empowerment
 - Inclusion
 - Person centred approaches (PCP)
 - Conflict resolution



How Delos met the challenges

- Ensured there was focussed and inspirational leadership
- Made sure our business plan was aligned to core values and communicated this with all in the organisation. Know your reason for being
- Understood how these values and plans come together with the agenda for change
- Spent time and energy developing good working relations with others including local commissioning teams. Remember, above all else, this is a people business
- Developed potential / actual partnerships
- Changed the culture of the organisation – do you get it ?!!!!
- Learned to celebrate success
- Got the media involved
- Worked hard to get much better user involvement
- Began to take a lead role in identifying the best practice solutions to service requirements
- Established a strong interdependent relationship with the LA

Work to mesh all of your ideas together



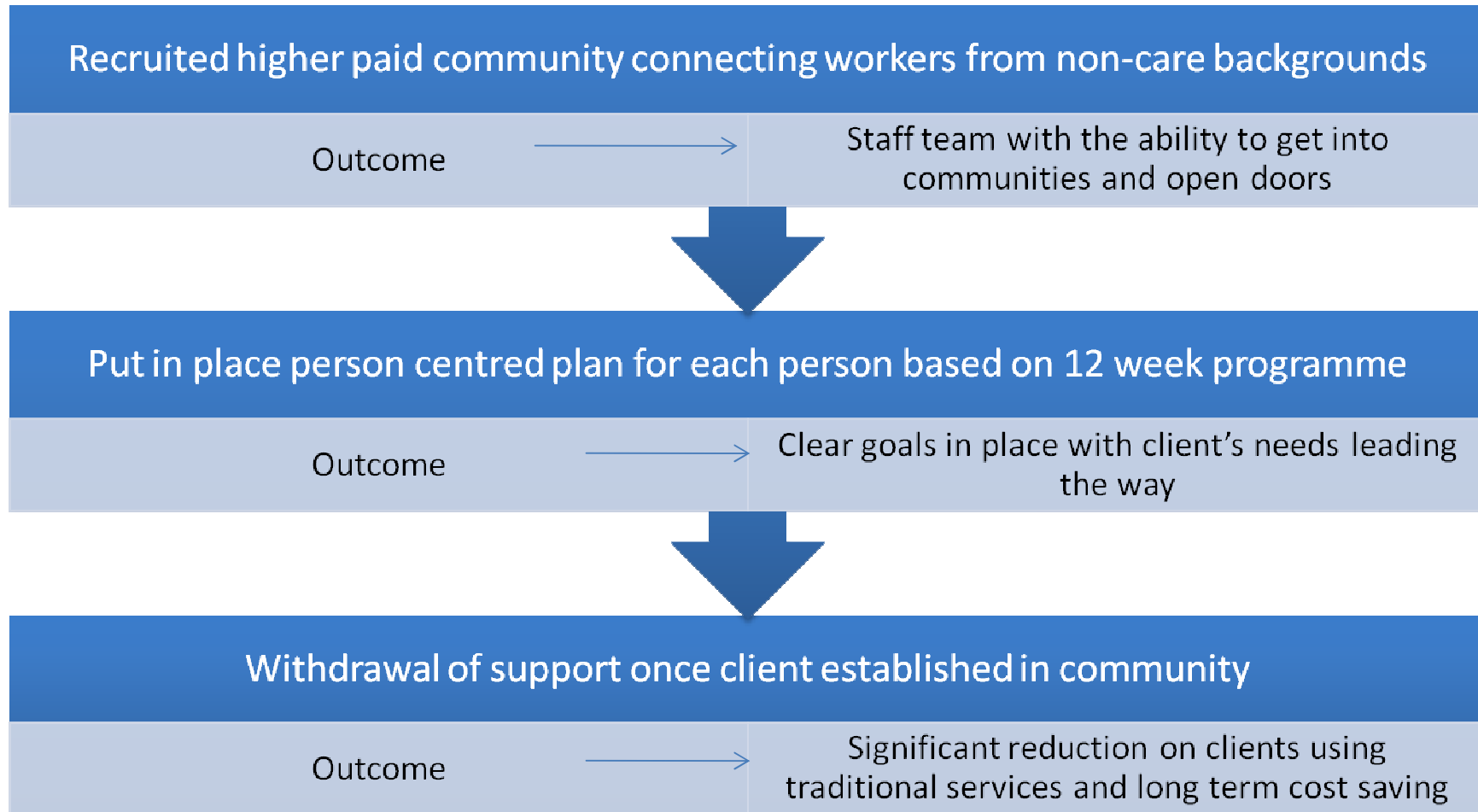
- Became members of various local working parties and strategic planning teams
- Began to focus on securing small specialist tenders
- Became smarter at networking
- Invested in formally restructuring the organisation to accommodate direct customer working, individual budgets etc :

- ✓ *Accounts and invoicing*
- ✓ *Marketing*
- ✓ *Contracts*
- ✓ *Accountability*
- ✓ *Recruitment*
- ✓ *Training*
- ✓ *Flexible staff teams*

Community Connecting Project



Process and outcomes



Third sector providers are the future.
Understand this agenda for change,
embrace the opportunity it offers and
get your whole organisation believing
in and working to meet individual
needs through personalisation.

