

NDTi Insights give you the most important bits of learning from a piece of work by the National Development Team for Inclusion (NDTi). We aim to make them quick to read; they point to more detailed materials for those who want more information.

Families and Personalisation

Who should read this?

Information about the project will be of interest to families, people supporting families, local authorities and people providing services.

Background

Based on our work with families, the NDTi and Dimensions identified a need to explore how families were being involved in the personalisation process. The project was funded by Dimensions, delivered by the NDTi and worked in 3 sites. We will be making the project available to more sites.

Purpose of Report

The main aim of the project was to identify ways for working with families so that they and their family members get better lives and more choice and control. We hoped that the outcomes would influence how local authorities and service providers work to promote and deliver personalisation.

Plain English summary

The NDTi worked in three sites with families of children and adults with learning disabilities. We wanted to learn how to help people have more choice and control of their money and services.

We found that local authorities need to change how they work with families. They need to spend time giving families good information and to help them meet other families who have done interesting things. Families want information about planning, money, services and getting the whole family involved.

Services need to work better with families so that the families are more in control.

Main findings

- *We are not seeking to speak for the experience of all families but to offer some learning and suggestions from those involved in the project*
- Engagement with families to date is not working for many families. They are not receiving the information, inspiration and guidance they need to understand and make best use of personalisation
- For some families, personalisation needs to start with help and encouragement to build a personal support network (Circle of Support)
- Supporting families to think about personalisation needs to offer a whole process approach that includes a chance to explore the now, thinking about changing needs in the next few years, planning and identifying support options.
- The information given to families is not always accurate and independent
- The experiences and stories of others helps to inspire and inform but these need to include a more diverse range of families to represent people with different ideas and aspirations, confidence, family situations and social capital. Stories need to include people of different ages and with very different support needs. The best examples are as local as possible.



Further NDTi Insights:

Also available in our Insights series:

[5 Short Breaks for Disabled Children and their Families](#)

[12 Commissioning for Inclusion Materials](#)

[8 Independent Living Strategy projects](#)

[11 Commissioning Employment Supports](#)

If you are interested in any of the above Insights, please go to: www.ndti.org.uk/publications/ndti-insights

For more information, please contact Bill Love at the NDTi for an informal discussion at Bill.love@ndti.org.uk.

Further information about the NDTi is available at www.ndti.org.uk

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Main findings – continued

- The availability and style of local services may not be encouraging people to be creative in the planning and use of personal budgets
- Families knew little about existing services providers and the information that was available was often not what they wanted. Given the opportunity families explored providers recruitment methods, staff supervision and training, profit/surplus
- Existing family support networks were not always positive about personalisation and welcoming to families wanting creative community based options. Some of the families involved in the project have established new support networks

Conclusions and key messages

For personalisation to be successful and to reach as many families as possible we suggest that....

- Local statutory agencies should review how they are providing information to families about personalisation starting by asking about their information and process needs
- Local statutory agencies ensure that the people working with families have access to current and best practice information and have a commitment to working in family centered ways
- Information about personalisation needs to be more local and to reflect the experiences, circumstances and aspirations of more families.
- Service providers understand the opportunities raised by working in real partnerships with families both in the design and delivery of services and to actively
- Local authorities work with all families to build better access to family support networks.