

Case Study: Derby City Council

Transformation in Social Care.

The importance of asking the right question

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The Approach:

Under new leadership in 2010, the senior management team committed itself to developing and implementing an authentic approach to personalisation. We started from a belief that the right question to ask people was not, “what service do you need” but “what makes a good life – or a good day – for you.”

Key achievements:

- All of our customers not living in residential or nursing care have a personal budget and 42% of these take this as a direct payment (compared with 26% nationally)
- We’ve closed outdated day centres and other traditional services and instead helped people to exercise choice and control over their support through their personal budgets
- We’ve transformed an existing adult family placement service into a modern shared lives scheme offering daytime support, short breaks and longer term community living – including older people with dementia and people with high support needs
- We’ve adopted the individual placement and support approach to assist people with mental health needs back into work
- We’ve drastically reduced the numbers of people of working age admitted to residential care (3.2/100k compared with 14.2/100k nationally) and of older people (602.9/100k compared with 725.6/100k for similar councils)
- We created an ordinary lives team to systematically move people of working age out of residential care into their own home

