

Derbyshire County Council: Co-producing personalisation in social care

The Stakeholder Engagement Team at Derbyshire County Council helped co-produce their new personalisation programme.

Derbyshire County Council wanted to develop new ways of engaging with local communities. To support this, one thing the team did to co-produce their personalisation programme was create a Project Board.

Representatives were identified through Derbyshire County Council's Community Map, a resource the team had previously developed. They contacted local voluntary groups, user organisations and forums. They also invited service users, carers and external stakeholders who had shown an interest in personalisation.

The Board draws on members from a wide range of backgrounds and includes people with a broad range of communication and support needs. It uses a red and green card system, colour coded documents and a regular 'Jargon Buster' item to ensure all members can have their say.



The Project Board set its terms of reference and a statement of involvement at the beginning. This meant members had clear idea of what was required of them.

Projects working within the Derbyshire County Council's personalisation agenda came to the Board to gather their views, help shape the project and contribute to goals.

Achievements have included:

- the development of a promotional DVD about the council's first steps towards personalisation
- the redrafting of a leaflet on self directed support and personal budgets for service users
- securing stakeholder representation on all other project boards
- supporting three well-attended conferences on personalisation for BME communities, people with a dual sensory loss and mental health service users.

The Board is made up of individual service users, carers, service providers and representatives from local groups, including:

- Derbyshire Centre for Independent Living
- Derbyshire Voice (a mental health organisation)
- Derbyshire Friend (a lesbian, gay, bisexual and transgender support organisation)
- Learning Disability Partnerships
- Dual Sensory Loss Forum
- Black and Minority Ethnic (BME) Forums
- 50+ Forums
- British Legion

The Board has a flexible membership and has grown from around 10 people to over 40 representatives who bring their own expertise by experience.

Spotlight on a board member

John Jennings is a service user who works with the Stakeholder Engagement Team. He has helped co-produce Self Directed Support, the council's promotional DVD, and is now helping to train ten more Derbyshire-based Citizen Leaders.

Find out more online: www.citizenleaders.org