

Bi-Borough Personalisation team

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Head of Personalisation

ASC&PH PERSONALISATION



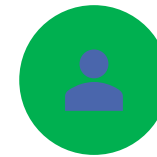
Strategy and work plan



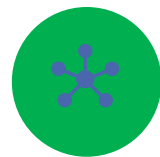
Change the **culture** internally and externally - training and development, on line tools, regular surveying & forums



Build up the market to ensure that it is **vibrant** and ready for people to make their own choices



Improve the financial products and Direct Payment system so people can truly exercise choice and control



Build networks and platforms for service users and providers to provide **feedback** on what is happening and increase collaborative working



Find creative ways to **quality** assure working closer with the user and stakeholders



Infrastructure: Improve care and support delivery. Develop policies and procedures



Remodel the **Digital** offer - build an end to end platform



Better working with **Health** to take a whole system, approach - to shape how Integrated Personal Budgets will work



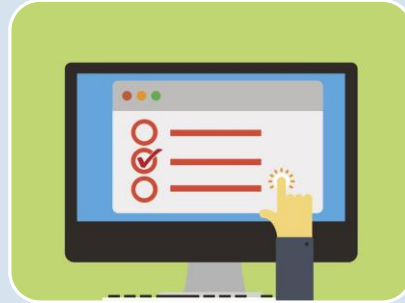
Change **IAG** – user led and designed, full range of options

ASC Digital Programme

What Are We Going To Deliver?



New ASC Website



Self Service E-Forms



Digital Marketplace and E-Wallet

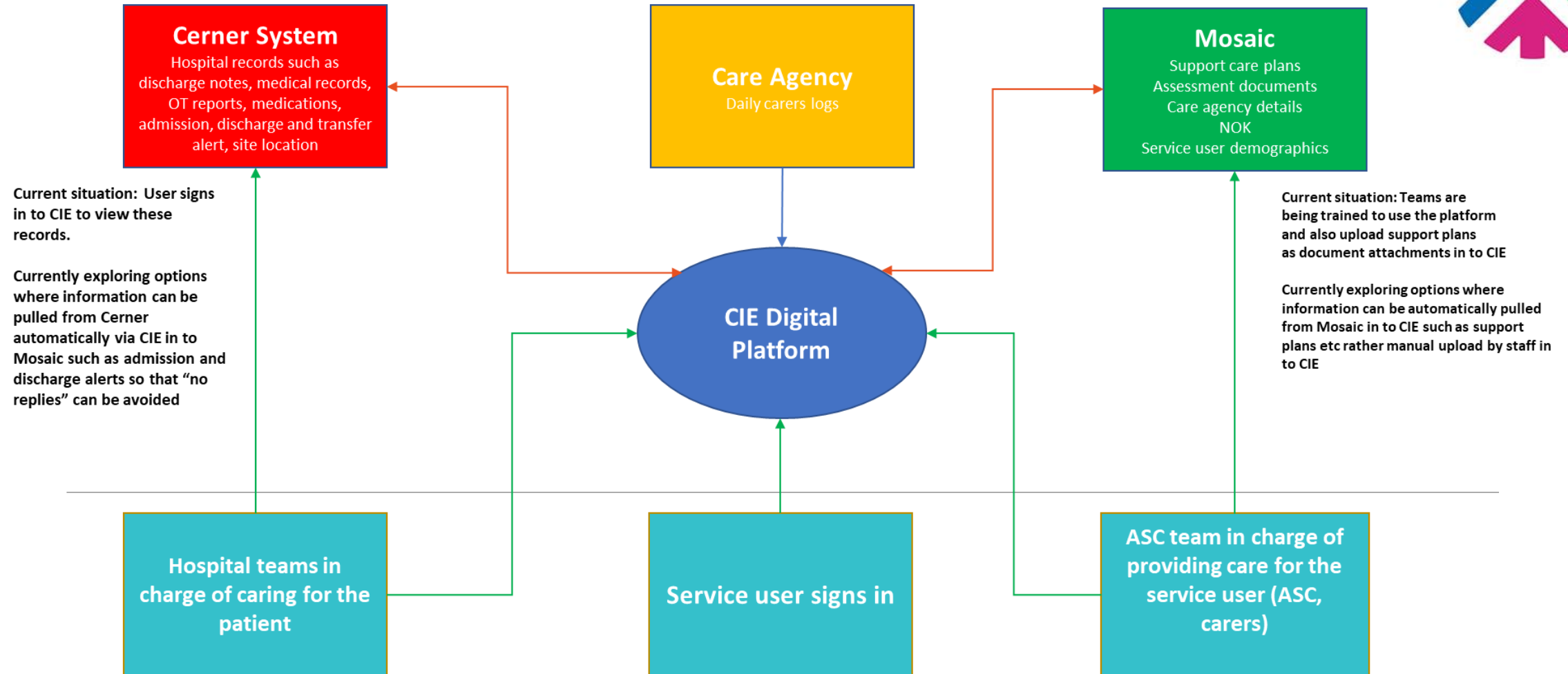





Mobile Working Solution



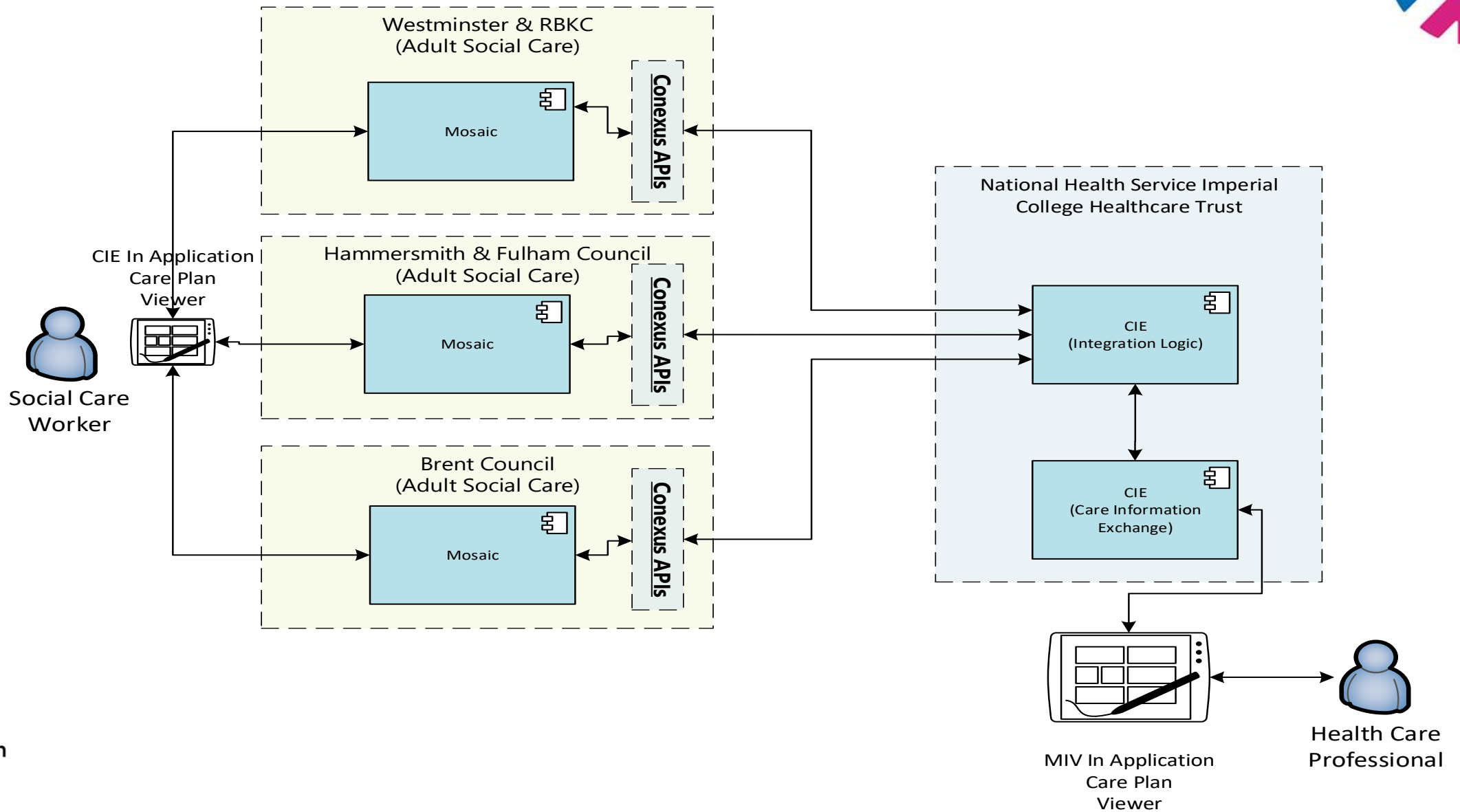
Predictive Analytics

CIE INFORMATION DESIGN



KEY:
 Two way information feed 
 One way information feed 
 Points where user can sign in to access info 

Proposed Local Solution



Prepaid Cards Contract

- Current contract is with Prepaid Financial Services Ltd and due to end in on 31st August 2020
- Roughly 1200 cards in circulation in the Bi-Borough
- Working with procurement and all service areas to analyse what the cards are currently being used for and potential future requirements
- Reviewing pros and cons of the cards to scope improvements. This includes service user involvement
- Looking at all procurement options

Direct Payments

Low uptake in residents receiving a Direct Payment.

WCC – 26%

RBKC – 31%

Next years target – 45%

DP Strategy

- Capacity (DP Advisors, Business Analyst, Business Support)
- Training for operational staff
- Information (People First, Literature, External Promotion)
- Brokerage Service
- Policy
- Policy Changes
- Close Council Managed Accounts
- PA Register
- Employment Support
- DP's for Equipment
- Training for PA's
- DP User Group
- Date and Reporting