



## **Investing in Resilience and Inclusion**

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**Briefing 1**

# **Briefing 1: Explaining person centred integration**

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This briefing is one of four we will publish in the coming months.

**Briefing 1:**  
Explaining person centred integration

These resources are published separately as we are aware that different audiences will want to explore this issue in different ways; together the four guides will set out our thinking, how we see this approach working, what it means for services and people and to provide a simple and straight forward overview of the whole issue.

There are many people contributing to this debate from many different perspectives and with many different views.

Our particular interest is in how we can promote full inclusion for people of all ages who need additional support, but we are clear that this is one strand in a wider debate about the future of our public services. We hope that you find it useful.

**Briefing 2:**  
A whole life, whole family approach to integration (Mohammed's story)

**Briefing 3:**  
Delivering a person centred approach to integration

We see this as a set of publications which contribute to the growing understanding that massive system redesign which lacks the voice of people of all ages will fail to deliver the transformation aspired to by so many for so long.

**Briefing 4:**  
A simple guide to person centred integration

# Introduction

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Consider a child and their family where all three services (education, health and social care) are involved as a result of complicated support needs and the challenges this presents to the family.

**Historically, education focuses on learning and achievement, social care on family and home life and health on curing or managing ill health.**

In the past all too frequently this split has led to 'discussions' about whose responsibility it is to support the child and their family at certain times of the day or with certain aspects of their support package.

If we now take as our starting point the specified outcome, for example 'getting the rest I need' and the manifest benefits of working to make sure everyone in the family gets the rest they need – rather than a historic, service-defined set of responsibilities - then things look very different: there are no turf wars because all those involved are working to help the family get their rest; there is no question of whose responsibility this is – it is in fact clearly everyone's responsibility and all concerned make their own contribution to whatever extent and in whatever way they can .

- If a child sleeps well they will be able to engage in learning and hence have a better chance of achieving their learning outcomes, they won't be falling asleep all day
- If mum and dad get a good sleep and are able to share the same bed then they are better placed to nurture their own relationship and to build and maintain appropriate physical and emotional boundaries with their son or daughter, to provide them with the support they need; and will be happier, healthier and thus able to focus at home and at work giving them more energy both to enjoy life and to look after others in the family.
- A focus on 'Getting the rest you need' creates a more resilient caring and nurturing family life at home, it promotes engagement and achievement at school and work and it invests in long term caring relationships and health and wellbeing for all.

# Introduction

**Continued**

**The same applies to other outcomes: to food and nutrition, mobility and exercise, personal care, getting and keeping friends, and so on.**

It applies equally to adults as it does to children: to working age people with mental health issues or physical impairments and to older people with physical frailty, sensory impairments or issues about memory and cognitive function.

**If we continue to apply common (person centred) sense we might ask the question:**

**does it really matter which public pot the funding for such support comes from?**

If a child is able to participate (to not fall asleep at school) and to achieve learning outcomes then 'education' professionals have to acknowledge that a good night's sleep is as important to them as it is to those responsible for social care or health; if a family are able to build and sustain long term caring relationships with a young child who is diagnosed with (say) a neurological condition then this is important both for the here and now for that young child and also as they grow and mature and move into the remit of adult care; and if the family have a generally healthy lifestyle and they report good levels of 'emotional well-being' then this will undoubtedly have health benefits and will reduce their call on the NHS.

Our current system of services, silos, separate budgets and differentiated accountability and governance is simply not set up to be person centred, it is not set up to focus on whole life outcomes and it is not well able to manage diminishing funding in the most efficient way.



# Introduction

**Continued**

**So this and the accompanying papers set out to outline and explain a person centred approach to integration and service delivery.**

**They do this in a number of ways:**

- By exploring the concept of resilience: what does this mean for families and individuals today; how can we build resilience; and in what ways does resilience underpin what we refer to as our real wealth?
- By exploring the importance of community; by proposing that the inclusion of people in the life of their community is both a source of wealth for that community and a source of wealth for the individual.
- By proposing that we find resilience through our inclusion; and achieving this is one of the key goals of integration. Resilience resides in our ability to join with others, that is to be included; to make relationships, to reduce the isolation we feel, to meet and contribute alongside new people who become part of our own network.

That the promotion of this resilience through inclusion must, we suggest, be precisely the focus for the new person-centred, integrated public services we are striving to build.

We see this relationship between resilience and inclusion as the underpinning dynamic of person centred integration. It firmly positions each and every individual person and family served, within their own culture, with their own identity, that is their own dreams, wishes and aspirations, indeed their own plan ; and it positions their friends, their wider family, their community and relevant professionals as working together to support them in expressing these things.

Further, in centring on resilience and inclusion it challenges all to move away from seeing a match between an identified need and a service, rarely are exclusively 'service solutions' the best or most efficient way of supporting someone.

## **Re-evaluating our concept of wealth**



# Re-evaluating our concept of wealth

**For some years In Control has championed the concept of real wealth. This is a simple but powerful way of thinking about our lives as community members, each with our own identity and our own history.**

Critically the concept of resilience provides the central organising peg for real wealth. It helps show in particular that our 'wealth' is so much more than how much money we have.

We have similarly sought to describe community wealth, to help show that communities too have riches that are more than simply economic.

What we would now like to propose is that these two types of wealth (the personal and the collective) are inter-related and interdependent.

The way in which we recognise a wealthy community is through the identity of its members, who they are and what they do with others.

**All of this is illustrated in the diagram below.**

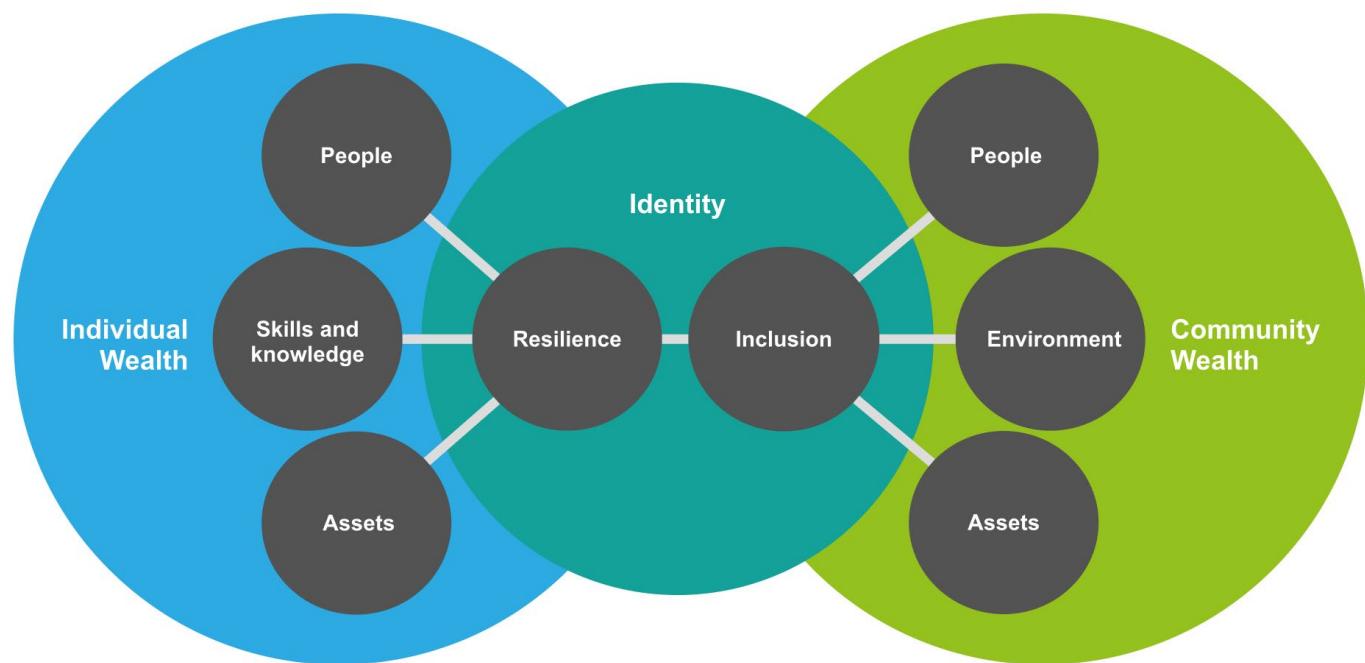


Figure 1: The real wealth of the nation

# Re-evaluating our concept of wealth

**Continued**

**With any notion of wealth the other side of the coin is of course “poverty”; just as we are not all financially wealthy, equally we do not all have real wealth or find ourselves living in places or circumstances where we can benefit from community wealth.**

It is important that we don't pretend to ourselves that we can ignore economic issues and financial poverty and hope to simply substitute these other forms of wealth: people still need money for food and heating and for decent housing, but we suggest that by taking a wider view of wealth we also take a wider view of poverty. Many children, young people, families and adults who need additional support from public services have poverty in both the narrow and the wider sense and the two compound each other: perhaps the environment they live in is isolated or run down, maybe they themselves because of their support needs have become isolated or cut off from people and this isolation contributes to their need for additional support.

So, far from an argument that we can safely ignore the financial poverty so many of our fellow-citizens face today whilst paying attention instead to “other factors”, our analysis in fact suggests that a truly integrated public service would assist each individual to address all aspects of their situation in a balanced way, providing them with financial help in terms of an integrated personal budget whilst encouraging connection with community through participation.

## **My personal wealth**

The resources in my life I have to draw on, which make me 'me', which give me strength and income, happiness, health and fulfilment:

### **Skills and knowledge**

The skills and knowledge I have / am learning which enable me to communicate, look after myself, seek and gain employment, relate to people and build relationships

### **People**

The important people in my life, my family, friends, neighbours, work colleagues, fellow pupils and students, my peer group

### **Assets**

Of all varieties; home, garden, car, money, income

### **Resilience**

My strength, values, what keeps me going when things are tough and challenging, my beliefs,

## **My identity**

The identity of a community is shaped by the identity of the participants and an individual's identity shapes who they are. The communities they are part of contribute to their sense of who they are.

Our identity brings together our resilience and our real wealth with the wealth within our communities through inclusion.

## **My community's wealth**

The resources that together define a community, that contribute to a community, that shape it, how inclusive or exclusive it is, the combined contributions of all the members of the community include:

### **Environment**

The built, physical, political, geographical, accessible, business and green environment

### **People**

The sum total of people involved, the wider networks of which they are part

### **Assets**

The community's assets; community buildings and places, community budgets, council tax revenue, council/public/charitable income

### **Inclusion**

Central to any community...increasing inclusion increases the wealth of the community, a wealthier community increases inclusion



**Investing in resilience, increasing opportunities to participate, respecting people' own identity, that is 'investing in the real wealth of the nation' has to be the central axis of integration.**

# A person-centred approach to integration

**We have set out our view of why we need this. This mirrors the work of the 'Integrated personal Commissioning' programme, funded by NHS England.**

## **Put simply this work is seeking to see:**

- Services moving away from working in silo's, removing barriers and different approaches / working practices; and instead concentrating on work with individuals and those closest to them.
- Individuals and those closest to them in control of their support and funding in ways that helps them to achieve their agreed outcomes and to live a life which makes sense to them and to their loved ones.
- Developing a whole-life approach which takes full account of the stated outcomes of all family members, regardless of age and which works with them individually and collectively to achieve these.
- People who need additional support having one access point, one person to co-ordinate their support and one plan setting out how that support, will work. The plan will draw and build upon the real wealth of individuals as well as the wealth of their communities.

Investing in resilience, increasing opportunities to participate, respecting people' own identity, that is 'investing in the real wealth of the nation' has to be the central axis of integration.

Any deviation will simply see large investment in system change but little discernible change in people's actual everyday experience of support and what it might mean for them.



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