



up2us

PROJECT

Responding to personalisation

Increasing the purchasing power of social care and support users through collective purchasing

About up2us

Up2us is responding to the new Personalisation agenda, by developing and testing approaches that encourage individual budget holders to jointly purchase care and support, facilitated by housing organisations.

Up2us seeks to find solutions to two key concerns:

- individuals' lack of power to impact on the development of new services and to drive up quality of existing services for social care and support; and
- the fear that new and existing service provision is unsustainable due to fragmentation of the market putting at risk economies of scale

How is it working?

Six partnerships of housing and support providers are using their resources and expertise to help social care and support users to build local purchasing groups. They are developing wider partnerships with other organisations, such as user led organisations and independent advocacy, to ensure that service users have access to the support and resources they need to be in control.

Pilots

Barking & Dagenham - Hanover Housing Group
Kensington & Chelsea - Yarrow Housing & Equal People

Kent - Porchlight, MCCH Society

Knowsley - Richmond Fellowship

Norfolk - Broadlands, Saffron Housing Trust, Norfolk County Council

Oxfordshire—Stonham, Advance

Key successes

- New user led cooperative established in K&C for adults with learning disabilities
- People with mental health problems collectively purchasing gym equipment in Knowsley
- New website for social care users in Oxfordshire and Knowsley to facilitate connection and collective action
- New tenants groups in sheltered housing collectively commissioning repair service
- Adults with learning disabilities and their families and carers in Kent collectively purchasing and training with new internet technologies
- Disabled people in Norfolk preparing to recommission night time support

How will it help?

The pilots all focus on increasing the purchasing power of people with Individual Budgets, Direct Payments and their own resources, enabling them to act collectively and purchase the care and support they require. This will help drive up service quality, stimulate growth of new services and ensure that as individuals they have a stronger voice in the new social care and support market. The pilots are also demonstrating how service providers can respond to the challenges that personalisation brings.

Learning lessons

Throughout the project we have been learning important lessons, sharing them widely and encouraging others to do the same. The project is being evaluated by the New Economics Foundation. We have produced an interim evaluation which is on our website. We have established a wider learning group for those who want to share in the learning as it emerges. You are welcome to join this.

Highlights from our interim evaluation include:

- Personalisation is under developed in all the up2us localities - the pace of change varies considerably
- There are extremely low levels of preparedness for personalisation in all of the areas
- Most of the projects had little or no significant existing mechanisms through which they regularly met, spoke with and listened to those affected by their work
- Each up2us pilot site has had to develop ways to support staff, develop local champions, and ensure there are resources to resolve practical challenges



About HACT- the housing action charity

HACT is a national charity that exists to improve the wellbeing and living conditions of poor and marginalised people. Our projects deliver lasting change by harnessing the energy and enthusiasm of local people, housing providers and other organisations. We provide the expertise, know-how and new resources to make change a reality. We invest in work that benefits local people but has national resonance and influences national housing policy.

How can I get involved?

To become involved with this project please contact HACT



hact.org.uk



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