



## Creating the Infrastructure for Self-Directed Support

# Personalisation: Third Sector Are You Ready?



Tuesday 29<sup>th</sup> June 2010

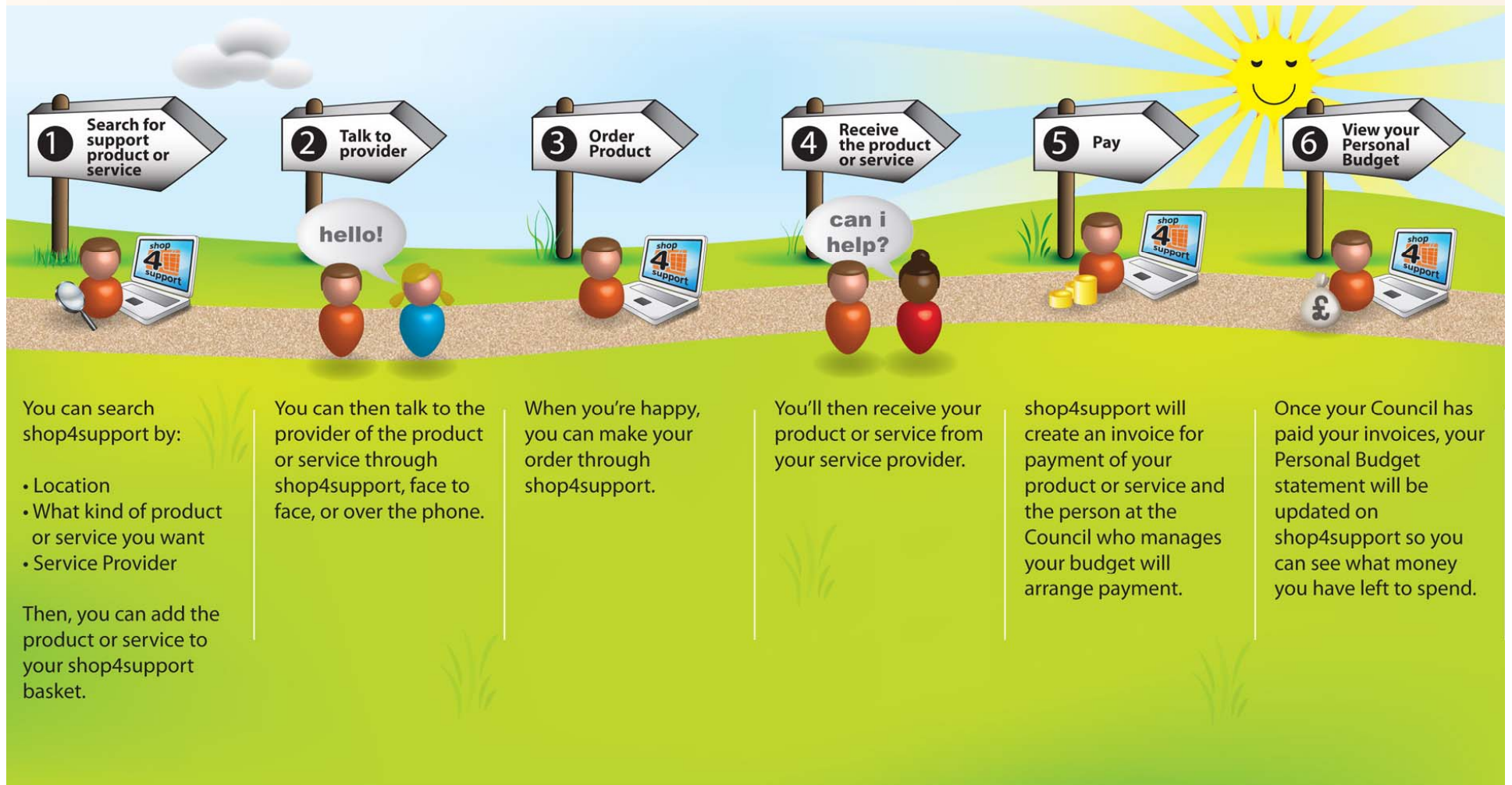
**In\*Control**



## Third Sector Are You Ready?

‘How would shop4support help my organisation market and deliver services in the personalised world’

# Six Steps to Personalisation



# The challenges for In Control...

## Individuals

- *How will people find services?*
- *How will people physically spend the money?*
- *How will people manage the money?*

## Service Providers

- *How will they market themselves?*
- *How will they deal with individuals?*

## Local Authorities

- *How will they address the above?*
- *How will they manage the market?*
- *How will it be affordable?*

Be **In\*Control** @



The personalisation agenda provides real scope for giving people true choice and control over their lives.

With this comes a need for the development of a retail market; a place where needs and services can be exchanged locally, regionally and nationally in an efficient and effective way.

However, a project of this size demands highly complex support systems that satisfy the requirements of all stakeholder groups – local authorities, providers, brokers and, most importantly, individual consumers.

Needless to say, it is a tall order for even large authorities to tackle....

enter **shop4support**.



# Meeting the Needs of ALL Stakeholders



## Delivering Sectorwide Outcomes

- Choice & Control
- Social Capital
- Commissioning & Market Management
- Safeguarding
- Brokerage & Budget Management
- Cashable Efficiencies

The personalisation agenda provides real scope for giving people true choice and control over their lives. With this comes a need for the development of a retail market; a place where needs and services can be exchanged locally, regionally and nationally in an efficient and effective way. However, a project of this size demands highly complex support systems that satisfy the requirements of all stakeholder groups – local authorities, providers, brokers and, most importantly, individual consumers. Needless to say, it is a tall order for even large authorities to tackle...enter **shop4support**.

# Services x 2



*Local eMarketplace*

*MyAccount - Budget Manager*

*MyLife - Social Networking*

1

LA Citizen Portal

2

Service Provider



*eCommerce Store*

*Contract & Catalogue Mgmt*

*Ordering & Billing System*

Be In\*Control @



The personalisation agenda provides real scope for giving people true choice and control over their lives. With this comes a need for the development of a retail market; a place where needs and services can be exchanged locally, regionally and nationally in an efficient and effective way. However, a project of this size demands highly complex support systems that satisfy the requirements of all stakeholder groups – local authorities, providers, brokers and, most importantly, individual consumers. Needless to say, it is a tall order for even large authorities to tackle...enter **shop4support**.

# What are the key issues for providers?

<b>RAS inequality</b>	<b>LA market management approach</b>	<b>Cost pressure</b>	<b>Lack of direction</b>
<b>ISFs</b>	<b>Safe-guarding</b>	<b>Funding</b>	<b>Unit costing</b>
<b>Workforce</b>	<b>Income Security</b>	<b>Service Redesign</b>	<b>PB rollout</b>
<b>Marketing</b>	<b>Back Office</b>	<b>Credit Risk</b>	<b>Competition</b>

Be **In\*Control** @




*Alongside the benefits and clear opportunities, Service Providers report a broad range of issues and concerns in response to personalisation.*

*Based on our experience and research by ECCA, we have listed a number of these.*

*shop4support helps address those in orange and partially helps address those in amber.*

A taster of shop4support ...

[www.shop4support.com](http://www.shop4support.com)



Copyright © shop4support

# Welcome to shop4support



[Login to your account](#) | Not a member? [Sign up for free here](#)



- HOME
- SEARCH & SHOP
- MY COUNCIL
- MY LIFE
- MY ACCOUNT

You are here: Home

0 Items in Basket

 <b>Need Help?</b>	 <b>Search &amp; Shop</b>	 <b>Featured Store</b>
 <b>Sign Up</b>	 <b>Newsletter</b>	 <b>Plan My Support</b>

**Secure login**

Username:   
[Forgotten your username?](#)

Password:   
[Forgotten your password?](#)



shop4support's new, more cost efficient Citizen Portal for Local Authorities



Get the latest news about shop4support and social care direct to your inbox with our newsletter

## News

[Disabled archer targets Welsh able-bodied Games team](#)  
24.06.10

[Budget 2010: Tougher disability allowance test to reduce claimants](#)  
24.06.10

[Ring-fence social care like the NHS, campaigners urge](#)  
18.06.10

[« Previous](#)

## A Social Enterprise

shop4support is a unique online service which is at the forefront of facilitating a transformation in social care by:

- Enabling the widespread adoption of Personal Budgets.
- Creating a retail market for social care services and products.
- Managing all administrative processes from ordering and invoicing to personal budget management and supplier catalogue management.

# Creating Local Markets

The screenshot shows the shop4support website for Harrow Council. At the top, there is a navigation bar with links for HOME, SEARCH & SHOP, MY COUNCIL, MY LIFE, and MY ACCOUNT. Below this is a login section with a link to 'Login to your account' and a link for 'Not a member? Sign up for free here'. There are also accessibility icons for font size and contrast. A breadcrumb trail indicates the user is at Home > My Council > Harrow. The main header features the Harrow Council logo and the text 'shop4support with Harrow Council', along with links to Home and Find Local Groups & Activities. A search bar is present with a dropdown menu for 'All categories' and a 'Search' button. The main content area contains five large buttons: 'Need Help?' (with a question mark icon), 'Search & Shop with Harrow' (with a shopping bag and magnifying glass icon), 'Find Local Groups & Activities' (with a group of people icon), 'About Us' (with the Harrow Council logo), and 'Featured Store' (with the LinkUp logo). To the right of these buttons is a 'Latest news' section with three links: 'Money and Me: Community Link Up's money workshop for people with learning disabilities', 'Celebrate Harrow Learning Disability Week', and 'Visit Harrow's shop4support stores - now online!'. At the bottom, there are four columns of links: Home (Contact Us, Need Help, Sign Up, Newsletter, Press & Publications, Partner Programme, Terms of Use, Ethical Values, Accessibility Statement), Search & Shop (Search Products & Services, Find a Company, Local Groups & Activities, My Basket), My Life (Editor's Blog, Forum, Shared Stories, My Activities, Plan My Support), and My Account (My Details, My Orders).

shop4support's Community Catalogues are an area within shop4support managed by a Local Authority to promote free services and products within the local community.



# Online Stores

The screenshot shows the shop4support website interface. At the top, there is a navigation bar with links for HOME, SEARCH & SHOP, MY COUNCIL, MY LIFE, and MY ACCOUNT. Below this is a search bar and a section for Harrow Stores. The Harrow Stores section features a grid of six service providers, each with a logo, name, description, and a 'Shop now' button. A sidebar on the left lists various categories of services.

**shop4support** | HOME | SEARCH & SHOP | MY COUNCIL | MY LIFE | MY ACCOUNT  
Login to your account | Not a member? Sign up for free here

You are here: Home > My Council > Harrow

shop4support with Harrow Council | Home | Find Local Groups & Activities

Search for items within this store | All categories | Search

Enter your postcode | Find

## Harrow Stores

Welcome to the Harrow stores. You can browse these stores to find information about products and services to in Harrow.

- AGE Concern**  
Age Concern Harrow is a voluntary organisation working to improve the quality of life for older people living in Harrow.  
[Shop now](#)
- ashiana Charitable Trust**  
Supporting and empowering young people and children with learning disabilities.  
[Shop now](#)
- Aspire Leisure Services**  
Supporting people with spinal injuries  
[Shop now](#)
- Caremark (Harrow)**  
The mark of excellent care.  
[Shop now](#)
- CTMD Group**  
Promoting health and wellbeing through self-expression and creativity using the body.  
[Shop now](#)
- harpers Harrow Leisure Centre**  
Harrow Leisure Centre, where we firmly believe in being big on fitness, no matter who you are!  
[Shop now](#)

Accommodation  
Adapted Products and Equipment  
Events, Education and Training  
Health and Therapy  
Help, Finance, Legal and Professional Services  
Lifestyle, Leisure, Culture and Community  
Mobility  
Nursing Care Services  
Personal and Domestic Support  
Repairs and

shop4support gives individuals anytime-anywhere free access to an extensive marketplace of products and services with efficiency savings and the high quality control of providers.

By selecting a store, individuals can find information about that provider such as:

- Different types of services the provider offers
- Other users testimonials, how they rated the service
- Who the provider is accredited by
- Prices for different levels of service

All are key pieces of information for the user in deciding on the right level of support

All categories

[Home](#) | [Visit our store](#) | [Workshops](#) | [Workshop Aims](#) | [Club Activities](#) | [Harrow shop4support Stores](#)

## About Us

Link Up has been working with people with learning disabilities in the Harrow area for 28 years. Many of our clients have not let their disabilities hold them back and are now more involved in their community. Some of the people we have trained are also working for local and national organisations. These workplaces understand their special needs and see them as important members of staff.

Our workshops are designed to meet the needs of our clients. They are run by our experienced and qualified team at Link Up helped by volunteers from the area. Our staff and volunteers often become good friends with our clients.

Clients with self-directed support plans can choose and pay for workshops themselves. Care homes can also book workshops for groups of people on self-directed support plans.



### Contact us

We are a 10 minute walk from Pinner Tube Station (Metropolitan Line) Buses H11 and H12 stop at Cannon Lane





### Please contact us on

2a Dawlish Drive, Pinner,  
Middx. HA5 5LN  
Tel: 020 8868 5808  
Fax: 020 8868 4923  
Email: [linkup@linkup.org.uk](mailto:linkup@linkup.org.uk)  
Please [visit our store](#) for more details




You are here: [Home](#) > [Search & Shop](#) > [Browse the Stores](#) > **Link Up (All categories)**

 [0 Items in Basket](#)



-  Events, Education and Training 
  - Training Courses
-  Lifestyle, Leisure, Culture and Community 
  - Advice (Financial)
  - Arts and Crafts
  - Education and Training
  - Entertainment and Leisure

# Link Up

We support and promote friendships between people with a Learning Disability and others in the Harrow community.



 [ [Print this catalogue](#) ]

 <p><b>Link Up</b> <a href="#">WORKSHOP 1- MOVE ON MOVE UP For people with learni...</a> <b>£20.00 each</b></p>	 <p><b>Link Up</b> <a href="#">WORKSHOP 10- MEDIA AND ME For people with learning...</a> <b>£15.00 each</b></p>	 <p><b>Link Up</b> <a href="#">WORKSHOP 11- HEALTHWISE! For people with learning ...</a> <b>£50.00 each</b></p>
---	---	---

You are here:

[Home](#) > [Search & Shop](#) > [Browse the Stores](#) > [Link Up \(All categories\)](#) > **WORKSHOP 10- MEDIA AND ME For people with learning disabilities**



0 Items in Basket



Events, Education and Training >



Lifestyle, Leisure, Culture and Community >

Search for products and services within this store

All categories

Search



## WORKSHOP 10- MEDIA AND ME For people with learning disabilities

Supplier:

Link Up [Visit store](#)

Price:

£15.00 each

Qty:\*

1

[Request this service](#)

### Product / Service Description:

Why should I do this workshop? It will teach you what TV programmes, films and DVDs are good for you to watch and which ones may be harmful. It is important that you learn to make good choices and get the most out of what you watch, including advertisements./  
What will happen on the workshop? We will teach you about different kinds of media and the good and bad things about each. You will get to talk about your experiences and thoughts about these types of media with other people on the workshop. You will also learn more about

# Creating Local Markets

The screenshot shows the shop4support website for Harrow Council. At the top, there is a navigation bar with links for HOME, SEARCH & SHOP, MY COUNCIL, MY LIFE, and MY ACCOUNT. Below this is a login section with a link to 'Login to your account' and a link for 'Not a member? Sign up for free here'. A 'You are here' breadcrumb trail shows 'Home > My Council > Harrow'. The main header features the Harrow Council logo and the text 'shop4support with Harrow Council', along with links to 'Home' and 'Find Local Groups & Activities'. A search bar is present with the text 'Search for items within this store', a dropdown menu for 'All categories', and a 'Search' button. Below the search bar are five main content tiles: 'Need Help?' with a question mark icon, 'Search & Shop with Harrow' with a shopping bag and magnifying glass icon, 'Find Local Groups & Activities' with a group of people icon, 'About Us' with the Harrow Council logo, and 'Featured Store' with the 'LinkUp' logo. To the right of these tiles is a 'Latest news' section with three news items: 'Money and Me: Community Link Up's money workshop for people with learning disabilities', 'Celebrate Harrow Learning Disability Week', and 'Visit Harrow's shop4support stores - now online!'. At the bottom, there are four columns of links: 'Home' (Contact Us, Need Help, Sign Up, Newsletter, Press & Publications, Partner Programme, Terms of Use, Ethical Values, Accessibility Statement), 'Search & Shop' (Search Products & Services, Find a Company, Local Groups & Activities, My Basket), 'My Life' (Editor's Blog, Forum, Shared Stories, My Activities, Plan My Support), and 'My Account' (My Details, My Orders).

Be **In\*Control** @



shop4support's Community Catalogues are an area within shop4support managed by a Local Authority to promote free services and products within the local community.

You are here: [Home](#) > [Search & shop](#) > [Local Groups and Activities](#) > [Harrow Council](#)

 [4 Items in Basket](#)








Enter your postcode  
eg. WN3 6PS



### Welcome to Harrow's Community Catalogue

[Click here to return to Harrow's homepage](#)

 [ [Print this catalogue](#) ]

-  Accommodation >
-  Adapted Products and Equipment >
-  Events, Education and Training >
-  Health and Therapy >
-  Help, Finance, Legal and Professional Services >
-  Lifestyle, Leisure, Culture and Community >
-  Mobility >
-  Nursing Care Services >
-  Personal and Domestic Support >
-  Repairs and Maintenance Services >
-  Transport >



Echo

[Harrow Inter Faith Council](#)



Echo

[Sure Start Childrens Centre - Grange](#)



Echo

[Headway](#)



London Kalibari

[Accompanied Visits - Monday to Saturday 8am - 11pm](#)



Echo

[Harrow Inter Faith Council](#)





Echo


[Sure Start Childrens Centre - Grange](#)



Enter your postcode  
eg. WN3 6PS


 [Accommodation](#) >

 [Adapted Products and Equipment](#) >

 [Events, Education and Training](#) >


 [Health and Therapy](#) >


 [Help, Finance, Legal and Professional Services](#) >

 [Lifestyle, Leisure, Culture and Community](#) >

 [Mobility](#) >

 [Nursing Care Services](#) >

 [Personal and Domestic Support](#) >

 [Repairs and Maintenance Services](#) >

 [Transport](#) >



[Enlarge image](#)

## Harrow Inter Faith Council

### Description

Promoting dialogue and understanding among the faith communities of Harrow and neighbouring boroughs.

What do we provide? Our aims are to promote - 1. Dialogue and understanding among faith communities. 2. Educational projects and events to learn about each other. 3. Respect for religious beliefs. 4. Honouring personal beliefs. 5. Fostering friendship. 6. Working for harmony in the community. 7. Working with schools and young people. 8. Working together to solve problems. 9. Co-operation with local faith and inter faith groups.

Who is it for? At present the faiths represented are -

Bahai, Buddhist, Christian, Hindu, Jain, Jewish, Muslim, Sikh and Zoroastrian.

What is the cost? Membership with voting rights will be open to those corporate groups and individuals who fulfil the following requirements - 1. Reside, work or worship in or near Harrow. 2. Agree with the aims of Harrow Inter Faith Council. 3. Pay the subscription as agreed at the Annual General Meeting. Associate membership is open to non-residents of Harrow who share the aims of Harrow Inter Faith Council and who wish to support its activities. Individual Membership costs £5, Congregational Membership costs £15

Telephone: 0208 863 3424  
Text Number:  
Fax Number:  
Email: [Mhesser1@hotmail.com](mailto:Mhesser1@hotmail.com)

## Next steps...

### More info?

- *Information pack or demo @ lunchtime*
- *Email [info@shop4support.com](mailto:info@shop4support.com) to go on newsletter list*

### Take a look...

- *Look at [www.shop4support.com/harrow](http://www.shop4support.com/harrow)*
- *Contact David Bowes or Jeff Dunlop on 01942 826788 or [info@shop4support.com](mailto:info@shop4support.com)*

### Feedback to VSNW

- *Positives and negatives*
- *Issues and concerns*
- *Via Margaret McLeod*

Be **In\*Control** @



Be **In\*Control** @



Any more questions?