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Integrated Care and Support: Our Role in the Pioneers Programme



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Introduction

The National Collaboration on Integrated Care and Support involves a range of partner organisations and over the last year many have played a vital role in leading and supporting the work of our first Integrated Care Pioneers. The Collaboration takes the approach that there are, and will be, no national blueprints for localities to follow, but instead aims to make it easier for localities to implement innovative solutions that meet the care and support needs of local people.

Person-centred coordinated care and support is vital to improving outcomes for individuals who use health and social care services. Too often, we don't communicate properly with each other, work together as a team or treat people as whole individuals. As a result, care and support is often fragmented, delayed or duplicated, which can result in missed opportunities to prevent needs for escalating and intervening early.

This leads to poorer outcomes and experiences for the people who use our services. And every time someone has an unplanned trip to hospital, it can reduce his or her capacity to cope independently. People deserve better than this and we all need to play our part in delivering services that are better coordinated around their needs. In the toughening financial climate, we have no option but to work together, think creatively, and identify new ways of doing more for patients and service users, so that every pound spent on care and support counts while we strive to improve outcomes for individuals and local communities.

The first wave of Pioneers have taken the opportunity to develop their visions across health, public health and social care, working closely with providers in the public, voluntary and private sectors to improve local services. Focusing on the specific needs of their local populations, they have delivered new models of care to improve local services by joining up care around the individual, based on National Voices' narrative for integrated care.

The National Collaboration committed to providing additional bespoke expertise and constructive challenge to help Pioneers realise their aspirations and accelerate the pace and scale of change. Each partner has played a role in driving forward the work of the Pioneers. They have provided views on what being involved in this programme has meant and what they hope to see achieved in the future as the second wave of Pioneers begin their journey.

Association of Directors of Adult Social Services (ADASS)

The Association of Directors of Adult Social Services (ADASS) represents directors of adult social services in local authorities in England. As well as having statutory responsibilities for the commissioning and provision of social care, ADASS members often also share a number of responsibilities for the commissioning and provision of housing, leisure, library, culture, arts, community services and increasingly, children's social care within their councils.

How has ADASS been involved in the Integrated Care Pioneers Programme this last year?

ADASS is a core national partner in the programme, working collaboratively and in an integrated way across the health and social agenda to bring about seamless services wrapped around the individual. ADASS is fully committed to improving both the experience and outcomes of individuals in our local communities, and the pioneers programme offers an important opportunity to test and contribute to new ways of collective working to achieve these aims.

What support has the ADASS directly offered or provided to the Pioneers?

Working across all our membership and specifically with directors and their teams in the various Pioneer sites, we seek to share good practice as well as the lessons learnt, alongside offering peer support and profiling to encourage innovation.

What are ADASS main objectives in being involved with this programme for another year?

ADASS remains fully committed to supporting the programme and its expansion going forward. The objectives of integrated health and care are hot-wired into our ambitions for a whole system that is fit and sustainable for the 21st Century.

The extension of the programme provides the platform to further test how the system responds to the mounting and unavoidable demographic and financial challenges and opportunities.

How has involvement with this programme influenced or contributed to ADASS work on integrated care?

ADASS is engaged in a wide range of activity which promotes the integration of health and social care, and the programme helps provide the empirical evidence of what works best in improving both the individual experience and outcomes, whilst at the same time ensuring the most efficient use of scarce resources.

ADASS's view on the Pioneers' first year

"The growing momentum of the pioneer programme in giving localities the freedoms and flexibilities to test and innovate new ways of working is galvanising councils and the NHS to move forward together to address common goals.

"This momentum will continue and we welcome both the valuable contributions so far and look forward to integration being the norm across the whole health and care system."

David Pearson, President, ADASS

The Centre of Excellence for Information Sharing

The [Centre of Excellence for Information Sharing](#) (CEIS) works with a [variety of local areas](#) across a range of policy topics to help uncover and understand what is limiting good information sharing between them and their partners to improve outcomes for service users.

How has CEIS been involved in the Integrated Care Pioneers Programme in the last year?

CEIS is working with the [Cornwall Living Well Pioneers](#) to support the delivery of their health and social care transformation programme.

Our role has seen us enabling the development of relationships between essential partners; supporting difficult conversations in relation to information sharing; and promoting the positive impact of health and social care integration across Pioneer areas.

We have also been involved in supporting information sharing work through:

- Facilitating sessions on the need for strong leadership, the cultural aspects of change and the priorities of and challenges related to information sharing.
- Supporting areas to establish links across services to help deliver outcomes at a local level.
- Understanding the cross-overs between information governance and cultural barriers with the support of the Information Governance Alliance.
- Sharing learning to support the design and development of solutions and new initiatives.

What support has CEIS directly offered or provided to the Pioneers?

- Provided information sharing advice and guidance.
- Helped to identify barriers to information sharing, enabling areas to establish new links and opportunities.
- Listened and shared ways for areas to overcome barriers to information sharing, to achieve improved outcomes for patients locally and nationally.

What is CEIS's main objectives in being involved with this programme for another year?

In Cornwall we aim to:

- Work across the Pioneer areas, the voluntary and community sector, and the programme's academic lead to learn more about the barriers and best practice around information sharing and to promote this to all vital stakeholders.
- Continue to improve outcomes for patients through improved information sharing

Nationally, we will be sharing learning from Cornwall and other local places to support information sharing for all Pioneers. We will also be using this learning to help other local places working on different policy areas to understand and overcome their information sharing barriers.

How has involvement with this programme influenced, or contributed to, CEIS's work on integrated care?

The Centre's vision is for users of public services to achieve better outcomes as a direct result of improved information sharing. The Centre has been able to share learning from Cornwall with other local areas where health and social care integration is a transformation priority. We are also establishing relationships with other Pioneer and non-Pioneer areas to look at the barriers they are facing in respect of information sharing.

Our involvement in the Pioneer Informatics group has increased our engagement with the technology and information governance influences on information sharing, and has improved understanding of how they link with the cultural and organisational factors.

CEIS's view on the Pioneers' first year

"The Centre is working with Cornwall's Pioneer programme on a journey 'turning a quiet revolution into a roar'. It is supporting services to help and motivate the people of Cornwall to achieve better health outcomes and receive support from services who are embracing a new way of working, challenging conventions and comfortably sharing information for improved outcomes.

"It has been helpful to work with the Centre to enable us to evaluate our progress and to consider ideas that we had not already thought of."

Emma Rowse, SeaChange Cornwall

Care Quality Commission (CQC)

The CQC is the independent regulator of health and adult social care. We make sure services provide people with safe, effective, compassionate, high-quality care and we encourage them to improve. We monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and we publish what we find, including performance ratings to help people choose care.

How has CQC been involved in the Integrated Care Pioneers Programme in the last year?

The CQC has played an active part in sharing learning, helping to identify the best ways of working and supporting the selection process for the second wave of Pioneers.

What support has CQC directly offered or provided to the Pioneers?

The CQC has worked to:

- Support sites to better understand Regulatory issues as they may apply to Integrated Care Organisations.
- Inform best practice for sharing across the health and care system.
- Help develop a better understanding and evaluation of Provider Impact.

What are the CQC's objectives in being involved with this programme for another year?

The CQC is keen to work collaboratively with Pioneers and engage their support in the following areas:

- Identifying and sharing innovative practice through site visits and presentations.
- The co-development of a Signposting document outlining the CQC's vision for the future regulation of Integrated Care, with the involvement of the Pioneers.
- Development of new methodologies for Integrated Care inspection, particularly around Frail Elderly patients, and helping pilot and give feedback on these new methods.
- Spreading the message about CQC's new inspection methods for Integrated Care supporting the principle of regulating in a more integrated way.

How has involvement with this programme influenced, or contributed to, CQC's work on integrated care?

CQC has a major role in encouraging the integration of care and support. As a result of its involvement with the Pioneer Programme the CQC has:

- Gained insight into provider's views of the systems barriers to delivering integrated care, including the perceived barrier of regulation.
- Gained a better understanding of how to use data to evaluate integrated care.
- Developed a network to support the development of a regulatory framework for integrated care.

CQC's view on the Pioneers' first year

"CQC is excited to see the progress of and support the Pioneers in delivering better integrated care for patients. Our vision is to shape a regulatory framework that promotes collaboration between services and providers."

Carl Marsh, Head of Integrated Care Inspection, CQC

Department of Health

The Department of Health (DH) helps people to live better for longer. We lead, shape and fund health and care in England, making sure people have the support, care and treatment they need, with the compassion, respect and dignity they deserve.

How has DH been involved in the Integrated Care Pioneers Programme in the last year?

DH is working with other national partners to support pioneers in their efforts to achieve integrated care and support, including providing dedicated central support to help them to break down barriers to integration.

What support has DH directly offered or provided to the Pioneers?

DH has focused on supporting the Pioneers to understand information governance and help address barriers to information sharing, supported by Professor Martin Severs. Detailed work undertaken alongside Southend is helping to facilitate data sharing arrangements for non-direct care. While support for South Tyneside helped to identify misconceptions of assumed legal barriers for direct care data sharing. Regular events (e.g. workshops) have been used to spread learning about information governance to Pioneers.

DH has also taken a major role in the evaluation of the Pioneers programme to build the evidence base for the progress of integrated care and support. This included commissioning the Policy Innovation Research Unit (PIRU) at the London School of Hygiene and Tropical Medicine to set out potential indicators for measuring the quality of integrated care, for all Pioneer areas for use in developing their local monitoring and evaluation frameworks.

PIRU will also provide a final report on the early evaluation, which is expected to be published in autumn 2015 following a process independent of peer review. This will identify and describe the vision, scope, objectives and plans of the 14 Pioneer areas and how these are being implemented, as well as their early progress.

What are DH's main objectives in being involved with this programme for another year?

We want to make progress on resolving the information sharing barriers. In the coming year, we will improve and extend the support package for Pioneers, through our work with partners (e.g. the LGA and the Information Governance Alliance).

We also intend to build on the initial evaluation work for the programme, to establish a longer term study. Subject to scoping and feasibility work, this will provide a robust process, outcomes and economic evaluation of the Pioneers programme overall and of specific Pioneer initiatives. Subject to the outcome of a competitive tendering process, this evaluation is expected to start in July 2015.

How has involvement with this programme influenced, or contributed to, DH's work on integrated care?

The programme has helped DH to understand what approaches to integration have the most effect for a particular patient group and to identify enablers and barriers to integrated care. In turn, this has helped to shape our approach to supporting areas to develop their Better Care Fund plans, benefitting all local authorities across England.

DH's view on the Pioneers' first year

“As the programme nears its first anniversary, much has been learnt about the challenges and opportunities of integrating care for the benefit of individuals, improving their outcomes and experience, as well as how to develop a more sustainable system capable of responding to known demographic, financial and epidemiological pressures. As we move into the second year of the programme, it will be important to build on the progress made and to grow and share valuable learning across system.”

**Jon Rouse, Director General for Social Care, Local Government and Care Partnerships,
Department of Health**

Health Education England

HEE works to support the education, training and development of the NHS and public health workforce. We aim to enable integrated care by supporting the development of a truly flexible workforce with the right transferable skills to meet patient needs.

How has HEE been involved in the Integrated Care Pioneers Programme in the last year?

We have focused on helping to shape the workforce and leadership approaches required to deliver successful integrated care models alongside colleagues from Skills for Care and Public Health England.

What support has HEE directly offered or provided to the Pioneers?

Through local engagement with the Pioneer areas, we have helped to shape local workforce planning. Integrated care requires working in multidisciplinary teams and staff need to be sufficiently skilled to work across sectors. HEE has helped to train and develop a workforce with skills that are transferable between care settings.

What are HEE's main objectives in being involved with this programme for another year?

- To prioritise the importance of effective leadership and workforce planning.
- To influence use of more integrated approaches to workforce planning at local level.

How has involvement with this programme influenced, or contributed to, HEE's work on integrated care?

Across our network of LETBs each area has taken account of integrated care as part of their annual planning and investment. This has led to:

- Piloting an inter-professional education simulation package for integrated mental health & social care (Health Education (HE) West Midlands).
- Developing mental health modules for non-mental health primary care and community practitioners (HE North West)
- Introduced the national curriculum content for the foundation and specialist levels of the career framework at Foundation, Specialist and Higher Specialist level for nurses working with older people with complex needs (HE North East and Northumbria University).
- Ongoing work nationally to consider the integration elements of the workforce including general practice nursing, district nursing and paramedics.

HEE's view on the Pioneers' first year

“As most of HEE’s investment is in the future workforce it will be sometime before there is robust evidence to demonstrate the impact of our involvement. The Pioneer programme has made a good start and we look forward to being part of its future and helping to build momentum nationally behind the reshaping of the workforce to achieve better outcomes for patients.”

Rob White, Head of Delivery, HEE

Local Government Association

The Local Government Association (LGA) is the national voice of local government. We work with councils to support, promote and improve local government. We aim to influence and set the political agenda on the issues that matter to councils so they are able to deliver local solutions to national problems.

How has LGA been involved in the Integrated Care Pioneers Programme in the last year?

The LGA is a core national partner providing direct leadership and programme capacity to the programme, as well as access to a wide range of resources and expertise. We promote the development of care centred on the individual, and their carers and families, which enables them to improve their health and wellbeing, and gives them a better experience of care. We work directly with all pioneers, as well as provide senior sponsorship for one individual pioneer.

What support has the LGA directly offered or provided to the Pioneers?

The LGA has provided leadership and support by:

- Providing sector expertise through advisers and associates who facilitate leadership development, including through the Leadership Centre's system leadership programme.
- Chairing key groups at a national level to drive the programme forward.
- Providing programme management capacity to coordinate and progress pioneer informatics.
- Giving advice and resources to support pioneers in developing their local systems to enable integration and to ensure alignment with other allied integration initiatives including the Better Care Fund and Integrated Personal Commissioning programmes.

What are LGA's main objectives in being involved with this programme for another year?

The LGA remains committed to supporting the programme, and looks forward to more localities joining it in 2015. We will continue to work over the coming year to help Pioneers and others overcome the barriers to integrating care around individuals by focusing on:

- The demographic and financial challenges presented by a growing and ageing population.
- The impact of increased responsibilities through legislation including the Care Act.
- Operating under ongoing financial pressures; and
- The dissemination and promotion of the experiences and learning of the Pioneers across the whole health and care system.

How has involvement with this programme influenced, or contributed to, the LGA's work on integrated care?

The LGA supports a wide range of activity which promotes the integration of health and social care, and continues to campaign for additional powers, resources and freedoms for local areas. Our involvement has helped us to shape and support the national programme, the pioneers but also directly benefit a range of other activities that are critical to integration across the system. This has included supporting planning for the Better Care Fund, implementing new duties under the Care Act and leading both the Health and Wellbeing System Improvement Programme and the Integrated Personal Commissioning Programme.

LGA's view on the Pioneers' first year

"We need a care system that is fit for the 21st Century. Evidence has shown that integrating health and social care means people will receive better care at home and a reduced need for hospital beds.

"The Pioneers' aim of being bold and ambitious should be an inspiration to colleagues across the country. Local councils and their health partners know what is best for their communities. So it is vital that we are working closely together with greater ambition and a sense of common purpose if we are serious about making every effort to create a care system that will improve people's lives."

Carolyn Downs, Chief Executive, LGA

Monitor

Monitor is the sector regulator for health services in England, working to protect and promote the interests of patients by ensuring the whole sector works for their benefit. Monitor has a duty to enable care to be delivered in an integrated way where it will improve the quality or efficiency of care patients receive, or reduce inequalities of access or *outcome*.

How has Monitor been involved in the Integrated Care Pioneers Programme this last year?

Monitor is committed to ensuring better outcomes for people, and for the system as a whole. We have been leading discussions and generating debate on new payment approaches, incentives and procurement, which has included leading the Collaborative's pricing, incentives and procurement workstream. We have been working with pioneers directly, alongside our two senior sponsors who have been working with Cornwall and Worcestershire.

What support has Monitor directly offered or provided to the pioneers?

Monitor has been [proactively supporting](#) the pioneers in addressing nationally and locally identified barriers that can get in the way of delivering integrated care and improving people's care experience. This has included:

- Using [webinars](#) to show how competition rules relate to integrated care and integrated care payment approaches.
- Piloting, and co-developing, [work](#) around linked patient-level data and capitated payment models.
- Leading forums and discussions on major issues such as: risk and gain sharing; capitated payment approaches; pooled budgets; population segmentation; and financial incentives.
- Providing advice on technical issues via [frequently asked questions](#), our informal advice line, teleconferences and roadshows.
- Supporting the wider sector on information governance concerns through a [workshop](#) on linked patient-level datasets.

What are Monitor's main objectives for being involved with this programme for another year?

- To support the design and testing of new payment approaches (eg capitation and gain/loss sharing) and ensure the appropriate long-term planning is in place to achieve local payment innovation across the country.
- To build and share the evidence base of what works and what is achievable, to support the development of local integrated care models.

- To support more areas on integrating care, for example via the second wave of pioneers, NHS England's integrated personalised commissioning programme and work as part of the Five Year Forward View.

How has involvement with this programme influenced, or contributed to, Monitor's work on integrated care?

Monitor's involvement supports a bigger programme of work: to ensure that the sector does not block attempts to integrated care; to enable flexibility for new models of care to emerge; and to directly support interested areas in making integrated care the norm. This includes:

- Working with the sector to design [new payment approaches](#), flexible enough to encourage integrated service delivery, including capitation and whole pathway payments (see [capitation local payment example](#) and [capitation international case studies](#));
- Setting out our [vision](#), with NHS England, for the future of the payment system in line with the Five Year Forward View;
- Ensuring that our regulatory approaches are flexible enough to accommodate new care models;
- Reviewing transactions that aim to create integrated care organisations and working with those who aim to create a new integrated care service model; and
- Developing guidance on the integrated care licence condition in the NHS provider licence.

Monitor's view on the Pioneers' first year

"I am delighted to play a part as a senior sponsor in helping the community-led integrated care project for the Cornwall and Isles of Scilly Pioneer, 'Living Well'. As well as giving technical support, we at Monitor learn valuable lessons from local initiatives such as these as they strive to make ambitious, large scale plans a success. Monitor has signed up to the Five Year Forward View and we see integrated care as central to the redesign of healthcare provision that it envisages."

Catherine Pollard, Pricing Development Director, Monitor

NHS England

NHS England's aim is to improve health outcomes for people in England. We work to empower and support local clinical commissioning groups (CCGs) to put patients at the heart of the NHS, make informed decisions, spend taxpayers' money wisely and ensure communities have access to high quality services.

NHS England (NHSE) is committed to enabling local health and care systems to develop new and innovative approaches to meet the current and future needs of local populations. Supporting new services that are truly integrated around patients and service users is essential if we are to improve long term health outcomes, the quality of care, and secure the long term sustainability of the NHS.

How has NHSE been involved in the Integrated Care Pioneers Programme in the last year?

NHS England has been one of the lead national partners from the outset, working alongside the Department of Health, Local Government Association, and other system partners, to encourage new approaches to integrated care.

NHS England has supported the Integrated Care Pioneer Programme, alongside the development of CCGs, health and wellbeing boards and the Better Care Fund, to make significant strides towards building strong collaborative partnerships between health and social care organisations locally.

This has led to: better and more responsive care, particularly for some of the most vulnerable people in society who often require a blend of physical, mental and social care; new approaches to commissioning and funding to underpin the models of care; and exciting provider collaborations.

What support has NHS England directly offered or provided to the Pioneers?

NHS England has played a vital role in the programme by:

- Developing direct packages of support through NHS Improving Quality and iCASE.
- Hosting the national programme support team.
- Helping to establish national working and support groups at the request of Pioneers.
- Providing targeted funding of up to £110k for each Pioneer for specific local development work.
- Sharing learning opportunities alongside the LGA and other national partners; and
- Working with Pioneers and national partners on addressing barriers to change.

What are NHS England's main objectives in being involved with this programme for another year?

NHS England is reaffirming our support to the programme and we want to:

- Help reshape the programme to ensure it supports current and new Pioneers effectively.
- Continue to build an evidence base on effective approaches to integration.
- Enable progress in achieving more integrated care and support for patients and service users.

How has involvement with this programme influenced, or contributed to, NHS England's work on integrated care?

Learning from Pioneers has helped to inform and frame our national policy response, not only for Pioneers but for the wider commissioning system. This has shown the type of approaches innovative localities want to explore, and how to achieve this, which provides a strong platform for the wider changes that will emerge through the Five Year Forward View.

NHS England's view on the Pioneers' first year

"NHS England is delighted to endorse this 'One Year On' report and we welcome the expansion of the Pioneers programme with the further 11 localities joining the programme. While we recognise that progress in areas of integration remains challenging, and that not all barriers to change have yet been resolved, we welcome the progress made by the original wave of Pioneers to date. We look forward to supporting the expanded group of Pioneers as we move forward into 2015-16 and beyond."

Geoff Alltimes CBE, Senior Responsible Officer, Pioneer Support Programme, NHS England

Public Health England

Public Health England (PHE) exists to protect and improve the nation's health and wellbeing, and reduce health inequalities. It does this through world-class science, knowledge and intelligence, advocacy, partnerships and the delivery of specialist public health services.

How has PHE been involved in the Integrated Care Pioneers Programme in the last year?

We have worked closely with a number of pioneers to understand their work programme and discuss specific mutual areas of interest including: social isolation; treatments; evidence on specific services on addictions; development of children's services; evaluation metrics; and cancer and end of life information.

What support has PHE directly offered/provided to the Pioneers?

In response to a shared need across the Pioneers for advice and support on evaluation, we have:

- Run a workshop setting out guidance on how to develop robust evaluative approaches in complex systems.
- Shared a number of tools, techniques and best practice [on evaluation](#) facilitated problem solving through an academic buddying session.
- Led the evaluation and evidence work stream for the National Integrated Care and Support Collaborative; and
- Provided oversight and active contribution to the leadership and workforce workstream.

We have established a working group taking place over six months to work with a number of pioneer areas to articulate what they are doing, the reasons for doing it and the essential learning by the end of this process in April. This will support the sharing of Pioneer activity to the benefit of the whole health and care system.

What are PHE's main objectives in being involved with this programme for another year?

- To support the pioneer programme through our local Centres and healthcare public health consultants.
- To set out the case for reinforcing the importance of public health, health promotion and prevention in integrated care, in partnership with the International Foundation for Integrated Care.
- To work with the Centre for Public Scrutiny to support the review of integration plans and the public health aspects within them.
- To establish a work programme to set out how local Centres and Knowledge and Information teams can provide support for local evaluation.

- To run a social marketing and communications workshop with South Tyneside and disseminate the learning with other pioneers.

How has involvement with this programme influenced, or contributed to, PHE's work on integrated care?

We have learnt a lot over the past year about the broad scope of what the pioneers are trying to achieve and the areas that they are looking for help on. This has helped us to shape the subject specific support that we can provide at a national level. It has also helped us to develop an offer of support for each of the new pioneer areas, working in partnership with our local Centres. Our involvement has provided useful insight into the development of a wider programme on PHE's role in evaluation.

PHE's view on the Pioneers' first year

“Working with West Norfolk and learning about their ambition and the scale of the challenge has been both fascinating and inspiring. The insight gained from our partnership has been crucial to the current strategic work programme at PHE, where we are focussing our efforts on developing useful products to support local government and the NHS. I am looking forward to seeing how West Norfolk continue to progress over the coming months.”

Jonathan Marron, Director of Strategy, Public Health England

Social Care Institute for Excellence (SCIE)

The Social Care Institute for Excellence (SCIE) improves the lives of people who use care services by sharing knowledge about what works. We are a leading improvement support agency and an independent charity working with adults', families' and children's care and support services across the UK. We also work closely with related services such as health care and housing.

We improve the quality of care and support services for adults and children by:

- Identifying and sharing knowledge about what works and what's new.
- Supporting people who plan, commission, deliver and use services to put that knowledge into practice; and
- Informing, influencing and inspiring the direction of future practice and policy.

How has SCIE been involved in the Integrated Care Pioneers Programme in the last year?

SCIE is a core national partner providing advice and tailored support for creating effective integrated health and care services, an integration planning tool and case studies of integrated working. We have particular insight into coproducing services and solutions with people who use services and carers.

What support has SCIE directly offered or provided to the Pioneers?

SCIE has provided access to our resources on integration, including our integration step-by-step tool. We have shared our research and findings via a series of articles on major factors that support integration on the ICASE website.

What are SCIE's main objectives in being involved with the programme for another year?

SCIE is committed to supporting the sector to deliver better, more coordinated care. We will continue to share our knowledge and good practice information with the sector, and to demonstrate the value of coproducing solutions with people who use care services and carers.

How has involvement with this programme influenced, or contributed to, SCIE's work on integrated care?

All of SCIE's work – including our work on implementing the Care Act – focuses on the delivery of better outcomes for people who use services and carers. In many cases this also means better integration and coordination of the range of care and support that people require to support their wellbeing. The work of the pioneers and the National Collaboration has helped to inform all this work.

SCIE's view on the Pioneers' first year

“People do not see the difference between their health and care needs – and nor should we. The main focus should be on improving someone’s wellbeing by making the best use of the range of support services available. The Integration Pioneers give us the opportunity to explore new ways of coordinating care and support and share learning across the sector.”

Tony Hunter, Chief Executive, SCIE

Think Local Act Personal

Think Local Act Personal (TLAP) is a national strategic partnership of more than 50 social care and health organisations committed to supporting the implementation of personalisation and community based health, care and support. We think that people are the best integrators of their care and support and personal budgets can help achieve this.

How has TLAP been involved in the Integrated Care Pioneers Programme in the last year?

We have been working to develop a powerful connection between integration and personalisation and how joint personal budgets can support prevention strategies and reduce demand on acute services. We have been involved in the Integrated Care Pioneers Programme through a combination of national work to develop materials that can support Pioneers and others to deliver person-centred coordinated care and local work with some sites who took up our offer around personal budgets.

What support has TLAP directly offered or provided to the Pioneers?

- Direct support to three pioneer sites (Barnsley, Islington, Worcestershire) on their joint budgets process and a range of workshops delivered in partnership with the Kings Fund and NHS Confederation on: integrating personal budgets; the opportunities and challenges of personal budgets in mental health services; and the issues around financing joint personal budgets. All workshop briefings will be published shortly.
- Working with National Voices to develop “No Assumptions”. This offers a definition of personalised, coordinated care in mental health, as agreed by people who use mental health services and people who work in health and social care.
- Published the National Personal Budget Surveys of adults and carers who use personal budgets in social care, and personal health budgets. These surveys show what conditions need to be in place for them to get the best outcomes from managing their health care and support needs in this way.

What are Think Local Act Personal’s main objectives in being involved with this programme for another year?

- Further advancing personal health budgets in the NHS, beyond Continuing Health Care.
- Improved integration of personal care and support planning and personal budgets processes across health and care.
- Making strong connections between the Pioneers and the Integrated Personal Commissioning programme which will begin in 2015.

How has involvement with this programme influenced, or contributed to, TLAP's work on integrated care?

We have focused on the role people can play in managing their own needs. TLAP has been working with NHSE to support the integration of personal budgets and personal health budgets and the wider rollout of PHBs beyond NHS Continuing Health Care. It has also influenced our work with National Voices to develop further narratives for person-centred, setting out what people and patients want to see.

TLAP's view on the Pioneers' first year

"TLAP wants to ensure that with integration, comes personalisation. While there has been some great momentum for change through the Pioneers Programme, we think there is more to do to ensure the focus remains on people's outcomes and experience and that these changes are delivered in coproduction with people and communities."

Sam Bennett, Director, Think Local Act Personal.

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