

# A New Era?

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# Part of the Mainstream

- **Key aim of national funding**
- **Embed in range of new policy agendas:**
  - *Local Area Agreement*
  - *Social Care new vision – prevention, personalisation*
  - *Part of wider health agenda*
  - *Communities in Control and engagement*

# Measuring Success



- quality as well as quantity
- rationing and targeting
- delivering what older people want vs what commissioners prioritise

# HP: What people valued

*Helpful...kind.....  
polite...friendly...  
....courteous.....  
...tidy.....  
.....pleasant.....  
clean....reliable..  
....informative....  
...reassuring...*



# Challenges ahead

- Staying flexible and responsive vs bureaucratisation
- Meeting increased expectations
- Local priorities vs national aspirations
- Cost benefit analysis in tight spending round

# Gearing up for Future?

- Are you Trusted, Reliable, Affordable provider with:
  - A high level of client satisfaction?
  - Able to pull together a strong evidence base of cost benefits across health/ care?
- Are you linked into key strategies that will determine future commissioning priorities?

# Information



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(HP report: Small things matter – click on  
*Handyperson*)