The Glasgow Personalisation Network is organised by the Defend Glasgow Services Campaign; Social Work Action Network; Learning Disability Alliance Scotland; Coalition for Carers and UNISON. The Network was established in spring 2011 in response to the growing unease amongst workers, service users and carers and families in relation to how the personalisation agenda was developing in Glasgow. Since forming, the Network has held a series of regular information exchange and advice sessions where all parties can share knowledge on current developments; we have lobbied the Council and attended scrutiny meetings; we have met with Elected Members and Council Officers. On 10th March 2012 we held a conference with over 100 people in attendance which culminated in the following statement being agreed. The Network was central in getting the last meeting of the current Council to debate personalisation and acknowledge there were concerns. On 23 April 2012 the Network held a local government elections hustings with over 40 people in attendance.

The Network has also published a pamphlet ‘Personalisation in Scotland – the Facts’ which is attached.


We believe that only by the Scottish Government ensuring the aspirations contained in our agreed statement are met is there a basis for personalisation/self directed support delivering on the purported values that we all ascribe to. Without these conditions the experience in Glasgow which is one of cuts, distress and exploitation of workers will be replicated elsewhere.

The statement reads as follows:

The Glasgow Personalisation Network calls on Glasgow City Council to:

- Redesign its assessment process to ensure that those with complex needs have those needs fully recognised
- Create real opportunities for individuals and families to reach a consensus with the local authority over the size of their support budgets.
- Enable all Individuals and their families or their advocates to be part of all allocation meetings that set a budget.
- Ensure there is more flexibility about how social care budgets can be spent. Individuals need to be given more scope and responsibility on how they spend their budgets to meet their needs in creative and imaginative ways.
• Support more people to have real control over their budgets through setting up or extending support services to help people manage their budgets.

• Ensure that all support staff employed through Individual Budgets are paid the “Living Wage” whether they are employed by the statutory, voluntary or private sectors or by individuals.

• Ensure the new individual employers understand their role and receive adequate training and support to do this.

• Ensure the employment rights of workers employed through the use of individual budgets are adhered to and that their terms and conditions are broadly similar to those providing care and support in the public sector.

• Ensure that all members of the workforce have access to sufficient support and training to carry out their jobs effectively.

• Ensure that every Personal Budget meets all associated employer costs; such as holidays, sickness absence cover and training.

• Ensure that carers and family members are recognised as equal partners in care and that they are fully involved in every stage of the process.

• Ensure carers’ own support needs are recognised alongside the needs of the people they care for.

At the Conference we received many statements from service users, and attach two comments below:

“I’ve lost 45% of my service. I left home 3 years ago but now have to spend more time relying on my family... this makes me feel like a child.”

Glasgow Service User, 10 March 2012

“I’m getting depressed, anxious and lonely and having bad dreams but they won’t listen. I feel trapped!”

Glasgow Service User, 10 March 2012

We would welcome the opportunity to come and speak to you about our experiences.

Glasgow Personalisation Network
24 April 2012