

# Personalisation: The challenges for provider organisations

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Changing the world for deaf  
and hard of hearing people



# Daniel's Story

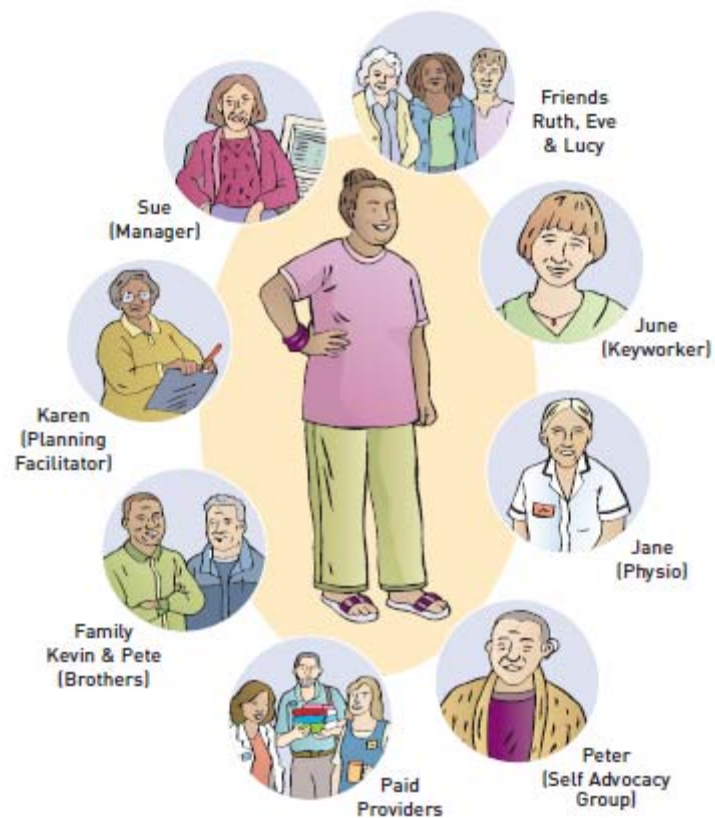


“Enjoy me support with RNID, now work Asda, feel me confident also happy, life mine different now, independent feel good, everything going well. Thank you.”

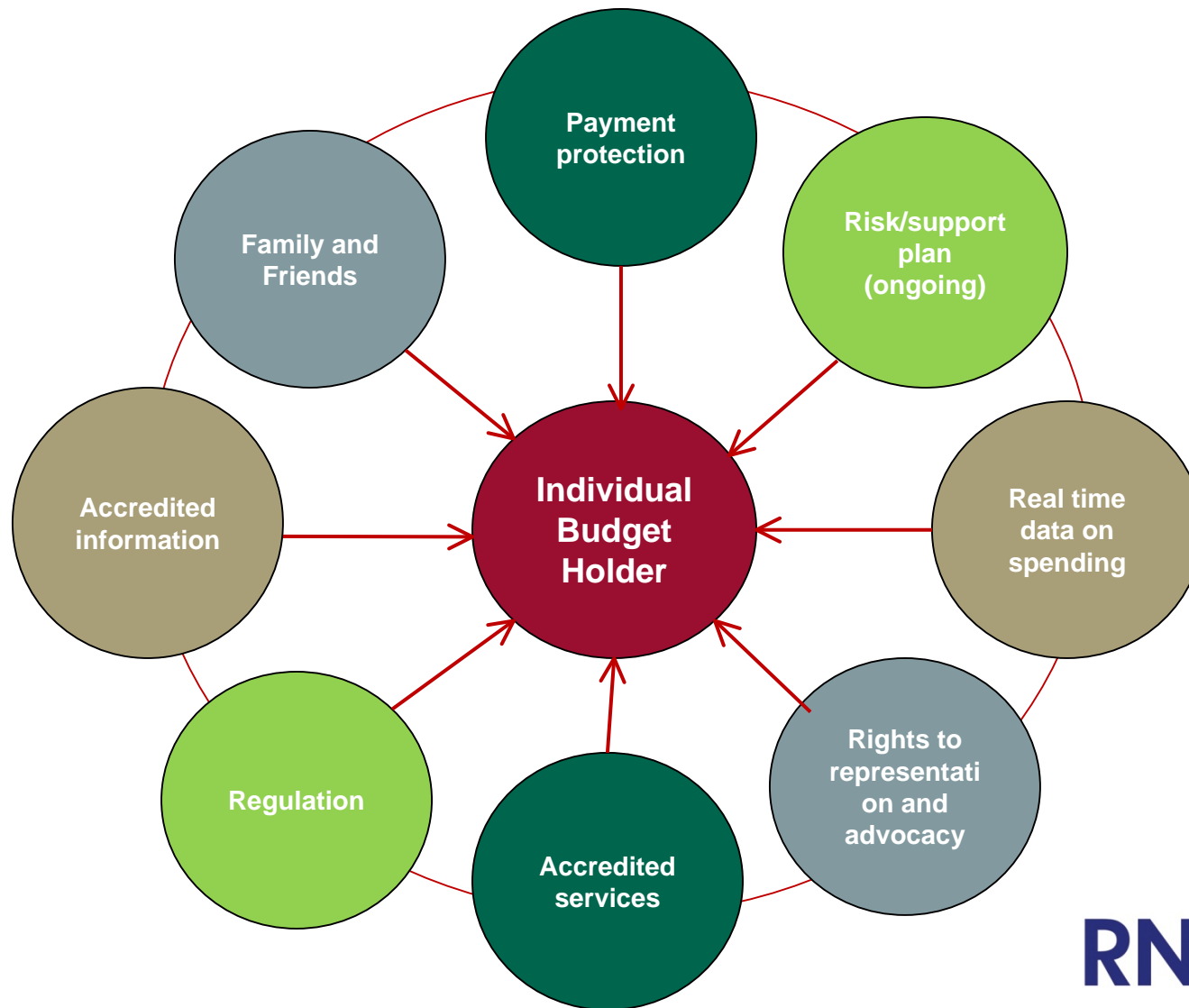
# Personalisation – what it means to RNID

- For our service users and client
- For our workforce – for residential care
- For our estate
- For our business
- Final reflections

# For our service users



# For our service users



# For our workforce



For our estate



For our business



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# Final reflections