

ADULT SERVICES SCRUTINY COMMITTEE – 10 FEBRUARY 2010

TRANSFORMING ADULT SOCIAL CARE – UPDATE ON PROGRESS

Report by Director for Social & Community Services

Headlines for this update:

- Putting People First Milestone Self Improvement Framework Completed
- 250 people now have a personal budget
- Accelerated Review Process has started for Older People
- Programme Assurance Group has started
- Organisational Review has started

Introduction

1. This report summarises the progress being made by Social & Community Services (S&CS) in implementing the Transforming Adult Social Care (TASC) change programme.

Background

2. The Government introduced a major change programme for adult social care in December 2007: *Putting People First: A shared vision and commitment to the transformation of Adult Social Care*.

Key areas of this transformation include:

- for every locality to have a single community based support system based on the health and well being of the population;
- to introduce a mainstream system focussed on prevention, early intervention, enablement and high quality personally tailored services;
- for people to have maximum choice, control and power over the support services they receive to meet their needs and to have the best quality of life and equality of opportunity for independent living;
- to introduce personal budgets for people to choose their own support services;
- to ensure that those people who, through illness or disability, are unable to express needs or wants will be supported and protected.

This means that everyone who receives social care support regardless of their level of need, in any setting, whether from statutory services, the third and community or private sector or by funding it themselves will have choice and control over that support.

Overall Progress

3. In October 2009 The Association of Directors of Adult Social Care (ADASS), the Local Government Association (LGA) and the Department of Health published *Progress Measures for the Delivery of Transforming Adult Social Care Services*. This document sets some high level measures and milestones to be achieved over the next 18 months. The progress against these milestones will be reported on a quarterly basis to the Department of Health for all Councils. Oxfordshire's first quarterly report to the end of December 2009 is attached at Annex 1. This report was approved by the Transforming Adult Social Care Programme Board at its meeting on the 15th January 2010.

As reported at the December 2009 Scrutiny meeting we are on target to achieve these milestones and we are working on the areas that need some support. As you will see from this report good progress is being made in all areas of the programme.

4. The main areas for development are within the underpinning requirements – especially the areas of:
- The full engagement of all parts of local councils and of other key strategic partners. Although there is good engagement from the PCT there is not always attendance at the Programme Board and there is some but limited involvement and engagement with the Districts and City Council.
 - Financial Systems which support the delivery of personal budgets. There is much work going on in this area but as yet the systems are not in place. We are developing the Resource Allocation System (RAS) and are aiming for a RAS policy to be approved by Council later this year. The budget book and financial/budget monitoring and management processes are being reviewed with the aim of changing these to support the self directed support model. The use of payment cards is also being explored so that there is a safe and simple way of people being able to use and manage their personal budgets.
5. **The Programme Definition Document** with an updated risk register has also been completed and approved by the Programme Board. This is attached at Annex 2.
6. **Communications:** Since the last meeting there have been two monthly universal updates for professionals in adult social care (this includes partner organisations such as the PCT and broker organisations) and a new issue of the shorter bi-monthly newsletter aimed at anyone who wants to keep up with the headlines. County Councillors are included in the circulation lists for these key communications. Traffic to the self directed support website for Oxfordshire, www.takingcontroloxon.org.uk doubled as a result of a recent publicity drive to promote the site. The site is continually being updated and improved to reflect the progress of the introduction of self directed support, but also as a result of feedback received from users of the site. The Intranet and internet pages for Transforming Adult Social Care have also been updated with new pages being also added to the Intranet to inform staff of

work taking place in individual projects. Materials were developed for the new Support with Confidence scheme, including training materials for Personal Assistants and leaflets for the general public explaining the scheme and its benefits. The TASC programme is also collaborating with Buckinghamshire County Council, Oxfordshire and Buckinghamshire Mental Health Trust and both the Buckinghamshire and Oxfordshire PCTs on marketing and communication around self directed support for Mental Health and with the PCT on the introduction of Personal Health Budgets. Finally, the Service User Carer Reference Group now meets once every eight weeks and discusses a wide range of topics covering the programme as a whole, not only self directed support. The group is well attended with carers and individuals representing different user groups, including older people, learning difficulties, mental health and physical disabilities.

7. **Programme Assurance:** This new function started in December with a successful launch of the new group. Councillor Larry Sanders represented Councillor Don Seale at the first meeting.
8. **Impact of Free Personal Care :** An analysis of the potential impact of free personal care on the Transforming Adult Social Care Programme will be undertaken soon and will be able to report back to the next Scrutiny meeting.

Progress on the specific project areas:

9. **Access, Information and Advice**
Information and Advice: The audit work is nearing completion and work is well underway to develop the information strategy by April 2010.

Access: A scoping meeting has been set up for early February 2010 to review the options for this project in the light of the new Corporate Contact Centre.
10. **Community Building, Promoting Independence and Prevention**
Reablement - Draft report produced on reablement analysis of Care Services Efficiency Delivery work and other authorities. We are waiting to discuss the next phase of this work and approach with the new Joint Commissioner for Ageing Successfully and key stakeholders.
Continence - Consultation workshops undertaken. The project is on course and moving into the final stage with a presentation of the paper on the redesign of the existing service to PCT's Clinical Executive in April 2010.
Turnaround – The Project Brief has been agreed and meetings with key stakeholders undertaken. The next phase will be to agree the approach for the trial.
Community Building – A revised approach is being considered and the Institute for Public Care has been commissioned to undertake a review of good practice and approaches.
Prevention Strategy – The outline brief to identify areas for investment and potential return on investment has been agreed. This work will link into the Ageing Successfully Strategy

11. **Real Choice and Support**

Self Directed Support: The Learning Exercise in the north of the County has been running since 1 December 2008. As of 15th January 2010 250 people have been allocated a personal budget with 90% opting for a support broker to assist them to develop their plan. The accelerated review process that is taking place in the older person's service will lead to an increase in the coming months of existing service users being allocated a personal budget.

The organisational review has started and over the next 3 months will be redesigning services and functions to accommodate the self directed support model. Part of the organisational review will also include the development of a training programme to support the implementation of self directed support.

Reshaping the Supply Market: The Individual Service Fund Project is continuing to provide good personalised outcomes for people living in residential care. Flexible Respite service and Transport Brokerage also continues to be developed and tested.

The Support with Confidence Scheme for Personal Assistants is continuing to develop. Work on the extension of the scheme to support brokers has started.

12. **Support Brokerage Procurement:** It is expected that the Transfer of Undertakings (TUPE) issues identified in the previous progress report will have been clarified by the time that Scrutiny meets and that the Expressions of Interest will have been published externally.

13. **Sustaining the Changes**

Workforce Development: A workforce plan to implement the workforce strategy is being developed supported by a new cross-directorate workforce group.

Regular meetings continue to be held with UNISON to discuss workforce implications; staff are kept informed of progress and will be involved wherever possible in the review.

A coaching programme for managers who will be impacted by the organisational review will have started by the time the Committee meets.

Financial Sustainability: A RAS workshop took place in the December 2009 and it was agreed that a formal RAS policy will need to be approved by the Council before the full implementation of self directed support takes place. Part of this work also includes revising the S&CS budget book and financial monitoring processes.

ICT/Systems: This project is split into two areas:

- Process, System and Form Audit – meetings have been undertaken with most teams to audit the current systems and processes.
- Definition of TASC High Level Business Requirements – to determine what needs to change and how to implement TASC. A workshop with the current system provider has been organised for early February 2010 to review their updated system.

Upcoming key dates for the programme:

January 2010

- Programme Definition Document Approved
- Approval for brokerage procurement expected (Reshaping the Supply Market project)
- Organisational review work underway

February 2010

- Systems Review Workshop
- Access Project Scoping meeting
- Organisational review work continuing

April 2010

- A Public information strategy developed (Information project)
- Prevention Strategy (joint with the PCT) developed within Ageing Successfully Strategy
- Formal staff consultation on new organisational structure commenced (Self Directed Support project)
- Continence Service Redesign Proposals
- Workforce Plan Approved

July/Aug 2010

- Implementation of new Structure begins
- RAS Policy Approved by Council
- New Financial System
- New Brokerage Providers Confirmed

October 2010

- All new service users with a personal budget

April 2011

- Existing and new eligible people with a personal budget

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Background Papers: Nil

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