

## **ADULT SERVICES SCRUTINY COMMITTEE – 7 DECEMBER 2010**

### **TRANSFORMING ADULT SOCIAL CARE – UPDATE ON PROGRESS**

#### **Report by Director for Social & Community Services**

#### **Headlines for this update:**

- Over 1,500 now have a personal budget
- Slow but improving progress on moving existing clients receiving long term community services to receiving a personal budget
- New locality teams go live on the 6 December 2010
- Start of trial of Turnaround project
- Successful Information Events

#### **Introduction**

1. This report summarises the key developments in implementing the Transforming Adult Social Care (TASC) change programme since the last update in October 2010 and will have a particular focus on the sustaining the change part of the programme.

#### **Key Developments**

2. **Key Developments since last months update are summarised below:**
  - Over 1,500 people now have a personal budget – this includes people who already have a direct payment.
  - Transition of existing clients receiving long term support is underway but is slow mainly due to the restructuring of care management.
  - The independent brokerage service is meeting its contracted levels and is working well
  - The new Locality Adult Social Care teams go live on the 6<sup>th</sup> December 2010.
  - Agreement to proceed with a revised approach to prevention
  - Trial of turnaround approach in north Oxfordshire has started
  - Public Information Days have gone well with good attendance and positive feedback. There is one further event to be held on 10 December in Didcot at the Cornerstone from 1-4pm.
  - Work is progressing well to improve the way we provide information on adult social care including Local Looking, the information hub and the changes to the web site.
  - The trial of payment cards has been agreed by the Programme Board

#### **Sustaining the Change**

3. The Transforming Adult Social Programme will end on the 31 March 2011. The programme will deliver against the agreed elements but there will be both new

and ongoing requirements that will need to be delivered to ensure that the changed way of working will continue to be delivered and sustained.

4. It is expected that where possible these areas of work will be undertaken as business as usual within the Council – both within Social and Community Services, Quality and Compliance and Shared Services. There are some financial requirements in 2011/12 that have been identified and will be funded by the remainder of the social care reform grant.
5. Overall there will need to a nominated lead person/service area to be confirmed before the end of March 2011 to own and ensure that the good progress against the programme deliverables are continued. The main areas here are:
  - Information and Advice
  - Prevention and Early Intervention – including the re-ablement, Turnaround and continence projects
  - Self Directed Support and Personal Budgets
  - Resource Allocation System
  - Brokerage
  - Support with Confidence Scheme
  - Market support and development
  - Working with communities and voluntary organisations
  - ICT systems and process development to support transformation
  - Organisational change
  - Workforce development and planning
  - Communications, marketing and engagement
  - User led organisation
6. The specific elements of continuing the work of the programme that need to be undertaken during 2011/12 can be broken down into 3 areas:
  - Delivering the efficiencies
  - Sustaining the change (Transformation)
  - Business development
7. **Delivering the Efficiencies includes:**
  - Ongoing development of the Support with Confidence scheme
  - Brokerage – contract monitoring and administration/allocation support
  - FACE Resource Allocation System development
  - Budget Monitoring and Financial Administration of personal budgets
8. **Sustaining the Change (Transformation) includes:**
  - Supporting the continuation of the work on prevention and early intervention
  - Information and advice support
  - Strategic manager, operational lead and project manager support for 6 months to oversee the ongoing development of transformation
  - Finance officer to lead and support the ongoing development of the Resource Allocation system
  - HR support to support the directorate with the number of major workforce changes

- Project management support to support the implementation of personalisation in mental health.
9. **Business Development includes:**
- ICT Developments: solution to support people find and engage support, payment cards, flexible/mobile working, calculating personal budgets, Looking Local and the Information Hub.
  - Training of social care staff in the new locality teams
10. We will also need to be clear about the future roles and responsibilities of the Programme Assurance Group the User and Carer Reference Group and the Scrutiny task force. All these groups have been critically important in the development of the deliverables of the programme. They currently have different roles and functions but are all becoming mostly focussed on the impacts of the changes on people.
11. This is the penultimate progress report from the Transforming Adult Social Care programme. The final report will be presented at the March 2011 Adult Services Scrutiny meeting. The report will cover the progress that has been made in achieving the agreed deliverables, the impact on clients and carers and the Council as well as the progress being made on handover of the key deliverables to business as usual.
12. **Upcoming key dates for the programme:**
- December 2010  
10 December Public Information Event in Didcot  
Adult Locality Teams started  
Looking Local and Information Hub developed  
Turnaround project trial  
Transition of existing clients to SDS through to April 2010
- January 2011  
Improvements to Social Care Internet web pages  
Looking Local started
- February 2011  
Sustaining the change areas confirmed
- March 2011  
Information hub started
- April 2011  
Existing and new eligible people with a personal budget  
Close of the Programme and handover to business as usual completed

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Background Papers: Nil

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November 2010