

ADULT SERVICES SCRUTINY COMMITTEE – 9 SEPTEMBER 2009

TRANSFORMING ADULT SOCIAL CARE – UPDATE ON PROGRESS

Report by Director for Social & Community Services

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. The Transforming programme was summarised in a report to the Social & Community Services Scrutiny Committee in July 2008 and further progress reports were presented in December 2008 and July 2009.

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*. It is a concordat signed and agreed by all the major government departments led by the Secretary of State for Health, which sets out a collaborative approach between central and local government to achieve independent living for all adults. This will require all local authorities to work with their key partner agencies, especially the NHS.

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. **Programme Office/Support:** During the summer there has been a review of the approach and structure of the TASC Programme. The outcome of this review will ensure that the Programme will be more effective and efficient in the way that it will be delivering the changes required.

4. The changes include a confirmation of Vision for the Programme:
To inspire people to live successful and independent lives through information, support, communities and real choice

With a strapline of:

'Inspiring lives through real choice: your choice'

5. There has also been a change to the governance arrangements with a clarification of the roles and responsibilities of the sponsors and leaders of the changes. The different project areas have been combined into four workstreams with clear lead managers:

- Access, Information and Advice – Jacquie Bugeja
- Community Building, Promoting Independence and Prevention – Karen Warren/Sara Livadeas
- Real Choice and Support (Self Directed Support (SDS) and Reshaping the Supply Market) – Martin Bradshaw
- Sustaining the Changes (Workforce, Finances, ICT) – Caroline Parker (with Directorate Leadership Team support from Simon Kearey)

6. A Programme Assurance group is also being developed to support the work of the Transformation Team in achieving the objectives. This group will consist of a representative sponsor from the Programme Board, a representative of the service user and carer reference group, Internal Audit and a SE regional office representative.

7. Stakeholder engagement: There is a thriving service user and carer group that is constantly being reviewed to ensure that it is working in a way that involves people appropriately. It has also changed its brief to be one supporting the developments in the whole Programme rather than just working on the Self Directed Support project.

8. A Transforming Adult Social Care marketing, communication and information strategy has been agreed and a plan is being developed to support each of the workstream leads. Communication of the changes to the Programme has taken place.

9. The Programme Team have been assisting Business Plan owners in S&CS to identify areas for development of their services in line with Transforming Adult Social Care and to also identify where efficiency savings could and will be made.

Progress on the specific project areas:

10. Access, Information and Advice

Information and Advice: There has been a slight stall in this area as we needed to change the strategic lead. An updated brief has been agreed with a change of emphasis of the project to ensure the sustainability of improved information. Quick wins of an updated web site content and standards for information have been agreed.

Access: Now that the new Integrated Assessment and Enablement Service has started Jacquie Bugeja will begin to develop a brief to identify areas of improvement.

11. Community Building, Promoting Independence and Prevention

Community Building: work is ongoing in identifying areas of best practice and analysis of what will work best in Oxfordshire. Once this work is completed a Project Initiation Document (PID) will be produced and an action plan developed.

Promoting Independence and Prevention: Options are being considered for investment in Prevention services that will lead to improved outcomes for people and will lead to efficiency savings for the Council and the PCT. A bid to the SE region for development funding for an enhanced continence service for Oxfordshire has been approved.

12. 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 18 August 2009 132 people have been allocated a personal budget and the majority (116) have opted for a support broker to assist them to develop their plan. The development of proportionate outcome focussed reviewing will be a critical part of ensuring that people's needs are being met and that any risks are identified and are being managed.

The formal evaluation of the Self Directed Support learning exercise is to be completed in September 2009. A workshop at the end of September 2009 will be recommending a business as usual model and a county-wide implementation plan for Self Directed Support. This new model will require a restructure of teams and will have implications for the current care management teams and workforce.

The development of Self Directed Support in mental health services has moved forward with the appointment of a project manager and a successful joint bid between Oxfordshire and Buckinghamshire County Council to be a demonstrator site for Mental Health and Self Directed Support in the SE Region.

The new web site takingcontroloxon.org.uk was launched in March 2009 with 2,526 hits on the site by 20 August 2009.

Reshaping the Supply Market: Work continues with the new Provider Forum and in developing the Care with Confidence Scheme. This scheme will provide some assurance and guarantee of quality and price to people who will be using their personal budget to purchase their own support.

13. **Sustaining the Changes**

Workforce Development: Work continues here in developing a new workforce development strategy and plans and also on the implications for the workforce of the proposed Self Directed Support model. Regular meetings with Unison are taking place. The programme team are continuing to work with a specialist change consultant to help support the team and operational managers deal with the major changes that will be taking place over the coming two years.

Financial Sustainability: Implications for investments and efficiency savings are being identified to support the implementation of transforming adult social care. This work is being completed to support the financial planning/star chamber process and business plan owners to ensure these are covered in client group/service plans.

ICT/Systems: Implications for ICT and systems and processes are becoming clearer as the models for delivering the changes required become clearer. There is more work to do in this area to ensure that systems and process will support the new models of working and for staff to be more efficient in the way they work.

Scrutiny Working Group

14. The group has met once and with two new members is confirming the areas that it would like to prioritise.

Revised Milestones

15. October 2009

Reablement Business Case complete
PIDs for Information, Community Building & Prevention approved
Investments and Efficiency savings related to TASC confirmed
Communication Strategy and Plan approved
Client group and service area business plans incorporating TASC objectives complete

December 2009

Prevention developments confirmed
Community Building developments confirmed
Care with Confidence Scheme operational
Reshaping Supply Strategy confirmed
Information quick wins
Access brief approved

2010-11 onwards

Access PID by April 2010.
Brokerage service commissioned by April 2010
User led organisation developed by April 2011
Programme Closure Sept 2011

Self Directed Support Milestones

September 2009:

Evaluation of Learning Exercise

Managers workshop

October 2009:

Brokerage Workshop

SDS model approved by Programme Board

Autumn 2009 Onwards:

Structures developed and system analysis to support SDS model Oct-Dec 09

Staff consultation Dec 09-March 10

Go live April/May 10

Roll Out county wide completed by Dec 10

Business as usual transition complete

Project closed April 11

JOHN JACKSON

Director for Social & Community Services

Background Papers: Nil

Contact Officer: Alan Sinclair Programme Director Transforming Adult
Social Care Tel: (01865) 323665

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