

ADULT SERVICES SCRUTINY COMMITTEE

TUESDAY 8 MARCH 2011

TRANSFORMING ADULT SOCIAL CARE – UPDATE ON PROGRESS

Report by Director for Social & Community Services

Headlines for this update

- Programme Closes on 31st March 2011
- Residual function will remain for six months to embed new ways of working
- Over 2200 people will have a personal budget by 31st March 2011 which will ensure over 30% of eligible people have a personal budget

Introduction

1. This report summarises the programme achievements and remaining work of the Transforming Adult Social Care (TASC) programme.

Overall Progress

2. The progress against the Putting People First milestones has been positive with Oxfordshire successfully achieving all of the milestones. As part of the programme closure a final meeting of the Programme Board will take place on 10th May 2011 to formally close the programme.

Progress Against the Specific Milestones

3. Milestone 1 – Effective Partnerships with People

The User Led Organisation, called the Oxfordshire Wheel, signed its constitution in December 2010. The organisation is currently producing its business plan and moving into new premises. In the first stage it is proposed that the organisation will take on responsibility for the administration of the Support with Confidence, Personal Assistants and Brokerage schemes.

The Service User and Carer Reference Group will be merging with the Programme Assurance Group to take an ongoing role in reviewing the outcomes from the programme. The new group will report into the Oxfordshire LINK.

4. Milestone 2 – Self Directed Support & Personal Budgets

There will be over 2200 people with a personal budget in Oxfordshire by 31st March 2011. This represents over 30% of eligible service users having a personal budget.

To support this, the following elements are in place:

- All new people receive a personal budget and range of options to support them in using this to meet their needs
- All existing service users are being transitioned to personal budgets and this will continue beyond the closure of the programme.
- The Older People / Physical Disability service has restructured to a locality team basis mixing social workers, occupational therapists and care co-ordinators. This mirrors the arrangements in the Learning Disability service.
- The Allocation of Personal Budgets policy has been agreed by Full Council.
- External brokerage is available to service users to help plan their support
- A payment card solution has been procured, as a trial, to help people manage their personal budgets
- Personal health budget work is developing well with people receiving their continuing care budget via a direct payment. There are now plans to expand this work to other health funding areas.
- Work within Mental Health is still continuing to develop the tools for self directed support. The final stage, until September 2011, will focus on ensuring self directed support becomes 'business-as-usual'.

5. Milestone 3 – Prevention and Cost Effective Services

The prevention strategy forms part of our Ageing Successfully Strategy, approved by Oxfordshire's Health & Wellbeing Partnership Board in September 2010. This is supported by a work programme comprising a wide range of projects – from community building, public health prevention initiatives, age proofing and the development of a Mobile Adult Services Centre for vulnerable and isolated older people through to the development of targeted preventative interventions. Examples of the latter include Falls, Stroke, Continence and Dementia, and includes the development of our Reablement Service.

The programme also includes projects such as the 'Whole System Community Bed-Based Strategy', and review and development of the Frail Older People's Pathway, which will ensure that the focus of core social and health care spending is put under the spotlight.

Work is also being completed on checklist for communities to consider how best to support vulnerable adults. This checklist has been developed on the basis of research from the Institute of Public Care and with other voluntary organisations. The checklist will be used by community development officers and as part of the community-led planning approach to help communities broaden their support of vulnerable adults. This work will feed into the Council's Big Society agenda as well.

6. Milestone 4 – Information and Advice

A Public Information and Advice Strategy for adult social care was approved by the Transforming Adult Social Care Programme Board in April 2010. This has 30 recommendations for improvement. By 31st March 2011 work will have been commenced and completed on many of these recommendations. However, as many have an ongoing nature such as marketing, support has been made available until September 2011. The key elements delivered so far are:

- Information Accreditation Scheme – Oxfordshire has recently been reaccredited for this award making it the only Council in England to achieve this accreditation for how it manages its information standards.
- Looking Local - a digital channel that provides information on social care issues onto people's TV, mobile phones and the Nintendo Wii. This is currently being tested and will go live by early March.
- Information Hub – the information hub will take information from a variety of sources and present it in a single website. By March the information hub will have been procured and it will be implemented by September 2011.
- Website Restructure – the adult social care web site is currently being restructured into 'themes' which have been developed with service users. This work will be completed by the end of February 2011.

7. Milestone 5 – Local Commissioning

A number of elements have been delivered to ensure that the transformation agenda is embedded within our commissioning strategies. The implications of the introduction of self directed support has led to re-commissioning arrangements for home support, day opportunities, transport and learning disability provider services. Stakeholders continue to be involved through reference groups, workshops and the commissioning conference.

The Directorate's Business Strategy for 2011/12 – 2014/15 focused future plans on protection, personalisation and prevention. The aspirations of Putting People First have been firmly embedded into the Directorate's future planning. The work outlined in Putting People First has also been renewed by the government in Think Local, Act Personal which was published in January 2011.

Impact on Service Users and Carers

8. The implementation of personal budgets across Oxfordshire is still relatively recent. The Oxfordshire LiNK published their initial findings of research into the impact in late 2010. The key headlines from this were:

- Respondents have highlighted the perceived and actual advantages of personal budgets as a system giving more choice, flexibility and an opportunity to meet social needs
- A good broker is important in successful delivery of personal budgets.

- There is experience of (and a fear of) an additional burden of administration on clients and carers. To address this, workshops will be held to explore how to simplify the process and remove any unnecessary administration. Elements are already being worked on, such as payment cards, will further ease any administrative burden.
 - Consistent and personalised communication at every stage is very important.
 - There is a need for properly independent user-led support.
 - There is the possibility of rural disadvantage; this will be closely monitored as part of any continuing work on personal budgets.
9. There are already examples where the new way of accessing care has made a positive impact on individual's lives as well as those of their carers. Feedback received on the assessment included: *"Luke had his assessment last week. The young man who interviewed us was called Tom, and is from the physical disability team. He was excellent. Interested, went into all the necessary details of Luke's needs [...]. I am confident that we will have a fair result from the meeting, and Luke is not as anxious as he usually is after an assessment, due to the way it was carried out."* – Jasmine Davey, carer.

Impact on Staff and Partners

10. The impact of Transforming Adult Social Care on staff has been significant. The Older People / Physical Disability service area has been through a restructure to support the new ways of working. The focus of ongoing work needs to be around reinforcing the vision for adult social care and embedding the new ways of working.
11. The impact of the programme on partners (providers, voluntary organisations and key partners) will also be significant and is only just starting to be seen. Changes to internal provider services, such as internal home support, day opportunities and transport, are all underway. The retendering of the external home support services will be using a 'framework' agreement which provides much more flexibility for people in the use of their personal budgets. The impact on the voluntary sector, many of whom are also providers of services, will also be significant as they are driven to promote and advertise their services. The outcome of these changes will continue to present challenges to partners but should also be seen as a real opportunity for positive development.

Dispelling the Myths

12. *Common Myth 1 – Vulnerable People will be left at risk.* The process of allocating a personal budget has a number of steps to ensure people are not left at risk. For example the assessment will identify the levels of risk and these will define the appropriate next steps. Any support plan must be signed off by the Council and will include a contingency plan if things do

not work out. Reviews are also undertaken to ensure the plan is working and meeting people's needs.

- 13.** *Common Myth 2 – Everyone will be forced to have a personal assistant.* People have choice and control throughout the use of their personal budget. People have a range of support options to help them plan their support and can use their budget in a variety of ways to meet their needs. The use of the budget can include use of a personal assistant but people could equally choose to use an external agency or different forms of support or ask the Council to arrange their support for them.

Handover to Business as Usual

- 14.** The main focus of the programme until the end of March 2011 is on ensuring the deliverables are handed onto business as usual functions. To support the programme beyond April 2011 a residual team will remain for six months to ensure smooth transition.
- 15.** The Scrutiny Working Group will continue to review the outcomes from the programme to ensure these are successfully embedded into the organisation and delivering benefits to service users and carers. The group is recommending that the Adult Services Scrutiny committee receives a regular report summarising the impact of the changes on staff, providers and service users and carers

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Background Papers: Nil

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