

Division(s):

AUDIT AND GOVERNANCE COMMITTEE – 17 SEPTEMBER 2014

QUARTERLY UPDATE OF RESPONSIBLE LOCALITIES, LEAN AND NEW ADULT SOCIAL CARE IT SYSTEM

Report by Deputy Director, Joint Commissioning

Introduction

1. The Audit and Governance Committee requested a quarterly update commencing in September 2014 of the Responsible Localities, LEAN and new Adult Social Care IT system projects. This paper provides a brief overview of these projects. The Programme Manager (Kerry Dearden) of the Adult Services Improvement Programme meets quarterly with Sarah Cox to provide detailed oral updates and Sarah Cox is also provided with copies of all Adult Services Improvement Programme Board papers within which Responsible Localities and LEAN are governed. In addition to the information below Sarah Cox is also involved in the approval of some of the project recommendations. The Adult Services Improvement Programme is supported by a monthly staff newsletter and intranet site.

Projects

2. **LEAN of Adult Social Care processes**
This project is governed through the Adult Services Improvement Programme (ASIP). The approved Project Initiation Document (PID) identified the following areas as being out of scope for the project, namely:
 - Processes relating to people who access Mental Health services
 - People requiring only health services
 - Community services
 - The County Councils' financial assessment processes
 - The County Council's complaints process
3. Baker Tilly won the tender to provide professional LEAN consultancy and leadership to the project and sub-contracted the day to day activities to KM&T a specialist LEAN consultancy. We are supported by two LEAN consultants on a day to day basis plus additional programme management and leadership from the two organisations. The objectives of the project are to review the majority of Adult Social Care processes to remove duplication and ensure consistency across all localities. The project is slightly behind schedule due to a number of unfortunate external resource issues but there is an agreed master schedule that all parties are now successfully working towards. The project has now completed its scoping stage, with a detailed roll out plan in operation and there are pilots currently underway to check if the proposals work

4. Examples of lean proposals being trialled include a financial checklist being introduced at the initial point of contact with the Council. This will provide clear information about the Council's charging policy and how the individual may maximise their income by applying for appropriate benefits. Resources are also being targeted at the first point of customer contact to provide quick responses such as issuing certain equipment. A review of the use and content of forms is also a significant area of work with benefits expected across both Adult Social Care and Financial Assessment teams and to the service users, ensuring they only have to tell their story once.
5. A full project management office is in operation at County Hall. Each locality office and acute and community hospital where social care staff are based, has a communication board so that all staff are aware of the activities that are underway. The project is anticipated to be completed by the end of December 2014.

Responsible Localities

6. The Responsible Localities project sets out to re-design the service delivery model for Adult Social Care so that it better serves the Social and Community Services vision *'to enable people to live their lives successfully, independently and safely'*, ensuring we continue to deliver on our statutory requirements for Adult Social Care.
7. The Responsible Localities project is a phased service redesign of Adult Social Care, focussed on improving the service user pathway. The redesign of the pathway will be from an individual's perspective, ensuring that Adult Social Care's processes support this journey.
8. There are several key elements which must be incorporated throughout the care pathway. These are to ensure that the principles of individual self-determination and, where appropriate, a single keyworker are available to individuals. Other key areas of work which will run throughout the care pathway redesign are opportunities for integration with Health and supported self-assessment.
9. The Responsible Localities project was agreed at the Adult Services Improvement Programme Board through which it is governed to commence implementation in November 2014 (after the majority of the LEAN and the new IT system work have been completed). However, some aspects of Responsible Localities will be delivered through LEAN e.g. a review of the initial point of contact at our Customer Service Centre which will establish a single process for referrals into the service regardless of how the individual first contacts the Council. If an individual's needs cannot be met by advice and support, they will experience a seamless handover to the relevant operational team and are required to tell their story once.
10. A more detailed update on Responsible Localities will be given at the next quarterly update once the project has commenced.

New Adult Social Care Information Technology system

11. This project is governed through the Adult Social Care Information Technology Board.
12. Following a successful procurement exercise, the current social care system SWIFT will be replaced by LAS from Liquid Logic and the finance system ABACUS will be replaced by a system called CONTROCC from Oxford Computer Consultants. Although the systems are separate, they are widely used together and have been fully integrated. Once fully configured and installed, it will present and function as a single integrated system.
13. The replacement of Swift and Abacus is still on track for delivery in May 2015. A test version of the LAS system has been installed and the initial system configuration has taken place. Our colleagues in Information and Communication Technology are currently testing this system with support from Liquid Logic in preparation for a more detailed configuration phase, currently scheduled to start after the LEAN process work has been completed. The system is also being configured to meet the needs as reflected in the DRAFT Care Act guidance. Both the LEAN project plan and the new IT system project plan are aligned to meet the needs of both projects.
14. At present, colleagues in Information and Communication Technology remain confident that the May 2015 timescale is achievable. However, given that final detailed guidance on the Care Act will not be finalised until the end of October 2014, there may be a requirement for further requests for change. Should changes be required, these will be managed via a formal change control process to the Adult Social Care Information Technology Board and an assessment of timescales and their achievability will take place. Any changes resulting from the final guidance of the Care Act later this year would impact all local authorities and therefore there is close working with Liquid Logic and Oxford Computer Consultants in this matter.
15. We have already purchased the customer Self Service portals as part of the original IT System procurement and these will need to operate in-conjunction with a number of other Council systems. Information and Communication Technology have committed to investigate and report back on the most suitable solution in the next 4 – 6 weeks. These portals will be a new development for Oxfordshire to better meet the information, advice and future self-service needs of our general public including self-funders, carers and clients. A more detailed update on these portals will be provided at the next quarterly update.

RECOMMENDATION

16. The Audit and Governance Committee is **RECOMMENDED** to note the paper.

KATE TERRONI

Deputy Director Joint Commissioning

Contact Officers: Kerry Dearden and Martyn Ward

September 2014