

Name of meeting: Overview and Scrutiny Panel for Health and Adult Social Care

Date: 4 July 20167

Title of report: Adult Services Pathway update

Purpose of report:

To provide Overview and Scrutiny panel members with a progress update on the Adult Services Pathway work.

Key Decision - Is it likely to result in spending or saving £250k or more, or to have a significant effect on two or more electoral wards?	N/A
Key Decision - Is it in the Council's Forward Plan (key decisions and private reports?)	N/A
The Decision - Is it eligible for call in by Scrutiny?	N/A
Date signed off by Director & name	Sue Richards 21 June 2017
Is it also signed off by the Assistant Director for Financial Management, IT, Risk and Performance?	No
Is it also signed off by the Assistant Director (Legal Governance and Monitoring)?	No
Cabinet member portfolio	Cllr Viv Kendrick and Cllr Cathy Scott Adults and Public Health

Electoral wards affected: All

Ward councillors consulted: N/A

Public or private: Public

1. Summary

- This report provides members with a progress update on the Adult Services Pathway work. Covering information on the diagnostic work that has been completed so far in relation to the Adult Services pathway redesign. How this work now fits under the Front Door, Care Offer, Commissioning and Sufficiency projects in the Adult Services Transformation Programme. With further detail of the work to be covered in the Project Initiation Document objectives.
- An update on how this links to Communities Plus which is part of the Implementing Early Help programme

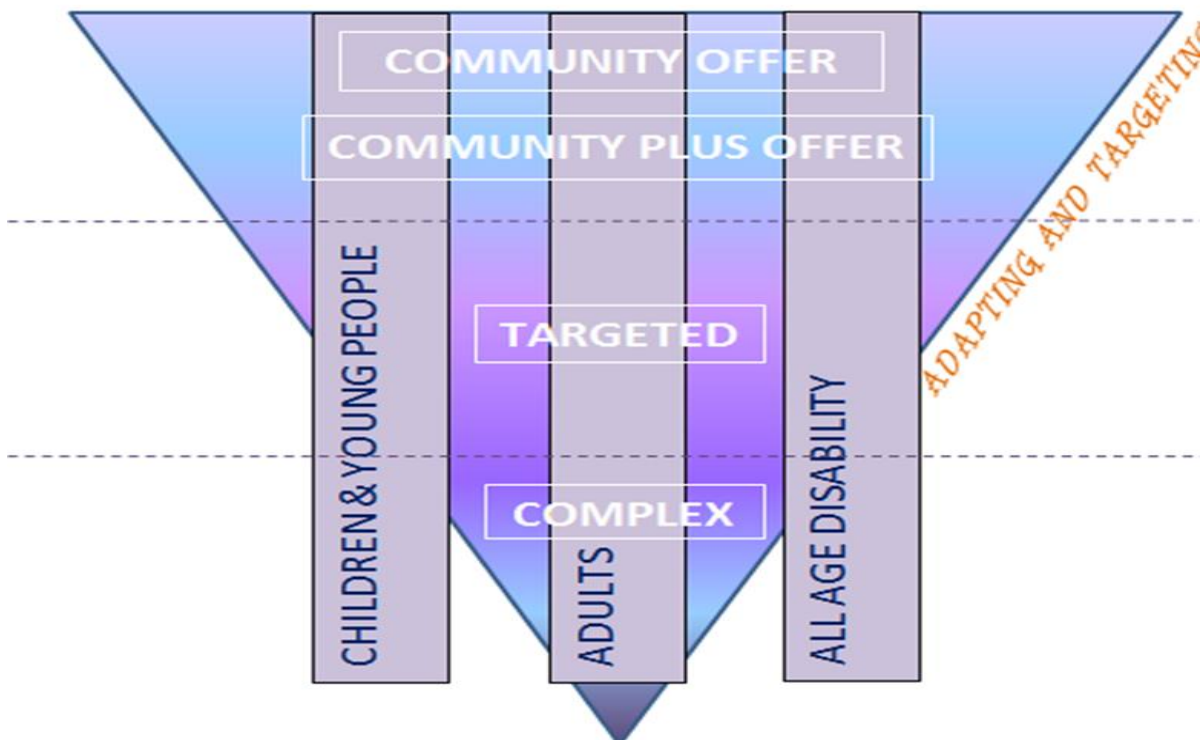
Background

In autumn 2014 iMPOWER, with support from the Council, undertook a service effectiveness review of Early Intervention and Prevention in Kirklees. An operating model was developed that reduced demand on high cost statutory social care services through improved Early Intervention and Prevention by maximising independence from the Adult Social Care system.

The Adult Pathway work aims to achieve this by improving hospital discharge, reablement services and our front door (Single Point of Access) and by designing a digital front door so people can easily see what support they may be entitled to, what there is locally in their community that could also meet their needs without the need for formal assessments and care, and importantly whether they are likely to be able to get help towards costs of care. It will also look to change the way Adult Services reviews and assesses its customers.

Kirklees Council is now working with an external transformation partner to have robust plans in place to ensure these outcomes are achieved.

Early Intervention and Prevention model



Adult Services Pathway

The Adult Pathway starts when the first enquiry is made at the front door and continues through to people potentially receiving services. The aim is that the Pathway will be made clearer for service users and professionals with guidance on how to follow the pathway and there will ultimately be a single method of accessing and sharing information with different professionals. Processes will be streamlined, simplified and made consistent across services, making sure that our customers have the best of opportunities for themselves as well as achieving the identified savings.

Adult Services Transformation

Work is ongoing as a priority to redesign the Adult services pathway. With significantly less funding in future years the council and key partners can no longer carry on doing the same things; we have to do things differently as we move forward.

A Transformation team is leading this area of work, membership includes Kirklees Council staff at all levels of the organisation, staff from our transformation partner and from our identified partner organisations.

We are working closely with our partners, particularly in Health and Housing, to ensure that we continue to meet the needs of our customers, in the most creative, appropriate and cost effective way.

Adult services are aiming to transform their operations in the future so that the service meets nine key design principles:

- Enabling greater self-management and independence
- Providing a safety net for the most vulnerable
- Enterprising (making the most of what we have)
- Understanding and meeting need.
- Affordable
- Focusing on council wide capabilities.
- Collaborative and integrating.
- Innovative and actionable.
- Shape the market.

These will be achieved through working on a number of key areas that have been identified as part of the initial diagnostic phase. They are:

- Front Door
- Care Offer
- Sufficiency
- Commissioning

These areas of focus will deliver overall savings of £ 16,357,281m within a 3 year timeframe.

These areas are designed to achieve the following:

1. Front Door

Manage demand through increased self-service and greater resolution at the first point of contact.

This will be achieved by:

- Integrating and transforming existing customer access points

- Enabling citizens and their representatives to self-serve on-line.

2 Care Offer

Change the way Adult Services reviews and assesses its customers to encourage independence and utilise community support.

This will be achieved by:

- Establishing a systematic review taskforce to ensure existing care packages are proportionate to need.
- Using strengths based approach to drive service user independence and encourage communities and family support.
- Reduce hand-offs and blockages throughout the customer journey.
- Strengthen the Resource Allocation System.

3. Sufficiency

Undertake more reablement and transfer in-house residential care to the provider market.

This will be achieved by:

- Enhancing the reablement offer and reinforcing the step up/step down provision
- Transfer in-house residential care to provider market nursing care.

4. Commissioning

This will:

- Create and implement an overarching commissioning led approach for shaping the Adult Social Care market.
- Retender and support successful implementation of the Domiciliary Care Contract.
- Complete redesign of Supporting People provision.

Communities Plus

Delivery of an Early Help offer is reliant on the ability to safely and appropriately enable people to “step down” or step away from services, where they are able to self - sustain their recovery, independence, coping, life skills or capacity to thrive.

This requires:

- The skills and practice of targeted workers to move people towards those actions that develop independence from Council services.
- Local availability of a variety of evidence based interventions and options to assist people to step away

Equally important is the ability to actively prevent the need for people to “step up” or step into the need for services. This requires:

- The skills of an integrated workforce to identify populations where prevention is most likely to be needed and effective
- Local availability of a variety of evidence based interventions and options that promote self-care, self-reliance and independence from Council services.

The “Communities Plus” tier of support is design to facilitate this step down/step up approach where it can effectively work with community provision and capacity to create and co-commission the range of locally available options, and to over time build the capacity and resilience of communities to deal with all preventable “step up”.

This does not replace what is already there in communities but supports that by the council doing the things that only they can do.

The internal recruitment process to the Communities Plus roles has started and interviews are expected to be completed by the end of August.

These roles include: Early Intervention and Prevention Partnership Manager, Third Sector Manager, Community Investment Manager, Service Manager Cohesion, Volunteer Development Co-ordinator, Community Co-ordinators, Faith and Community Integration Manager, Keyworkers and Casework Consultants.

Community Investment

Current community investment continues with the last grants issued from the Community Partnerships funding due to continue until the end of December 2017.

A new cross-Council strategy for ensuring consistency and best value in Community Investment is a key first priority for the new service.

Social Value

A scrutiny committee has been looking at ways we can consistent apply a 'social value' argument for how we deal with organisations we may wish to work with and give 'in kind' support rather than cash.

2. Information required to take a decision

N/A

3. Implications for the Council

The Adult Services Pathway Transformation programme is designed to deliver the Adult Services Intent and Ambition. Significant savings are expected to be made in some areas of the service, in line with the Council's Medium Term Financial Plan. Plans are in place and continue to be developed to ensure delivery of these.

4. Consultees and their opinions

N/A

5. Next steps

N/A

6. Officer recommendations and reasons

That the report be noted.

7. Cabinet portfolio holder's recommendations

N/A

8. Contact officer

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9. Background Papers and History of Decisions

<http://democracy.kirklees.gov.uk/ieListDocuments.aspx?CIId=139&MIId=4981&Ver=4>

10. Service Director responsible

Sue Richards, Assistant Director for Early Intervention & Prevention