

Gateway to Care / Single Point of Contact Integration – Blueprint version 2, 6/8/20

Introduction

- This is the blueprint for the Gateway to Care / Single Point of Contact Integration project.
- It sets out the high-level scope of the project in terms people, processes, technology and information.
- Each iteration of it will be agreed by the project steering group. It is owned by the project's senior sponsors.
- Its purpose is to set out the scope of the project a high level. It articulates what the team will look like when all the projects contained in the programme are delivered.
- It is a model for the future state, the working practices, processes, technology and the information it requires.
- It will be used primarily to maintain direction and control. It will also be used to help establish workstreams within the project.
- **The blueprint is a living document that may change.**

The blueprint

People/organisation
<p>One team</p> <ul style="list-style-type: none"> • Employees work as and feel that they are part of one team, have the same experience regardless of organisation, using shared language and pulling in a same direction. • Working towards a hybrid arrangement which does not involve TUPE or sub contracting. • There will be one team structure that contains different functions across health and social care. It is expected to be 'hosted' by one organisation but span both organisations though a one organisation approach could be taken.
<p>Quality</p> <ul style="list-style-type: none"> • Outcomes and quality of service are the core drivers.
<p>Pathway</p> <ul style="list-style-type: none"> • There will be a pathway that enables a high proportion customer contacts to be to be resolved online and or reduces flow to telephone and face to face services. • Working on a single phone number and single website basis achieving a consistent, fair and positive experience on any pathway. • Our online first approach will meet citizens' needs as well as delivering organisational benefits.
<p>Demand and cost</p> <ul style="list-style-type: none"> • Design will take in to account current and forecast demand, activity and costs.
<p>Flexible</p> <ul style="list-style-type: none"> • We will be a fluid and flexible service that enables demand to be met. • We will have the ability to operate flexibly in a way that includes a 24/7 offer. • The workforce will have the flexibility to deliver a range of tasks with a range of skills • Role design and skill levels will enable the team to respond to a breadth, volume and complexity of calls, including specialisms and professions as required. A tiered approach is expected to be part of this.
<p>Structures and management</p> <ul style="list-style-type: none"> • Structures and management will be designed to deliver a 24/7 service and manage a dispersed workforce. • The model will enable management of a dispersed workforce whose locations include office, home, and alternative bases ensuring an efficient use of resources and capacity. • The size of the team will be determined by based on evidence of needs but there may be a ceiling e.g. maximum budget.

<ul style="list-style-type: none"> • Consideration will be given to aligning working patterns across different service offers. <p>Skills</p> <ul style="list-style-type: none"> • Training and staff support will be designed to deliver our 24/7 service with a dispersed workforce. • Training will be delivered in a flexible way, and embedded in key mechanisms such as induction, appraisals, and personal development plans which are common to both organisations or are aligned. • In moving to the new model, training will be delivered to upskill and develop employees. • There will be a core skill set for the whole team <p>Branding</p> <ul style="list-style-type: none"> • There will be a brand that is unique and reflects the Vision <p>Covid</p> <ul style="list-style-type: none"> • The way we work will be covid-compliant
Processes and functions (including performance)
<p>Information flows</p> <ul style="list-style-type: none"> • Management information will underpin the service, with clarity on what inputs and outputs are needed for which stakeholders, via which channels. • Management and performance data will be available and can be manipulated to be shared between teams and organisations. • There will be clarity about reporting requirements. • Use a single performance dashboard monitoring a single set of KPI metrics • Colleagues can access all data irrespective of their original organisation. <p>Processes</p> <ul style="list-style-type: none"> • There will be clear points of contact and processes for inquiries and for referrals between the teams and organisations we work with. • There will be digital enhancements made to our processes. • There may be separate entry point for specific external stakeholders. • Processes and functions will be designed to maximise customer experience and outcomes and to maximise independence. • Process design will reduce unnecessary hand-offs, steps and call-backs. • There will be flexibility in our process design to embrace and enhance health and social care system developments as they emerge nationally and locally.
Technology and equipment
<p>IT systems</p> <ul style="list-style-type: none"> • IT system(s) including software will enable integrated working from office, home and dispersed locations. • Telephony system(s) will enable call transfer between tiers of operation, and other teams and organisations. • IT and telephony systems will enable both online and phone enquires, referrals etc. • IT and office equipment will be designed to be effective in doing this and to enable mobile working. • Interoperability is a priority to consider when making any decisions. <p>System support</p> <ul style="list-style-type: none"> • Data, information and backup systems will support and enable our work. • Data and information systems will enable and support use of business intelligence and performance management. • Support mechanisms for the system, hardware and skills will be in place. <p>Innovation</p> <ul style="list-style-type: none"> • Our approach will enable digital inclusion and be future proof – it will enable take up of newer ways of working eg alexa, webchat, chatbots and work with new technologies and artificial intelligence. • Artificial Intelligence tools will be used to maximise independence and self-service (with appropriate security controls in place). • Our approach will enable integration with relevant existing and future systems. • Our approach will be compliant with a range of legislative requirements.

Estate

- There will be shared working spaces in buildings and online.
- Office base(s) will be designed to meet the needs of the new model.
- Use of office base(s) will consider team demographics and promote sustainable transport options.

How it feels**As a team member...**

I have much better access to information and specialist support to deal with more enquiries than ever before at the first point of contact. I regularly support those customers that are less able to access services for themselves online and in so doing am increasing their confidence and self-sufficiency. I am empowered, trusted and supported to make decisions that best meet the needs of the customer. I have to deal with less frustrated customers now processes and procedures have been redesigned to reduce failure and unnecessary contact. I'm flexible and work where customer demand presents itself with access to the information and systems I need - providing the same consistency of service. Customers show high levels of satisfaction with the service I have provided. I spend an increasing amount of time helping customers to do more for themselves.

As a line manager...

I spend more of my time coaching and developing staff than dealing with escalated issues. I work with service staff on a regular basis feeding back on customer experience and changing processes and procedures so that we can deal with more customer contacts at the first point of contact. Fire-fighting is not the norm and scheduling, planning and resourcing for peaks is much more easily accommodated and can be negotiated with Services for the benefit of the customer- service performance is much improved as a consequence.

As a service user...**Inward facing professional statement..****Outward facing professional statement.....**