

**Health and Adult Social Care Select Committee
28 November 2017**

Adult Social Care Transformation

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CMT sponsor: Sheila Norris/Gill Quinton

For information



Adult Social Care Transformation Programme

Our vision for social care

- Help people to help themselves, promoting well-being and self-reliance at all stages of their lives
- Support vulnerable people to be safe and in control, making choices about how they live
- Support communities to be strong, healthy, safe and resilient

Our principles

- to build self-reliance and shift our focus to prevention and early intervention
- a greater focus on promoting independence, recovery and progression, that makes the most of our community resources, while ensuring that vulnerable people are protected
- embed Care Act principles – outcomes and personalised services
- Deliver cost effective services in line with the service budget and MTP requirements



What are the key issues

Why Transformation?

Growing demand with an ageing population and resources that won't keep pace require us to meet need differently; small and incremental change won't do this, we need a whole scale transformation to:

- improve the wellbeing of the population, avoiding or delaying the need for long-term services
- engage in a different type of conversation with people in Buckinghamshire; adopting a strength-based approach
- Educate people and communities to take more responsibility for their own health and wellbeing and adopt an assets-based approach
- Embed a new organisational culture that delivers measurable and sustainable long-term impact in adult social care.
- Use local business intelligence to inform our strategic priorities
- Contribute to the delivery of the health and social care integration vision of the ACS and NHS 5 Year Forward View



What will be different?

We will :

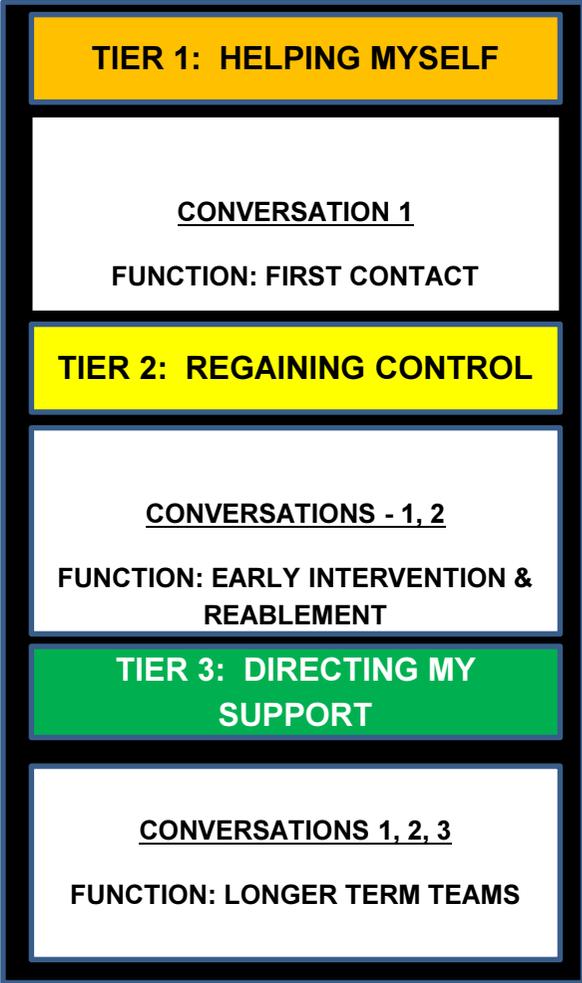
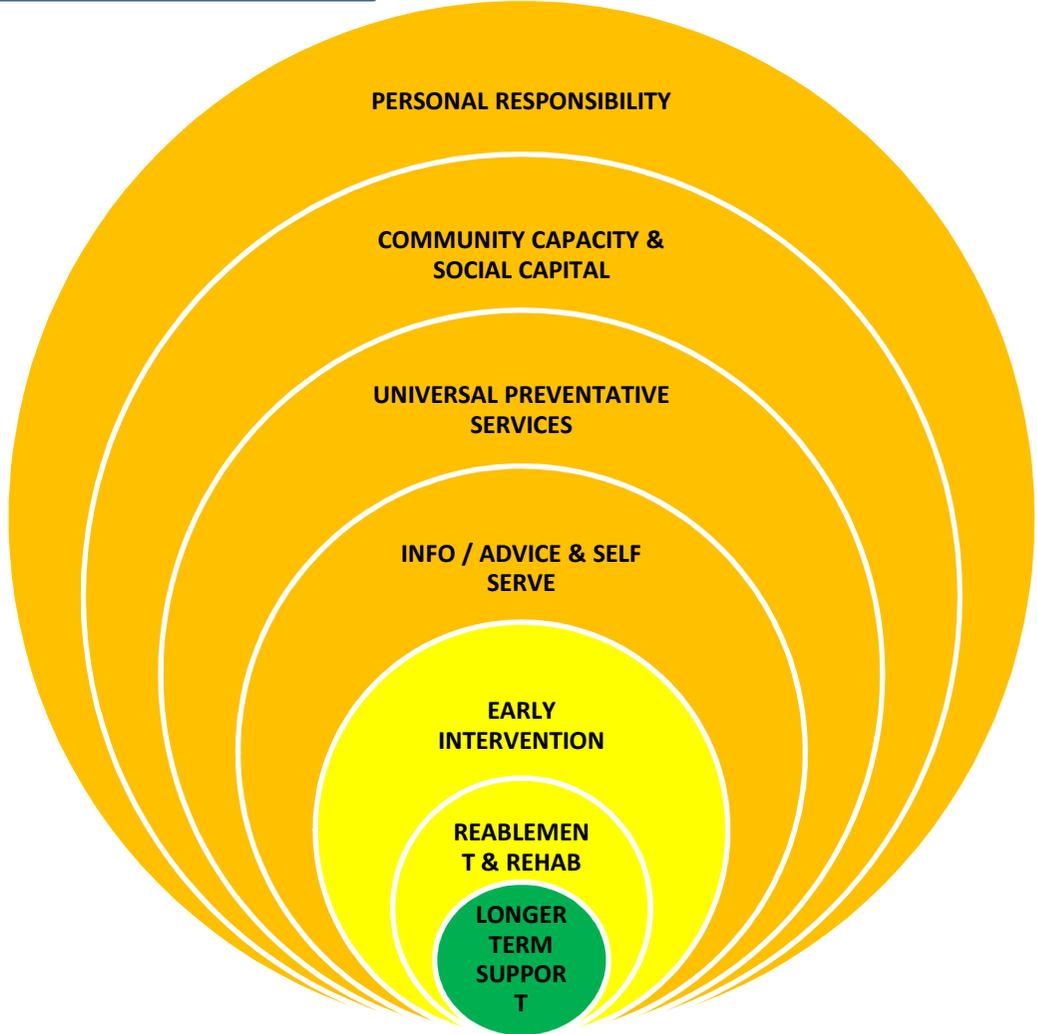
- Create and implement a sustainable model that supports people to be healthy, well and as independent as possible in their own homes
- Target resources on recovery and promoting independence, enabling people to be more resilient.
- Create an holistic and personalised approach to individuals by developing integrated health and social care teams embedded in local communities
- Commission services that support the particular needs of local populations

Whilst continuing to ensure that those who are most vulnerable are safeguarded and supported to live fulfilling lives.



IT'S MY LIFE

"People Lead Their Lives and Fulfil Their Potential in Vibrant, Healthy and Thriving Communities"



A Whole Systems Approach to Improving Outcomes, Managing Demand and Spending Money Wisely.

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In Scope

- Operating model, business processes and structure
- Co-production/involvement of service users and the public
- Professional practice
- Making Safeguarding Personal
- Integration and partnership
- Strategic commissioning and contract management
- Digital/technology
- Culture and leadership



Work streams

- **Prevention** – Jane O’Grady (BCC)
- **Integration** – Denise Porter (BCC) [with Natalie Fox and Debbie Richards]
- **Market shaping & working with providers** – Jane Bowie (BCC)
- **Modernising Social Care** - Denise Porter (BCC)
[Including delivery of the OD Plan - Suzanne Westhead (BCC)]
- **Whole Life Disability** – Suzanne Westhead (BCC)
- **Future of Direct Services (Fulfilling Lives)** – Jane Bowie (BCC)

Enabling work streams

Role is quality assurance & “Check & Challenge”, expert advice and assisting implementation

- **Systems and Processes** (Tools and technology):
Jonathan Noble
- **Communication and Engagement** – (Co-production with people and partners): Sophie Payne
- **HR and Financial:** Chris Daltry
- **Insight, Improvement and Performance:** Joanne Sage

Impact or affect on national / local policy?

Primary legislation: Care Act 2014

- Focuses social services on **preventing, reducing and delaying** the need for care. It also
- Extends responsibility beyond the need to assess and provide services for those eligible to the wider local population



Key principles of the Act include:

- A new underpinning principle to **promote individual well-being**
- **Seamless transitions and integration** with key partners e.g. health and housing
- Providing or arranging services that help keep people **well and independent.**
- Ensuring **advice on care and support** is available to all when they need it.
- New **statutory framework protecting adults** from neglect and abuse
- New **criteria for determining adults' eligibility** for services
- Responsibility to assess a **carer's need** for support
- Ensuring **diversity and quality in the market place** and stepping in to ensure that no vulnerable person is left without the care they need if their service closes due to **business failure.**



Any financial implications for BCC?

The Transformation Programme will :

- Engage and support staff through the delivery of a comprehensive OD plan
- Ensure a “Fit for Purpose” service which effectively manages increasing demand and complexity of presenting need
- Modernise the service and maximise financial and non-financial opportunities
- Address the overarching MTFP to control spend within allocated resources

A separate Business Case for additional resources to support the programme is being considered.



Involvement or impact on colleagues and partners?

The following colleagues and partners sit on the Transformation Board

BCC:

Sheila Norris (Chair)
Cllr Lin Hazell
Cllr Wendy Mallen
Denise Porter
Gill Quinton
Richard Ambrose
Jo Sage
Rebecca Carley

Carers Bucks:

Steve Archibald

Healthwatch Bucks:

Thalia Jervis

CCGs:

Debbie Richards

District Councils:

Steve Bambrick (SBDC & CDC)
Helen Devine (WDC)
Will Rysdale (AVDC)

LGA CHIA (SE):

David Sargeant

BHT:

Neil McDonald



Involvement or impact on colleagues and partners?

Additional colleagues and partners are engaged in either leading or participating in the work stream activity



One Council Approach – any implications across the whole organisation?

Connections and synergies across the whole organisation, and within Business Units will be of fundamental importance to the success of this programme.

- OPE (One Public Estate)
- Strategic Housing
- Growth Agenda and Population Health Management
- Whole Life Disability (Transitions + SEND Strategy)
- Digital Strategy and technological solutions
- Outcome Based Accountabilities (Insight and Performance)
- MTFP
- HR – Workforce Strategy and OD



Next Steps (including timeline)

- Confirmation of Worksteams scope, membership, ToRs and leadership: **November 2017**
- Develop Governance and Project documentation for the overarching programme: **November 2017**
- Identify and confirm appropriate resources to deliver the programme: **November 2017**
- Worksteams to commence activity in line with agreed implementation plan: **December 2017**
- Implement programme and track benefits: **December 2017 - ongoing**

