

Buckinghamshire County Council

Health & Adult Social Care Select Committee

CHASC Transformation Programme Tier 1 – Living Independently Update

March 19th 2019

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Better Lives Strategy

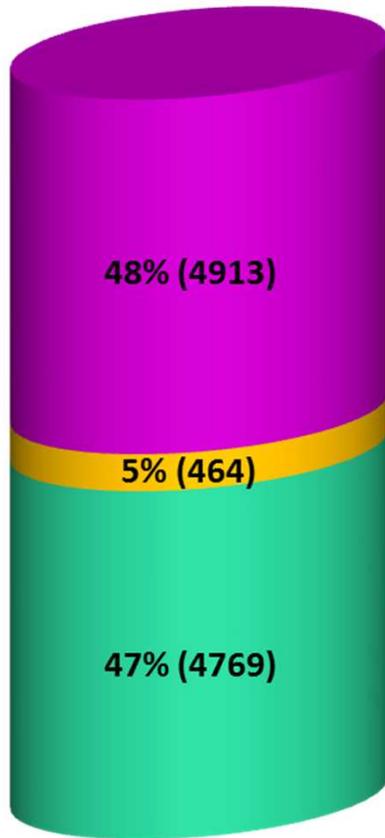
Living Independently

Firstly we will:

- make it easier for people to take care of themselves, improve their wellbeing and remain independent for as long as possible
- work with others, particularly the voluntary and community sector, to strengthen local opportunities and support
- make sure that there is a wide range of easily accessible information and advice about what is available from us and others, to help people understand what support is available and plan any support required
- make it as easy as possible for people to get help when needed. When people first contact us, we will try to resolve their problems quickly, looking to find local support from families and communities before resorting to formal social care services

Better Lives Strategy

Aug/18

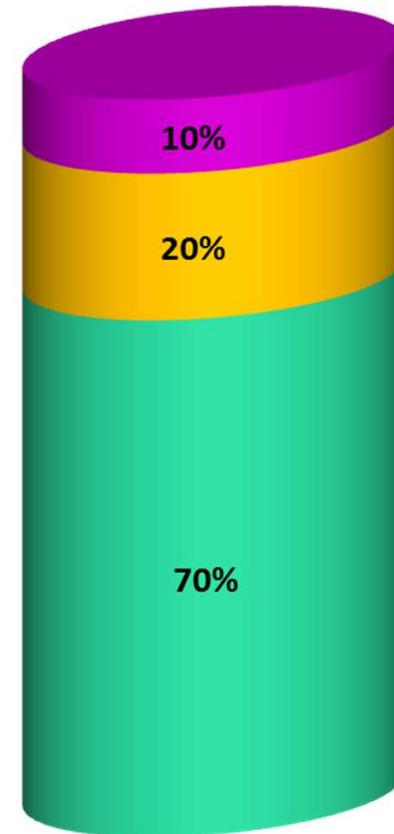


Living with Support

Regaining Independence

Living Independently

In Future

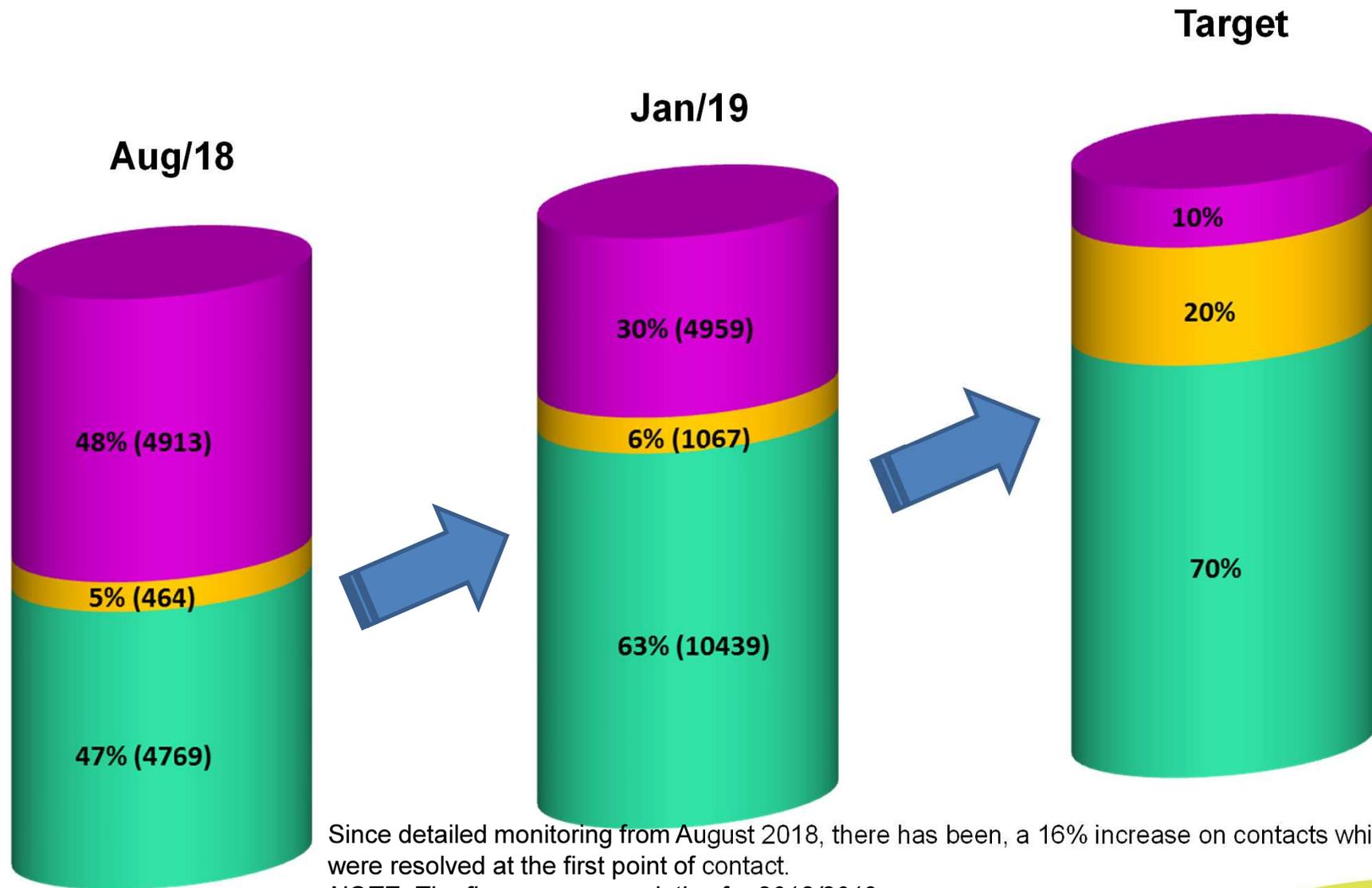


10%

20%

70%

People in each tier: Progress so far



Since detailed monitoring from August 2018, there has been, a 16% increase on contacts which were resolved at the first point of contact.

NOTE: The figures are cumulative for 2018/2019

■ Living Independently

■ Regaining Independence

■ Living with Support

Tier 1 – Vision and Key Work Streams

Living Independently

- Vision: enable people to stay well and live fulfilling lives, safely and independently, in their community supported by family, friends and community networks
- Key Work streams:
 - Development of community capacity
 - Development of an overarching shared approach to prevention across Buckinghamshire
 - Early Help Service Redesign and Digital Early Help

Benefits of Shared Approach

Background:

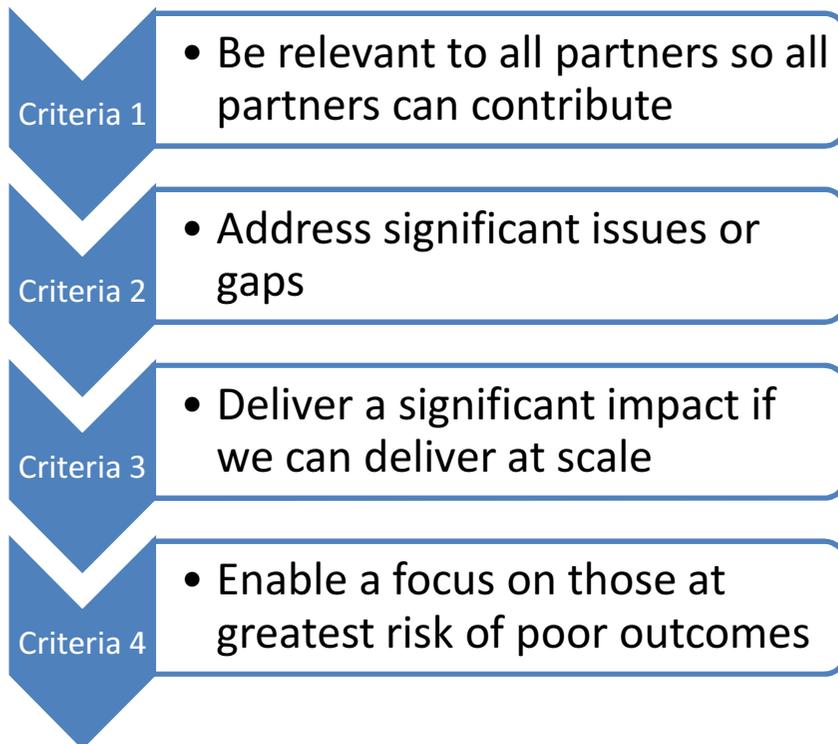
In Buckinghamshire partners are already working together to deliver specific actions related to the Health and Wellbeing strategy. This includes:

- Enables the identification of priority areas for joint working with the potential to deliver solutions at scale and avoid duplication
- It enables individual organisations to plan their own projects and programs with reference to the wider system
- Ensures a consistent approach to prevention, behaviour change, self-care that build on the strength of individuals and communities by key partner organisations

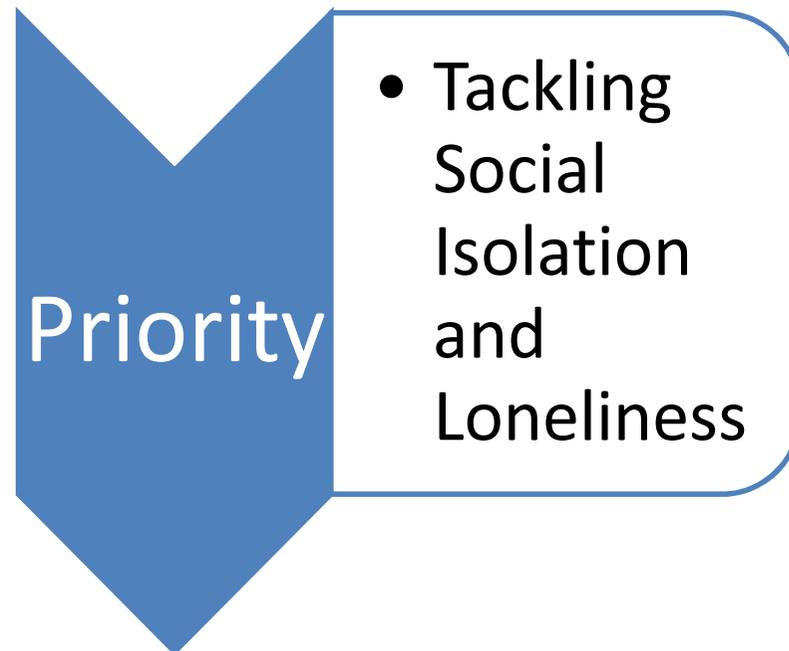
Shared Prevention Model – Criteria and Priorities

Outcomes from Prevention Model Workshop – Sep 18

Criteria to identify system wide priorities



Agreed priority



Shared Prevention Model – Next Steps

Completed

Broad engagement to the proposed Shared model for prevention

Final Draft of Shared Model for Prevention presented and approved by Integrated Care System (ICS) in Dec 18

Social Isolation and Tackling Loneliness, approved by stakeholder group and ICS as a priority

Next Steps

Organisations sign up to the proposed Shared model for prevention

Final Draft of Shared Model for Prevention to be presented to the Health and Wellbeing Board (HWB) in March 28th 19

Develop an Action Plan

Community Asset Map – Background

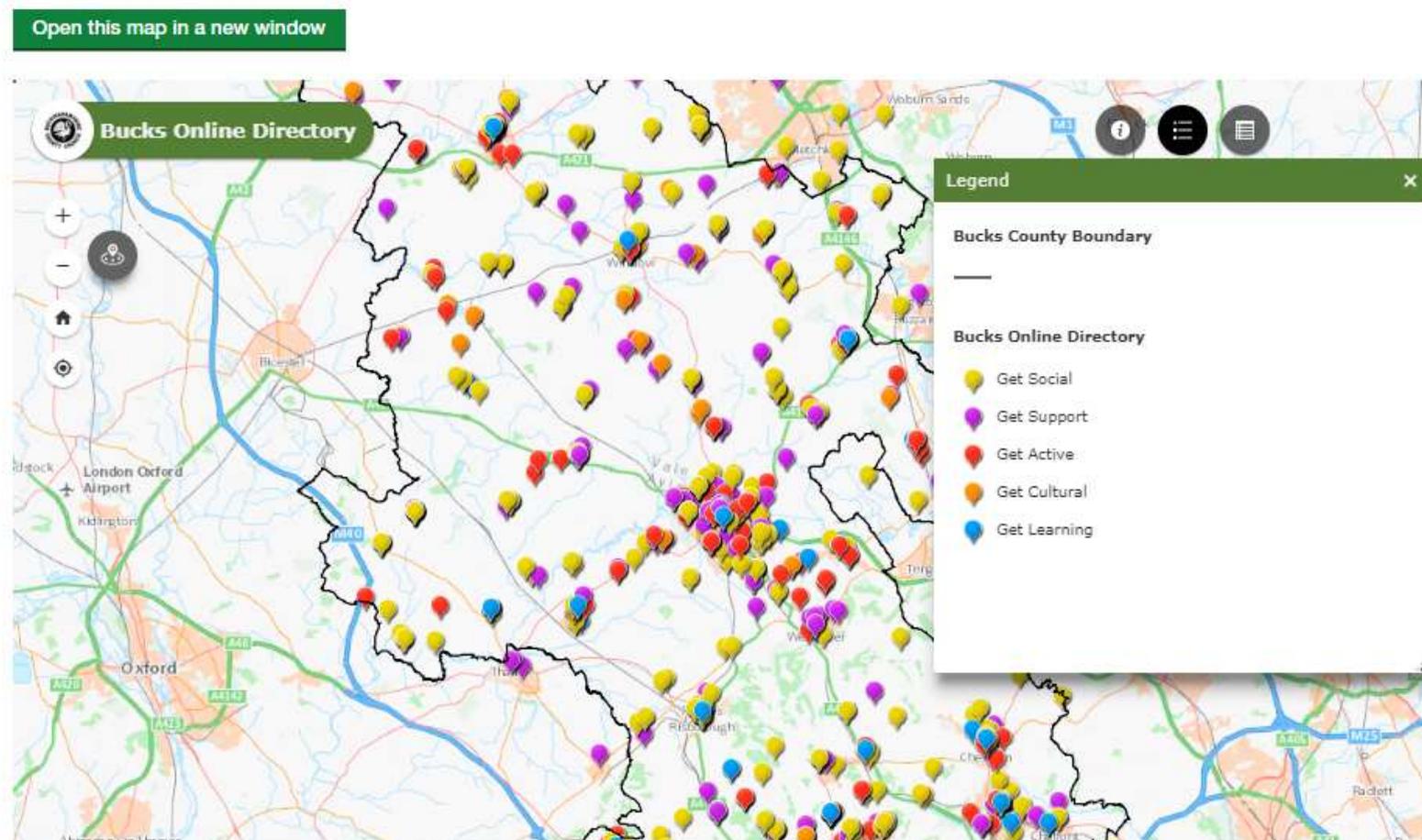
Background:

- A key enabler of helping people to help themselves is the Community Asset Mapping tool, which is a searchable digital map of community assets including:
 - Social activities
 - Physical activities
 - Support groups, and
 - Learning opportunities
- Assets have been verified and records have been updated. The database reflects what assets are available in Buckinghamshire.
- The prototype tool has been well received by partners.
- The community Asset Mapping tool – Bucks Online Directory (BOD) available on Buckscc website
- <https://www.buckscc.gov.uk/services/community/bucks-online-directory/>

Community Asset Map – The Tool

Bucks online directory - find activities and support in Buckinghamshire

BETA This is a new service - your [feedback](#) will help us to improve it.



ACCESS TOOL at <https://www.buckscc.gov.uk/services/community/bucks-online-directory/>

Community Hubs

Background:

- BCC, along with partners including police, district councils, and CCGs, are delivering 'community hubs' as a method of service delivery in localities.
- **Expected outcomes:**
 - Localised point of access for Information, Advice and Guidance services
 - Support mechanism to access online services and self-assessment through BCC and other contact points
 - Insight gathering to identify how residents are interacting with services
- **Progress:**
 - Initial discussions taken place as to how Adult Social Care can support 3 pilot sites – Marlow, Iver and Buckingham

Early Help Service Redesign - Background

Ambition:

- support people to live more independently for longer
- provide a much improved service for those that need to contact Adult Social Care

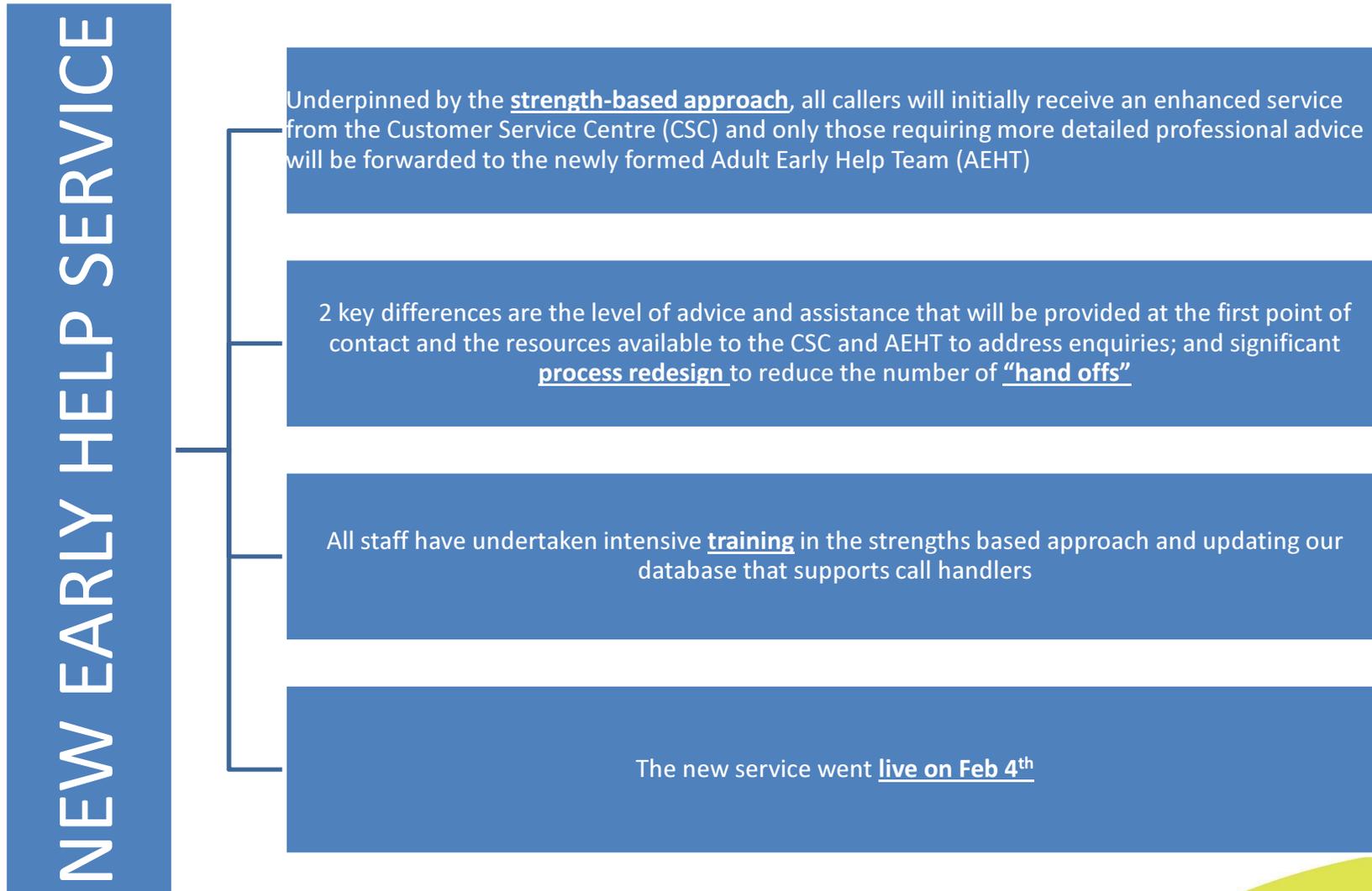
How we are going to achieve that:

- Increasing the number of people who are assisted in the first instance with:
 - good information, advice and guidance or Short Term intervention

Key projects to deliver the ambition:

- Restructure of our 'Early Help' service
- Redesign of Care Advice Bucks website

New Early Help Service – Progress to date



Early Help Service Progress

	2017	2018	GOOD TO BE	RAG
Number of call to the Customer Service Centre	1863	1932	LOW	Yellow
Number of hits online relation to access of Information & Guidance	25582	27748	HIGH	Green
% of Customer Service Centre calls resolved at first point of contact	52.10% (971)	49.70% (960)	HIGH	Yellow
Calls referred to Adult Early Help Team ended with referral to preventative services	152	232	HIGH	Green
Number of contacts progressed to assessment	689	443	LOW	Green
% contacts progressed to assessment	36.90% (689)	20.30% (690)	LOW	Green
Number of front-line staff trained in Strengths based approach & Make Every Contact Count	N/A	48	HIGH	Green

Savings delivered through Early Help Service
April/18 – Jan/19

£875K

Digital Early Help Service

Background:

- The enhanced digital Adult Social Care Front Door makes it easier for users, their families and professionals to directly access information and advice enabling them to make informed self service decisions without the intervention of BCC.
- BCC was successful in its application to the Local Government Association (LGA) and Snook for the Design in Social Care (DISC) programme in October 18. The programme investigates how councils address a Local Adult Social Care Challenge using a service design mind set.
- The team behind the programme is running user research investigating how BCC might help people in their 50's/60's access services and information that can help improve their knowledge of services, health and wellbeing.
- The outcomes of this research will feed directly into the discovery phase and will help us to deliver a more user centred service.

Digital Front Door: Deliverables

DELIVERABLES	DEADLINE
PHASE 0	
- Refreshed Care Advice Bucks website	End March 2019
- Community Asset Map Tool	
- Reviewed Care Advice Bucks content	
PHASE 1	
- Professional Zone	End September 2019
- Assistive Technology	
- Carers Screening Tool	
- Community Asset Tool (improved version)	
- e-Marketplace	
- IAG	
- Care Advice Bucks homepage and landing pages redesigned	

Key Outcomes of New Early Help Service

- Increase in the number of people making greater use of family and community networks for support and allowing the reduction in number and size of care packages.
- More people able to self-serve online, resulting in fewer calls to the Customer Service Centre.
- Increase on the number of calls resolved at the first point of contact, as a result of strength-based training delivered and update on database that supports call handlers
- More people's issues are resolved at the first point of contact with the Early Help Service.
- Measures include:
 - Number of people assisted to be independent as possible through Information and Guidance from the Early Help Service
 - Reduction in the number and size of care packages (savings of £875K)
 - Number of people accessing information and guidance through the Care Advice Buckinghamshire website