

## Audit Committee

### Adult Social Care Change Programme - Update

The Adult Social Care Change Programme is a single coherent umbrella for all change within Adult Social Care.

Overall the programme's aim is improving both our customers' experience of adult social care and the sustainability of services. Making this change will not just mean changing our process and systems – it is also about getting the data in place to support evidence based decision making and the staff culture aligned. The programme of change is intended to build on the recovery action put into place as a result of the large over spend in Communities in 2012-13. The table below sets out the achievements and next steps for each of the workstreams.

Workstream	Scope	Progress to date	Next steps
Information, Advice & Access	Overall front door offer for any enquiry to ASC. Includes all initial contact across channels	<ul style="list-style-type: none"> <li>• Care Act requirements complied with</li> <li>• New web platform scoped and implementation under way</li> <li>• High level design of new access routes complete</li> </ul>	<ul style="list-style-type: none"> <li>• Development of wider approach to information &amp; advice</li> <li>• Completion of new web platform</li> <li>• Detailed design of access routes</li> <li>• Further use of demand management techniques eg to help people use community support</li> </ul>
Prevention	Targeted or universal activity that manages demand before more structured support	<ul style="list-style-type: none"> <li>• <i>Keeping People Well</i> phase as part of <i>Integrated Commissioning Programme</i>.</li> <li>• Baselined existing in house and commissioned preventative services</li> </ul>	<ul style="list-style-type: none"> <li>• Development of wider prevention approach for the portfolio.</li> </ul>
Assistive Technology & Equipment	Use of technology and equipment to support people at every stage of the process. Includes telecare	<ul style="list-style-type: none"> <li>• New equipment contract in place, as part of <i>Integrated Commissioning Programme</i>.</li> <li>• Piloting <i>Just Checking</i> technology to support assessments.</li> <li>• About to start pilot wider medication equipment.</li> <li>• Business case developed for wider use</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluation of pilots</li> <li>• Consideration and further development of telecare proposals</li> <li>• Link to wider city work on telehealth</li> </ul>

Workstream	Scope	Progress to date	Next steps
Enablement & Intermediate Care	Community and hospital discharge reablement. Enablement for those with lifetime needs	<p>of telecare.</p> <ul style="list-style-type: none"> <li>• Predictive demand model created for transfers of care through whole system with NHS partners.</li> <li>• Completed data analysis of Adult Provider Services delivery.</li> <li>• Close working with <i>Active Support &amp; Recovery</i> workstream of <i>Integrated Commissioning Programme</i>.</li> <li>• Contribution to elements of <i>Prime Minister's Challenge Fund</i></li> </ul>	<ul style="list-style-type: none"> <li>• Use demand model to take pre-emptive action to prepare for next winter</li> <li>• Adult Provider Services improvement driven by data analysis.</li> </ul>
Assessment, Support Planning & Review	Assessment and support planning. Includes financial assessment and review	<ul style="list-style-type: none"> <li>• Approaching completion of non-residential reviews for older people and those with physical disabilities or sensory impairments</li> <li>• New risk based review process designed and due to be launched in Adult Services in late July</li> <li>• Additional resource agreed to support reviews in Learning Disabilities Service</li> </ul>	<ul style="list-style-type: none"> <li>• Full roll out of risk based review process.</li> <li>• Data model and analysis for LD demand.</li> </ul>
Long Term Care	Care management of ongoing support, including complex case management	<ul style="list-style-type: none"> <li>• Joint work with CCG in place on combined process for Joint Packages of Care.</li> <li>• Learning Disability (LD) Commissioning Strategy &amp; Supported Living Framework in place.</li> <li>• LD Provider response to reviews scoped and making good progress.</li> </ul>	<ul style="list-style-type: none"> <li>• Review of older / PDSI people experience of those receiving ongoing care</li> <li>• Further work on joining up with health services alongside <i>Integrated Commissioning Programme</i>.</li> <li>• Further work on LD.</li> </ul>
Enabling Workstreams	Supporting workstreams	<ul style="list-style-type: none"> <li>• Business Intelligence work supporting Adult Provider Services complete.</li> </ul>	<ul style="list-style-type: none"> <li>• Business Intelligence IT Platform provides live dashboards on</li> </ul>

Workstream	Scope	Progress to date	Next steps
		<ul style="list-style-type: none"><li data-bbox="949 245 1406 272">• Cultural change approach started.</li><li data-bbox="949 284 1473 347">• Mobile working solution now live and in use by first tranche of social workers.</li><li data-bbox="949 359 1447 422">• Business Intelligence IT Platform built and currently being tested.</li></ul>	performance.

This page is intentionally left blank