

By: Graham Gibbens, Cabinet Member for Adult Social Care and Public Health
Andrew Ireland, Corporate Director, Families and Social Care

To: Adult Social Care and Public Health Policy Overview and Scrutiny Committee – 30 March 2012

Subject: **UPDATE ON ADULT SOCIAL CARE TRANSFORMATION PROGRAMME**

Classification: Unrestricted

Summary:	This report updates Members on progress for the adult social care transformation programme.
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Introduction

1. (1) A report setting out the proposed development of a Transformation Programme and the role of Strategic Commissioning in delivering this was presented to the Adult Social Care and Public Health Policy Overview and Scrutiny Committee on 10 January 2012. This paper aims to provide an update on progress.

Stakeholder Engagement

2. (1) The transformation team has identified the programme stakeholders, analysed levels of interest and influence in order to agree which stakeholders to initially focus our stakeholder engagement with. A stakeholder engagement strategy and plan has been developed in order to engage with stakeholders over the period of January to mid March. This initial phase of communication and engagement is focussed on defining what the transformation programme will aim to achieve and developing some of the key step changes required to reach the end goal.

(2) A number of opportunities to engage with stakeholders have been taken and a number of events have taken place:

- Informal union briefing (19 January 2012)
- Older People/Physical Disability (OPPD) Strategic Commissioning Staff Awayday (20 January 2012)
- Carers Provider Advisory Group (26 January 2012)
- Kent Community Care Association Strategy Group (2 February 2012)
- Directorate Management Team (DMT) visioning session (1 February 2012)
- Divisional Management Team (DivMT) visioning session (9 February 2012)
- Kent Integrated Local Area Workforce Strategy Group (16 February 2012)
- Kent Voluntary and Community Sector Engagement Forum (24 February 2012)
- Domiciliary care providers (28 February 2012)
- Voluntary and preventative service providers (1 March 2012)
- Mental health service users/carers (5 March 2012)
- Housing partners (9 March 2012)
- Residential and nursing care providers (15 March 2012)

- Staff communication, manager packs (to help them facilitate transformation with their teams), K-net content, on-line questionnaire - to allow staff to feed in their transformational ideas (March 2012)
- Older People/Physical Disability service users/carers (15, 16, 19 March 2012)
- Sensory service users/carers (March 2012)
- Health providers/partners (21 March 2012)

(2) The activity outlined above is just the first of many opportunities over the 3 year programme for stakeholders to input into the programme. In April we intend to set up a multi-stakeholder group to help further progress the detail around the transformation programme. As the content of the programme develops, we will invite stakeholders to get involved in specific project groups to: a) help develop projects in more detail; b) help us to implement projects; c) help us to review how effective the projects were in achieving the desired outcomes. We are hopeful that some members will be willing to be part of these stakeholders groups.

Programme Themes and Principles

3. (1) Ideas and views from stakeholder events are being recorded and used to develop a blueprint (future design) for social care in 3 years time. Although stakeholder events are ongoing a number of themes are already taking shape.

(2) Potential key themes include:

- **Empowering people** - enabling citizens to find solutions and meet need outside of the social care system
- **Every penny counts** - ensuring all spend provides value for money
- **Assessment: right time, right place** - providing short term crisis support and maximising enablement to reduce the number of crisis assessments
- **Doing things right** - developing effective processes and making sure they are applied consistently and effectively in all localities
- **Place to live** - housing options to increase independence
- **Social activities** - greater choice in activities and opportunities for people to integrate with the wider community to prevent social isolation

(3) Cross cutting principles include:

- Safeguarding
- Integrated health and social localised provision model
- Better demand management
- Responding rapidly
- Greater focus on personalisation
- Greater use of technology
- Increased use of electronic transactions
- Harnessing community based social capital
- Greater investment in targeted preventative services
- Less done by KCC, more done by others
- Outcome focussed commissioning and incentivisation

Next Steps and Timeline

4. (1) All stakeholder feedback will be analysed and prioritised into a list of proposed projects. Other change projects which are on-going will also be added to this list. Projects will be placed in a prioritisation matrix and assessed against criteria such as strategic fit, ease of implementation, level of risk, cost benefit, etc. This matrix will be discussed at DMT on 28 March 2012 to agree the content and phasing of programme activity.

(2) A blueprint will also be developed in line with stakeholder feedback. The blueprint will detail the vision for adult social care, programme principles, programme objectives and planned benefits. It will also provide a high level view of what adult social care looks like now, what it will look like in three years time and identify the key step changes in the transformation process. It will also allow Families and Social Care (FSC) to evidence that stakeholder feedback has been considered in the design of the blueprint. The blueprint will be published and shared with all stakeholders.

(3) Consultancy input from the Institute of Public Care (IPC) have been secured through a successful application for funding to the LGA/ADASS sponsored Adult Social Care Efficiency programme. IPC have been asked to help FSC with cost modelling – identifying what savings can be achieved through the identified projects. The output of this work will be a paper which provides an initial analysis of how the savings will be achieved.

(4) The blueprint and savings profile paper will be taken to:

- DMT - 4 April
- Commissioning and Procurement Board – 17 April
- Corporate Management Team – 24 April

(5) A performance management framework will also be designed to allow FSC to baseline, monitor and evidence the transformation. This will be discussed at the DMT on 11 April 2012.

(6) Governance arrangements and resourcing of the programme will be set up prior to the start of the programme in April 2012.

Recommendations

5. Members of the Adult Social Care and Public Health Policy Overview and Scrutiny Committee are asked to NOTE the contents of the report.

Mark Lobban
Director Strategic Commissioning
01622 694934
mark.lobban@kent.gov.uk

Juliet Doswell
Project Manager
01622 221844
juliet.doswell@kent.gov.uk

Background documents: Report to the Adult Social Care and Public Health Policy Overview and Scrutiny Committee, 10 January 2012 – Strategic Commissioning and the Transformation of Adult Social Care, Item E1