



<u>Committee and Date</u>
Council
18 <sup>th</sup> July 2013

<u>Item</u>
<b>10</b>
<u>Public</u>

## **PORTFOLIO HOLDERS REPORT - COUNCILLOR TIM BARKER -ADULT SERVICES**

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### **1. Summary**

This portfolio area has been developed from services previously contained within the health and wellbeing group. It coordinates and provides services to vulnerable adults across Shropshire. During the period leading up to organisational changes in December, the majority of services were within the group, known as, Assessment and Eligibility.

### **2. Introduction**

As members will be aware, the group faced significant financial pressures through 2012/13, these included increased costs as a result of a rise in demand for services and the impact of funding changes with the transfer of costs from the NHS Continuing Health Care (CHC). These challenges continue today to have an impact on the services' financial performance

There were a number of service transformation exercises carried out during this period; including the on-going development of personal budgets resulting in the service finishing at year end with the majority of people who were eligible for a personalised support arrangement, having this in place. Feedback from people, who have a personalised service, emphasises again the importance of this in giving people greater choice and control. Personalisation is also starting to show efficiencies can be gained through this model. The service has also successfully piloted a new way of delivering front line social work practice through 'People to People (P2P)' and this has been extended across the south of the county since May 2013. Details of P2P can be found at this link; - [People 2 People](#)

There is a need to continue to develop services to respond to the changing expectations of individuals, the challenging financial environment that the service and the authority operates within and working with the council's strategic directions (becoming a commissioning council).

The service produced its second annual account which built upon the positive engagement with members of the community, users of services and other stakeholders. The service also had a peer review carried out in September 2012 and detailed action plan developed accordingly. Further work was also undertaken in November 2012 focussing on commissioning and both these have contributed to a detailed robust action plan which is currently being implemented service-wide.

Details of these can be found at the following web address: - [Safe & Confident Communities Dec 12 - ASC Peer Review 2012](#)

### 3. Looking Forward

Looking forward, it is important to engage communities, users of services and staff working within them about both the necessity and the impact of transformation, budget reductions etc. Adult Social Care needs to both support the delivery of essential services; supporting greater fairness; future prosperity as well as contributing to the council's strategic agenda.

It is only through such dialogue that positive change and minimisation of anxiety and negativity can be achieved.

- Looking forward to the next twelve months there are a number of key areas that I will be working on with offices in the Service. We will be working to transform Adult Services, improving outcomes for people delivering better experiences for users of services whilst their families and making maximum use of the resources provided including contributing to the Council's overall savings requirement. Indeed, at the start of this, I will be considering a specific report specifically looking at the transformation of day services in August.
- I shall also be leading a series of commissioning related activities focusing on delivering better outcomes, increased savings and value for money. I will also in August be considering a report on the re-commissioning of in-house directly provided services at Cabinet at their weekly meeting on 24<sup>th</sup> August and they will be considering a report on the commissioning of local services for Shropshire residents who have had to have their needs met out of County.
- Partnership has always been important in relation to the delivery of Adult Services and we will be working closely to develop services with our major partners within the VCS and NHS as well as with smaller direct providers in adult social care. The focus of this work will be clearly to maximise the opportunities that working together brings as well as ensuring that the experience of the user is enhanced.

### 4. Conclusions

I do not underestimate the scale of the task associated with the transformation Adult Services. I regard this as a great personal responsibility but also a real opportunity to be part of that. I am committed to doing this and leading this transformation in a way that is sensitive to the anxieties that always accompany change yet will ensure the focus is on improving outcomes for the most vulnerable people in society.

My own recent personal experience has demonstrated even more so to me how important it is that care is delivered in a compassionate manner supporting not just the individual but also their family. I give you my assurance that this will remain a central theme of the work we do.

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