



Committee and Date

Health and Social Care
Scrutiny Committee

Monday 30 March 2015

10:00

Item

6

Public

THE TRANSFORMATION OF ADULT SOCIAL CARE SERVICES

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1. Summary

- 1.1 This report is to consider the impact on the service user of the transformation of services. The document begins with a reminder of the principles underpinning the transformation of Adult Social Care. The report then provides an oversight of current activity across Adult Social Care and describes how services have developed within Shropshire over the last 3 years, particularly focussing on the introduction of a new operating model in April 2014.
- 1.2 The report will be accompanied with a presentation that will provide the narrative behind Adult Social Care's transformation journey, and will describe the context, the financial impacts, and the changes implemented to date. The presentation uses images, text from people who have been directly affected by service transformation and seeks to use personal statements as genuine evidence of impacts.

2. Recommendations

The Health and Adult Social Care Scrutiny Committee is asked to

- A. consider the content of this report and the continuing progress of transformation of Adult Social Care is subject
- B. confirm that there should be a further review and update including Scrutiny in Autumn 2015,
- C. reconvene the Member working group on the performance measures to work with officer to develop the reporting dashboards and presentation of data and messages

REPORT

3. Risk Assessment and Opportunities Appraisal

3.1 Adult Social Care works with a range of people, a number of whom are vulnerable. Failure to fully evaluate and manage the changes to the service they receive could put them at risk. Having the right measures in place to understand the impact of the changes is an essential element of the arrangement to identify unintended consequences and manage the associated risks. This would include whether the Council is delivering its services within the available resources and achieving the change it planned and agreed.

3.2 Through completing their work programmes and specific consideration of the progress in delivering them, the Scrutiny Committees aim to help reduce the level of risk and support their management.

4. Financial Implications

4.1 Although this report does not have any direct financial implications, the work of the Scrutiny Committees will include making recommendations that may have financial implications if accepted.

5. Transforming Adult Social Care Services

5.1 The transformation of Adult Social Care has been taking place over recent years with the most recent phase starting in April 2014 with the implementation of the new operating model. This transformation was underpinned by the following principles:

- i. Reducing dependence upon paid support and enabling and maximising individual independence.
- ii. The service will be responsive with quick decision making at the closest possible point to the person.
- iii. Maximising the use of community resources and natural support and developing resilient communities.
- iv. The local service will be determined by what that local community needs in relation to advice and information and direct intervention from adult social care.
- v. Facilitating key partnerships within local communities that maximise the use of natural support and universal services.
- vi. There is a focus on the use of volunteers and particularly those that have lived experience of using services.
- vii. The service will focus upon supporting and enabling carers to continue with this vital role whilst establishing and maximising the use of peer support.
- viii. Members of staff will play a key role alongside individuals who use the service in making decisions about how the service is delivered.

- ix. The service will work from a presumption of a mobile and flexibility operating within local areas.
 - x. Increasing the focus on professional standards and profile of social work to enable improved outcomes for individuals and give a sense of pride and ownership for the staff group.
- 5.2 As part of understanding the impact of the implementation of the new operating model the views of employees and people who use the services have been sought. These along with other information have been brought together into the presentation attached at Appendix 1, which will given at the Committee meeting.
- 5.3 In addition to this measures related to the new operating model have been developed and identified with a member working group of the Committee. The measures were presented to the Committee on the 15 December 2014 with a view to an end of year (Quarter 4) view being presented to the Committee at the their first meeting in the new municipal year (29 June 2015). This would allow the results from the statutory returns to be taken into account to provide the most complete picture.
- 5.4 The views and ideas of the member working group were constructive in refining the measures to demonstrate the progress and impact with the new operating model. It would be equally valuable to gain their thoughts in shaping and designing the dashboard and presentation of the measures to help ensure that they are accessible, and support people who are considering them to identify any questions or points they would like to understand in more detail.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)

Adult Social Care Performance Indicators – Health and Adult Social Care Scrutiny Committee 15.12.2015

Update on Adult Social Care Operations - Health and Adult Social Care Scrutiny Committee 14.07.2015

Cabinet Member (Portfolio Holder)

Lee Chapman – Portfolio Holder for Adult Services and Commissioning (South)

Local Member

All

Appendices

Appendix 1 – Powerpoint presentation “Live Life Your Way – Our Journey”