REPORT TO:	**Cabinet Member Health and Social Care**
DATE:	**February 16th 2011**
SUBJECT:	**Transforming Social Care Quarterly Progress Report**
WARDS AFFECTED:	**Non Directly**
REPORT OF:	**Robina Critchley, Adult Social Care Director**
CONTACT OFFICER:	**Margaret Milne – Service Manager** **Tel: 0151 934 3614**
EXEMPT/ CONFIDENTIAL:	**No**

PURPOSE/SUMMARY:

To present the Cabinet Member with the Department's Transforming Social Care Milestones Progress Report

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REASON WHY DECISION REQUIRED:

The Department is obliged, by the Government, to report Transformation progress to the Cabinet Member. This is part of the Care Quality Commission performance framework requirements

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RECOMMENDATION(S):

The Cabinet Member is asked to note the contents of this report.

KEY DECISION: No

FORWARD PLAN: N/A

IMPLEMENTATION DATE: N/A

ALTERNATIVE OPTIONS:
None. The Adult Social Care Department, as part of the performance framework, has to meet, and report on, agreed targets for the Transformation of Social Care.

IMPLICATIONS:

Budget/Policy Framework:

Financial:

CAPITAL EXPENDITURE	**2009 2010 £**	**2010/ 2011 £**	**2011/ 2012 £**	**2012/ 2013 £**
Gross Increase in Capital Expenditure				
Funded by:				
Sefton Capital Resources				
Specific Capital Resources				
REVENUE IMPLICATIONS				
Gross Increase in Revenue Expenditure				
Funded by:				
Sefton funded Resources				
Funded from External Resources				
Does the External Funding have an expiry date? Y/N	When?			
How will the service be funded post expiry?				

Legal:
Risk Assessment:
Asset Management:

CONSULTATION UNDERTAKEN:
• The Head of Corporate Legal Services has been consulted and has no comments on this report LD0033/11   • The Head of Corporate Finance and Information Services has been consulted and has no comments on the report – FD626

CORPORATE OBJECTIVE MONITORING:

Corporate Objective		Positive Impact	Neutral Impact	Negative Impact
1	Creating a Learning Community		√	
2	Creating Safe Communities		√	
3	Jobs and Prosperity		√	
4	Improving Health and Well-Being	√		
5	Environmental Sustainability		√	
6	Creating Inclusive Communities	√		
7	Improving the Quality of Council Services and Strengthening local Democracy	√		
8	Children and Young People	√		

LIST OF BACKGROUND PAPERS RELIED UPON IN THE PREPARATION OF THIS REPORT

December 2010
Progress with Putting People First milestones

Council: Sefton MBC

Date Completed: 5th January 2011

Underpinning Requirements

Are all stakeholders fully engaged and supportive of local planning for "Putting People First"	Red	Amber/ Red	Amber / Green	Green
The full engagement of all service users.				x
The full engagement of all staff working to support the delivery of care, which includes people working in the provider services and third sector organisations.				x
The full engagement of Primary Care Trusts and the wider health community.				x
The full engagement of local politicians				x
The full engagement of all parts of local councils and of other key strategic partners.				x
The support of regional and national programmes.				x
Are the following Key Arrangements resolved and in place	**Red**	**Amber/ Red**	**Amber/ Green**	**Green**
A system is in place, which manages the risks associated with the transformation that includes both the risks for individuals and financial and other risks				x
Clarity of the business models that will need to be adapted to support the transformation				x
Financial systems, which support the delivery of personal budgets.				x
A local project plan for the delivery of the transformation with clear projections and targets to reach locally identified milestones				x
Business cases, which track the new investments, and disinvestments that will be required to support the change.			x	
A workforce strategy that supports the transformation				x

Milestone 1:	Effective partnerships with People using services, carers and other local citizens				
Description:	Successful delivery of Putting People First will depend on citizens, people accessing care and support and carers working in a co-productive relationship with Local Authorities and their partners at all levels in the design, planning and delivery of new personalised systems and services. Formal and informal structures should be in place to allow citizens and the full spectrum of user and carer representatives to contribute to the local design and delivery of social care transformation. This should go well beyond traditional "consultation" User-led organisations can provide expertise (such as service user experience) that is not always available within local authorities and this expertise should be harnessed to co-produce the transformation of social				
Key Dates and Deliverables:	**April 2010**		**October 2010**		**April 2011**
	That a communication has been made to the public including all current service users and to all local stakeholders about the transformation agenda and its benefits for them. That the move to personal budgets is well understood and that local service users are contributing to the development of local practice. [*By Dec 2009*] That users and carers are involved with and regularly consulted about the councils plans for transformation of adult social care.		That local service users understand the changes to personal budgets and that many are contributing to the development of local practice.		That every council area has at least one user-led organisation who are directly contributing to the transformation to personal budgets. *(By December 2010)*
		Y/N		**Y/N**	**Y/N**
How likely are we to achieve this milestone by this date?	**Achieved**	**Y**	**Achieved**	**Y**	Very likely	**Y**
	Reason if not achieved		Reason if not achieved		Fairly likely	
					Fairly unlikely	

Milestone 1:	Effective partnerships with People using services, carers and other local citizens			
	When to be achieved	When to be achieved	Very unlikely	
Key Questions:	• Does our Authority have plans in place to meet the DH target of a User Led Organisation (ULO) in place by the end of 2010?	Yes, a new Disabled Living Centre opened in Southport in late 2010. Service Users make up the majority of project board membership and lead on running the centre. The centre provides a multitude of services under one roof including O/T therapy sessions and demonstration of equipment (inc Assistive Technology), housing adaptations, Access to Welfare Rights Advisors, Shopmobility, Support groups, Training opportunities and work experience.		
	• Is there a programme board for the delivery of PPF that has direct representation of users/carers?	Yes, the Sefton Expert Stakeholder Panel has been in operation since early 2009. The Panel has representation from the public, service users, adults with physical disabilities, learning disabilities and sensory impairments and carers. This panel has the remit of scrutinising the Councils Transforming Social Care agenda (inc PPF Milestones and the Transforming Community Services agenda for NHS Sefton.		
	• Does our Authority have a range of means at all levels to effectively co-produce transformation with people who use care and support?	Yes, there are various groups and forums throughout the borough i.e. The Learning Disability Partnership Board, The Sefton Partnership for Older People, The Health & Social Care Forum, The Ability Group (Physically disabled & Sensory impaired users) and others involved in the Transformation agenda. Their feedback, comments and ideas are pro-actively fed into current and future plans for personalisation. From Aug 2010, all new service users have automatically been offered a personal budget, which includes the offer of assisted assessments, support plans and outcome focussed reviews. Staff have attended training /awareness sessions regarding Assisted Assessment, person centred support planning and outcome focussed reviews. A new person centred electronic Support Planning template has been designed to assist care management staff. This template converts to an easy read document for users.		
	• What are we planning to do next?	A reconfiguration of care management teams will take place in late January 2011. This will standardise practice across the borough and enable social work staff to better support the personalisation agenda.		

Milestone 1:	Effective partnerships with People using services, carers and other local citizens	
	• What could prevent us from achieving this milestone?	Levels of uncertainty re funding in future years.
	• What external support would help?	Continued support form the north west JIP.
Key Risks and Mitigating Actions:	**Key Risks;** Council's Financial situation	**Mitigating Actions;** The promotion of Transforming Social Care as a borough wide initiative so that it is not solely dependent upon social care resources
Useful Information:		

Milestone 2:	Self-directed support and personal budgets				
Description:	Success on this milestone would mean systems are in place to allow citizens who require social care support to easily find and choose quality support, and control when and where services are provided, and by whom. For those citizens eligible for council funding, the amount available to those individuals should be known prior to starting person centred support planning. People should have the ability to spend part or all of their money in a way that they choose; including being able to mix directly purchased and council provided services. Extra help should be available to any citizen that needs help with information and advice or to negotiate their support.				

Key Dates and Deliverables:	April 2010		October 2010		April 2011	
	That every council has introduced personal budgets, which are being used by existing or new service users/ carers.		That all **new** service users / carers (with assessed need for ongoing support) are offered a personal budget. That all service users whose care plans are subject to review are offered a personal budget.		That at least 30% of eligible service users/carers have a personal budget.	
		Y/N		**Y/N**		**Y/N**
How likely are we to achieve this milestone by this date?	**Achieved**	Y	**Achieved**	Y	Very likely	Y
	Reason if not achieved		Reason if not achieved		Fairly likely	
					Fairly unlikely	
	When to be achieved		When to be achieved		Very unlikely	
Key Questions:	• Have we started to issue personal budgets?		**Yes**			

Milestone 2:	Self-directed support and personal budgets	
	If **No** to the above • On what date are we planning to start issuing personal budgets?	
	• Is this a pilot or mainstream activity for all new customers?	This has been mainstream activity since 1st August 2010.
	• What are we planning to do next?	The Department continues to refine the assessment/support planning & outcome focussed review process and regularly reviews practice.
	• What could prevent us from achieving this milestone?	N/A
	• What external support would help?	Continued JIP support.
Key Risks and Mitigating Actions:	**Key Risks;** Future funding	**Mitigating Actions;**
Useful Information:		

Milestone 3:	Prevention and cost effective services				
Description:	This milestone looks at a whole system approach to prevention, intervention and cost effective services. This includes the support available that will help any citizen requiring help to stay independent for as long as possible. A key part of this is ensuring council-wide and partnership approaches to universal services e.g. leisure, adult education, transport, employment, healthy living and health improvement (backed by targeted intervention), along with housing and supported living options. Examples of intervention include reablement type services that help people regain independence to live in their own home. It also helps people to avoid becoming dependent on council provided services with national studies demonstrating many people finish reablement services with either a reduced need for care, or no ongoing requirement at all. It is important that the council and the NHS are jointly investing in early intervention and prevention and monitoring the effectiveness of services together e.g. Joint interventions at best include telecare, case finding/case co-ordination and joint teams for complex and end of life care. Being able to evidence these types of savings is crucial, and reablement type services should form an intrinsic part of any Putting People First operating model.				
Key Dates and Deliverables:	**April 2010**		**October 2010**		**April 2011**
	That every council has a clear strategy, jointly with health, for how it will shift some investment from reactive provision towards preventative and enabling/ rehabilitative interventions for 2010/11. Agreements should be in place with health to share the risks and benefits to the 'whole system'.		That processes are in place to monitor across the whole system the impact of this shift in investment towards preventative and enabling services. This will enable efficiency gains to be captured and factored into joint investment planning, especially with health.		That there is evidence that cashable savings have been released as a result of the preventative strategies and that overall social care has delivered a minimum of 3% cashable savings. There should also be evidence that joint planning has been able to apportion costs and benefits across the 'whole system'.
		Y/N		Y/N		Y/N
How likely are we to achieve this milestone by this date?	**Achieved**	Y	**Achieved**	Y	Very likely	
	Reason if not achieved		Reason if not achieved		Fairly likely	Y
					Fairly unlikely	
	When to be achieved		When to be achieved		Very unlikely	

Milestone 3:	Prevention and cost effective services	
Key Questions:	• Do we have a strategy and/or an investment programme for Prevention and Early Intervention?	Sefton Council, in partnership with NHS Sefton and Sefton CVS, launched a Prevention and Early Intervention Strategy in October 2009. This strategy emanated from Prevention Network meetings that took place earlier in 2009. The network includes membership from statutory and voluntary sector agencies and providers. This will be supplemented by a borough-wide multi-agency Advocacy Strategy in 2011.
	• Are health partners involved in this strategy?	NHS Sefton (including Public Health) are committed partners to the Prevention Strategy and have been heavily involved since its inception.
	• What are we planning to do next?	In partnership with NHS Sefton and Sefton CVS, we are currently developing a borough-wide multi-agency Advocacy Strategy.
	• What could prevent us from achieving this milestone?	Changes in funding streams
	• What external support would help?	JIP support.
Key Risks and Mitigating Actions:	Key Risks; Future funding of voluntary organisations	Mitigating Actions;
Useful Information:		

Milestone 4:	Information and advice				
Description:	All citizens should be able to easily find locally relevant quality information and advice about their care and support needs in order to enable control and inform choice. Information should be available in a range of formats and through channels to make it accessible to all groups. Provision of information, advice and guidance should move from being largely developed from separate initiatives to a single coherent service strategy.				
Key Dates and Deliverables:	**April 2010**		**October 2010**		**April 2011**
	That every council has a strategy in place to create universal information and advice services.		That the council has put in place arrangements for universal access to information and advice.		That the public are informed about where they can go to get the best information and advice about their care and support needs.
		Y/N		Y/N	Y/N
How likely are we to achieve this milestone by this date?	**Achieved**	Y	**Achieved**	Y	Very likely	Y
	Reason if not achieved		Reason if not achieved		Fairly likely	
					Fairly unlikely	
	When to be achieved		When to be achieved		Very unlikely	

Key Questions:	• Do we have a strategy for universal access to information, support and guidance for adult social care?	Yes, the Department works with Sefton CVS, the Carers Centre and other agencies to ensure that information is available to the public. Provider information is available via the Councils Family Services Directory
	• Are self-funders (i.e. **all** citizens) included in this strategy so they can make use of both universal and paid for services to stay independent?	Yes, all citizens can access information and support services
	• On what date is it expected this strategy will be delivered?	Prevention and Early Invention Strategy launched in October 2009. Advocacy Strategy to be launched in 2011.

Milestone 4:	Information and advice	
	• Is the council helping voluntary organisations and other partners provide universal information and advice to a wide range of the population	Yes, the Council in partnership with Sefton CVS have a Communication Strategy that aims to ensure that appropriate and accurate information is fed to the public in a timely manner.
	• What are we planning to do next?	We will continue to refine the Communication Strategy to ensure quality and accessibility of information.
	• What could prevent us from achieving this milestone?	
	• What external support would help?	Continued JIP support.
Key Risks and Mitigating Actions:	Key Risks;	Mitigating Actions;
Useful Information:		

Milestone 5:	Local commissioning					
Description:	Councils need to ensure the development of a diverse and high quality market in care and support services to offer real choice and control to service users and their carers. Commissioning strategies based on the local JSNA, and in partnership with other local commissioners, providers and consumers of services should incentivise development of diverse and high quality services, and balance investment in prevention, early intervention/reablement with provision of care and support for those with high-level complex needs. User-led initiatives and a much wider range and scale of services to address local need should emerge, in a market that is increasingly populated by individual purchasers.					
Key Dates and Deliverables:	**April 2010**		**October 2010**		**April 2011**	
	That councils and PCTs have commissioning strategies that address the future needs of their local population and have been subject to development with all stakeholders especially service users and carers; providers and third sector organisations in their areas. These commissioning strategies take account of the priorities identified through their JSNAs.		That providers and third sector organisations are clear on how they can respond to the needs of people using personal budgets. An increase in the range of service choice is evident. That councils have clear plans regarding the required balance of investment to deliver the transformation agenda.		That stakeholders are clear on the impact that purchasing by individuals, both publicly (personal budgets) and privately funded, will have on the procurement of councils and PCTs in such a way that will guarantee the right kind of supply of services to meet local care and support needs.	
		Y/N		**Y/N**		**Y/N**
How likely are we to achieve this milestone by this date?	**Achieved**	Y	**Achieved**	Y	Very likely	Y
	Reason if not achieved		Reason if not achieved		Fairly likely	
					Fairly unlikely	

Milestone 5:	Local commissioning		
	When to be achieved	When to be achieved	Very unlikely
Key Questions:	• Are we working with providers so they understand how we want them to develop and how they can develop flexible support arrangements?	The Adult Social Care Department hold regular 'Provider Forums' that aim to support and engage with providers. These meetings give providers an opportunity to discuss new ways of providing 'forward looking' services to citizens in receipt of personal budgets	
	• Have we clear links between adults social care transformation and the NHS local services commissioning?	The Departments' eight work streams for Transforming Social Care have been closely aligned with work streams for NHS Seftons' Transforming Community Services. In particular, Acute Care in the Community, End of Life and Long Term Conditions has strong links with TSC actions. The Department hold regular Joint Commissioning Meetings with NHS Sefton colleagues.	
	• How have commissioning and contracting arrangements been changed to enable providers to offer choice and flexibility	Engaging providers via a series of developmental workshops and engaging them in the development of a Market Facilitation Strategy. The Market Facilitation Strategy Action Plan continues to be refreshed and updated in partnership with Care Providers.	
	• How are we shaping the market in order to develop a supply of services that will meet the needs of all citizens that require social care?	Via the Commissioning and Market Development work stream, care providers are actively encouraged to participate in forum meetings to discuss the vision for future care services and receive support and advice from Council procurement staff to develop new services in the borough.	
	• To what extent are users, carers, providers and third sectors been involved in developing the commissioning strategy?	The Adult Social Care Department has recently refreshed the Adults Commissioning Strategy and Framework. The Expert Stakeholder Panel and the Sefton 3000 (3000 Sefton Citizens – postal consultation group) were consulted in 2010 regarding their views on future service provision. This feedback has informed the refreshed Strategy.	
	• What are we planning to do next?	We continue to host Provider meetings to further develop and refine the Market Facilitation Strategy. The Dept monitor and review on a regular basis with further development of the action plan.	
	• What could prevent us from achieving this milestone?	n/a	

Milestone 5:	Local commissioning	
	• What external support would help?	JIP Support has been invaluable in this area.
Key Risks and Mitigating Actions:	Key Risks;	Mitigating Actions; We have managed to separate this developmental initiative from the annual 'fee level' debate with service providers.
Useful Information:		