



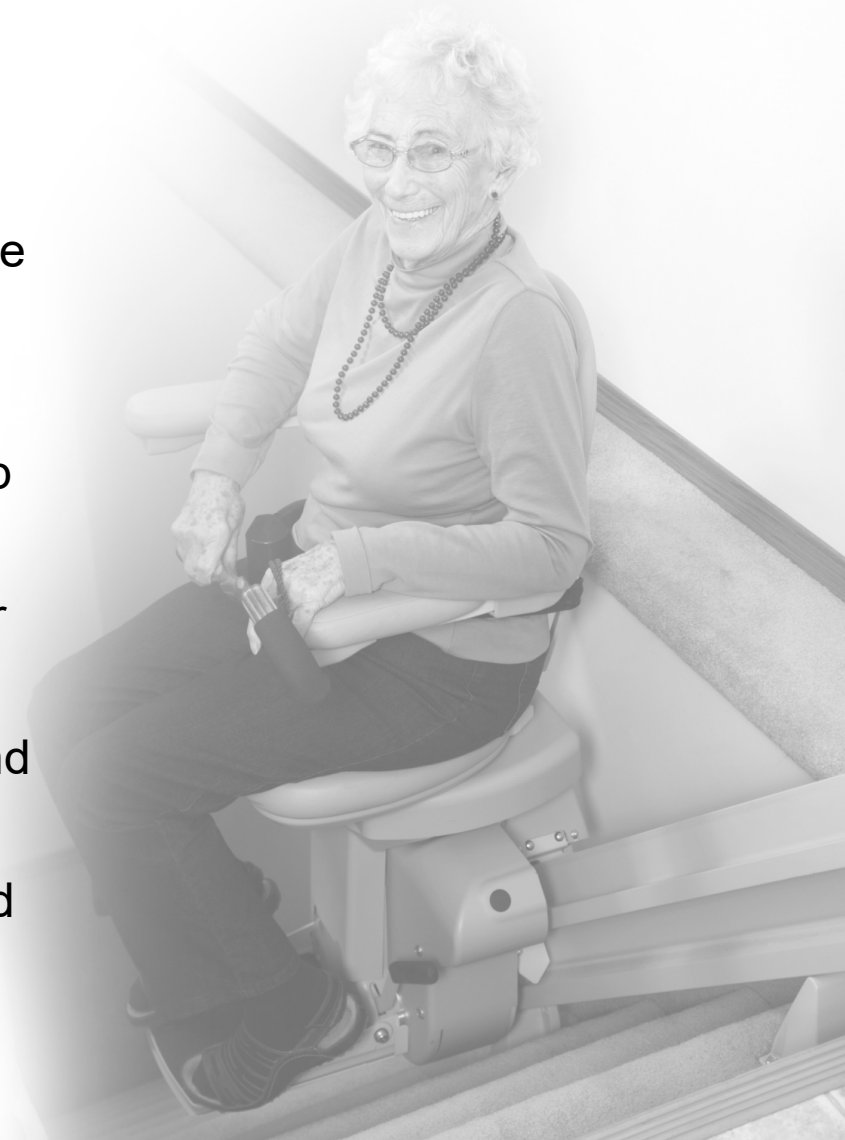
Adult Services Transformation Programme

June 2022

Vision for Adult Services

People of Wolverhampton will be at the centre of everything we do, celebrating uniqueness, promoting independence, wellbeing and safety. We will do this by:

1. Empowering People by providing the right information and advice to help make decisions and lead their best life
2. Ensuring People can access the right support at the right time to keep or regain their independence
3. Encouraging People to continue to use what is strong in their families and communities whilst ensuring choice and control
4. Enabling People to think about their future and possible changes needed to live the life they want to



What has happened so far

- ✓ January 2021 – Transforming Adult's Services Programme Refresh
- ✓ April 2021 – initiation of three additional TASP projects
- ✓ October to December 2021 – iMPOWER Adult Service's discovery project
- ✓ January 2022 – iMPOWER presentation of discovery findings and opportunities
- ✓ January 2022 – Adult Social Care Reform Director Briefing
- ✓ March 2022 – Confirmation Wolverhampton will be a 'Charging Reform' Trailblazer for DHSC
- ✓ March 2022 – New DASS appointed
- ✓ March 2022 – ALT Away Day: Re-design and Reform
- ✓ March 2022 – Exec briefing: Re-design and Reform
- ✓ March 2022 – Adult workforce briefing: Re-design and Reform
- ✓ April 2022 – Head of Adult Improvement recruitment to lead transformation, re-design and reform
- ✓ May 2022 – Early Help and Families Front Door projects initiated
- ✓ June 2022 – Locality and Specialist Teams Project initiated
- ✓ June 2022 – Second Adult workforce briefing: Re-design and Reform



Adult Services Existing Transformation Programme

INTERNAL

Eclipse Adults
and Finance

Telecare
Transition to
Digital

Technology
Enabled
Independent
Living Strategy

Disability Model
Transformation

CHANGE | COMMS | WORKFORCE | LEGISLATION | MAXIMISING INDEPENDENCE | PERFORMANCE

EXTERNAL

Adult Social Care
Reform

One
Wolverhampton

Adult Services New Transformations Projects – June 2022

INTERNAL

Early Help & Prevention

Families Front Door

Transformation of Adult Locality and Specialist Teams (re-design)

Responsive Commissioning

Co-Production

CHANGE | COMMS | WORKFORCE | LEGISLATION | MAXIMISING INDEPENDENCE | PERFORMANCE

EXTERNAL

Adult Social Care Reform Trailblazer

Integrated Care Systems

New Projects - Aims and Objectives



Early Help and Prevention

Category	Detail
Aim(s)	<p>To co-ordinate an early help and preventative offer that:</p> <ul style="list-style-type: none"> • Supports frontline practitioners to prevent, reduce and delay long term support • Improves outcomes for individuals (with and without care and support needs) • Reduces social care dependence and maximises independence by meeting needs in alternative ways sooner • Enables residents to independently access resources within communities and online • Offers a coordinated and accessible front door to 'whole family' services
TASP Outcomes	<ol style="list-style-type: none"> 1. Improved models of community care 2. Increased use of technology to deliver care services 3. Increased independence for all adults 4. Improved integration between agencies 5. Improved co-production – on all steps of the participation ladder
Project Objectives (SMART)	<ol style="list-style-type: none"> 1. Reduced avoidable contact at the front door 2. Implementation of one point of 'whole family' contact (front door) 3. Increased take up of community services and assets 4. Increased prevention/reduction/delay of long term support 5. Increased capacity within community support 6. Improved knowledge and sharing of information amongst the workforce 7. Improved self help through online channels 8. Embedded co-production approach into early help and preventative support
Progress	<p>The project has had its project concept approved at the Adults Transformation Board and will be moving through its lifecycle into the options appraisal phase from May 2022. Delivery is expected to start in October 2022. This project will run alongside the Families Front Door Project.</p>

Transformation of Adult Locality and Specialist Teams (Re-design)

Category	Detail
Aim(s)	An Adult Service's specialist team model that builds on existing strengths, meets statutory care and support needs of younger adults, older adults and carers equitably across the city and is outcomes focussed.
TASP Outcomes	<ol style="list-style-type: none"> 1. Increased independence for ALL adults 2. Improved co-production – on all steps of the participation ladder
Project Objectives (SMART)	<ol style="list-style-type: none"> 1. Improved baseline (cost and projection) understanding of the optimum staffing levels required to deliver adult services 2. Establish a 'journey map' of Adult Social Care services and identify gaps with resolution – 'as is' and 'to be' service delivery model 3. Increased input from managers, a cross section of staff and where relevant, people with lived experience, to identify short- and long-term improvements. 4. Work towards a 'balanced scorecard' for the service that brings together performance, demand, management, and finance insight for Adult Services 5. Deliver a recommend leadership structure aligning teams appropriately to deliver an integrated approach of services. 6. Deliver a restructure toolkit and suite of reports and communications ahead of delivering required consultations. To include keys decision and reporting points with unions, managers, staff, public and members.
Progress	The project is being scoped with work underway to agree the approach to the re-design. This is due to be received at ALT in the coming weeks with a DASS briefing in advance. The re-design of the services in scope of this project will be completed by March 2023 with a new structure in place ready for the next financial year.

Responsive Commissioning

Category	Detail
Aim(s)	A commissioning approach that will have a strong focus on outcomes, collaboration and innovation and support the service to meet the changing needs of residents and maximise their independence by providing the right services at the right time.
TASP Outcomes	<ol style="list-style-type: none"> 1. Improved models of community care 2. Increased use of technology to deliver care services 3. Increased independence for ALL adults 4. Improved co-production – on all steps of the participation ladder.
Project Objectives (SMART)	<ol style="list-style-type: none"> 1. Innovative commissioning strategy that is outcome focussed, sustainable and enables/stimulates market stability 2. Upskilled, developed and appropriately resourced teams to confidently deliver commissioning ambitions 3. Improved interface with the ‘families’ theme – Adult Services in particular 4. Improved ‘System wide’ commissioning approach specifically health and social care 5. Commissioning that is inclusive, equitable, needs based and offers personal choice and control 6. Increased co-production throughout all phases of commissioning activity – current and future provision 7. Assured CQC compliance and quality
Progress	This project is not due to start until October 2022.

Charging Reform Trailblazer

Category	Detail
Aim(s)	<p>To deliver the 'Trailblazer' to accelerate the introduction of the reform of Adult Social Care</p> <ul style="list-style-type: none"> • To put in place processes, systems and resources to implement the maximum (cap) people will pay for their lifetime eligible care needs (£86k) – as per the Care Act. • To update existing processes, systems and resources to provide means tested financial support for people with assets up to £100k • To put in place the processes, systems and resources for assessing and meeting the potential future demand from self-funders for LA support in arranging their care • To deliver a 'care account' for each eligible person in the city in receipt of care and support (self-funders known to CWC and to be known to CWC in the future) • To ensure that implementation of new legislation is sustainable and linked with service re-design (financial assessment, commissioning and social work practice in particular) • To promote efficient and effective operation of care markets in our local area (Under the Care Act 2014) through moving local care markets towards a more sustainable footing.
Objectives (SMART)	<ol style="list-style-type: none"> 1. Achieve DHSC milestones as set out in the trailblazer MOU 2. Create and maintain a record of learning: for CWC future service design and DHSC national roll out 3. Improved forecasting, rigour and early notification of people who are at risk of reaching the care cap (by understanding the 'as is' and the 'to be' following introduction of legislation and any associated risks). 4. Improved business capability and capacity to cope with potential increased demand for assessment and brokering care on behalf of self-funders 5. Effective engagement with care providers to understand the cost of care and establish a fair cost of care model
Progress	<p>This project is well into deliver with the main activity being the Fair cost of Care exercise. Providers have been engaged with the tools made available through the Department of Health and Social Care and the next steps are to analyse returns and prioritise a CWC draft Market Sustainability Plan. Preparation is also underway for the self-funder analysis.</p>

Families Front Door

Category	Detail
Aim(s)	<ul style="list-style-type: none"> • To create a welcoming and accessible route into whole family support services • To strengthen and better coordinate the ‘front door’ into adult and children’s services to enable a single, seamless contact and ongoing care journey for families. • To enable choice and control through effective verbal, face to face and online first contacts with families supported by intuitive back-office practice and processes. • To ensure a skilled, knowledgeable, and curious workforce at the front door responsible for gathering understanding and confidently sharing information at the first point of contact. • To create a welcoming route into whole family support services, from universal through to targeted, that collaboratively, help people earlier • To respond to feedback from SEND short breaks and carers strategy consultation
TASP Outcomes	<ol style="list-style-type: none"> 1. Improved models of community care 2. Increased independence for all adults 3. Improved integration between agencies
Project Objectives (SMART)	<ol style="list-style-type: none"> 1. Improved experience for people contacting us 2. Reduced avoidable and or duplicate contact 3. Increased self-help and or self-assessment through an online front door 4. Reduced demand on social care and other statutory teams 5. Reduced community access points and improved consistency 6. Improved preliminary understanding of a person’s enquiry 7. Improved accurate, appropriate, and timely response to enquiries beyond the front door 8. Improved ‘whole family’ curiosity and cross-team working at first point of contact 9. Effective integration with Customer Services and relevant adult and children’s workforce and or systems Reduced wait times for follow up advice/guidance/support
Progress	<p>The project has had its project concept approved at the Adults Transformation Board and will be moving through its lifecycle into the options appraisal phase from May 2022. Delivery is expected to start in October 2022. This project will run alongside the Early Help and Prevention Project.</p>

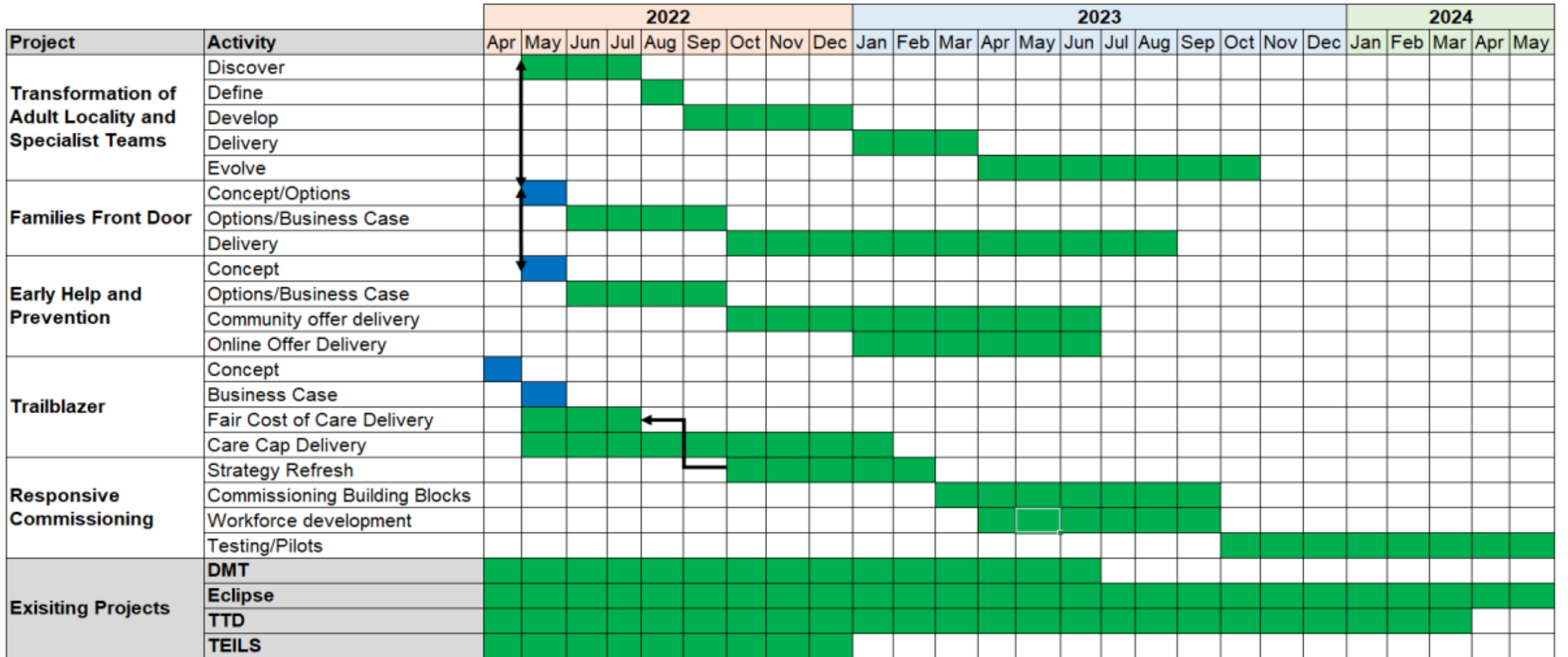
Existing Transformation programme update

Project	Progress
Disability Model Transformation	<p>This project remains on track.</p> <p>This project has recently moved into its delivery phase and work is now underway with areas of the service to establish its three key workstreams: Improved Commissioning, Workforce development and Equalities. Workshops are due to take place over the summer to agree workplans for each workstream.</p>
Telecare Transition to Digital	<p>This project is currently on hold until outcomes from the Technology Enabled Independent Living Strategy are presented and implications to Telecare understood.</p> <p>This project is in its Options Appraisal phase with a recommended options being considered at present. Further liaison with the service continues due to the dependencies on the overarching Technology Enabled Independent Living Strategy and what people want and how they could benefit from technology enabled care in the future.</p>
Technology Enabled Independent Living Strategy (TEILS)	<p>This project remains on track following an approved extension to its end date (December 2022) following the commissioning of an expert technology provider to input into the strategy and its action plan.</p> <p>This project has recently completed a review of existing technology services used by CWC. A Technology partner has been commissioned to support CWC with our future use of technology in care and what the possibilities are for the adults we support. The Strategy is expected to be complete by the end of the year following consultation with residents.</p>
Eclipse Adults and Finance	<p>This project remains on track following an approved extension of two months to its end date (May 2024) after considering the time taken to work through business requirements for the system with all the services in scope.</p> <p>The project continues to move through its delivery with a focus at present on gathering business requirements for the system with the services in scope. The project is in a 'discovery' phase with a cycle of define, approve, build and deploy all the various forms and processes needed to effectively case manage and transfer care records of adults receiving our support now and in the future.</p>

Adult's Co-production Approach - Still to be scoped



Timeline



→ Arrow indicates high level dependency