



Fulfilled Adult Lives Scrutiny Panel

18 October 2022

Report title	Transforming Adult Services Programme (TASP) Annual Report 2021-22	
Cabinet member with lead responsibility	Councillor Linda Leach Adults	
Wards affected	All	
Accountable director	Becky Wilkinson – Director for Adult Services (DASS)	
Originating service	Adult Services	
Accountable employee(s)	Meena Dulai	Head of Adult Improvement
	Tel	01902 556754
	Email	Meena.dulai@wolverhampton.gov.uk
Report to be/has been considered by	Joint Leadership Team	6 October 2022
	Scrutiny Panel	18 October 2022
	Councillor Briefing	24 November 2022
	Strategic Executive Board	1 November 2022
	Executive Board	7 November 2022

Recommendation(s) for action or decision:

The Scrutiny Panel is recommended to:

1. Review and comment on the content of the Transforming Adult Services Programme 2021-22 Annual Report.
2. Receive the 2022-23 Annual Report in September 2023.

Recommendations for noting:

The Scrutiny Panel is asked to note:

1. The achievements and successes for this reporting year against programme outcomes.
2. The priorities for the next reporting year 2022-23.

1.0 Purpose

- 1.1 The purpose of this report is to provide the Fulfilled Adult Lives Scrutiny Panel with an overview of the first Transforming Adult Services Programme 2021-22 Annual Report (see Appendix 1) including key achievements, progress against outcomes and priorities for the next reporting year.

2.0 Background

- 2.1 The 2021-22 Annual Report is the first for the Transforming Adult Services Programme (TASP).
- 2.2 Since the introduction of the Care Act, Adult Social Care services throughout England and Wales have been on a journey to ensure that they are able to deliver quality services with positive outcomes for people who need care and support – all in line with new legislation.
- 2.3 Nationally, the sector has faced significant challenges in the past few years, particularly financially through Reform and in the wake of the Coronavirus pandemic. In meeting these challenges, Wolverhampton is embracing the opportunity to transform through working collaboratively and creatively, both internally and externally, to achieve its vision.
- 2.4 In 2016, the then named Transforming Adults Social Care Programme (TASC), was established - initially as part of a response to City of Wolverhampton Council's (CWC) Medium Term Financial Strategy (MTFS).
- 2.5 The TASC Board aimed to coordinate the effective delivery of key projects that not only supported the MTFS but importantly, improved life outcomes for adults across the city.
- 2.6 Since then, the programme has gone through several reviews of its governance, vision and outcomes and has subsequently repurposed itself as TASP to reflect the broader transformation of services outside of Social Care.
- 2.7 Following a final programme refresh in early 2021, an updated and repurposed TASP Mandate, including vision and outcomes, and for the first time, a detailed programme business case was approved by the Board.
- 2.8 From this, the first TASP Annual Report has been produced to evidence the ongoing transformation journey for the service and to celebrate successes and learning from the past 18-months with stakeholders.

3.0 Progress, options, discussion, etc.

- 3.1 2021-22 is the first Annual Report for TASP. The programme has been established since 2016 and has changed direction several times in recent years with changes in leadership and most significantly, having to navigate services through the Coronavirus pandemic.
- 3.2 TASP has taken the opportunity to reflect, refresh and repurpose its innovative transformation journey. There remains a backdrop of changes including reform, re-design and integrated care systems, but the Board remain committed to improving services for adults in the city and ensuring that people are able to live long, healthy and independent lives.
- 3.3 The first Annual Report documents examples, case studies and project successes as part of the programme. The last 18-months of transformation has seen projects close and new projects initiated, all aligned to seven agreed outcomes.
- 3.4 Included in the report is an assurance section evidencing how, over the past 18-months, TASP has self-assessed quality, and compliance of its projects against corporate project methodology standards.
- 3.5 The report includes an SRO and DASS appraisal which both capture praise for positively moving the programme forward recognising that the foundations to a successful programme need to be well established and embedded as TASP matures. Both SRO and DASS appraisals highlight exciting times ahead for Adult Services particularly as co-production and technology enabled care initiatives develop.
- 3.6 TASP has seven agreed outcomes, five aimed at providing a clear scope for transformation projects, two aimed at contributing to wider service transformation with use of a project framework. Successes this year include:
 - 3.6.1 The launch of the Early Help and Prevention project aimed at preventing, reducing, and delaying the need for long term care and support through an early help offer that is coordinated, needs based and builds on the strengths and assets of local communities.
 - 3.6.2 Development of the first data and insights dashboard as part of the Disability Model Transformation (DMT) project to assist the team and Service Managers with understanding the complex needs of young disabled adults and make informed decisions about project outputs.
 - 3.6.3 Successful transition of the Community Equipment Re-design (CER) project into business as usual which implemented a new service operating model, a new team structure, improved purchasing contracts and procedures with improved equipment maintenance – all creating savings of almost £50,000.
 - 3.6.4 Implementation of The Three Conversations © social care practice which, through a number of Innovation Sites, embedded new ways of strength-based working. The project saw increased worker moral and satisfaction, improved timescales for ‘conversations’ with a shift away from assessments and saw a year-on-year reduction in Adult Social Care complaints.

- 3.6.5 Development and regular use of a 'System Flow Dashboard' as part of Better Care Fund reporting and used by the Place Based Partnership – One Wolverhampton, which represents health and social care. The dashboard tracks and monitors a patient's journey to identify and reduce pinch points that would lead to delayed transfer days from hospital to home. Use of the dashboard has enabled data informed decisions and saw Wolverhampton move from the bottom performing quartile for delayed transform of care to the top quartile.
- 3.6.6 Implementation of a 24/7 Approved Mental Health Professional Hub which merged daytime and night-time teams into one improving the handover of patients amongst staff and quicker assessments for people in crisis.
- 4.1 Finally, the report concludes with how the team and the Board have acknowledged learning from the past year and priorities for 2022-23 which include delivery of the phase 2 re-design transformation programme, integrated working with internal services and external partners and a co-produced, co-production approach for adult services.

4.0 Questions for Scrutiny to consider

- 4.1 No further questions.

5.0 Financial implications

- 5.1 There are no direct financial implications of this report and financial impact of the projects within TASP are discussed within the Annual Report. Any costs as a result of the Annual Report are met from the existing budgets attached to each individual project.
[JB/07102022/L]

6.0 Legal implications

- 6.1 There are no legal implications in the context of this report.
[SB/08102022/N]

7.0 Equalities implications

- 7.1 TASP remains committed to equalities, diversity, and inclusion. Each project agreed under the programme, and in accordance with the corporate project management methodology, has to complete an Equalities Impact Assessment (EIA) which goes on to be presented at a Project Assurance Group (of which Equalities colleagues are a member of).
- 7.2 An EIA will define the impact of project objectives in the context of protected characteristics.

8.1 Climate change and environmental implications

8.1 There are no environmental implications in the context of this report.

9.0 Health and Wellbeing Implications

9.1 Each project under TASP has an agreed set of objectives that contribute to the outcomes set out in the Annual Report. Should project objectives have a health and wellbeing focus, impact of these will be included in future Annual Reports or as evidence presents.

9.3 Ultimately, TASP is a programme that aims to improve outcomes for adults and their families and keep people living independently which is assumed to have a positive impact on health and wellbeing.

10.0 Human resources implications

10.1 There are no human resources implications in the context of this report.

11.0 Corporate landlord implications

11.1 There are no corporate landlord implications in the context of this report.

12.0 Covid Implications

12.1 Covid-19 and learning from the pandemic will inform priorities under TASP. The Board are committed to ensuring that outcomes are aligned to the care and support needs of our communities as a result of Covid-19.

13.0 Schedule of background papers

13.1 None.