

**3<sup>rd</sup> June 2013****Agenda Item: 10****REPORT OF THE SERVICE DIRECTOR FOR PROMOTING INDEPENDENCE  
AND PUBLIC PROTECTION****ALTERATIONS TO THE ESTABLISHMENT AND MANAGEMENT OF THE  
ADULT ACCESS TEAM****Purpose of the Report**

1. To propose alterations to the existing establishment and management of the Adult Access Team, to include an additional Team Manager post, a temporary Project Manager post (to oversee implementation of the Nottinghamshire Welfare Assistance Fund) and a temporary social work post.

**Information and Advice**

2. The Adult Access Team is based at the Customer Service Centre, Mercury House. The team is a mixture of dedicated advisors and professional workers who are responsible for responding to enquiries at the front end. The current make-up of the team is as follows:
  - One senior practitioner
  - Five service advisors
  - Three social workers
  - Five occupational therapists
  - Four benefit advisors (one senior)
  - Six temporary occupational therapy workers
  - One carers worker
  - One pre-admissions social worker (temporary)
  - One commissioning officer
3. The Adult Access Team's function has grown significantly since the inception of the team and now provides a range of services across the county. These are listed below:
  - triage of referrals for social care
  - mobility assessments for blue badges
  - Nottinghamshire Welfare Assistance Fund
  - benefits advice, information and guidance
  - occupational therapy assessments for non-complex cases

- pre-assessment and booking of services for post elective surgery
4. During 2011 the Adult Social Care, Health and Public Protection department was restructured to provide a more streamlined management arrangement which included a reduction of senior management posts and a realignment of service activity.
  5. Within this process the Adult Access Team was established under Promoting Independence and Public Protection and managed by the Group Manager, Customer Access.
  6. In January 2013 as part of the County Council redesign process, initial assessment work for Occupational Therapy service that could be completed at the front end was amalgamated within the Customer Services Team to meet the needs of service users and carers more efficiently and effectively. The integration of initial assessment of occupational therapy has many benefits for service users and staff, however the additional occupational therapy staffing has added to the establishment size of the Adult Access Team without additional team management capacity.
  7. From April 2013, the Department of Work and Pensions transferred the responsibility for the funding in the current Social Fund to the Council, which will offer a support service called the Nottinghamshire Welfare Assistance Fund. During the development stage it has been recognised a dedicated part time project manager is required to oversee the delivery with the appointed provider, Northgate Public Services. This follows Government reforms of the welfare system and replaces some of the previous payments administered by the Department for Work and Pensions, such as Community Care Grants and Crisis Loans.
  8. In addition to the service changes over the last year noted above, there are further proposals to locate the responsibility for hospital discharges and initial social work assessments within the Adult Access Team. A pilot is underway with a social worker completing pre-admission assessments for service users who will require support post elective surgery. Should these plans be expanded the additional workload this would incur could not presently be undertaken within the current structure.
  9. It is now apparent that the current establishment of the Adult Access Team is not consistent with the Council's organisational redesign principles in that their size and make up go beyond the good practice guidelines for management spans of control. The principles of the organisational redesign process suggest that front line services should have a ratio of one manager to eight or more staff.
  10. The current span of control is too large for a single Team Manager to manage on an on-going basis. It is therefore proposed that the current establishment of the Adult Access Team is increased to establish a second Team Manager post. In addition, it is proposed to establish a project manager to help deliver the Nottinghamshire Welfare Assistance Fund and to establish a temporary social worker post to complete initial social care assessments resulting from hospital discharges.
  11. This would require a transfer of staffing from the existing Younger and Older Adult Teams into the Adult Access Team with an additional Team Manager to provide managerial and practical supervision.

## **Other Options Considered**

12. The other option would be to leave the team as it is currently, however this would mean the team not having capacity to do the work highlighted in the report.

## **Reason/s for Recommendation/s**

13. The establishment of an increased Adult Access Team will ensure appropriate management control and supervision of staff, thereby enabling a safe discharge of the authority's functions.
14. The establishment of the project manager for the Nottinghamshire Welfare Assistance Fund will enable close monitoring of a new scheme with an annual budget of £2.1 million.
15. The establishment of the social worker post will enable proportionate assessment and timely discharge from hospital with improved outcomes for service users and carers.

## **Statutory and Policy Implications**

16. This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **Implications for Service Users**

17. Service users will continue to receive Reablement, Occupational Therapy and Social Care Support commensurate to their needs.

## **Ways of Working Implications**

18. The additional post to be established will be based at the Customer Service Centre, Mercury House and will be accommodated within existing office space, making use of flexible work arrangements.

## **Financial Implications**

19. A Team Manager, temporary for 2 years, 1 fte (37 hours), Pay Band D £50,708 per annum would be required to lead and manage the new team. The total cost of £50,708 per annum can be met from the NHS to Social Care funding. Should the NHS funding to social care cease in future years, the cost of this post will be met from within existing social care budgets.
20. A Project Manager post (26 hours), Pay Band B, scp 34-39 (£36,075-£41,434 per annum) with authorised car user status at £1,300 per annum be established within the team for a

period of one year. This total cost can be met from the Nottinghamshire Welfare Assistance Fund.

21. A social worker post, 1 fte (37 hours) Pay Band A/B, scp 29-39 (£30,940-£41,434 per annum) with authorised car user status at £1,300 per annum be established on a temporary basis for 2 years. The total cost can be met from the NHS to Social Care funding. Should the NHS funding to social care cease in future years, the cost of this post will be met from within existing social care budgets.

## **Human Resources Implications**

22. This report proposes to establish the following posts:

- a. 1 fte Team Manager, temporary for 2 years, Pay Band D, scp 42-47 (£35,430-£39,855 per annum).
- b. 0.7 fte (26 hours) temporary Project Manager, Pay Band B, scp 34-39 (£28,636-£32,800 per annum)
- c. 1 fte (37 hours) Social Worker, temporary for 2 years, Pay Band A/B, scp 29-39 (£24,646-£32,800 per annum)

23. The posts would be requiring office accommodation and equipment commensurate with flexible workers and approved car user status.

24. The Trade Unions have been consulted and no comments have been received.

## **RECOMMENDATION/S**

It is recommended that the Adult Social Care and Health Committee:

- 1) Approves the establishment of the 1 fte (37 hours) Team Manager, temporary for 2 years, Pay Band D, scp 42-47 (£35,430-£39,855 per annum), to be based at Mercury House, Annesley also to carry approved car user status
- 2) Approves the 0.7 fte (26 hours) temporary Project Manager, Pay Band B, scp 34-39 (£28,636-£32,800 per annum) be extended for a further year from 31<sup>st</sup> March 2013 to 31<sup>st</sup> March 2014 and the post continue to be allocated approved car user status.
- 3) Approves the 1 fte (37 hours) Social Worker, Pay Band A/B, scp 29-39 (£24,646-£32,800 per annum) be established on a temporary basis for 2 years and the post be allocated approved car user status.

**PAUL MCKAY**

**Service Director, Promoting Independence and Public Protection**

**For any enquiries about this report please contact:**

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**Constitutional Comments (SLB 09/04/13)**

25. Adult Social Care and Health Committee is the appropriate committee to consider the content of this report; it is responsible for approving relevant staffing structures. The Council's Employment Procedure Rules require Human Resources comments and trade union consultation where changes to staffing structures are proposed.

**Financial Comments (CLK 23/05/13)**

26. The financial implications are contained in paragraphs 19 to 21 of the report.

**Background Papers**

None

**Electoral Division(s) and Member(s) Affected**

All.