

Redefining Your Council – Adult and Health Portfolio as at December 2015

Progs.	<ul style="list-style-type: none"> • Adult Social Care Strategy & market development – preventing & reducing care needs by promoting independence • Integration with health – implementing joined-up working practices and initiatives with health • Public Health Outcomes – working with key stakeholders to establish how to allocate the current budget • Care Act Implementation – implementing the changes needed for the next stage of the Care Act • Direct Services Provision – developing different ways of delivering services 	
Benefits to be delivered	<ul style="list-style-type: none"> • Promoting independence and preventing, reducing and delaying the need for care and support (including providing information and advice to encourage people to look after themselves and each other) • Better and more joined-up working with partners (e.g. health) to improve outcomes for service users • More efficient, flexible and mobile staff by using technology to maximise staff time and help manage demand • Providing services that are creative, sustainable, value for money and legally compliant 	
Key achievements in last 3 months		Expected delivery over next 3 months
<ul style="list-style-type: none"> • The Adult Social Care Strategy and Care Act videos have been launched. These explain what is social care and how the Council supports people to maintain their independence. The audience is staff, Members, partner organisations and the public. The videos can be found at notts.cc/care-act-films • Staff engagement events have been held to help raise awareness about how to implement the Adult Social Care Strategy in their day to day work. Information from these events is being used to inform the Workforce Development Plan and cultural change plan. • New activity and performance reports have been produced which enable a better understanding the current position of the service and improved evidence-based decisions for future plans. • The Customer Service Centre is increasingly using 'Nottinghamshire Help Yourself', an online directory of support available in Nottinghamshire, to help resolve queries as early as possible with personalised information and advice • New ways of working have been developed and are being piloted; this includes the use of assessment clinics in two districts and the automatic booking of appointments for customers with social care staff in another two districts. The greater use of telephone assessments and reviews, where appropriate, is being encouraged. • New hospital discharge arrangements, such as staff working at weekends or over the holiday period, speed up people being discharged from hospital. 		<ul style="list-style-type: none"> • A development programme targeted at Team Managers is being planned, this is an extension of the Corporate Leadership Programme and will look to develop areas such as performance management and coaching to further support managers and help teams to adopt the Adult Social Care Strategy • Development of 'performance dashboards' that display relevant performance information allowing managers to monitor their team contribution to achieving the Social Care Strategy • Developing district based plans on how to roll out new ways of working, such as assessment clinics and scheduling appointments. This is in response to increased demand for assessments with reduced resources. • Development of a business case to establish a council owned company for the delivery of some adult social care services in consultation with key stakeholders. • Integrated Care teams in place across South Nottinghamshire enabling improved and more joined-up care and support provision. • Go live with online forms for carers that allow them to make contact and complete their assessments in a more convenient, flexible and more efficient way. • Improvements to the first point of contact for customers by improving the quality of advice and information. This will increase further the proportion of customers whose enquiries are resolved without having to wait for an

Appendix B

<ul style="list-style-type: none"> • ‘Have your say’ on proposals to establish a council owned company for the delivery of some adult social care services has been launched with the public. These services include County Enterprise Foods (the meals at home service), day services and short breaks to give carers a break from their caring role. • The cross-party Members Reference Group on Health Integration continues to meet to debate the key topics for an integrated health and social care system. These debates are informing proposals and key decisions for ASCH Committee. One example of this is the Better Together Memorandum of Understanding (Mid-Nottinghamshire) which was agreed and signed off at November ASCH Committee. This enables work to proceed to create an Alliance across the NHS, the Council and voluntary sector organisations working in Mansfield, Ashfield and Newark & Sherwood. • To raise awareness about the new social care offer an event was held with health commissioners and providers across the County. Key actions included developing shared messages for frontline staff across all organisations about what the public can expect from both health and social care, based on the shared principle of keeping people independent at home. • In Bassetlaw social workers have now joined the Integrated Neighbourhood Teams, a good example of health and social care joining-up to deliver better outcomes for service users. • Awarded contracts, to commence April 2016 for sexual health services (joint contract with Nottingham City and oral health promotion service). • Completed inward transfer of Family Nursing and Health Visiting commissioning responsibilities from NHS to the County Council. 	<p>assessment. Better outcomes through effective signposting will be monitored through a customer survey.</p> <ul style="list-style-type: none"> • Further work to increase the shared understanding of the NHS in Nottinghamshire about the implications of the Adult Social Care Strategy on how we deliver services. • Further work to develop the Better Together Alliance in Mid-Nottinghamshire, so that the Council can consider whether to join the formal Alliance from April 2016. • Phase 2 of Health Visiting, Family Nursing and School Nursing service modelling and consultation to take place, in preparation for re-commissioning during 2016/17.
<p>Key risks to delivery</p>	<ul style="list-style-type: none"> • Managing demand for services when there are increasing pressures from rising demographics and increased responsibilities from legislation. • Maintaining service quality as much as possible in the face of falling budgets and the continued need to find savings. • Maintaining care provision in the face of increased costs and problems with staff recruitment and retention. • Enabling alternatives to paid support through the development of community based support in order to reduce demand.