

9 September 2019**Agenda Item: 9****REPORT OF SERVICE DIRECTOR, STRATEGIC COMMISSIONING,
SAFEGUARDING AND ACCESS****REVIEW OF ROLES IN THE ADULT ACCESS SERVICE****Purpose of the Report**

1. To seek approval for changes to the structure of the Adult Access Service on a temporary basis further to a review of the current and future needs of the service.

Information

2. In August 2017 the Adult Access Service commenced a pilot for developing the three-tier model within Adult Social Care to support transformation at the point of contact. The aim of the pilot was to resolve enquiries at the earliest possible stage by connecting people to existing community resources or short-term support that avoids delays or the need for long term packages of care.
3. As staff continue to increase their knowledge, skills and confidence, the Customer Service Centre has been supported to increase resolution at tier one and reduce the numbers of this type of enquiry being sent to the Adult Access Service. This has meant that the work undertaken by the Adult Access Service has increased in its complexity and involves the Adult Access Service holding caseloads.
4. The current staffing in the Adult Access Service includes a variety of different posts including a Team Manager, Senior Practitioner, Occupational Therapist, Advanced Social Work Practitioners, Social Workers, Community Care Officers, Service Advisors and Benefits Advisors. The requested changes relate to vacant Service Advisor posts and therefore it should be noted that no staff are at risk because of the proposed changes.
5. The review of job descriptions highlighted the differing roles of a Service Advisor (Grade 4) and Community Care Officer (Grade 5), with a Service Advisor's job purpose being to provide effective information, advice and access to services provided by the department, the Council and other associated agencies. The Community Care Officer role includes holding caseloads with responsibility for assessments and support planning which meet outcomes in line with the Adult Social Care Strategy.

6. The current 3.5 FTE Service Advisor (Grade 4) vacancies, along with the continued success of the three-tier approach, provides a useful opportunity to review staffing arrangements temporarily to 'test' the usefulness of having a different staff mix in the Adult Access Service. Therefore, it is proposed that 3.5 FTE temporary Community Care Officer (Grade 5) posts are established from 1st October 2019 until 31st March 2020 using funding from the 3.5 FTE vacant Service Advisor (Grade 4) posts which have been vacant since July 2019. For clarity, this will mean that the 3.5 FTE Service Advisor posts will remain vacant and therefore will not have any impact on the staffing budget within the team.

Other Options Considered

7. The option to recruit Community Care Officers in the Adult Access Service will increase the capacity available for dealing with people's social care queries at the first point of contact with the Council. The option of not establishing temporary Community Care Officer posts would increase the workload of existing staff in the Adult Access Service and reduce the number of cases that can be resolved at tier one or tier two, increasing demand on district operational teams and the number of care and support assessments required.

Reason/s for Recommendation/s

8. The recommendation is made to enable the County Council to continue the successful delivery of the three-tier early resolution project by providing greater options when considering possible solutions for people, increasing the number of cases that can be resolved in the service, thus reducing the number of occasions individual service user cases need to be passed between different staff and ultimately reducing the number of care and support assessments required.

Statutory and Policy Implications

9. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance, finance, human resources, human rights, the NHS Constitution (public health services), the public-sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

10. Funding for the establishment of 3.5 FTE temporary Community Care Officers (Grade 5) in the Adult Access Service will be provided by the underspend created by the 3.5 FTE vacant Service Advisor posts (Grade 4) within the Service which have been vacant since July 2019. The cost of 3.5 FTE temporary Community Care Officers from 1st October 2019 to 31st March 2020 is £60,779. The current staffing underspend forecast in the Adult Access Service due to 3.5 FTE vacant Service Advisor posts from July 2019 to 31st March 2020 is £77,356. As stated above, for clarity, this will mean that the 3.5 FTE Service Advisor posts will remain vacant and therefore will not have any impact on the staffing budget within the team.

Human Resources Implications

11. These are described throughout the body of the report.

Implications for Service Users

12. The implications on service users will be positive as this approach will reduce the number of staff different staff dealing with their case.

RECOMMENDATION/S

- 1) That Committee gives approval for the establishment of the following temporary posts from 1st October 2019:

Post Title	FTE	Grade/ Band	End date	Cost per annum	Funding Source
Community Care Officers	3.5	5	31 st March 2020	£60,779 (for period of employment)	Adult Access Service staffing budget

Paul Johnson

Service Director, Strategic Commissioning, Safeguarding and Access

For any enquiries about this report please contact:

Stuart Sale

Group Manager, Access and Safeguarding

T: 0115 9774594

E: stuart.sale@nottsccl.gov.uk

Constitutional Comments (LW 08/08/2019)

13. Adult Social Care and Public Health Committee is the appropriate body to consider the content of the report.

Financial Comments (DG 28/08/19)

14. The increase in payroll costs for a change of posts from a Grade 4 post to a Grade 5 post for 6 months is £9,209. This can be met from the underspend on the Adult Access Team budget.

HR Comments (SJJ 08/08/19)

15. These posts will be recruited to and appointed to on temporary fixed terms contracts and will be subject to further review as part of the wider workforce remodelling.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

None.

Electoral Division(s) and Member(s) Affected

All.

ASCPH677 final