

11 February 2014		ITEM: 8
Health and Well-being Overview and Scrutiny Committee		
Update of Adult Social Care service and efficiency reviews		
Report of: Les Billingham		
Wards and communities affected: All	Key Decision: Non key	
Accountable Head of Service: Les Billingham – Head of Adult Services		
Accountable Director: Roger Harris – Director of Adults Health and Commissioning		
This report is Public		
Purpose of Report: To provide an update to HOSC covering ongoing efficiency reviews of a range of Council provider services and processes.		

EXECUTIVE SUMMARY

Building on the successful efficiency review of day services to disabled adults it was agreed that all remaining in house council services would be reviewed to consider how best to improve quality whilst ensuring value for money was being achieved.

These reviews are an aspect of the ongoing need to make savings to ensure services are protected against the impact of continued growth in demand and reductions in available resource. Failure to implement the changes in 2014/15 would have detrimental impact upon meeting savings targets which are contained within the calculations in the Medium Term Financial Strategy.

The reviews have now been finalised and a draft report has been produced, however recommendations will be subject to full consultation before final agreement can be reached.

HOSC requested an update of the review work be presented at the February committee and this is provided within this report. However, given the sensitive nature of the subject in question and the need to consult it is proposed that a further report is brought back to committee once these processes have been completed.

1. RECOMMENDATIONS:

1.1 That HOSC note the progress made in completing the reviews in question and agree to receive a further report as part of the required consultation processes.

2. INTRODUCTION AND BACKGROUND:

2.1 Thurrock Adult Social care department successfully completed an efficiency review of its day services for disabled adults in 2012. This review enabled the service which was transferred to Thurrock Lifestyle Solutions (TLS) early in 2013 to achieve an efficiency saving of approximately £270,000 prior to the transfer and whilst improving the quality of the service provided.

2.2 A decision was taken by the Adult Social Care department to build upon the successful review of day services for disabled adults by undertaking a further series of review across the remaining “in-house” provision.

2.3 The joint re-ablement service was exempted from the review scope as this had already been re-engineered to provide a service which maximised independence and therefore efficient use of resources. Assessment and Care management was also largely exempted to enable a focus upon the business and administrative processes associated with this aspect of the “customer journey”. It was felt that these areas needed to be re-engineered as a first phase, on the understanding that the assessment and care management service would then be reviewed in terms of delivery models; this approach is very akin to the successful method used with day services and the TLS transfer.

2.4 In scope were the following areas of current service provision:

1) Process Reviews

- A) Customer Journey
- B) Resource Allocation System
- C) Financial Monitoring and Forecasting.

2) Provider Services

- A) Respite
- B) Extra Care
- C) Older People Day Care
- D) Collins House.

2.5 All of these areas have now been reviewed and a first draft report has been completed. A broad range of possibilities have been explored and recommendations suggested which, in most cases give short, medium and long term options.

2.6 It is now necessary to take this report to the Adult Social Care Departmental Management Team for agreement to proceed with staff and client side consultations. It will also be necessary to consult widely on some of the recommendations in so far as the decisions impact upon a broad range of interests.

3. ISSUES, OPTIONS AND ANALYSIS OF OPTIONS:

- 3.1** Because of the sensitive nature of the recommendations contained within the report it is recommended that HOSC note progress to date and agrees to receive a further report as part on the ongoing consultation process.

4. REASONS for RECOMMENDATIONS:

- 4.1** It was agreed as part of the forward planning process that HOSC would receive an update of the efficiency review processes within Adult Social Care in February.
- 4.2** Much progress has been made in successfully conducting these reviews and it is useful for HOSC to be aware that processes are on track; especially given our need to undertake these reviews using existing staff as we have not sufficient resource to afford the luxury of “buying in” capacity for this work.
- 4.3** There is a need to undertake extensive consultation with a number of interested parties before proceeding to an implementation phase. Given the sensitive nature of these processes it is recommended that HOSC receive a report laying out the options in detail as part of the formal consultation process.

5. CONSULTATION (including Overview and Scrutiny, if applicable)

- 5.1** A full staff, user and community consultation process will need to be undertaken with regard to the recommendations contained within the review report, once these have been agreed through Adult Social Care management decision making processes. In the majority of cases these consultations will be statutory and have to follow prescribed policy.

6. IMPACT ON CORPORATE POLICIES, PRIORITIES, PERFORMANCE AND COMMUNITY IMPACT

- 6.1** Improving the quality and reach of the remaining in house services will contribute considerably to the corporate key strategic objective of improving local health and well-being.
- 6.2** Access to good respite and other support services at the right time and of the right quality enhance both the individual cared for and the carer’s health.
- 6.3** By ensuring that services are offered “close to home” wherever possible and delivered when they will have most impact a reduction in health inequalities should be achieved.
- 6.4** Alternative delivery (where necessary) will be explored via the potential to introduce community based initiatives and through developing a broader offer including the potential for using micro and other social enterprises.

7. IMPLICATIONS

7.1 **Financial**

Implications verified by: **Mike Jones**
Telephone and email: **01375 652772**
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The efficiencies detailed within the report are in accordance with the councils medium term financial strategy

7.2 **Legal**

Implications verified by: **Michael Henson-Webb**
Telephone and email: **020 8227 2657**
legalimplicationsrequests@thurrock.gov.uk

I can confirm that there are no legal implications at this stage; this will need to be reviewed after the consultation process.

7.3 **Diversity and Equality**

Implications verified by: **Natalie Warren**
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Impact of service reviews for vulnerable people and staff always have the potential to impact adversely upon groups who are marginalised. However the statutory consultation processes that must be undertaken to implement changes of this nature will ensure that all such considerations are understood and mitigated before any final decision can be approved.

7.4 **Other implications (where significant) – i.e. Section 17, Risk Assessment, Health Impact Assessment, Sustainability, IT, Environmental**

N/A

BACKGROUND PAPERS USED IN PREPARING THIS REPORT (include their location and identify whether any are exempt or protected by copyright):

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