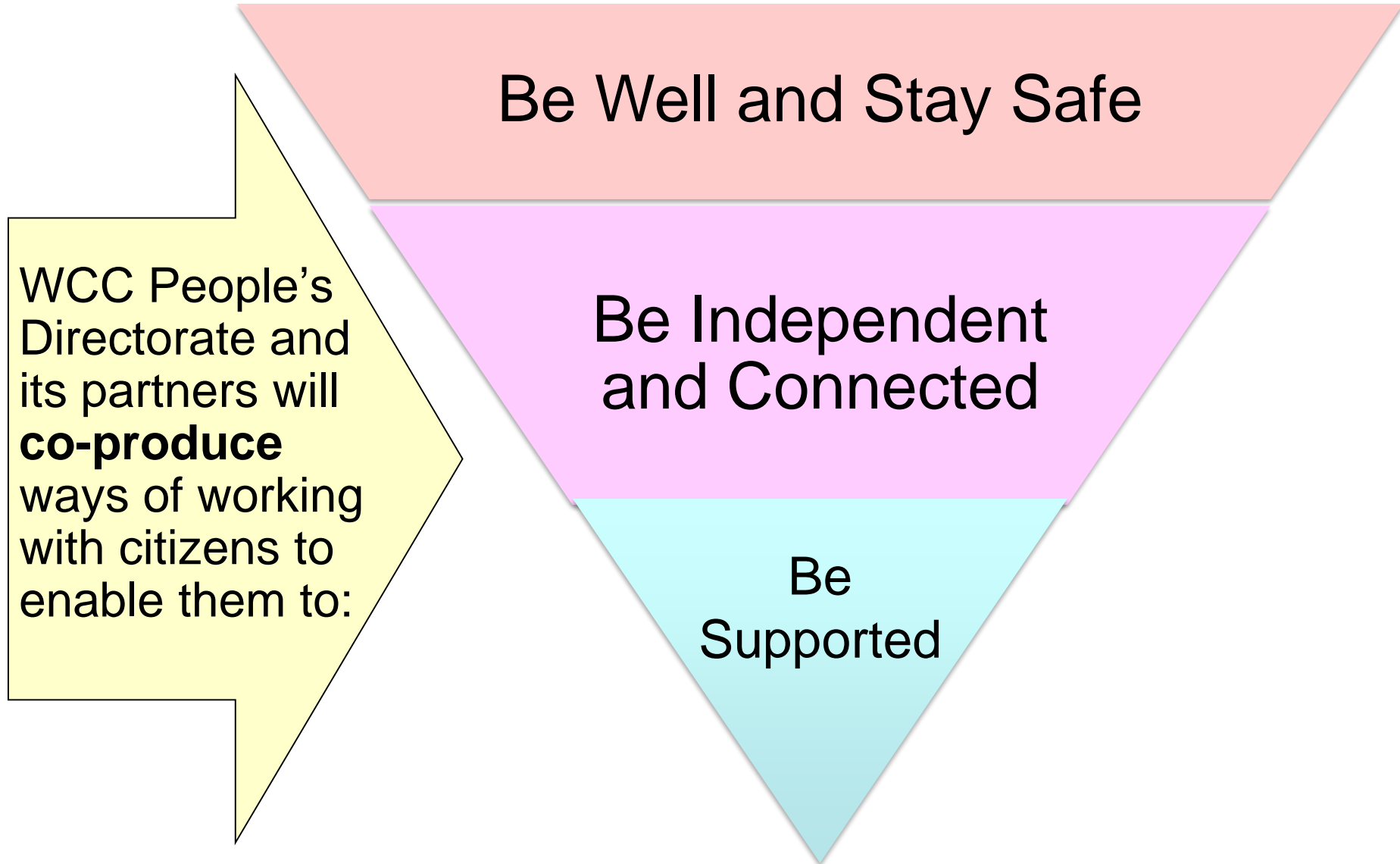


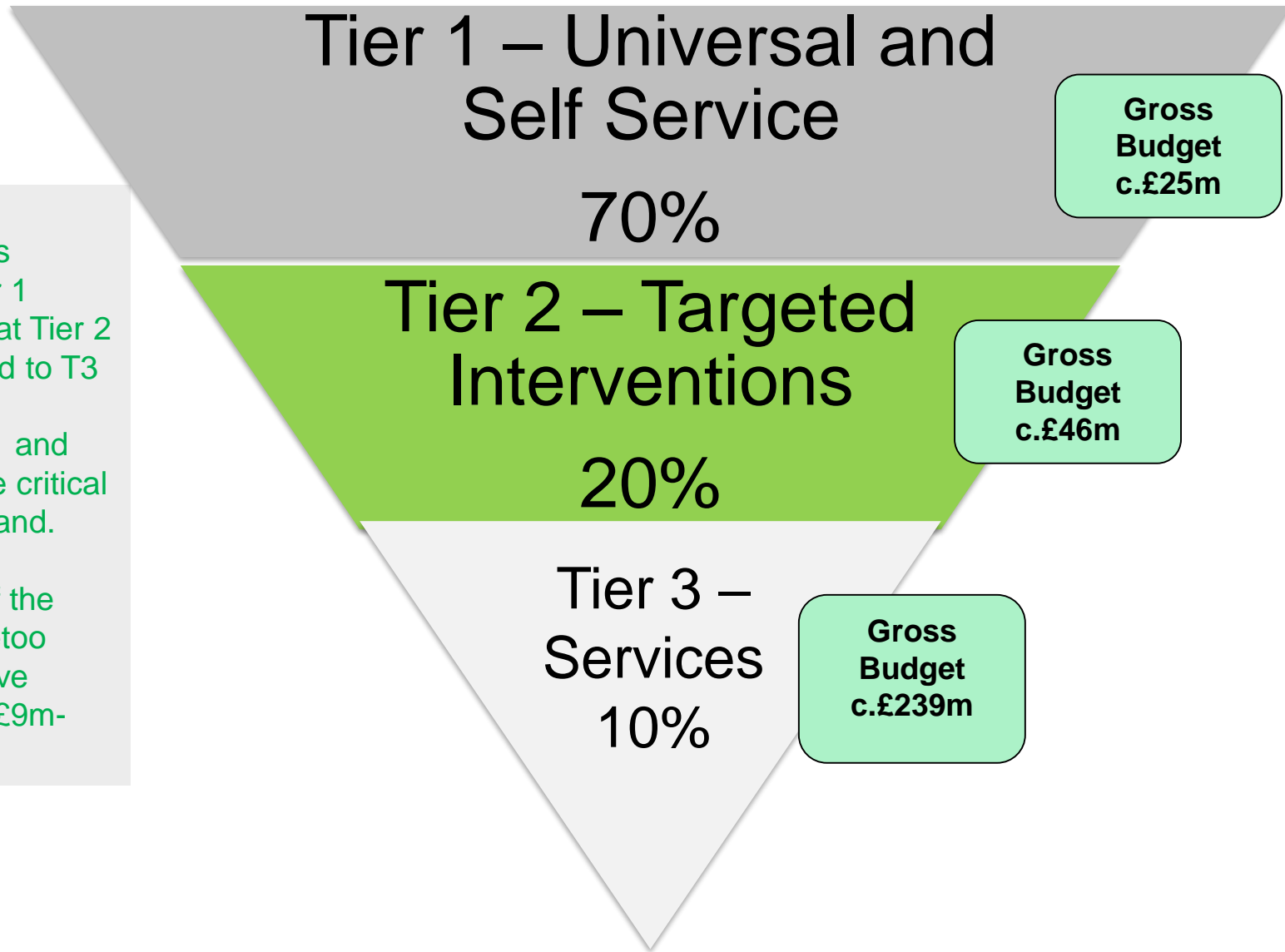
People and Communities Strategy

Our Strategic Plan for Change to a Strengths
Based Model

Paula Furnival
Strategic Director, People



*"It is our priority, working with partners, to ensure Worcestershire residents are healthier, live longer, have a better quality of life and **remain independent** for as long as possible."*



Prior to Covid:

- 69% of contacts resolved at Tier 1
- 4.9% resolved at Tier 2
- 26% progressed to T3

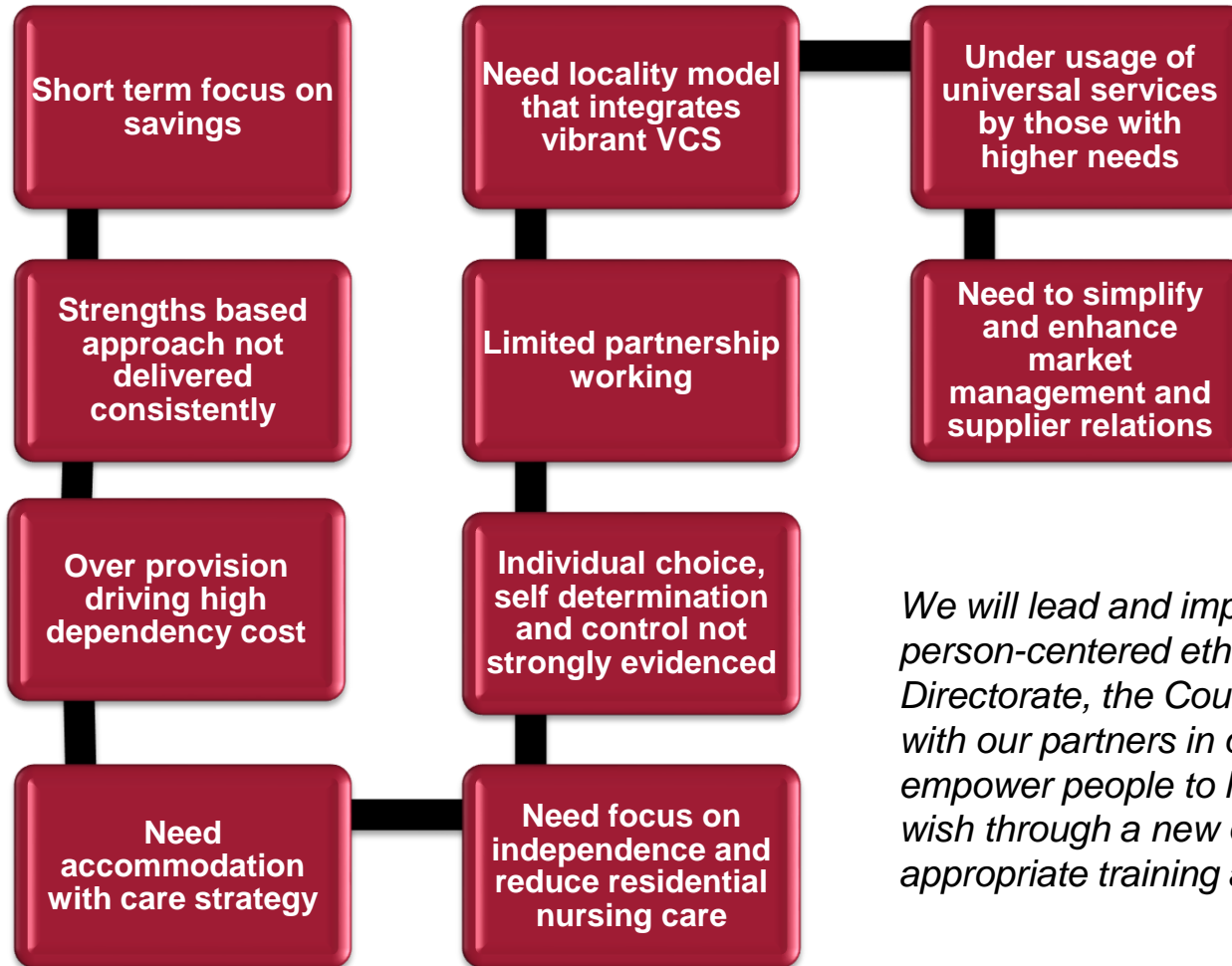
Developing the T1 and T2 services will be critical to managing demand.

Implementation of the new TOM, Peopletoo estimate cumulative savings and cost £9m-£21m

What are we aiming to achieve?

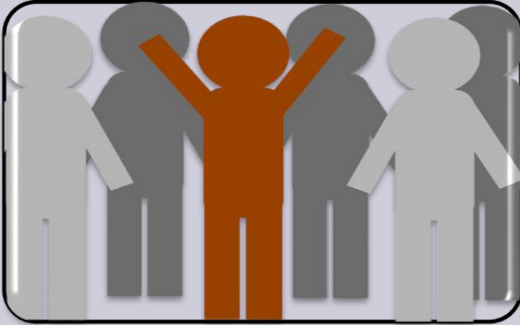
- A single strategy for people and communities
- With a clear **AIM**
- And a focus on **OUTCOMES** for people
- Developed and co-produced **with** people, staff and partners
- That meets need by maximising the use of our assets, resources and workforce
- Gives a clear OFFER to enable people
- Which is clear, simple and easy to access or use
- Reduces duplication in buildings, systems, processes, commissioning, service responses

Key drivers



We will lead and implement a full person-centered ethos across People Directorate, the County Council, and with our partners in order to enable and empower people to live the life they wish through a new operating model, appropriate training and assurance

3 strategic pillars of change are approved:



PERSON CENTRED APPROACH

- Develop one front door for our residents.
- Ensure strong digital offer
- Build on strengths of local community assets
- Collaborative work with partners



SHAPING SERVICES

- All age approach
- Make “strengths” based conversations the norm
- Redirect provider resources to independence and enabling



SHAPING AN EFFECTIVE MARKET

- Engage to develop independence and choice
- Work with partners to create an integration framework
- Commission for the whole population not just those who access “services”

Programme delivery 2020 / 2021 / 2022

How will we deliver the strategy?

- A series of workstreams have been created through the 'case for change' process
- These have been approved through:
 - SLT and Cabinet
 - our directorate transformation board (PDLT),
 - the CSP process and
 - Chief Officers Group (where appropriate, or communicated to COG for information where there is no council-wide implication).
- Each workstream is led by a senior manager and will be delivered through a team of appropriate experience, supported by skilled project managers
- Working propositionyou can do better with less
.....if you work in a more co-produced, collaborative way
- Examples 1. Care home admissions 2. Carers

What does this mean for my service area?

- Service configuration:
 - We will demonstrate a “One Worcestershire” approach – across Council departments and with our partners to provide effective and efficient services across the county.
 - Some services will become much more integrated
 - Some teams will become co-located and work more closely together than ever before
 - Our aim – to provide seamless care to the customer, to promote independent living with equality of access
- Consultation
 - Where change affects employees, we will consult with them and their representatives through existing council processes
 - Where change impacts our partners, we will consult with them across the system, including health, the voluntary sector and providers as appropriate
 - Where change directly impacts customer groups, we will consult with them and their carers as appropriate

QUESTIONS?