

ADULT CARE AND WELL BEING OVERVIEW AND SCRUTINY PANEL 13 OCTOBER 2015

UPDATE ON THE FUTURE LIVES PROGRAMME:

- NEW MODELS OF SOCIAL WORK**
 - PERSONALISATION**
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Summary

1. The Adult Care and Well Being Overview and Scrutiny Panel is to be updated on the impact of the Council's major change programme for adult social care (Future Lives) – with specific focus on:

- **New models of Social work**
- **Personalisation** (offering service users choice and control over their care)

2. Relevant senior officers from the Council's Directorate of Adult Services and Health have been invited to the meeting, as well as the Cabinet Member for Adult Social Care.

Background to Future Lives

3. Future Lives is the Council's major reform programme for adult social care, driven by financial pressures on all public services, and the requirement for DASH to contribute to the Council's overall savings programme to make savings of £30 million in 2014/15 and then about £25 million per year until at least 2016/17, including £32 million from Adult Services and Health. Although the Council decided not to change the eligibility criteria for adult social care, and to continue to meet the needs of service users with needs defined as 'critical' or 'substantial' under Fair Access to Care Services, it should be noted that from 01 April 15 the Council has been required to apply a national eligibility criteria under the Care Act 2014. This new criteria was designed to benchmark with critical and substantial but as yet it is too soon to evaluate the impact.

4. Given the challenge of meeting the needs of more people with complex needs with less money and the Council has therefore had to find different ways of doing things, through redesign and recommissioning of services.

5. The main aims of the Future Lives Programme are to:

- Promote health and independence
- Reduce the need for adult social care
- Give service users greater choice and control over their lives (Personalisation)
- Maximise the quality and productivity of services
- Achieve the required savings
- Comply with relevant legal duties, especially the Care Act 2014

6. The Directorate has been asked to focus this update on two aspects of the reform programme, and further information will be included in a presentation.

i New Models of Social Work

7. Review and redesign of adult social care has meant development of new models of care, and introduction of a new process to assess and plan people's care needs.

8. The Scrutiny Panel had initial discussion about emerging plans for new assessment processes and the implications of the Care Act 2014, in June 2014.

9. At that time some of the issues discussed included concerns about digital systems (access and its ability to identify a full picture of people's needs), funding implications of the Care Act and the challenge of meeting the new duty of care within prisons. The Scrutiny Panel was also interested to understand how changes would affect the interaction between social workers and their clients.

ii Personalisation

10. Offering greater choice and control to service users about the care they receive (Personalisation) is another key aspect of the Future Lives Programme. The Panel will be aware from its performance monitoring role of the Directorate's progress in promoting personal budgets and use of direct payments to arrange care.

11. The Directorate will provide an update on further progress and development, including provision of information and advice through the 'Your life, your choice' website, which Panel members had the opportunity to see prior to going live in April 2015.

Equality and Diversity Implications

12. A six month review of the changes in social work in Area Social Work Teams commences in October – the methodology includes focus groups and questionnaires with staff and people who have received social work services. Healthwatch has agreed to assist with this review. Equality and Diversity will be considered within the review.

Purpose of the meeting

13. The Panel has the opportunity to look at progress and the impact of new models of social work and Personalisation, as part of the overall Future Lives Programme. In doing so, members may wish to reflect on the following areas:

- How has the impact of new social work models on service users and their carers been monitored and what have been the main messages?
- What about feedback from social work staff?
- How are funding pressures from the Care Act being managed and are there further implications from the cuts to public health funding, announced by the Government in June 2015?
- Have changes to how service users/customers access social care created opportunities for greater personalisation of adult social care services?
- Is there any learning which could be used to increase personalisation of children's social care services?
- How have changes affected the range and quality of services on offer?

- Are there enough providers offering the right services?
- How has the voluntary and community sector adapted to the changes?

13. Following the discussion, the Panel is asked to determine whether any further information or scrutiny work is required.

Contact Points

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Background Papers

In the opinion of the proper officer (in this case the Head of Legal and Democratic Services) the following are the background papers relating to the subject matter of this report:

- Agendas and Minutes of the Adult Care and Well Being Overview and Scrutiny Panel on 19 December 2013, 28 January and 5 June 2014, 22 January 2015
- Agenda and Minutes of Cabinet on 6 March and 9 June 2014

Agendas and Minutes are available on the Council's website at:

http://www.worcestershire.gov.uk/info/20013/councillors_and_committees