

WIGAN COUNCIL

DEPARTMENT OF ADULT SERVICES

TRANSFORMING SOCIAL CARE BOARD

Meeting 17th February 2011 at 2.30pm
Committee Room A, Wigan Town Hall, Library St, Wigan



Present:

Ann Hambleton	AH	Department of Adult Services – TSC Project Officer
Anne Goldsmith	AG	Children & Young Peoples Services – Service Director
Anthony Mohammed	AM	Department of Adult Services – Head of Service
Julie Davies	JD	Health and Care Together
Liv Bickerstaff	LB	Department of Adult Services – Head of Service
Louise Sutton	LS	Department of Adult Services – Service Director
Mike Grimes	MG	Wigan & Leigh Housing – Service Director
Paul Stevenson	PS	Department of Adult Services – Head of Service
Rosanne Patterson	RP	Wigan & Leigh Culture Trust – Equality & Diversity Officer
Sharon Eid	SE	Department of Adult Services – Head of Service

Apologies:

Alan Kendrick	AK	Carers Representative
Alison Hughes	AHu	Chief Executive Services – Head of Service
Anita Halliwell	AHa	Department of Adult Services – Staff Representative
Anne Westhead	AW	Business Support Services – Business Partner HR
Chris Myers	CM	Business Support Services – Strategic Finance Manager
Councillor Keith Cunliffe	KC	Wigan Councillor
Elaine Lamprell	EL	Department of Adult Services – Safeguarding Team Manager
Julie Butler	JB	Wigan & Leigh Culture Trust – Development Manager
Julie Jeffers	JJ	Department of Adult Services – Head of Service
Linda Agnew	LA	ALWPCT
Mick Taylor	MT	Voluntary Sector Representative
Phil Roberts	PR	GMB Representative
Sally Hobbs	SH	Department of Adult Services – Head of Service
Sharon Lomax	SL	Department of Adult Services – Service Manager
Steve Peddie	SP	Chief Executive Services – Service Director
Stuart Cowley	SC1	Department of Adult Services – Service Director

Copy to:

Andrew Taylor	AT	Business Support Services – Head of Finance
Bob Adams	BA	UNISON
Bridget Whittell	BWh	Department of Adult Services – Service Manager
Gemma Bathurst	GB	Department of Adult Services – Project Manager
John Kelly	JK	Five Borough Partnership – Associate Director
Janice Barton	JB	Wigan & Leigh Housing – Director of Strategy
Marlyn Banham	MB	Children & Young Peoples Services – Head of Service
Paul McKeivitt	PM	Business Support Services – Service Director
Peter Layland	PL	Environmental Services – Head of Service
Sally Forshaw	SF	ALWPCT – Assistant Director Older Persons
Steve Sargent	SS	Environmental Services – Service Manager
Steven Gore	SG	Business Support Services – Principle Finance Mgr

MINUTES

ACTION

1. **Matters arising from previous meeting – December 2010**
 - AH to further investigate alternate access to My Life My Choice.
Council Internet analysis unable to determine usage of My Life My Choice at this time however Talking Pages development will deliver alternate access functionality.
 - SL to liaise with MT re voluntary sector representation at Brokerage events.
Ongoing

2. **Programme Position and Next Steps**

Download Presentation here - <http://tinyurl.com/TSCPRes0211>

Download Presentation Notes here - <http://tinyurl.com/TSCPResNotes0211>

AH/LS delivered presentations around the status of the TSC Programme.

Questions/Issues

 1. AH advised Milestone 3 would not be achieved due to lack of analysis of preventative initiatives being available.
PS advised Wigan was not unusual in this area indeed many other authorities were in a similar situation in the wake of National Indicator reporting requirements.
PS requested AH liaise with AD prior to submitting a return on this milestone to confirm
 2. MG queried what would DAS have done differently if we had to deliver TSC again?
AH suggested dedicated resource at Project Manager level and SE stated that the introduction of Reductions requirements during 2010/11 had impacted the delivery of TSC related projects and suggested internal cultural and change management activities should be linked to the wider communications plans and Management Intelligence should be built into projects from the beginning.
 3. AG queried which service user group would be targeted next?
LB advised the under 65 age group would be targeted during 11/12 to embed Brokerage option and move away from traditional types of support. SE advised work was ongoing to challenge the expectations during transition.

3. **Back Office & Managed Accounts**
 - Managed Accounts – Agreement that since Swift MyMoney (managed accounts) functionality would not be available until V27, due for release in June 20, that an interim solution using information on Swift would be progressed.
 - RAS – Pilot to commence early Feb. Implementation of RAS based on Lincolnshire model in place for 1st April.
 - Payment Cards – PS AGMA nominated as AGMA project lead. Initial meeting of group scheduled early Feb.
 - Admin functions – BPR courses underway. JM, SD and DG attending. To be used as a basis for streamlining processes in context of TSC Customer Pathway and securing efficiencies
 - Brokerage – PS / CM meeting with LB / SL. Regular meetings being set up to link financial and admin implications
 - Stockport visit – visit to Stockport to share information on approaches and issues. Information shared.

Questions

 1. MT queried has Stockport taken a broadly similar route to Wigan?
PS advised Stockport had taken a progressive view of Managed Accounts and had developed an early web based system that was essentially based on a menu of costs approach however it was a good model to touch base with.

- 4. Brokerage Project Update**
LB advised progress had been made on the Brokerage Options appraisal around the benefits and disbenefits of each option, cost modelling and analysis of the time Social Workers currently invest in Brokerage activities.
- LB advised the options appraisal was expected to be delivered around mid March and would link to the redesign of the back office functions.
- 5. Customer Journey and Workforce Review**
LS advised the February workshop of the Customer Journey Diploma Course was currently underway. The course would conclude with a March workshop and presentation to senior managers and would deliver an analysis of the current roles around the Customer Journey which will allow us to plan the targeting of the more expensive professionally qualified staff at appropriate tasks.
- 6. TSC Grant update**
PS advised TSC grant funding has continued through to 2011/12 however the grant has not been ring fenced and will be subject to local pressures.
- PS advised a number of currently grant funded areas had been identified as necessary to continue e.g. POPPs schemes and Assistive Technology and work was underway to mainstream these into the Adult Services offering.
- 7. TSC Progress Reporting**
High level reports:
Download Overall Programme Summary here – <http://tinyurl.com/TSCOPS0211>
Download Milestone Progress here – <http://tinyurl.com/TSCMilestone0211>
Detailed reports:
Copies of detailed reports are available on the TSC SharePoint site:
<https://vwg.agma.gov.uk/sites/TSC/default.aspx>
- 8. Items for future meetings:**
- How the TSC Programme will look in the future
- 9. Date and time of next meeting:**
21st April 2011 @ 2.30pm – Charter Suite, Wigan Town Hall
- 11. Future Meeting Dates**
16th June 2011 @ 2.30pm – Committee Room A, Wigan Town Hall
18th August 2011 @ 2.30pm – Committee Room A, Wigan Town Hall
13th October 2011 @ 2.30pm – Committee Room A, Wigan Town Hall
15th December 2011 @ 2.30pm – Committee Room A, Wigan Town Hall

All