

TSC Programme Position Presentation Notes Feb 2011



TSC Programme Position

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17th February 2011

Department of Adult Services

Introduction



- April 2011 Milestone Readiness
- Continuing Projects
- Lessons Learned

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At the last TSC Board Meeting Bernard Walker asked me whether I was confident that the TSC Programme would meet its milestones and while caught slightly off guard, I replied that yes I was confident.

I'd like to take this opportunity to expand on my reply and take you through the evidence of each milestones delivery.

Milestone 1

That every council area has at least one user-led organisation who are directly contributing to the transformation to personal budgets.

The Department of Health defines a user-led organisation by three broad criteria:

- Its value base e.g. promoting the social model of disability.
- How its governed and managed e.g. percentage service user led management committee.
- The service it provides e.g. advocacy

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Of the two organisations we have been working with over the past year the Carers Centre is very close to becoming a ULO and More than Words have completed a self assessment and based on the complete DofH criteria and would now describe themselves as a User Led Organisation. All credit to Bridget Whittell's teams in supporting both these groups.

However we already have a well functioning ULO in the Borough - Wigan and Leigh Embrace - who have been mentoring an organisation in another Borough and Wigan and Leigh People First would also describe themselves as a ULO that meets the DH criteria.

Milestone 2

That at least 30% of eligible service users/carers have a personal budget.



As at 31st January 2011, 1769 Service Users have a personal budget, 173 carers have Carer Payments and 660 Service Users have Direct Payments totalling 2602 or 34.69% of eligible service users/carers have a personal budget.

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TSC Milestone 2 requires that 30% of eligible service users/carers have a PB.

As you can see we exceeded this Milestone during January and now have 34.69% of service users/carers on a PB.

Milestone 3 (a)

That there is evidence that cashable savings have been released as a result of the preventative strategies and that overall social care has delivered a minimum of 3% cashable savings.



- Management Intelligence Project, Efficiency evidencing process review and Reassessment Oversight Board has been established.
- MI Bulletin Q1/2/3 10/11 delivered.
- Tracking processes are being established to capture the efficiencies generated by prevention services.

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TSC Milestone 3(a) has caused us some problems in that the delivery of activity and costing information has had to be built up as a function in the department during the period of the programme.

Financial data has been available via the Agresso system however we have had to undertake significant data cleansing work to deliver operational data from Swift and this is still ongoing.

Management Intelligence Bulletins have been delivered quarterly during 10/11 however these are constantly being refined through workshops with HOS and as more information becomes available or

priorities change through projects like Reassessment and prevention services, back office process analysis and Management Intelligence.

Milestone 3 (b)

There should also be evidence that joint planning has been able to apportion costs and benefits across the 'whole system'.

- 2011/12 – 2014/15 Medium Term Financial Strategy.
- Work underway to shape the New Health & Wellbeing Board in partnership with the emerging GP Consortia.

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TSC Milestone 3(b) however has been achieved with the delivery of the MTFS which takes a 4 year view of the cost associated with the delivery of social care in the Borough.

This document takes into account our health partners, leisure and culture and the third sector along with the impact of projected demographic and funding changes during this period.

Planning during this period was well underway in the Borough with the formation of the SCA which was a partnership agreement between the Council and the PCT, however with

recent developments in the PCT and emergence of the GP Consortia, Wigan has again chosen to take a lead in the delivery of partnership working in proposing to become a pilot authority in the delivery of a new Health and Wellbeing Board.

Milestone 4

That the public are informed about where they can go to get the best information and advice about their care and support needs.

- My Life, My Choice Launched to the Public in November 2010.
- Communication campaign delivered during December 2010 to publicise and promote the website across the Borough.
- Additional health pages added to MLMC following request from NHS colleagues.

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MLMC is a signposting service for people who are looking for care and support services for adults living in Wigan Borough. The system holds a wide range of information about support and the choices available. It was launched to the public during November 2010.

December Comms Log

Internal:

Intranet Quick Link

Intranet Home page news item

One for All – Introduction

One for All – Article

Email Sent to all DAS staff

LAN Consent

External:

Council Web site

Press release

Tweet

Borough Life Article

Posters designed

Comms will be ongoing as the system develops.

Milestone 5

That stakeholders are clear on the impact that purchasing by individuals, will have on the procurement of councils and PCTs in such a way that will guarantee the right kind of supply of services to meet local care and support needs.

- 14th October Commissioning, Cuts, Personalisation Conference.
- Ongoing third sector engagement information and workshop events.
- Participate in the action learning sets run by the Young Foundation on building capacity for third sector social enterprise.
- Stakeholder event for information, advice and advocacy providers planned for February 2011.
- Ongoing Older Peoples, MH Forums, LDPB, Carers events and engagements throughout the year.

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Projects Position

Projects likely to continue:

- Brokerage
- Back Office & Managed Accounts
- Customer Journey

Projects likely to embed:

- Facilitating access to US & Developing Community Networks
- Information & Advice Services Review
- Housing Options
- Targeted Services Restructure

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Those projects that are likely to continue through 2011/12 are Brokerage, Back Office and Management Accounts and Customer Journey as the department continues the transformation journey.

Those projects that are likely to become embedded in the core business of the department are:

1. as MLMC has been successfully delivered and moves into a continuous improvement period.
2. as the review is delivered and options chosen to improve the service.
3. as the options strategy is delivered
4. as the Wigan locality team is moved into the JSC and the final location is freed up.

Lessons Learned



- Bureaucracy doesn't work
- Dedicated Resource
- A Clear Vision
- Enforced Milestones
- External Board
- External Scrutiny
- Management Support

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1. Over use of documentation in a business based project can be onerous for the PMs who in many cases are Service or Team Managers. The council templates were adapted for TSC but still it was an uphill struggle to get them completed.
2. Dedicated Resource is essential to move a programme or project forwards.
3. DofH White Papers and other publications over the past 3-4 years gave TSC a clear vision we have been able to call upon to shape the programme.

4. TSC has had clearly defined milestones that we have reported self assessed progress on to ADASS on a quarterly basis. This has allowed us to focus delivery of evidence to support the specific milestones and to redirect projects where necessary within the specified timescales.
5. The TSC Board is made up of a broad representation of not only internal Council staff but also external partner organisations and stakeholders. This has ensured valuable independent scrutiny and direction has been available to the programme.
6. The fact that the TSC milestones are reported on a self assessment basis to ADASS on a quarterly basis has again ensured we have been able to focus delivery of evidence to support the specific milestones.
7. Strong Management Support is essential if a programme or project is to be successfully delivered. Louise as Senior Responsible Owner has offered unfailing support to both the programme and myself over the past year and a half and I'd just like to say thank you.

Conclusion

To conclude my presentation I'd just like to add that while we will be able to evidence delivery of the Milestones set by the Department of Health for the TSC Programme from April 2011 have we truly transformed social care in the Borough of Wigan? Are service users exercising choice and control in the delivery of their care as a matter of course? I don't believe so and I am not a social care expert, my expertise is in project management and what I believe is that we are setting the foundations for a transformation in social care but the delivery of that transformation will take a long time to come to fruition.

Questions