

WIGAN COUNCIL

DEPARTMENT OF ADULT SERVICES

TRANSFORMING SOCIAL CARE BOARD

Meeting 20th October 2010 at 2.30pm
Charter Suite, Wigan Town Hall, Library St, Wigan



Present:

Anita Halliwell	AHa	Department of Adult Services – Staff Representative
Ann Hambleton	AH	Department of Adult Services – TSC Project Officer
Anthony Mohammed	AM	Department of Adult Services – Head of Service
Bernard Walker	BW	Department of Adult Services – Executive Director
Councillor Keith Cunliffe	KC	Wigan Councillor
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
Mick Taylor	MT	Voluntary Sector Representative
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
Anne Goldsmith	AG	Children & Young Peoples Services – Service Director
Anne Westhead	AW	Business Support Services – Business Partner HR
Chris Myers	CM	Business Support Services – Group Accountant
Julie Jeffers	JJ	Department of Adult Services – Head of Service
Linda Agnew	LA	ALWPCT
Sally Hobbs	SH	Department of Adult Services – Head of Service
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
Helen Summer	HS	Five Borough Partnership – Associate Director
Janice Barton	JB	Wigan & Leigh Housing – Director of Strategy
Julie Butler	JB	Wigan & Leigh Culture Trust – Development Manager
Marlyn Banham	MB	Children & Young Peoples Services – Head of Service
Paul Gover	PG	Department of Adult Services – Head of Service
Paul McKeivitt	PM	Business Support Services – Service Director
Peter Layland	PL	Environmental Services – Head of Service
Phil Roberts	PR	GMB Representative
Sally Forshaw	SF	ALWPCT – Assistant Director Older Persons
Steve Corns	SC2	Chief Executive Services – Service Manager
Steve Sargent	SS	Environmental Services – Service Manager
Steven Gore	SG	Business Support Services – Principle Finance Mgr

MINUTES

ACTION

1. **Matters arising from previous meeting – 18th August 2010**

- PS to feedback re help and advice for Third Sector Organisations.
LB advised a workshop was held w/c 9th August to explore with 3rd Sector representatives a self assessment on where they think they are with Personalisation, developing an action plan and planning further training workshops.
MT advised feedback from attendees was very positive.
KC encouraged any market shaping activities that would support local 3rd Sector organisations.
- JJ to feedback on CSED take on issue of legal challenge to the reassessment/reablement process.
JJ advised CSED had no precedent of a legal challenge to draw on but requested that if we did get any could we let them know. SE advised Targeted Services had had some challenges to the process but these had been managed through negotiation and information.
- AW to make the draft Adult Services Integrated Workforce Strategy and Action Plan available on the TSC AGMA SharePoint Site.
Complete

2. **Next Stage Reforms**

- **Back Office and Managed Accounts**
PS advised IT were investigating guidance around the development of the My Support module of the Swift system. We are also investigating the delivery of Personal Budget statements and the functionality required to allow Service Users to update their own records. Back office process would be as lean and stream lined as possible.

PS advised Wigan had reviewed 4 Resource Allocation System models and had taken the best of all 4 models to become the Wigan RAS. A desktop exercise was completed from which we should be able to ascertain the pivotal pound. We are working towards a phased implementation of partial introduction in the New Year and full implementation across all service areas by April 2011.

- **Brokerage Project**
LB advised phase 1 of the project was an options appraisal of a range of brokerage approaches to help service users meet their needs with their Personal Budget. The project will deliver a cost benefit analysis of each brokerage option as well as service user and carer consultation.

LB advised this project could potentially deliver a fundamental shift away from Department of Adult Services Commissioned Services in favour of Commissioned Brokerage. LB advised the project was hoping to deliver the cost benefit analysis over the next three months.

BW requested an update on the Brokerage Project be delivered at each Board meeting. AH to incorporate in the Board agenda.

- **Workforce Review**
LS advised this piece of work would look at the impact of the introduction of the customer journey on the workforce and what changes need to be made to readjust the workforce to deliver the new process. A lot of work has already been completed to introduce the Customer Journey to the Social Work Teams however the ER/VR process also needs to be factored into the

AH

review.

MG queried how many service users took cash payments. 1047 Service Users have Personal Budgets and 627 have Direct Payments. We are finding that Adults of working age prefer to take cash but many still spend on traditional services and the Older People group prefer not to take cash at all. However as the concept of Personal Budgets and Personalisation embeds in both the service user groups and 3rd Sector organisations this may change with future generations.

3. **Universal Services Information and Advice Strategy**

BW advised this was a working document which had had corporate involvement via a group chaired by Terry Dunn

Milestone target for the Strategy to be in place is April 2011 however DAS cannot achieve this in isolation and have therefore undertaken information events, stakeholder communications and provided information and advice to providers.

BW advised DAS are the lead department for the strategy however a Borough wide approach to cater to the broader aspects of the Health & Wellbeing agenda has involved Area Management, Council Corporate Teams and the PCT. This has provided DAS with the opportunity to deliver a strong Social Care focus into the corporate agenda.

BW advised a Corporate Information & Advice Steering Group had been set up to look at how the offer could be broadened to develop independent advocacy, the capacity of the 3rd Sector, Housing and Wigan & Leigh Culture Trust.

BW advised the strategy would encourage development of self service through the QuickHeart portal which should be ready to launch by the end of November with the full 9 areas. Wigan & Leigh Culture Trust have offered to assist the Quickheart launch through the library service.

AM advised the Department had settled on the name 'My Life, My Choices' for the system. All agreed the system would provide a useful tool for Members during Surgery sessions.

Future areas of development will be investigating potential applications in the NHS and GP Consortia. PS advised the next phase of this project would be the development of the 'My Support' module of the Swift Social Care System for which a development group has now been established.

<http://devsite4.wigan.gov.uk/homepage.aspx>

Questions

1. MG queried whether there would be hyperlinks to other Council Services?
AM advised yes there would be hyperlink functionality available and the contact for this would be Andy McNally.

6. **TSC Progress Reporting**

High level reports:

MT queried how the risk logged against the 3rd Sector could be reduced. AH advised solid evidence of progress towards mitigating the effect of the risk would reduce the risk level.

Detailed reports:

- TSC Board Report
- TSC Master Gantt
- TSC Risk, Issues and Changes Log

Copies of each report are available on the TSC SharePoint site:

<https://vwg.agma.gov.uk/sites/TSC/default.aspx>

7. **Items for future meetings**

- Feedback from SC on ADASS conference
- Brokerage project
- PPF Phase 2
- Back Office and Managed Accounts

8. **Date and time of next meeting:**

15th December 2010 @ 12.30pm – Committee Room A, Wigan Town Hall

9. **Date and time of 2011 meetings:**

17th February 2011 @ 2.30pm – Location tbc
21st April 2011 @ 2.30pm – Location tbc
6th June 2011 @ 2.30pm – Location tbc
18th August 2011 @ 2.30pm – Location tbc
13th October 2011 @ 2.30pm – Location tbc
15th December 2011 @ 2.30pm – Location tbc

10. **AOB**

- **PPF Phase 2** - BW recommended the Transforming Social Care Board plan to continue to meet through 2011 as there was expected to be a PPF Phase 2 directive issued by the Department of Health in the coming months. The time frame for this was likely to be:
 1. A Local Government Concordat published during November 2010.
 2. A PPF Phase 2 Paper published during December 2010.
 3. A Local Authority Circular published during January 2011.AH to arrange TSC Board meetings through 2011 and advise.

AH