

Report to: Partnerships Scrutiny Committee

Date of Meeting: 14th April 2016

Lead Member / Officer: Lead Member for Social Care (Adults and Children's Services)/
Head of Community Support Services

Report Author: Service Manager: North Locality

Title: Single Point of Access

1. What is the report about?

This report provides current information about the Single Point of Access (SPoA) in Denbighshire.

2. What is the reason for making this report?

To provide Members with an update on progress of the implementation of Denbighshire's Single Point of Access for adult social care and community health services. The report includes information from the recent regional evaluation of the *Transforming Access to Community-based Health and Social Care Services across North Wales – Single Point of Access (SPOA) Programme*, attached at appendix 1.

3. What are the Recommendations?

- 3.1 That Members consider the report, comments accordingly and continue to support and promote the development of SPoA as a way of promoting the independence of citizens and meeting the statutory duty to provide an Information, Advice and Assistance Services as required by the Social Services & Well-being (Wales) Act 2014; and
- 3.2 That Members take the opportunity to visit the SPoA Service to see how the service delivery model operates first hand.

4. The Single Point of Access in Denbighshire

- 4.1 For Denbighshire residents the SPoA, which has been active since June 2014, provides:
 - **Information** about universal services and appropriate sign posting, enabling people to remain outside the formal health and social care systems where possible. This is in the language most suitable to their ethnic and cultural background.
 - **Advice** from well trained and informed SPoA operators.
 - **Assistance** which is given to help people access services such as telecare via a self-assessment processes or by a single visit to provide equipment for people who are hard of hearing.

- For those individuals requiring short term social care and community health services, **coordination of services** which support independence e.g. intermediate care, where individual professionals form a team around the person based on an integrated care and support plan.
- **Seamless transfer** into formal Social Care and Health system when necessary.

4.2 For staff/organisations the SPoA:

- Is a single referral point for community services, sharing information on individuals, where necessary and appropriate. It will continue to promote the use of the integrated assessment framework in Denbighshire and in particular the new “What Matters?” conversation that replaces the old ‘assessment of need’.
- Will be increasingly able to provide data about where there are pressures, blockages and gaps in services and pathways for service improvement or commissioning purposes.
- Provides one method of partner organisations meeting their responsibilities/duties to provide information about health and well-being by becoming a hub for excellent information about community services.
- Is an area for developing services and educating staff about new services and responsibilities e.g. by hosting champions or coordinators.

4.3 The staffing make-up of the SPoA is as follows:

- A professional clinical decision-maker, with knowledge of both health and social care services in all sectors.
- 9 SPoA Operators who answer phone calls, make calls to gather further information; deal with face to face enquiries; process referrals; and input and retrieve data.
- A Team Leader who line manages the SPoA Operators and who is responsible for good quality information about services
- Coordinators with similar functions about a range of services but who also have the role of connecting the SPoA and community services. This includes a 3rd Sector Coordinator.

4.4 The ICT elements of the model include a bespoke telephone system with extended functionality to include recording, performance reports etc. Though sited in a Local Authority building, a Health network has been installed providing access to both Council and Health systems, including a bespoke SPoA database which is able to gather data about pressures, blockages and gaps in the community services/pathways, supporting service improvements and commissioning intelligence.

4.5 The SPoA service is currently available from 8.00am to 6.00pm Monday to Friday and Operators are available 10am to 4pm at weekends. It operates out of Brighton Road, Rhyl but the intention has always been to include a base for the SPoA in the re-development of the Royal Alexandra hospital site.

4.6 SPoA staff have also been an integral part of the development of Talking Points across the County, a new way of ensuring that citizens are offered an appointment at a venue in their local community if they need to see someone face to face, keeping delays to a minimum. The Talking Point Coordinator is based within the Service and SPoA Operators or the Coordinators do attend sessions with Locality staff to support the public.

4.7 It is anticipated that SPOA will provide a single point of access to an increasing range of services across Denbighshire or beyond. There is already closer collaboration with North Wales Police & Fire Service for instance the initiation of 'CRIT' service (Community Risk Intervention Team) in collaboration with Emergency Services to produce a more efficient way of responding to those that have fallen and require assistance (but are uninjured/ do not require hospital admission). There could, however, be more joint working with other services/organisations e.g. linking with the Conwy SPoA or with Denbighshire's Children and Family services. New and developing roles could include SPoA playing a more significant part in the safeguarding pathway and links to North Denbighshire Primary Care developments.

4.8 Activity Data (2015/16)

- There were 25,230 contacts with the SPoA; 15,578 were via the telephone, 3730 via faxes and 1537 via an internal form; and 752 via a web notification.
- 100% telephone contacts have the Welsh Language active offer. (We have 4 fluent Welsh speakers and 4 learners enabling a 7 day Welsh Language offer. We were fortunate to be nominated for Welsh Language award working in partnership in July 2015 and received a special commendation.)
- The SPoA Operators gave information (257) advice (474) and assistance (78) during that period and the wider SPoA team gave a total of 1405 Information Advice and Assistance (IAA). The data collection has been refined during the year, with clearer definitions in line with the Act
- The largest referral routes are to Social Care (2950); the Community Nursing Service (1809); Mental Health (763) and BCU Community Therapies (642)
- There were 721 Falls Risk Assessment Forms received by the Falls Coordinator. with 243 completed by Care and Repair; and 215 from North Wales Fire and Rescue Service.

4.9 Evaluation

External evaluators were commissioned to evaluate the regional SPoA programme. The key findings were that each of the 6 SPOAs had evolved differently and at a different pace but that across all 6 counties real progress had been made towards meeting the requirements of the Social Services & Well-being Act to offer Information Advice and Assistance (IAA) services to those citizens who require it. The involvement of the 3rd Sector staff in Denbighshire was viewed as a major achievement, leading to more signposting to 3rd Sector Services and also gaps being identified through a better understanding of what citizens need. The importance of the DEWIS database, a new national resource developed in Denbighshire with the Social Services Improvement Agency (SSIA), as a community resource was repeatedly emphasised. The evaluators had also noted the impact of major structural change in BCU and that that had slowed progress but they also noted that things were changing and that the Health Board was re-engaging with the SPoA framework strategically through its new area structure and that there was now scope for the full potential of the programme to integrate health and social care practice.

5. How does the decision contribute to the Corporate Priorities?

SPoA supports the corporate priority that vulnerable people are protected and are able to live as independently as possible through developing more informed and self-caring citizens and modernising the council to deliver efficiencies and improve services for our customers by reducing bureaucracy within Denbighshire

6. What will it cost and how will it affect other services?

The budget required for SPoA is approximately £660,000. A large proportion of this to date has been funded by the Intermediate Care Fund (ICF) and the indications are that the whole of this budget will be funded by this fund going forward.

7. What are the main conclusions of the Equality Impact Assessment (EqIA) undertaken on the decision?

No Equality Impact Assessment has been undertaken for this report as there is no change to policy or service delivery as a result.

8. What consultations have been carried out with Scrutiny and others?

Cyngor Gwynedd led the work on citizen engagement for the region, gathering the thoughts and feelings of almost 150 citizens from across Gwynedd and disseminating them to influence developments across the region

9. Chief Finance Officer Statement

The SPoA is a key element of health and social care integration. The costs of the service are met predominately by grant support with contributions from councils and the NHS and these are an existing cost commitment. It is possible that the full cost may be met in full by grant support in future.

10. What risks are there and is there anything we can do to reduce them?

10.1 Agreement for future funding has been difficult to achieve and if, as anticipated it will be funded by the recurrent Intermediate Care Fund, there is always a risk that this can be withdrawn or re-directed to other areas. Denbighshire County Council employs nearly all the staff so this needs to be mitigated to some extent with a more formal partnership agreement

10.2 The differences between the SPoAs across North Wales causes confusion especially for BCU staff. Although the Regional Programme has ceased there will remain some informal working to ensure each area works to the common principles and aspires to the agreed shared outcomes

11. Power to make the Decision

Scrutiny's powers with respect to this matter are set out in Section 21 of the Local Government Act 2000 and article 6.3.4(b) of the Council's Constitution.

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