

**Report to:** Partnerships Scrutiny Committee

**Date of Meeting:** 14<sup>th</sup> December, 2017

**Lead Member/Officer:** Lead Member for Well-being and Independence/  
Head of Community Support Services

**Report Author:** Service Manager, Localities

**Title:** Report on the Review of the Single Point of Access (SPoA)

---

### **1. What is the report about?**

This report provides current information about the Single Point of Access (SPoA) in Denbighshire following a recent review with partners. The full Review Report can be found at Appendix 1.

### **2. What is the reason for making this report?**

To provide Members with an update on the performance of Denbighshire's Single Point of Access for adult social care and community health services. The report includes key messages regarding the success, the challenges and recommendations for the future based on a review initiated internally because of a changing context within community health and social care

### **3. What are the Recommendations?**

That Members:

- 3.1 consider the report and continue to support and promote the development of SPoA as a way of meeting the corporate priorities for 2017-22 and the statutory duty to provide an Information, Advice and Assistance (IAA) Services as required by the Social Services & Well-being (Wales) Act 2014; and
- 3.2 take the opportunity to visit the SPoA to see how the service delivery model operates first hand.

### **4. Report details**

#### **4.1 The review was tasked with**

- Making an assessment of need, based on demand activity to date
- Assessing how effectively and efficiently SPoA is delivering on its agreed purpose and outcomes
- Establishing if the delivery model is fit for purpose in 2017 and going forward.
- Recommending any changes to SPoA's approach and delivery that will deliver on what customers want (customers in the broadest sense) and make savings.

#### **4.2 In tackling these issues we knew that Welsh Government (WG) and Betsi Cadwaladr University Health Board (BCUHB) would like the review to consider:**

- SPoA's role in hospital discharge
- SPoA's fit with developing integrated community resource teams
- The cost of running SPoA
- Success measures

4.3 Overall, it is evident from the review that SPoA is delivering on its agreed purpose and outcomes.

- Over the last 3 years the number of contacts/referrals to SPoA has doubled.
- In relation to contacts for Information, Advice and Assistance there has been a staggering 386% increase in demand from 2015 to 2017.
- 66% of all coordination and referral work in Quarter 1 & Quarter 2 2017 was to Community Health based services.
- From 2015 to 2017 the number of referrals from GPs has increased by 83%.
- The Information, Advice and Assistance function of SPoA has proved effective with between 35% and 40% of all contacts being enabled to remain outside the formal health and social care system [this excludes the work of Reablement and the Step Down Cluster].

The review has found that fundamentally the concept of SPoA is fit for purpose in 2017 and valued by stakeholders, however there is recognition that the model of delivery may need to adapt and evolve to fit with plans for the development of Community Resource Teams.

4.4 The review did highlight areas for improvement and development which has resulted in the following recommendations:

- Establish and implement a robust quality assurance framework. One key measure of success will be a skilled, knowledgeable and confident SPOA team delivering an excellent IAA service.
- Improve interface working with hospital and community based health and social care services.
- Review and redefine the roles and skill mix in SPOA.
- Make SPOA more accessible to support GP practices and promote public health messages.
- SPOA to support the development of Talking Points and the Community Navigator Service.
- Explore joint working opportunities with Conwy SPOA

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

SPoA supports several of the corporate priorities for 2017-2022:

- Everyone is supported in homes to meet their needs for example through having a centralised place for expertise regarding housing adaptations.
- Communities are connected and have good access to goods and services locally, on line or through good transport links through being a central referral point for health and social care community services.
- The Council works with people and communities to build independence and resilience through developing more informed and self-caring citizens.

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

A large proportion of the cost of SPoA to date has been funded by the Integrated Care Fund (£453,000 excluding the cost of the District Nurse which is claimed by BCU), with the remainder being an equal commitment met by contributions from the NHS and the Council (£38,000 each in 2016-17 and an anticipated reduced contribution of £24,000 in 2017-18)

## **7. What are the main conclusions of the Well-being Impact Assessment?**

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?**

Consultations have been carried out with staff of partnership organisations as part of the review. A survey monkey was widely circulated to stakeholders which included members. The draft review report was then presented for discussion at Partnership Thursday on 26<sup>th</sup> October 2017. The revised report was then discussed at the Denbighshire Joint Locality Forum on 30<sup>th</sup> October 2017, where recommendations were finalised for the discussions at the Central Area Integrated Services Board on 13<sup>th</sup> November 2017.

## **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 equal contributions from the Council and the NHS and these are an existing cost commitment.

## **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 Integrated Care Fund, there is always a risk that this can be withdrawn or re-directed to other areas. The revenue budget within Denbighshire has been reduced and offered up as savings as a result of the availability of the Integrated Care Fund. Denbighshire County Council employs nearly all the staff so this needs to be mitigated with a more formal partnership agreement.

10.2A further risk is a potential lack of agreement about the role/model of SPOA as the Community Resource Teams develop.

## **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 Section 7 of the Council's Constitution.

### **Contact Officer:**

Service Manager Localities – Community Support Services

Tel: 01824 712341