

**Report To:** Partnerships Scrutiny Committee

**Date of Meeting:** 10<sup>th</sup> June 2013

**Lead Member / Officer:** Lead Member for Social Care: Adults and Children's Services/Head of Adult and Business Services

**Report Author:** Partnership Project and Development Manager

**Title:** Development of a Single Point of Access for Health & Social Care in Denbighshire

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

The report provides background information and details of work to date on the development of a Single Point of Access for Health and Social Care Services for adults in Denbighshire.

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

To provide information for the Scrutiny Committee regarding the development of a new Single Point of Access (SPA) for community health and social care services in Denbighshire. The service is due to go live at the end of October 2013.

**3. What are the Recommendations?**

That the Scrutiny Committee considers the report, provides observations and supports the development of a Single Point of Access.

**4. Report details.**

***Background***

- 4.1 Denbighshire was successful in a bid in 2011 to become a demonstrator site for the Social Services Improvement Agency (SSIA) Transforming Services for Older People Programme. The SPA project aims to develop a new, effectively co-ordinated single point of access, single point of assessment and care co-ordination for preventative and rehabilitative work for adults across Denbighshire. It includes the provision of information, signposting to general community services and the integration of a specified and developing range of intermediate care and short term health and social services. The SSIA funding has been used to employ a Project Manager and support project activities such as workshops and meetings.
- 4.2 The Social Services (Wales) Bill introduces changes to services which are being spearheaded by the SPA project by, for example, placing a statutory duty on Local Authorities and Health Boards to provide information to support self-

care and management. This development is in line with objectives set by national Health policy documents such as 'Setting the Direction' and the BCU Service Redesign plans, the implementation of which will place a greater emphasis on universal and community services to promote better self-care and developing alternatives to secondary care.

#### **Activities to Date**

- 4.3 A Project Team and two sub-committees were established and a Project Manager was appointed. There have been challenges to gaining momentum on the project but these are now being addressed through the Denbighshire Health and Social Care Board, which is now being used as the governing body for the project.
- 4.4 The Project Team has agreed a project plan which develops a single point of access (single phone number, fax number and referral point) for all referrals into adult health and social care community services in Denbighshire by October 2013. The form and function of the service model (Appendix 1) and the make-up of the service (Appendix 2) has been further explored and agreed by the Project Team.
- 4.5 An important development of the Single Point of Access is the creation and ongoing maintenance of a comprehensive directory of services. This will include details of not only statutory sector and voluntary sector services, but community initiatives that support citizens' wellbeing in the broadest terms. The directory is being developed as part of the project and a 3<sup>rd</sup> Sector Coordinator post will have direct responsibility to ensure that the directory of services is maintained and updated so that information is current and accurate.

#### **Future Work**

- 4.6 Key milestones that need to be completed over the months ahead include:
  - I. Resources identified by partners and Section 33 agreement drafted, agreed and signed
  - II. Estate identified for the integrated team – with appropriate telephony and IT access (access to all appropriate health and social services databases)
  - III. Single Phone Number and Fax Number established for all referrals
  - IV. Referral protocols agreed and activated
  - V. Team roles (job descriptions and person specifications) agreed and appointed
  - VI. Equality impact assessment completed (*workshop 8<sup>th</sup> July*)
  - VII. Quality Framework and reporting mechanisms in place (*workshop 16<sup>th</sup> July*)
  - VIII. Information Sharing (WASPI) agreement and associated protocols in place
  - IX. Staff fully trained
  - X. Voluntary Sector Involvement post commissioned, and appointment made
  - XI. Formal connections with Family Information Service established (memorandum of agreement drafted to host the directory of services)

- XII. Database of services complete
- XIII. Customer Relationship Management (CRM) system in place
- XIV. Publicity campaign planned and implemented

### ***Regional Developments***

- 4.7 A recent bid to the Welsh Government Regional Collaboration Fund, drafted by Denbighshire CC in partnership with the other North Wales Local Authorities, BCU and the Voluntary Sector, entitled *Transforming Access to Community Based Health & Social Care Services Across North Wales (Single Point of Access)*, has been successful. Building on the SPA model in Denbighshire, the three-year programme will support the establishment of Single Points of Access to Adult Health and Social Care across North Wales. The programme allows for set-up costs for the Single Points of Access, funds a comprehensive evaluation framework to evidence the success of the initiative, and provides funding for pilot projects associated with the Single Point of Access which could include voluntary, statutory or private sector initiatives which support the vision for the developments of Single Points of Access. This important development will help to evidence the contribution that the SPA is able to make to an effective Health and Social Care service for the citizens of North Wales.

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

The project fully supports the Council Priority to ensure that vulnerable people are protected and able to live as independently as possible. Not only will the Single Point of Access ease access to health and social care services in the community, supporting a more integrated and efficient approach to supporting people's health and social care needs, but it will be a critical foundation for community and service development by gathering intelligence about our citizens' needs and priorities, supporting Denbighshire residents to maintain their own independence and maintain their contribution to society as long as possible.

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

- 6.1 The Project is being delivered in partnership with BCU and the Voluntary Sector who have supported the development in a variety of ways.
- 6.2 The DCC ICT service is represented on the Project Team and the Information & IT Task and Finish Group. The service is taking a lead in exploring and costing IT and telephony solutions for the service. The Strategic Assets Team has also helped to identify estate and is supporting the planning of the office to support the work of the SPA. The Legal department is supporting the collaborative work on developing a Section 33 Partnership Agreement.
- 6.3 A set-up budget is expected to be presented to the Project Team in June. The costs associated with set-up costs will be funded by the Regional Collaboration Programme, and the ongoing costs to service will be met by the Partners, as expressed in the Section 33 agreement currently being drafted. In Denbighshire CC's case, this will be from within existing resources.

**7. What are the main conclusions of the Equality Impact Assessment (EqIA) undertaken on the decision? The completed EqIA template should be attached as an appendix to the report.**

An equality impact assessment workshop is scheduled for 8<sup>th</sup> July 2013. Key stakeholders are being invited to take part in the workshop and inform the development of the service.

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

No formal consultations have been carried out as part of this project, although partners and identified stakeholders are being included in project delivery.

**9. Chief Finance Officer Statement**

The costs of establishing and delivering the SPA must be contained within the resources available. The Section 33 Agreement must be approved by the Chief Finance Officer to ensure that all the cost implications, accounting and governance arrangements have been properly assessed. The impact of the wider regional scheme will become clearer as the project develops.

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

Risk	Mitigating Actions
1) Appropriate leadership and engagement from all partners – variety of organisational priorities causing difficulties on an individual and group level	<ul style="list-style-type: none"><li>• Escalating through management structures when appropriate</li><li>• No financial commitments to set-up or revenue costs be made until partners have identified and made available appropriate resources</li></ul>
2) Lack of available resources to enable the development of the new service	<ul style="list-style-type: none"><li>• Reallocation of existing resources to be foundation of all development work.</li><li>• Further grant funding to be sought to support the development if necessary – Regional Collaboration Programme, Invest to Save proposals etc.</li></ul>

**11. Power to make the Decision**

Article 6.3 of the Council's Constitution

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