

**To the Chair and Members of the
HEALTH AND ADULT SOCIAL CARE SCRUTINY PANEL**

“YOUR LIFE LOCAL” – COMMUNITY LED SUPPORT (CLS)

Relevant Cabinet Member(s)	Wards Affected	Key Decision
Councillor Glyn Jones, Cabinet Member for Adult Social Care and Equalities	All	None

EXECUTIVE SUMMARY

1. The purpose of this report and subsequent discussion is to provide Members with an overview of initiative “Your Life Local” Community Led Support as part of the Adults, Health and Wellbeing Transformation Programme.

EXEMPT REPORT

2. There is no exempt information contained in the report.

RECOMMENDATIONS

3. That the Scrutiny Panel considers the information contained in the report and presentation and overall direction of travel of the project within the Adults Transformation Programme.

WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?

4. The Overview and Scrutiny function has the potential to impact upon all of the Council’s key objectives by holding decision makers to account, reviewing performance and developing policy.

BACKGROUND

“Your Life Local” – Community Led Support

5. The Panel will be provided with a presentation from Karen Johnson, Assistant Director for Communities relating to the “Your Life Local” Community Led Support initiative, a wider programme of change to adult social care across the Borough.
6. Doncaster Council’s approach to adult social care is changing. Responding to the growing pressures of rising demand and reduced financial resources, a

new plan has been developed on how to change the way in which care and support for adults is delivered, from dependence on formal care statutory provision from the Council, to building resilience in and around community settings.

7. The aim is to connect people to their own community, creating healthy people and places which can thrive. The CLS model is about shifting the focus to early intervention and prevention – getting to people much earlier so that they don't necessarily need formal services. Underpinning this model, fundamentally, is changing the way social care and care management, and associated services, respond to needs, building on individual, family and community assets.
8. The CLS model falls primarily into 3 components:
 - The “front door” – where people have a “Person centred strengths based” conversation that is based on finding a resolution within the local community. This is predicated on having access to high quality advice, information and guidance and is followed up to make sure this worked for the individual.
 - “Community Hubs” – where someone needs a longer conversation, they are referred to a local venue where they are greeted by local volunteers and have further access to local advice, information and support. It may be that they have the longer conversation with a social worker, a well-being officer, an occupational therapist or a voluntary sector organisation. Ultimately, the purpose of the conversation is to connect that person back into the community, build on their strengths and where appropriate support them to meet their needs. The Community Hubs will also be used for drop in advice and information about a whole range of issues and services.
 - Strength Based Care Management – a more integrated and multi service response when people do need support. This will still be a strength based conversation, will happen quicker and will be proportionate to needs. Bureaucracy and paper work will be minimised and “professional judgement” will be at the core of decision making.
9. It is recognised that there is a huge amount of great work happening in communities across Doncaster to by releasing the skills, talents and energy of local people and groups, it will make stronger, happier and more functional communities, in which everyone is valued and can contribute as a full and equal citizen. This will help to keep people healthier and independent for longer.
10. None of the above can be achieved overnight, nor across every part of Doncaster at the same time. A detailed programme of work has begun and progress is outlined below.

PROGRESS TO DATE

Training and Culture change work stream

11. In recognition that this programme is about changing the culture of how we work across Adults, Health and Well-Being, there has been a focus on awareness raising and training for key staff, managers and leaders. 7 awareness raising sessions were held initially where a total of 499 delegates attended. These sessions were supported by Senior Management and the National Development Team for Inclusion (NDTI) who are supporting the development of this programme in Doncaster and across the Country. From the sessions, delegates were asked to express an interest in being further involved in the project development and a total of 141 people put themselves forward, who are now referred to as CLS Champions.
12. A Member's presentation also took place but was poorly attended – it was agreed that the CLS champions would engage with local Members as the programme develops.
13. Further training has been rolled out to teams hosted by NDTI for Social Care, Communities and the Adult Contact Team within community venues. These "Good Conversation" sessions were aimed at exploring the different conversations that will underpin the CLS project and introduced refreshed skills and understanding around person centred thinking; exploring the tools required to take a different approach.
14. There has also been a number of presentations and events to involve wider stakeholders, including health and the voluntary and community sector. This has generated a great deal of interest in the model. The voluntary and community sector were very keen to support the development of locality hubs although some have raised concerns about funding to support their organisations to make them sustainable for the future. They were also keen to work together to encourage younger members of the community to become involved in volunteering opportunities. Feedback has been captured from these engagement events, which has enabled a database to be developed that will support the development of the local Community Hubs and the individual organisations that want to be involved as part of the 'service offer'.

Customer Journey and Technology work stream

15. Work is progressing towards the design of the new 'Front Door' and the content of the first conversation. A comprehensive review of what information, advice and guidance is available has been completed and now includes over 1500 community and voluntary sector organisations. This is now available in the recently launched "Your Life Doncaster" community database. A demonstration of this will be provided for Members.
16. The "Your Life Doncaster" community database is now live from the 'Home' screen of all public computer terminals in the libraries across the borough, allowing citizens easy access to information. Presentations of the database have also been made to all of the Care Management teams so that they can use this from their new mobile devices when they are having more strength based conversations with people in their homes or in the community.
17. The processes and procedures for booking appointments between the 'Front Door' and new Community Hubs is also being developed. New streamlined paperwork has been agreed and is in development within the Customer

Relationship Management system and CareFirst, the Care Management system. The design and content of the 3 conversations has been agreed and this will be ready to go live shortly.

Mobilisation work stream

18. The main learning from elsewhere is that it is better to test out ideas within a specific site before rolling out what is an ambitious programme. It was therefore decided that we would develop an “Innovation Site” in the first instance, but with a pragmatic but ambitious target of rolling this out across Doncaster by the end of this calendar year.
19. Following analysis of demand for services, it was agreed that the Innovation Site would be in the East of the Borough. An innovation team was set up across the Adult Social Care and Communities Service and they have been tasked with developing and testing new ways of working around the CLS model, which can then be evaluated and rolled out across the whole of the Borough. The first Community Hub has been established at the Vermuyden Centre at Thorne where people can get appointments and drop in for advice and information.
20. The Innovation Team have also started to engage with the third sector and voluntary organisations, hosting an event in December where 32 people representing different third sector groups attended. This has led to some really strong relationships being built and new services being developed in this area (for example the AGE UK Community Circles). Further work will build in this so that the model going forward is co-produced with local people.
21. The branding for the Community Hubs has been agreed as “Your Life Local”. This will enable all of the hubs to have a common branding, but can be localised for example “Your Life Local Thorne”, “Your Life Local Mexborough” etc. A voluntary and third sector information leaflet has been produced and the next stage is to finalise the public information that will help formally launch the hub and let people know how to access community based support.
22. The Innovation Team have also run two workshops at the Primary Care event for Doncaster’s GP’s. This generated a great deal of interest across the Borough. A number of GP practices have expressed an interest in being part of the local models, some wanting to develop a hub in their surgery and many wanting to have further discussions about how we can work together. Officers are now tasked with following this up locally. Pharmacists also attended the event and a presentation to consider how they can also get involved is taking place on the 8 March 2017.

Next Steps and Roll Out plan 2017

23. Work is already underway across the Borough to begin planning the roll out of the CLS model in each locality. Initial work identified a number of priority areas where there are high demands for social care services:

NORTH	SOUTH	CENTRAL	EAST
Bentley Scawsby Scawthorpe	Conisborough Denaby Old Denaby	Balby	Thorne

Woodlands Skellow Carcroft	Mexborough	Bessacarr Cantley	Stainforth Moorends
	Rossington		

24. Early scoping in each of these areas has begun to look at where there could be potential hubs. It should be noted these are only indicative areas to begin the roll out and there are likely to be several hubs in each locality. It should also be noted that learning from other areas has indicated that the development of these sites should be community driven. Local Elected Members, service users, carers, community and voluntary organisations, and local delivery services all need to be involved in developing these ideas and rolling out the programme over the coming 12 months.
25. Following the launch of the wider transformation communications campaign on the 6 March 2017, the CLS project is planning to launch the “Your Life Local” campaign early April 2017. ‘Informal activity’, such as drop in’s for information, advice and wellbeing has also been taking place in the other localities across the borough to trial out the new ways of working around hubs. Therefore, it is anticipated that for the “Your Life Local” communication campaign in April will include the promotion of Thorne and other areas as “Your Life Local” venues.
26. Other work over the next few month’s includes finalising the 3 conversations and making sure that the processes are all lined up to ensure there are no unnecessary “hand offs” for people and that no one falls through the net. We will continue to work with our partners to develop an integrated model and strengthen local partnership working.
27. We are also considering how we can build capacity within communities to ensure the voluntary and community sector are able to respond to this agenda. Two bids have been submitted for investment into local community groups and future development to DCLG Communities Fund and Creative Communities. Unfortunately these were unsuccessful.
28. However, a successful application has been made to the Better Care Fund which will now support funding for locally based activity that supports people to live independently for longer in their own homes and communities. In the longer term, larger commissioning budgets need to be explored in order to move towards locality based commissioning and to sustain the community based approach.

Assistive Technology

29. Enablement and re-ablement are fundamental to the CLS model going forward. Better use of assistive technology is a key enabler to helping people remain within their own homes and will be a key development in our transformation programme. As part of the discussion Members will therefore be provided with examples of assistive technology.

OPTIONS CONSIDERED AND REASONS FOR RECOMMENDED OPTION

30. This report is to update Members on the CLS model therefore no other options are for consideration.

IMPACT ON THE COUNCIL'S KEY OUTCOMES

8.

	Outcomes	Implications
	<p>All people in Doncaster benefit from a thriving and resilient economy.</p> <ul style="list-style-type: none"> • <i>Mayoral Priority: Creating Jobs and Housing</i> • <i>Mayoral Priority: Be a strong voice for our veterans</i> • <i>Mayoral Priority: Protecting Doncaster's vital services</i> 	<p>The work of Overview a Scrutiny has the potential to have an impact on all the Council's key objective</p>
	<p>People live safe, healthy, active and independent lives.</p> <ul style="list-style-type: none"> • <i>Mayoral Priority: Safeguarding our Communities</i> • <i>Mayoral Priority: Bringing down the cost of living</i> 	
	<p>People in Doncaster benefit from a high quality built and natural environment.</p> <ul style="list-style-type: none"> • <i>Mayoral Priority: Creating Jobs and Housing</i> • <i>Mayoral Priority: Safeguarding our Communities</i> • <i>Mayoral Priority: Bringing down the cost of living</i> 	
	<p>All families thrive.</p> <ul style="list-style-type: none"> • <i>Mayoral Priority: Protecting Doncaster's vital services</i> 	
	<p>Council services are modern and value for money.</p>	
	<p>Working with our partners we will provide strong leadership and governance.</p>	

RISKS AND ASSUMPTIONS

31. The CLS project has a risk register that can be made available.

LEGAL IMPLICATIONS

32. There are no specific legal implications arising directly from this report.

FINANCIAL IMPLICATIONS

33. There are no specific financial implications arising from the recommendations detailed in this report. Additional financial support has been secured from the Better Care Fund to roll out elements of this programme.

HUMAN RESOURCES IMPLICATIONS

34. There are no specific human resource implications arising directly from this report.

TECHNOLOGY IMPLICATIONS

35. A key element of this programme is around access to good quality advice, information and guidance out in communities, more efficient and streamlined services and better use of assistive technology. The project has a technology workstream to ensure we make the best use of what is available.

EQUALITY IMPLICATIONS

36. There are no significant equality implications associated with this report. The CLS programme, however, is aimed at delivering a different offer within communities and is likely to positively impact on those with protected characteristics (particularly older people, people with physical and learning disabilities and carers). A full public sector equalities duty impact assessment is under development for this work. Within its programme of work Overview and Scrutiny gives due consideration to the extent to which the Council has complied with its Public Equality Duty and given due regard to the need to eliminate discrimination, promote equality of opportunity and foster good relations between different communities.

CONSULTATION

37. There is no consultation required for this report, however, critical to the success of CLS will be the need to engage with, involve and consult local communities, service users, carers and Elected Members.

BACKGROUND PAPERS

38. None

REPORT AUTHOR & CONTRIBUTORS

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