

# Making it Real in Dudley

*Transforming adult social care together*



7 February 2013

***Our vision is that people should have choice and control over how they receive support, based on prevention, on promoting independence, better quality of life and personal budgets; this is called 'personalisation'***

## Programme highlight report

### **Board members pledge their support for Making it Real in Dudley**

On Monday 4 February Board Members talked about their commitment to the programme on film. At the meeting members were keen to stress that Making it Real in Dudley is a partnership of all agencies and partners working together. The video can be viewed on the council's [You Tube](#) channel.

### **Making it Real in Dudley - Blueprint and action plan**

It is vital to the success of the programme that everyone who is part of it knows what is expected of them, what it is we are expected to deliver and how are we going to do this.

#### **Our overall aims**

To this end and over the course of the last few months we have been working on the overarching [Making it Real action plan](#) . This sets out our top level wishes; where we want to get to.

#### **What services will look like**

Clearly in order to achieve these aims there is a lot of detail that needs to sit under the action plan which will describe how the different parts of social care will look like if the action plan is fully implemented. This is called the Blueprint. A draft Blueprint is currently been drawn up and will make sure that across partners, the council and local people that there will be a consistent understanding around how future services will look.

A first version of this document will be available shortly and will be shared with local people, across the council and partners for people's comments, views and amendments prior to approval by the Board in April.

#### **How are we going to achieve them?**

Our programme structure has been developed to make sure that our or overall aims are captured and met through breaking the programme into a number of work streams. Within each work stream there are a number of distinct projects, all of which will involve talking and working with people, staff and partners.

## Communication

At their last meeting on the 4 February the Board approved the programme communication action plan which will make sure people, staff and stakeholders are informed consistently and timely and have an opportunity to contribute and influence the process.

Elements of the communication process have already begun with over 350 staff attending a series of road shows in October and November. Other highlights include, monthly programme updates, informal staff express briefing sessions, partnership website, a jargon buster and six monthly staff road shows. In addition people can also now follow us on twitter @MIRDudley and a facebook page is due to go live shortly.

For more information contact Shelley Brooks email [Shelley.Brooks@dudley.gov.uk](mailto:Shelley.Brooks@dudley.gov.uk) or telephone 01384 812418

## Information and advice

**Dudley Community and Information Directory (DCID [www.dudleyci.co.uk](http://www.dudleyci.co.uk))**

A meeting has been scheduled with the developers of the Dudley Community Information Directory to discuss the implementation of more sophisticated directory with a view to introducing customer ratings for all providers on the directory.

### Website

A website steering group has been established to take forward our future requirements and to establish clear protocols for content management.

### Public Information Policy and Procedure

A draft public information policy and procedure which sets out the steps the council must take when producing all public information has been developed and will be approved in April. This will ensure consistency of messages for the public as well as making sure that all our information is tested by people before it gets published.

## Active and Supportive Communities

### Dudley Innovation Fund

The Dudley Innovation fund which was set up to encourage local providers to come up with new innovative solutions to providing personalised care has approved 4 applications for kick-start funding; a further 3 are being processed. Applications approved are associated with;

- The development of a Personal assistant cooperative that provides training and support to people employing a PA.
- A project that looks to identify local barriers to implementation of personal budgets in mental health services, making recommendations that will support uptake.
- A therapeutic intervention based service structure around making bread
- A crisis response service for people receiving direct payments and employing PA's based on a membership scheme

## **Take Control & Get Involved - our community involvement programme**

The established forum for people who use services and carers to engage with the Council, ADC, (Action for Disabled People and their Carers) has agreed to support our Take Control & Get involved Forum. ADC members have been asked for expressions of interest to join Making it Real Work streams and Board.

## **Transport**

A transport steering group is being established. This group will take on feedback received from the Making it Real engagement activity and the content from public consultation in 2011 to work in partnership with local people to shape transport in the borough. A further public event is being scheduled for July.

Policy statements are being developed that define how transport fits with personal budgets, Disability Living Allowance (DLA), mobility benefits and motability vehicles. Such statements will be presented to the board for approval in April.

## **My Support/My Money**

### **ICT infrastructure**

In January the council met with the developers of the council's ICT social care systems (AIS & SWIFT) to look at the current issues [and differences concerning on how the two systems talk to each other](#). A plan is now in place that will, over a period of time, mean that operational staff will only need to use. This help to reduce current data quality issues and improve overall efficiency both for staff and customers.

### **My Assessment (the assessment used for people when they ask for help from adult social care)**

Version 1 of our online assessment has been constructed. The assessment works proportionately, so only asks the required number of question relating to the persons situation, identifies potential organisations, equipment and telecare that would promote the persons independence and gives an indication of [Fairer Access to Care Services](#) eligibility (whether someone qualifies for adult social care under national criteria).

### **Resource Allocation System and assessment framework**

How we allocate personal budgets to people through the resources allocation system or RAS has been changed to improve the overall efficiency and transparency for people of how their personal budget has been reached.

The improved RAS and the associated assessment forms (which are called MAF1 & 2) are set to be implemented from 1<sup>st</sup> April for new people coming into adult social care and at the time of review for all other individuals. Staff will be fully informed and trained on the procedures before implementation.

### **Customer Journey Review**

Local people have asked that the access into adult social care is made easier and that they want to give their information once. In order to improve our customer experience we need first to understand what it is currently like for an individual coming into adult social care. We are currently carrying out a mapping exercise that will help us to improve the overall journey and customer experience. This

activity has already begun with the living independent team and Occupational Therapy. Mapping sessions are scheduled in February with the Access and hospital discharge teams. Initial findings and suggested change will be presented to the Implementation group and Board in April 2013.

## Workforce

### Outcomes based commissioning pilot

We will be carrying out a pilot that builds on good practice established in other areas with regards to outcome based commissioning. This is where providers are paid for outcomes as opposed to the traditional units of time. The approach details an alternate methodology of both support planning and the commissioning of services that if effective could bring about better experiences for the customer and generate service efficiency.

### Staff briefing and road shows for Dudley Council staff

The Making it real in Dudley programme is trialling a series of staff express briefings to help keep people informed about the project and offer an opportunity for staff to raise any questions or issues about adult social care. We have already held our first one on Wednesday 6 February 2013. Programme Lead Stuart Lackenby gave an informal update of the programme and a number of useful discussions were generated. The sessions are informal however key themes and questions will be collated to form the basis of published Q&As. The next sessions have been arranged as follows:

Thursday 7 March	Ednam House, Conference Room	9-10 am
Thursday 4 April	Wollescote Hall	9:15-10:15 am

Staff are requested to email [Shelley.Brooks@dudley.gov.uk](mailto:Shelley.Brooks@dudley.gov.uk) or telephone ext 2418 if they want to attend so that we are clear on numbers.

The second round of staff road shows are being held in May:

Tuesday 7 May	Salt wells EDC	1:45-4pm
Thursday 9 May	Caslon Room Halesowen Library	1:45-4pm
Wednesday 15 May	Wollaston Room Stourbridge Town Hall	1:45-4pm
Tuesday 21 May	Dudley College	9:45am-Noon
Thursday 23 May	Brierley Hill Civic Hall	9:45am-Noon

Details of how to book your place will be published later this month. For more information contact [shelley.brooks@dudley.gov.uk](mailto:shelley.brooks@dudley.gov.uk) or telephone ext 2418

***Please note we will be developing engagement opportunities with non-council staff and these will be published in future briefings***

## Contacts

If you would like further details on Making it Real in Dudley please go to [www.dudley.gov/asc](http://www.dudley.gov/asc) and follow the links to Making it Real in Dudley.

Alternatively you can contact Project Lead Stuart Lackenby on 01384 81872 or [email](mailto:)