

## APPENDIX A - NATIONAL TRANSFORMING ADULT SOCIAL CARE MILESTONES

### 1. Effective partnerships with people using services, carers and other local citizens

April 2010			
Target	Progress	Actions	Risks/Blockages
1.1 That a communication has been made to the public including all people supported by Adult Social Care and to all local stakeholders about the agenda and its benefits for them.	A Communication Strategy has been developed and has been approved by the Programme Board. A workstream, with a representative from Corporate Communications, co-ordinates the actions.	<ul style="list-style-type: none"> <li>➤ See attached Communication Strategy Action Plan</li> </ul>	None identified
1.2 That the move to personal budgets is well understood and that local people are contributing to the development of local practice. (Dec 2009)	<p>A Corporate Engagement Strategy has been developed to ensure individuals and carers make a contribution to local developments. An implementation plan, which will address the personalisation programme of work, is being developed. The In Control approach for people with a learning disability is embedded – this was developed in partnership with individuals and families.</p> <p>Individuals from the traveller community were involved in shaping the development of local practice in the “Its up to you” project in partnership with CSIP.</p>	<ul style="list-style-type: none"> <li>➤ Local people are contributing to the development of our approach through the pilot and the evaluation process.</li> <li>➤ Local voluntary groups are being engaged as are people through the care group strategy boards.</li> <li>➤ Representatives from carers groups to attend workshops and conferences with staff</li> </ul>	None identified
1.3 That individuals and carers are involved with and regularly consulted about the councils plans for transformation of adult social care	See above	See above	None identified

## 1. Effective partnerships with people using services, carers and other local citizens

October 2010				
Target	Progress	Actions	Risks/Blockages	
1.4 That individuals understand the changes to personal budgets and that many are contributing to the development of local practice.	<p>The next phase of the Communication Strategy is to target people in the community and partners.</p> <ul style="list-style-type: none"> <li>➤ Host a personalisation stand at a PCT consultation event</li> <li>➤ Article in town and country</li> <li>➤ Launch of the DVD with press coverage</li> <li>➤ Event for individuals</li> <li>➤ Event for providers</li> </ul>	<ul style="list-style-type: none"> <li>➤ By April 2010 to complete the evaluation of the pilot and to determine the roll out of personalisation and the involvement of individuals and other stakeholders.</li> <li>➤ By May 2010 to develop a joint approach with BFVA to engaging providers and local groups</li> </ul>	None identified	

April 2011				
Target	Progress	Actions	Risks/Blockages	
1.5 That every council area has at least one user-led organisation who are directly contributing to the transformation to personal budgets. (By Dec 2010)	<p>The Council was unsuccessful in seeking funding from Improvement and Efficiency South East to develop a Use-Led Organisation however there is support from the region to assist in this area of work.</p>	<ul style="list-style-type: none"> <li>➤ By November 2009 to identify the support offered for the region and to develop an action plan for this area of work.</li> <li>➤ Options are being explored with local voluntary groups.</li> </ul>	Identifying an existing organisation who wish to become a user-led organisation	

## 2. Self-directed Support and Personal Budgets

April 2010				
Target	Progress	Actions	Risks/Blockages	
2.1 That every council has introduced personal budgets, which are being used by existing or new individuals/carers	Personal budgets are in place for everyone with a learning disability who wants one. A pilot to roll out personal budgets to individuals in other care groups is underway involving 40 people.	<ul style="list-style-type: none"> <li>➤ By April 2010 – to complete the evaluation of the pilot and to present plans for the rollout of personalisation across Adult Social Care to DMT and CMT thereafter.</li> </ul>	Required workforce development may not be delivered to timescales	
October 2010				
Target	Progress	Actions	Risks/Blockages	
2.2 That all new individuals/carers (with an assessed need for ongoing support) are offered a personal budget	Personal budgets will be phased in for everyone who is eligible for financial support from adult social care following the evaluation of the pilot.	<ul style="list-style-type: none"> <li>➤ By April 2010 – to complete the evaluation of the pilot and to plan the rollout of personalisation across Adult Social Care.</li> <li>➤ By May 2010 to develop a workforce strategy to ensure that the workforce can support the rollout of personal budgets.</li> </ul>	As above & Finalising and obtaining approval for Resource Allocation System and Contributions Policy.	
2.3 That all individuals whose care plans are subject to a review are offered a personal budget	As above	As above	As above	
April 2011				
Target	Progress	Actions	Risks/Blockages	
2.4 That at least 30% of eligible individuals/carers have a personal budget	Current performance is 8%	<ul style="list-style-type: none"> <li>➤ By November 2009 – targets to be set for all teams</li> </ul>	Including people who are supported by the reablement service who don't have ongoing support needs in the calculation of the indicator.	

### 3. Prevention and Cost Effective Services

April 2010				
Target	Progress	Actions	Risks/Blockages	
3.1 That every council has a clear strategy, jointly with health, for how it will shift some investment from reactive provision towards preventative and enabling/rehabilitative interventions for 2010/11. Agreements should be in place with health to share the risks and benefits to the whole system.	<p>A reablement service, joint with health and with a pooled budget, is in place. Joint community teams have been established to support people with a learning disability and for working age and older adults with a mental health problem. These teams have a focus on prevention and early intervention and advice and information for individuals and carers.</p> <p>Bracknell Forest has been selected as a demonstrator site for a new Dementia Adviser post.</p> <p>The Stroke Grant is being used to re-able individuals who have had a stroke and to fund groups in the community.</p>	<ul style="list-style-type: none"> <li>➤ By November 2009 supported access to the existing Local Exchange Trading Scheme will be established. The LETS scheme enables people in the community to trade skills with each other using a currency determined by the scheme other than money.</li> </ul>		
October 2010				
Target	Progress	Actions	Risks/Blockages	
3.2 That processes are in place to monitor the whole system impact of this shift in investment towards preventative and enabling services. This will enable efficiency gains to be captured and factored into joint investment planning, especially with health.	<p>The intermediate care partnership board meets on a quarterly basis to monitor the impact of the reablement service on outcomes for people.</p> <p>The Stroke Strategy Group meets quarterly to monitor the impact of the funded services on the outcomes for individuals against the national Stroke Strategy.</p> <p>There is PCT representation on the Health and Social Care Partnership Board.</p>	<ul style="list-style-type: none"> <li>➤ Await research from DH re assessing the impact of preventative services.</li> </ul>		

### 3. Prevention and Cost Effective Services

April 2011			
Target	Progress	Actions	Risks/Blockages
3.3 That there is evidence that cashable savings have been released as a result of the preventative strategies and that overall social care has delivered a minimum of 3% cashable savings	<p>A personalisation pilot is underway which encompasses preventative will be evaluated.</p> <p>One of the workstreams of the personalisation programme is to build capacity in the community including preventative services and supports.</p>	<ul style="list-style-type: none"> <li>➤ By April 2010 to complete the evaluation of the pilot.</li> <li>➤ By July 2010 to complete the evaluation of the Timebanking project</li> <li>➤ Monitor National Indicator 125 – Achieving Independence for Older People through Rehabilitation/Intermediate Care</li> </ul>	
3.4 There should also be evidence that joint planning has been able to apportion costs and benefits across the whole system	There are pooled budgets in place for reablement services and community equipment.	<ul style="list-style-type: none"> <li>➤ Ongoing work with PCT looking at whole system access and availability.</li> <li>➤ Participation in transforming Community Services Programme Board.</li> </ul>	

#### 4. Information and Advice

April 2010				
Target	Progress	Action	Risks/Blockages	
4.1 That every council has in place a strategy to create universal information and advice services	Adult Social Care has a "front desk" system that takes all initial calls and queries and provides a sign-posting service.	➤ By January 2010 to develop and information and advice strategy.	None identified	
October 2010				
Target	Progress	Action	Risks/Blockages	
4.2 That the Council has put in place arrangements for universal access to information and advice	The Council has identified a potential IT solution to assist with this area of work.	➤ By October 2010 to develop a business case for the Open Objects IT solution - a web-based directory of support and activities	Resources required to establish and maintain the information hub – to be explored in the business case	
April 2011				
Target	Progress	Action	Risks/Blockages	
4.3 That the public are informed about where they can go to get the best information and advice about their care and support needs	Review of current arrangements/leaflets	➤ By February 2010 to incorporate actions to publicise information and advice into the communications strategy	None identified	

## 5. Local Commissioning

April 2010			
Target	Progress	Action	Risks/Blockages
5.1 That Councils and PCTs have commissioning strategies that address the future needs of their local population and have been subject to development with all stakeholders especially individuals and carers; providers and third sector organisations in their area	The Council has commissioning strategies for all care groups that were developed with input from all stakeholders including the PCT and informed by the JSNA. The strategies also identify health care needs alongside social care needs. The structure to support joint commissioning is in place.	<ul style="list-style-type: none"> <li>➤ January 2010: Review the Older People's Strategy in the light of the personalisation agenda</li> <li>➤ Programme to be developed to refresh other care group strategies</li> </ul>	
5.2 These commissioning strategies take account of the priorities identified through the JSNA	As above	<ul style="list-style-type: none"> <li>➤ JSNA is reviewed annually in partnership with the PCT to coincide with planning table</li> </ul>	

## 5. Local Commissioning

October 2010				
Target	Progress	Action	Risks/Blockages	
5.3 That providers and third sector organisations are clear on how they can respond to the needs of people using personal budgets.	A provider workshop, attracting providers from all sectors, was held in April 2009.	<ul style="list-style-type: none"> <li>➤ A further provider workshop is planned for April 2010 in partnership with BFVA.</li> <li>➤ There is an ongoing programme of engagement through visiting local groups and the provider forum</li> </ul>	Lack of flexibility and willingness to change by providers.	
5.4 An increase in the range of service choice is evident.	The Development Liaison Group is using information about gaps in provision to inform new developments and to monitor progress on delivery.	<ul style="list-style-type: none"> <li>➤ By May 2010 to implement guidance - Working Together for Change : Using person centred information for commissioning</li> </ul>		
5.5 That Councils have clear plans regarding the required balance of investment to deliver the transformation agenda	An evaluation model for the pilot has been developed. The evaluation will inform the plans to implement the agenda.	<ul style="list-style-type: none"> <li>➤ Reporting from pilot is planned for April 2010.</li> </ul>		



## 5. Local Commissioning

April 2011				
Target	Progress	Action	Risks/Blockages	
5.6 That stakeholders are clear on the impact that purchasing by individuals , by publicly (personal budgets) and privately funded, will have on the procurement of councils and PCTs in such a way that will guarantee the right kind of supply of services to meet local care and support needs.		<ul style="list-style-type: none"> <li>➤ By April 2010 – Information to be gathered through evaluation of pilot.</li> <li>➤ By May 2010 – stakeholder workshop to be held</li> </ul>		