

EMERGENCY DUTY SERVICE OVERVIEW AND SCRUNITY PANEL

OVERVIEW OF THE NEW OPERATIONAL MODEL

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AGENDA

- Service Review 2010/11
- Pan Berkshire Wide Chosen Model of Operation
- Key Achievements
- Strategy Developments 2012/13



SERVICE REVIEW 2010/2011

Drivers for Change

- Established 1978 Static Staff base since
- 5 fold increase in referrals
- No screening process
- Last remaining EDT to offer non stat service.

Benefits Realisation

- All statutory work undertaken in specific timeframe.
- Greater resource efficiency
- Reduction in inappropriate referrals
- Cost effective and value for money service

Project Milestones

- Benchmarking/Scoping exercises
- Questionnaires
- Workshops with ALL UA's
- Model of Operation Chosen
- New Joint Agreement
- New Service Specification
- Service Standards
- New IT solutions
- Staff Consultation
- Implementation



PAN BERKSHIRE WIDE CHOSEN MODEL OF OPERATION

- EDS provides a response to emergencies that arise outside of normal working hours – 78% of the week over 131hrs!
- EDS covers the 6 Unitary Authorities of Berkshire and covers ALL client groups.
- Statutory based Service
- Specialist Senior Social Workers who are experts in Crisis Management.
- Seamless service which goes into separate pathways
- Call Screening Process – Call Facilitators
- Standby & Home Working
- Ability to undertake high risk planned work.
- Single point of contact for Adult & Children Social Care
- Ability to increase hours of working if UA's have an emergency – weather etc



KEY ACHIEVEMENTS

- Access to ALL 6 UA's database – Bracknell Forest EDS covers the most LSSA's in the United Kingdom and is the only EDS that has access to so many data bases and systems.
- Access to RIO
- Paperless Office
- Document Management System
- FaxPress
- Extensive Policy & Procedures
- Home working / Standby
- Seamless Service from Day provision to OOH's
- Very positive OFSTED comments from ALL 6 UA's 2011
- EDS provide training in Child & Adult Safeguarding to ALL Berkshire A&E Departments



STRATEGY DEVELOPMENTS 2011/12

- All UA databases to be accessed via GCSX – 1st EDS in the country to do this!
- Bespoke EDT database
- Focus on referral trends to assist BFC and UA's on service deficit
- Berkshire wide Volunteer Appropriate Adult Scheme

