

Cllr Vic Pritchard, Cabinet Member for Adult Social Care & Health Key Issues Briefing Note

Health & Wellbeing Select Committee January 2018

1. 'Three Conversations'- update on local progress

At the November 2017 meeting, Committee members were provided with a brief introduction to our ambition to improve social care practice, by adopting the 'three conversations' approach and changing the way we support people.

Since then, the programme has developed significantly and is gathering pace. A governance structure is in place, and the first two collaborative design sessions were successfully attended by over 30 stakeholders.

Locally, it was decided to rename this programme 'Strengths Based Social care' as its main aim is to define people's strengths and work with them to identify how they can be supporting through local networks, rather than automatically aligning them to existing support packages.

On a fortnightly basis, stakeholders from the Council and CCG's commissioning team, IT, Finance, Performance, Legal, Social Care practitioners from Virgin Care and AWP, Virgin Care transformation team colleagues and community champions are coming together to take part in the 'Making It Happen' group. Led by the creator of the three conversations model Sam Newman, these meetings allow for collaborative design of the approach and ensure that all perspectives are considered when making decisions about how to progress the initiative. Sam has tested this approach successfully in many other authorities, and believes this is the way to ensure the change is engaged with and championed by everyone it affects.

The current priority is to identify a number of 'innovation sites' to test the new approach locally. Virgin Care staff are enthusiastic at the prospect, and a number of teams have put themselves forward to be part of this exercise. Innovation sites for AWP will also be identified in the coming weeks with a view to have all test sites ready by March.

Enabling functions stakeholders from across all organisations are involved so as to ensure this significant change which will have a far reaching impact has been factored in across agencies, and that relevant resource requirements have been earmarked.

The Making It Happen groups are important sounding boards to understand how the proposed new approach is being received across all stakeholder groups. To date, feedback has been positive with practitioners looking forward to spending less time tied up with bureaucratic processes, community champions eagerly anticipating a shift to truly personalised social care and commissioners curious to see the wider impact on social care practice and budgets.

2. Community Services : Virgin Care Update

All aspects of robust contract management mechanisms continue to be effective in ensuring safe and efficient delivery of services. In the main, services are performing in accordance with requirements of the contract and expected activity levels. There remain pressures that were present prior to transfer to Virgin Care in April 2017 around Continuing Health Care and Social Work. Agreed action plans are now in place for both services and expected improvement trajectories are being met resulting in improved performance in both areas.

Further local management capacity is now in place following the appointment of Virgin Care B&NES Managing Director and the new Head of IT now also established. This has provided further assurance to Commissioner that progress against key transformational plans will continue at pace, particularly in relation to the delivery of an Integrated Care Record and Care Co-ordination. Significant progress is also being made towards the transformation of Adults Social Care through the three conversations model as set out in this briefing.