

Report to: Scrutiny Committee for Adult Social Care
Date: 13 September 2007
By: Director of Adult Social Care
Title of report: Business Transformation Programme Update
Purpose of report: To update the committee on the progress of the Programme and the proposal to review the governance arrangements

RECOMMENDATIONS

The Scrutiny Committee are recommended:

- 1) to consider and comment on the progress of the Business Transformation Programme to date; and
 - 2) support the decision to review the new governance arrangements and put forward suggestions for future representation by the Scrutiny Committee
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1. Financial Appraisal

1.1 This report refers to the £4m capital funding approved through the Councils capital bidding process as part of Reconciling Policy and Resources to fund the major part of the Programme.

2. Background and Supporting Information

2.1 Following the approval via Council and the detailed 'peer' review by the Assistant Director of ICT services, the Business Transformation Programme was launched by Councillor Keith Glazier on the 27 February 2006.

2.2 There are multiple projects focussed on delivering key objectives to enhance our service to clients and ensuring we have efficient and effective back office support.

2.3 Update on each Project Stream

2.3.1 INCOME

The Abacus System has been implemented from April 2007 to undertake the financial assessment of service users. The annual reassessment process, to take account of service user changes in pensions and costs which normally takes several months to complete took place in April 2007 as this is now automatically calculated by the system. The Atlas system which is a module of Abacus that allows the Visiting Officers who undertake the assessments in many service users homes, will go live later this year. This will further improve the efficiency of the process by allowing faster notification of assessment outcomes and reducing the need to punch data into the system and hold manual records.

The Fairer Charging Policy has been reviewed. Home and day care service users are now billed by the department rather than the provider, in accordance with the new contracts. Until the payments modules of Abacus are implemented there is a client billing contingency arrangement in place to put the invoice details directly into SAP and this is working well. Service users are not yet able to pay by direct debit due to administrative problems with Serco our contractor but this should be in place later this year.

2.3.2 PROCURE-TO-PAY

Home Care – 22 new contracts have been let for home care on a geographical basis to 9 providers. A pilot scheme for mental health will start on 1 October 2007. All indications are that the new providers are accepting the new work and the process of transferring service users to the new contractors or to Direct Payments is progressing well.

Residential and Nursing Care – The new contractual arrangements are in place for Older People including the Preferred Provider Scheme which has 127 providers at present. On 25 September consultation on the new contract and outcome based specification for Learning Disabilities commences. This will be followed by other working age contracts next year. The estimated savings of £1m are on target to be met from all of the new contracts let to date.

Contract Management System – The detailed specification of system requirement has been reviewed and the tendering module and core contracts functionality has been received and is currently being evaluated. The Web Portal development is currently in the design phase. The portal will receive the information to manage provider quality standards and service delivery monitoring. In the meantime we continue to use email, post and telephone as key methods where appropriate and in accordance with the new contracts. Implementation of the systems will take place later this year and the detail of this is being formulated at the moment.

Procurement process re-design – The Service Placement Team is now in place making all older peoples home care, residential and nursing placements to ensure contract compliance. The Quality Monitoring Team is in its infancy but is developing interim procedures and is reopening the preferred provider scheme in October. The development of the Real Time Home Care Monitoring information which will be key for this team is also underway.

Provider Payments – The Abacus system is being implemented with the first payment run for residential and nursing care this month and home and day care will be implemented once we are confident in these payments, this is expected to be in November 2007. Payments continue to be made by the Aegis system in the meantime.

2.3.3 PREDICTIVE PLANNING & PERFORMANCE MANAGEMENT

This stream is being focused on delivering improved financial and service user information using a business warehouse approach for 1 April 08..

2.3.4 OPERATIONAL PRACTICE

Social Care Direct – A review has taken place and a detailed implementation is now underway focusing on improvements to staffing structure, skill mix, an HR improvement plan, IT and telephony systems to support the work.

Assessment and Care Planning – A new single assessment care planning tool, supporting documentation and process has been implemented. A review to enhance this further is underway,

Reviews – Best practice by other authorities has been investigated and following a review of the process an implementation plan has been produced.

3. Governance Arrangements

3.1 It is proposed that the Project Board continues. However there will need to be sign off shortly of some streams of the programme and therefore the governance arrangements should be reviewed. It is therefore appropriate to also review the representation from this Committee.

4. Conclusion and Reasons for Recommendation

4.1 This paper is for consideration as an update to the progress of the Business Transformation Programme. Significant progress has been made and key stages are coming to a close shortly. A review of the Programme Board is recommended along with representation by the Scrutiny Committee.

KEITH HINKLEY

Director of Adult Social Care

Contact Officer: Rita Stone, Assistant Director (Resources) Tel. 01273 482526

Alex Garnett, Head of Business Development Tel. 01273 481601

Local Member(s): *All*

BACKGROUND DOCUMENTS

None