

HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE



Report subject	Fulfilled Lives programme – approach to scrutiny
Meeting date	24 September 2024
Status	Public Report
Executive summary	<p>This report proposes an approach to scrutiny of the Adult Social Care transformation programme, Fulfilled Lives. This follows on from Council's agreement establish the programme and to an initial £1.79m investment.</p> <p>Council agreed that the Health and Adult Social Care Overview and Scrutiny Committee should provide regular scrutiny of progress towards benefits and sustainable change. In particular, the Committee is invited to review the progress against the four priority areas of the Fulfilled Lives programme and the risks and opportunities of data with ASC transformation.</p>
Recommendations	<p>It is RECOMMENDED that:</p> <p>The Committee agree to the proposal at para 7, to consider a series of sessions over the next 18 months, starting with two areas – the how we work project and the risks and opportunities of data.</p>
Reason for recommendations	Planning the approach to scrutiny will enable the Committee to influence the programme's development and delivery.

Portfolio Holder(s):	Cllr David Brown, Portfolio Holder for Health and Well-Being.
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Wards	All
Classification	For recommendation

Introduction

1. In July 2024, Council agreed a series of recommendations from Cabinet (including amendments proposed by the Health and Adult Social Care Overview and Scrutiny Committee) to:
 - a. Approve the business case for a new adult social care transformation delivery model to improve outcomes for residents and to achieve financial efficiencies and savings enabled by investment.
 - b. Agree to the establishment of a formal transformation programme; 'Fulfilled Lives'.
 - c. Agree to an initial 12-month investment of 1.79M, with an interim report to Cabinet on progress of the design phase in January 2025 and a full report by July 2025, with recommendations for further investment; and
 - d. Invite the Health and Adult Social Care Overview and Scrutiny Committee to provide regular scrutiny of progress towards benefits and sustainable change. In particular, the Committee be invited to review the progress against the four priority areas of the Fulfilled Lives programme and the risks and opportunities of data with ASC transformation.

Fulfilled Lives programme

2. The Fulfilled Lives programme has now been formally established, with four priority areas as described in the business case:

Fulfilled Lives Programme	
Project Objectives	
How We Work	<ol style="list-style-type: none"> 1) Technology is used to support new ways of working and to reduce demand 2) The right people with the right skills intervening at the right time 3) Good quality data and intelligence is used to drive our approach 4) A stronger focus on preventative approaches 5) Reducing spend on long term support as a result
Self-Directed Support	<ol style="list-style-type: none"> 1) Improved systems and processes for accessing self-directed support 2) There is a more diverse and available provider market 3) Improved culture and practice towards self-directed support 4) Residents are supported to embrace self-directed support
Support at Home	<ol style="list-style-type: none"> 1) Develop a clear procurement timeline 2) Establish and define what support at home model we want in the future 3) Procure, establish and define new model of support at home
Short Term Support	<ol style="list-style-type: none"> 1) Define, establish and embed new Reablement model 2) Establish key performance and quality data metrics for Reablement 3) Delivery service improvement plan

3. The first phase of the programme is from now until January 2025, including:
 - a. Programme establishment (including recruitment) – now until mid October
 - b. Programme design – development of project initiation documents and business cases – mid Oct – end December
 - c. Report back to Cabinet – January 2025
4. Following this, the programme will move into the delivery phase across all projects.

Approach to scrutiny

5. The Committee has been invited to provide regular scrutiny of progress towards benefits and sustainable change, against the above priorities. The projected benefits of the priority areas and how this contributes to savings is set out in the business case as below:

Invest £2.9m in Adult Social Care Transformation*	→	Improve outcomes for adults	→	Return recurrent financial savings of c. £3.5m
How we work	→	More responsive and strengths-based practice leading to better resident experience	→	Reconfiguration of resource, and alternative ways of meeting needs leading to a reduction in the need for long term support or services
Better short-term support	→	Residents can access <u>high quality short term</u> support to help them to improve their independence	→	Prevent, reduce and delay demand for long-term services to meet needs, leading to a reduction in spend on long term care
Self-Directed Support	→	Enabling people to direct their own support and to have greater choice of how their needs are met	→	More cost-effective ways of meeting <u>needs</u> with a reduction in spend on traditional services
Support at home	→	People supported to remain at home, with support that meets their needs	→	Cost effective provision of support that makes effective use of alternatives to regulated domiciliary care

6. The Committee is asked to consider a series of sessions over the next 18 months, starting at the Committee's 4 November briefing with two areas:
 - the how we work project - which is the most advanced of the four priority areas
 - the risks and opportunities of data - including a discussion of how we will measure and assess the benefits of the programme, through quantitative and qualitative data
7. Many aspects of the transformation programme are underpinned by new approaches to commissioning – for example the self-directed support programme requires a more diverse and available provider market, including micro-providers. The Committee may wish to scrutinise this at a future session.

Summary of financial implications

8. The business case is for an overall investment of £2.9M, with an initial 12 month investment of £1.79M. The investment will enable improved outcomes for adults and their families within the BCP Council area, with effective and efficient services which are needed to fulfil statutory duties. In turn, this will lead to recurring savings of c£3.5M.

Summary of legal implications

9. None

Summary of human resources implications

10. None

Summary of environmental impact

11. None

Summary of equality implications

12. None

Summary of risk assessment

13. None

Background papers

Fulfilled Lives Cabinet paper 17 July 2024