



Bristol Scrutiny 2017/18

Scoping of Scrutiny Topics

Title

'Tackling Increasing Demand for Social Services – Adults'

1.Reasons for Undertaking this Work

Main reasons for undertaking the piece of work (and any Background information if relevant)

Main reasons for undertaking the piece of work:

- The 3 tier model has been in operation for 2 years
- Timely to review system to understand if working as intended and understand the experience of and impact on the people who use it
- It is important to have a clear picture of the 1st tier services that underpin the system and which are key to the model's future success, intelligence which can support decision making.
- The model needs to be embraced by all stakeholders including staff and partners to realise the full benefits for the City
- The public communications messaging around the model could be developed to ensure the benefits of the system to users are fully explained

Background Information:

- Budget pressures
- Increasing need and increased costs for procurement/provision
- The Mayor's Vision
- Strategic Plan
- Previous Scrutiny

Key question that you are seeking to answer

Priority Work

1. Is the 3 tier model system working as intended?
2. What does feedback from service users tell us?

3. Do we know what and where the 1st tier services that underpin this model are in Bristol and where the gaps are?
4. Could public communications be improved to explain the benefits of the system to users?

For later in the programme:

- Are discharges and transition from Southmead and BRI hospitals working effectively?
- Can more joint work be done with Public Health to promote an increase in physical activity levels in older people which is evidenced to increase physical confidence and reduce prevalence of falls, in order to reduce hospital admissions due to falls?
- Can we learn from other cities to pilot intergenerational accommodation projects in Bristol?

Main objectives/main areas of investigation

1. A Review of the 3 tier model

- Is the model doing what we wanted it do? Positive outcomes and development areas?

2. Feedback from Service users

- Feedback from people in the system and people not in the system, is the system working for people? Understanding the impacts to independence, health and wellbeing.

3. Audit/map of 1st tier provision

- Mapping events with ward councilors and local communities, supported by intelligence from council staff, voluntary organisations and partners
- To understand the gaps and improve effectiveness and efficiency for signposting for service users, staff, and partners to support the operation and budget 3 tier model

4. Public Communications and culture change

- Is there a better way to explain the model to the public
- Cultural shift required by staff, partners and service users to embrace the model

Draft Terms of

Draft Terms of Reference:

Reference and possible outcomes	<p>tbc</p> <p>Possible outcomes:</p> <ol style="list-style-type: none"> 1. An understanding of how the 3 tier model is working currently and develop recommendations to a. share learning from the positive outcomes and b. improve development areas. 2. Feedback from people in the system is used to a. improve services, b. share learning and c. develop case studies and d. communicate good news 3. A map of 1st tier provision in Bristol to share with stakeholders and provide intelligence around any gaps in provision. And use to improve signposting capability of call handlers 4. New public communications developed for the public around the benefits of the 3 tier model
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2.Member Involvement

Members involved	<p>Cllr Kirk, Cllr Massey</p> <p>Longer Term membership to be confirmed at OSMB</p>
Key Executive Member	<p>Cllr Holland, Adult Social Care</p>
Other Executive Member Portfolios covered, if any	<p>Cllr Craig</p> <p>Cllr Cheney Deputy Mayor – Finance, Governance and Performance (ref: Strategic Commissioning)</p>

3.Officer Support

Lead Directorate Officer(s)	<p>Terry Dafter, Service Director - Care and Support - Adults</p> <p>Stephen Beet, Head of Service - South/Hospitals, Adults Care and Support</p> <p>Gareth O'Rourke, Head of Service - North, HSC – North</p>
Policy Advisor	<p>Louise deCordova</p>
List of possible internal and external witnesses/contributors	<p>Key Partners and Stakeholders:</p> <p>Bristol City Council Staff</p> <p>Social work practitioners</p>

and key information
required

Neighbourhood Officers
Ward Councillors
Voluntary Sector Partners
Acute Hospital Trusts
Public health
CCG
Health Providers
Service users
Equality Groups
STP Partners?
Age UK
Bristol Aging Better
Data:
Isle of Wight pilot ‘My Life a Full Life’
Adult Care Strategic Plan
Evidence from support conversations gaps in service
Evidence of what works in the community eg <i>Social Prescribing, CPCE, Go Six?</i>
STP partners
Statistical Neighbours
Budget information
LGIU Briefing: SCIE research on integrated health and social care 2020
Future LGIU Briefings:
<ul style="list-style-type: none">• Ageing policy• CQC annual report

Time Frame

Suggested	<ul style="list-style-type: none">• Suggested methodology is task and finish group (non-public meetings).• No specific deadline as budget pressure is ongoing and persistent.• Start dates and number of sessions to be negotiated and timetabled.
	<ul style="list-style-type: none">• Community mapping events in wards or geographical ‘contract’ areas tbc

Decision-making/path
for recommendations:

Recommendations from investigation to be agreed and adopted by OSM Board
(date tbc)
Recommendations to Executive (Mayor/Cabinet) (date tbc)
Depending on nature of recommendations may need to go to FC (date tbc)

Costs

Specific costs identified

Public Communications for service users – explore whether a contribution from
Better Care Fund is possible to support this work

Date: July 2017