

**FLINTSHIRE COUNTY COUNCIL**

**REPORT TO:**           **CABINET**

**DATE:**                 **TUESDAY, 16 DECEMBER 2014**

**REPORT BY:**         **CHIEF OFFICER (SOCIAL SERVICES)**

**SUBJECT:**             **SINGLE POINT OF ACCESS (SPOA)**

**1.00**   **PURPOSE OF REPORT**

1.01    To provide Cabinet with an update in relation to the Regional Single Point of Access Programme and the local developments to date in Flintshire.

**2.00**   **BACKGROUND**

2.01    The Regional Single Point of Access programme has been awarded funding from the Regional Collaboration Fund for 3 years (2013 - 2016) to support delivery of Welsh Government's Social Services and Well being Act 2014.

2.02    The Single Point of Access aims to create an integrated and streamlined access route to community health and social care services for all individuals over 18 years of age. It also provides professionals with a means of sharing information and providing better coordinated health and social care services.

2.03    The 'postcard from the future' in appendix 1, provides an example of how a Single Point of Access would support people in Flintshire. In essence it will mean a 'First contact, Right Response' where the focus is on 'what matters' to the person, The introduction of the 'what matters' conversation will ensure the focus of the contact is person centred and not a service led response. This change in access and change in focus is part of a wider cultural shift to promote independence and enable individuals to build upon their own resources. Similar to the approach adopted through the Reablement service.

2.04    The partners are the 6 Local Authorities, Betsi Cadwalader University Health Board (BCUHB) and third / independent Sector.

2.05    The goal is to have one Single Point of Access per county, with all six up and running by March 2016.

2.06 Single Point of Access is being regionally developed to ensure that we can share learning and make best use of resources; it will be locally developed to ensure it is responsive to local need.

### **3.00 CONSIDERATIONS**

3.01 Flintshire County Council (FCC) (to be followed shortly by BCUHB) signed a Memo of Understanding which agrees the working relationship and responsibilities that each partner has in taking forward the Single Point of Access programme, please see attached in appendix 2.

3.02 The local delivery structure for Flintshire has been established and a Flintshire Board and Project Team have been created for the purpose of the Single Point of Access.

3.03 Since late January 2014, following the recruitment of the Flintshire Single Point of Access Project Manager, engagement with key stakeholders has commenced to scope and explore how the new Single Point of Access will work in Flintshire. The scope for the new service has been drafted and has been supported by the Board and Project Team but is subject to wider consultation, please see attached in appendix 3.

3.04 One of the core principles of the regional programme is to share experiences and lessons learnt, therefore Flintshire is currently reviewing the Denbighshire model, which went live in June 2014, with a view to adopting a similar model in Flintshire. It is recognised that each model may vary due to local priorities, existing structures and service developments.

3.05 The key principles that have been collectively agreed as the foundations for the new Flintshire Single Point of Access are:

- to have a multi-disciplinary team
- to have a team of health and social care staff co-located
- to have one manager for the new service/ a single reporting structure
- to strengthen the knowledge of the team about 3<sup>rd</sup> sector provision and community activities that exist within the local area
- to be a delivery mechanism for the 'what matters' conversations, which forms part of the Welsh Governments statutory Integrated Assessment Framework
- to explore how we could offer 'face to face' contact with the general public through the Flintshire Connects model
- to increase the sharing of necessary information between agencies and professionals securely and appropriately

3.06 The first stage of the Implementation Plan is to co-locate health and social care staff to form the new team. The key tasks to achieve this

include:

- Undertaking an options appraisal to identify suitable accommodation for the new team, and
- Identifying health staff that will become part of the Single Point of Access.

3.07 The proposal is to have a co-located team by spring 2015. The focus will then shift to streamlining processes and pathways and enhancing the integration in a collaborative way with the new team and key stakeholders.

#### **4.00 RECOMMENDATIONS**

4.01 That Cabinet support the local development and implementation of the Single Point of Access which is aligned to the Regional vision.

#### **5.00 FINANCIAL IMPLICATIONS**

5.01 There are no immediate financial implications for FCC or BCUHB, as the Programme Manager and Project Manager is 100% funded by the Welsh Government's Regional Collaboration Fund.

5.02 The Flintshire Single Point of Access aims to be developed with a cost neutral model. This will be achieved by utilising existing resources, infrastructure and equipment, where possible. It is an over-arching aim of the programme that the new service is developed in a sustainable way to ensure long term viability in a climate of continuous financial pressures for both organisations.

5.03 There may be small scale capital and revenue costs associated with the set up of the new Single Point of Access, such as additional IT cabling, network points, equipment and refurbishment costs. The full set up costs will not be known until the location has been agreed. However, these costs will be off-set by the programme's Pilot Fund, which is a fund to support set up costs or to trial new ways of working.

#### **6.00 ANTI POVERTY IMPACT**

6.01 No impact resulting directly from this report.

#### **7.00 ENVIRONMENTAL IMPACT**

7.01 No impact resulting directly from this report.

#### **8.00 EQUALITIES IMPACT**

8.01 The Single Point of Access programme aims to introduce an equitable service across North Wales. It will be a universal service targeted at adults, 18+, residing in Flintshire.

- 8.02 The model which is adopted will ensure that the Single Point of Access will be accessible via multiple methods in line with feedback from stakeholders, so for example via the telephone, website, face to face and apps.
- 8.03 In line with corporate policies, the Single Point of Access will offer a bilingual service and accommodate other language requests, where possible.
- 8.04 A full Equalities Impact Assessment will be undertaken on Flintshire's Single Point of Access model.

## **9.00 PERSONNEL IMPLICATIONS**

- 9.01 The existing Flintshire Social Services First Contact Team will become part of the new Flintshire Single Point of Access. The team is being kept informed and consulted on the developments and welcomes closer working relationships with health colleagues.
- 9.02 BCUHB are in the process of identifying suitable resources that will become part of the new service and consultation with those staff on the proposed change will then commence.

## **10.00 CONSULTATION REQUIRED**

- 10.01 A Communication Plan has been developed to ensure that we communicate and engage with local stakeholders and citizens throughout the life of the project.
- 10.02 The citizen's perspective is the foundation of the new model and therefore continuous consultation will take place with the general public through existing groups and networks at appropriate times throughout the project.

## **11.00 CONSULTATION UNDERTAKEN**

- 11.01 Consultation and engagement is taking place with key stakeholders, such as health and social care colleagues, GPs/ GP practices, 3<sup>rd</sup> sector organisations and citizen representatives, and will continue to take place throughout the development process.
- 11.02 A stakeholder event was held on the 2<sup>nd</sup> April 2014 whereby key messages from stakeholders regarding the new Single Point of Access were gathered and have informed the discussions going forward.
- 11.03 A Flintshire & Wrexham 3<sup>rd</sup> Sector Event was held on the 3<sup>rd</sup> July 2014, arranged by Flintshire Local Voluntary Council. It was an opportunity to discuss with 3<sup>rd</sup> sector organisations the benefits of the Single Point of Access and the role that they can play. The outcome from this event has been the creation of a 3<sup>rd</sup> sector working group to

discuss operational matters furthers.

- 11.04 An introductory information sheet has been circulated to professionals and existing groups and networks to raise awareness of the Single Point of Access and explain the reasons for the proposed change, please see attached appendix 4

## **12.00 APPENDICES**

- 12.01 Postcard from the future  
12.02 Flintshire's Memo of Understanding  
12.03 Flintshire Single Point of Access – Service Scope  
12.04 Introductory Information Sheet – for Professionals

## **LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985** **BACKGROUND DOCUMENTS**

1. Regional Collaboration Fund Application – Single Point of Access
2. North Wales Statement of Intent

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