

Transforming Access to Community Based Health and Social Care Services across North Wales (Single Point of Access) Programme

Memorandum of Understanding

This Memorandum of Understanding (MOU) is an agreement between Anglesey Local Authority (Party A) and Flintshire Local Authority (Party B) to identify and agree the working relationship and to confirm the purpose, goals and common understandings for the Transforming Access to Community Based Health and Social Care Services across North Wales (Community Single Point of Access) Programme. It clarifies the kind of support that will be provided and defines the rights and responsibilities of each party involved.

BACKGROUND

Funding has been secured from the Welsh Government (WG) through the Regional Collaboration Fund to develop six Single Points of Access across North Wales between 2013 and April 2016. The bid, whose vision is to *'create a new, streamlined, way for adults across North Wales to gain access to advice, assessment and coordinated community Health and Social Care services, by contacting just one telephone number'*, was signed by the six North Wales local authorities and Betsi Cadwalladr University Health Board. The lead agencies are Anglesey County Council (host for Senior Responsible officer) and Flintshire County Council (host for programme manager and programme accountant)

The programme funding allows for a regional programme management structure (which will be hosted by Flintshire) and local project management arrangements (to be hosted by each of the six Local Authorities). In addition, the programme is budgeted to fund pilot projects to support the establishment of sustainable services (Appendix 1).

DURATION OF MEMORANDUM

This memorandum shall continue until 30 March 2016.

RESPONSIBILITIES UNDER THIS MOU

Anglesey Local Authority shall undertake the following activities:

1. Host the Senior Responsible Officer (SRO) for the programme.
2. The SRO will oversee the Programme Manager's work in line with the requirements of the funding and in line with programme and project structure and stakeholder feedback.

Flintshire Local Authority shall undertake the following activities:

1. Host the Programme Manager
2. Meet the financial governance requirements for the programme, and submit financial reports to WG.

3. Provide funding from the grant to each Local Authority to create capacity for local delivery of Programme Objectives. This will be provided quarterly in arrears.
4. Commission and fund pilot projects through the fund as identified and recommended by local project teams or regional work stream groups and agreed by the Regional Transforming Access (SPOA) Programme Team.

RESPONSIBILITIES UNDER THIS MOU

Flintshire Local Authority shall also undertake the following activities:

1. Identify and appoint a Project Lead for Flintshire County who will attend all relevant programme and project meetings.
2. Identify and appoint a Project Lead for the Workforce Regional Workstream.
3. Identify and implement project management arrangements to support the local delivery of the programme objectives.
4. Proactively participate in all appropriate work streams and positively support the work packages that arise from the programme.

Note: points 1-3 may not necessarily be one person: each local authority to make arrangements that make best use of available resource to maximise the success of the programme.

IT IS MUTUALLY UNDERSTOOD AND AGREED BY AND BETWEEN THE PARTIES THAT:

The programme has identified a number of objectives (Appendix 2) which need to be achieved through innovative and collaborative working locally as well as regionally, and all partners to the agreement are expected to share responsibility for the overall success of the programme.

DATE AND SIGNATURE

This MOU shall be effective upon the signature of Parties A and B authorized officials.

Party A

Name: Alwyn Jones
Job Title: Head of Adult & Business Services
Organisation: Anglesey County Council
Signature: Alwyn Jones
Date: 2/6/2014

Party B

Name: Neil Ayling
Job Title: Chce Officer, Social Services
Organisation: Flintshire County Council
Signature: [Handwritten Signature]
Date: 5th June, 14

APPENDIX 1: Programme Budget for 2014/ 2015

	Value (£)
Programme Manager & Programme Support	72,000
Project Management	290,000
Evaluation, benefits tracking, learning programme	20,000
Pilot Projects	93,000
Voluntary / Independent Sector	55,000
Total	530,000

Appendix 2

Individual Financial Breakdown for Local Authority to be renewed yearly.

Appendix 3: Programme Objectives

- a. The Single Point of Access will be developed regionally, but delivered locally.
- b. The Single Point of Access will provide a consistent, equitable and seamless service across North Wales, regardless of where someone might live.
- c. The principle of sustainable partnership working, cooperation, and supported and shared learning across disciplines and sectors is central to the programme's overall success.
- d. The citizen's perspective will be the foundation of the new model. Key to this will be the engagement of citizens throughout the programme.
- e. The model will encourage and support citizen empowerment, self-care and maximise independence – aiming to have a positive impact on wellbeing and enabling people to remain outside statutory services for as long as possible.
- f. Assessment and referral management processes will be integrated into a single Health and Social Care system which provides an easily understood, streamlined approach for public and professionals. This will also respond to and reflect justifiable local variation in service provision or mode of provision.
- g. The population of North Wales will be provided with easily accessible, up to date Health and Social Care information and advice, including, where appropriate, self-care. A key element in the delivery of this is the development of a directory of services encouraging citizens to make independent and informed decisions.
- h. County project delivery teams and regional programme workstreams will develop and deliver the programme.
- i. The first phase of the programme will be concerned with exploring options and fully scoping the programme and projects. SMART objectives will be agreed.
- j. The programme will keep a watching brief over local 'value added' developments (such as the inclusion of children's services in a single point of access, or a partnership approach to enabling access to specialist services), supporting the sharing of learning to spread good practice.
- k. The programme will create the framework to provide Bilingual (Welsh/English, other languages as required) advice, information, assessment, referral and care coordination for adults (including their family/carers and professional representative) in relation to physical and mental health, social care, third sector and other relevant services.
- l. Health and Social Care staff operating the Single Point of Access are to be fully trained and knowledgeable (to an agreed quality standard) in order to ensure 'first contact, right response'.

- m. There will be consistent communication with key stakeholders to develop understanding about the changes and what to expect.
- n. A marketing strategy will be developed and implemented to ensure that the Single Point of Access will be widely recognised by the public and professionals as the way to access information, advice and community based health and social care services.
- o. Integrated care co-ordination will be developed so as to make the most efficient use of professional time by reducing the multiple professional client assessments, interfaces and visits that can take place through the present models of service delivery.
- p. Bureaucracy within the Health and Social Care system across North Wales will be minimised by reducing duplication in processes, optimising use of enabling technology, and reducing communication delays created by paper-based systems
- q. The Single Point of Access will be developed within a governance framework which provides clarity in terms of consistency in standards, policy development, workforce integration and re-design and defines accountability and responsibilities between partners and their agents. The governance framework will extend to defining roles and responsibilities to ensure clarity in clinical/professional accountability and responsibility.
- r. There will be clarity and expressed confidence in legal and appropriate sharing of confidential information and data across partner organisations.
- s. A robust telephony and technology support system will be established.

