

FLINTSHIRE COUNTY COUNCIL

REPORT TO: **SOCIAL AND HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE**

DATE: **THURSDAY, 16 APRIL 2015**

REPORT BY: **CHIEF OFFICER, SOCIAL SERVICES**

SUBJECT: **SINGLE POINT OF ACCESS**

1.00 **PURPOSE OF REPORT**

1.01 To provide Scrutiny with an update in relation to the Flintshire Single Point of Access.

2.00 **BACKGROUND**

2.01 The Regional North Wales 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 Wellbeing 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. The 'postcard from the future' in appendix 1, provides an example of how the Single Point of Access would support people in Flintshire.

2.03 The goal is to have one Single Point of Access per county, with all six up and running by March 2016. The Denbighshire, Conwy, Anglesey services are now all operational, albeit in their infancy, with Wrexham's being launched at the moment.

2.04 The 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.

2.05 Flintshire County Council (FCC) and Betsi Cadwalader University Health Board (BCUHB) have both signed a Memo of Understanding which agrees the working relationship and responsibilities of each partner in taking forward the Single Point of Access.

2.06 The local governance structure for Flintshire has been established and a Flintshire Board and Project Team have been created for the purpose of the project.

- 2.07 Through extensive engagement with key stakeholders the scope for the new Flintshire Single Point of Access has been agreed, attached in appendix 2.
- 2.08 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 3rd 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
- 2.09 It has been agreed by the Project Board that Flintshire will take an incremental approach to implementing the Single Point of Access, and the first step will be to co-locate the health and social care staff. Therefore, the focus of work during the last year has been aimed to achieve this.

3.00 CONSIDERATIONS

- 3.01 One of the core principles of the regional programme is to share experiences and lessons learnt. Therefore, Flintshire has reviewed the Denbighshire model, which went live last June 2014, with a view to adopting a similar model in Flintshire and learning from experience and practice.
- 3.02 Last autumn a location options appraisal was completed to determine the most suitable (and available) accommodation for the new service. The preferred venue was Preswylfa in Mold (a BCUHB building) and approval was granted by the BCUHB Estates Board in December 2014.
- 3.03 A refurbishment scheme was commissioned in January 2015 to take forward the conversion of the room into office accommodation (as formally a canteen) which included, new ceiling, lightening, doors, re-decoration, new flooring, new electrics and networking, additional furniture and IT equipment. This was completed in March and funded by the programme and the Intermediate Care Fund.

- 3.04 It has been agreed that the new service must be a multi-disciplinary team in order to have the right mix of skills and knowledge within the service, which has been reiterated by the additional requirements under the Social Services and Well-being Act to provide an information, advice and assistance service. Therefore, in readiness for the future services Social Services Managers have confirmed the staff that will form part of the new team and re-locate to Preswylfa:
- Senior Practitioner Social Worker x1
 - Senior Practitioner Occupational Therapist x1
 - First Contact Officers x4.5
 - Administrators x2
 - Disability Officers x5
 - Community Assessment Offers x3
- These members of staff primarily come from the existing First Contact Team, with a couple of additions as a result of internal restructuring.
- 3.05 Preparation is underway in readiness for the staff move to Preswylfa, this has included attending BCUHB orientation training, setup of remote access for staff, reviewing processes and making necessary amendments, updating our Information Sharing Protocol and informing partners of the changes. Staff will move into Preswylfa on the 29th April 2015.
- 3.06 A key message from the Project Team and a consistent feature of the new service across the region is to have a 3rd sector coordinator within the team to strengthen the 3rd sector knowledge and improve pathways. Options have been explored with FLVC to take this forward and a 3rd Sector Coordinator role has been offered, at no cost to FCC, by FLVC for 25 hours a week, under a service level agreement, until March 2016. This role will focus on mapping 3rd sector and community services, sharing information with professionals, and updating the Directory of Services. This post is currently co-locating with the First Contact Team and will move to Preswylfa at the end of April to join the new service.
- 3.07 BCUHB is still in the process of confirming which staff resources will be part of the new service. BCUHB have had an existing team like ours as a starting point and the staff that do process and screen referrals also undertake other duties, making it difficult to release those members of staff. In addition, the pressures within the acute setting have delayed the process somewhat due to the shift in priorities for a period of time. This matter has been a focus for discussion and there are a schedule of meetings taking place over the next couple of months.
- 3.08 The Flintshire Falls Coordinator, employed by BCUHB will be co-locating with the team in Preswylfa, for a fixed period of time, to raise awareness of falls prevention and increase staff competence at dealing with individuals who are at risk of falling.

- 3.09 The regional Directory of Services is making good progress. Working in collaboration with the Social Services Improvement Agency, a website is in development, which will be launched in May, which provides a knowledge bank of information to support people to achieve wellbeing outcomes. It will bring together many disparate sources of information, already in existence, for the first time. It will be a vital tool for the Single Point of Access team as well as professionals and the wider community.
- 3.10 The First Contact team have adopted the 'what matters' conversation which will ensure contact with an individual is person centred and not a service led. This change in focus is part of a wider cultural shift to promote independence and enable individuals to build upon their own resources. Further training and support will be given to staff over the coming months to support this cultural shift.

4.00 RECOMMENDATIONS

- 4.01 That Scrutiny supports the development and implementation of the Single Point of Access which is aligned to the Regional vision and programme.

5.00 FINANCIAL IMPLICATIONS

- 5.01 There are no immediate financial implications for FCC or BCUHB, as the Project Manager and 3rd Sector Coordinator (although employed by FLVC) are 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 revenue resources 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 was some small scale capital costs associated with the new accommodation for the Flintshire Single Point of Access in Preswylfa. These costs have been funded by the programme's Pilot Fund, the Intermediate Care Fund and a capital contribution from BCUHB. There has been no costs incurred by FCC to date.

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 mobile 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 before implementation.

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 Once BCUHB have identified suitable resources that will become part of the new service, consultation with those staff on the proposed change will then commence.
- 9.03 Those members of staff already identified to become part of the new service and moving to Preswylfa are having an informal 'meet the team' on the 16th April, this is aimed to introduce the staff, clarify roles within the new team and build working relationships.

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,

3rd sector organisations and citizen representatives, and will continue to take place throughout the development process.

- 11.02 Communication has been circulated to stakeholders regarding the re-location of the First Contact Team from County Hall to Preswylfa, Mold.

12.00 APPENDICES

- 12.01 Postcard from the future
12.02 Flintshire Single Point of Access – Service Scope

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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