

AGENDA MANAGEMENT SHEET

Name of Committee **Adult and Community Services Overview and Scrutiny Committee**

Date of Committee **10th January 2007**

Report Title **Low Intensity Support Services**

Summary This Report outlines the development of the PHILLIS (Promoting Health and Independence through Low Level Integrated Support) Service, defines the projected number of clients accessing the service, and offers a proposal to increase capacity of those accessing the Service.

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Would the recommended decision be contrary to the Budget and Policy Framework? [please identify relevant plan/budget provision] No.

Background papers FACS Committee Report – 17th May 2006

CONSULTATION ALREADY UNDERTAKEN:- Details to be specified

- Other Committees
- Local Member(s)
- Other Elected Members Councillor F McCarney, Councillor M Stanley, Councillor Mrs J Compton, Councillor R Dodd, Councillor R Randev
- Lead Cabinet Member Councillor C Hayfield
- Cabinet Member
- Chief Executive
- Legal Jane Pollard, Alison Hallworth

- Finance
- Other Chief Officers Graeme Betts, Strategic Director of Adult, Health and Community Services
- District Councils
- Health Authority
- Police
- Other Bodies/Individuals

FINAL DECISION YES

SUGGESTED NEXT STEPS:

Details to be specified

- Further consideration by this Committee
- To Council
- To Cabinet
- To an O & S Committee
- To an Area Committee
- Further Consultation

**Adult and Community Services Overview and Scrutiny
Committee – 10th January 2007**

The PHILLIS Service

**Report of the Strategic Director of Adult, Health &
Community Services**

Recommendation

That the Committee recognises the progress made to date and considers a proposal to increase the number of people accessing the Service up until 31st March 2007.

1. Background

- 1.1 The development of the PHILLIS Service is the Directorate's response to the Government's emphasis on Local Authorities demonstrating a proactive approach to prevention and well-being services for older people.

Following Cabinet approval to proceed (19.05.06), development processes began in earnest in May 2006 and required a substantial amount of development time both with internal and external partners to reach a 'go live' status set for 4th December 2006 in Rugby and North Warwickshire Boroughs.

- 1.2 The Team Manager, Service Brokers for Rugby, North Warwickshire and Warwick, together with the Administrative Team are all in post as at 11th December 2006, and induction programmes have already been put in place.

The Service Broker for the Shipston area will be taking up her post on 2nd January 2007, with the fifth and final Service Broker for Nuneaton & Bedworth Borough (for this phase of development) together with a Team Reviewing Assistant to be recruited in February 2007.

- 1.3 Potential PHILLIS clients have been identified in the two 'go live' areas via the Sheltered Housing waiting list (Rugby) and the Borough Care client list (North Warwickshire). In addition, the PHILLIS team have already begun to promote the Service and explain the use of the UST and the referral process to wider partners.

The PHILLIS team has also promoted the Service to existing social work staff with a view to those with low/moderate needs to be directly referred to the Team.

- 1.4 The PHILLIS Service is a brand new concept and approach to supporting older people, and because we are using newly developed processes and referral procedures that have thus far not been tested, a phased roll out approach has been adopted. This is to allow the PHILLIS staff and Customer Service Staff (who will be processing the Referrals) to have a managed approach to referrals, to ensure a quality service can be offered within the ministerial targets required. For this reason we have not arranged wide publicity or launch events until the service is established.

2. Performance Report: Numbers of Older People Helped to Live at Home (C32)

- 2.1 The Directorate's PAF target for 2006/7 against C32 is 6431 people; at the end of October 2006 the figure against C32 was 4935 people helped to live at home, which means that we are 1496 people short of target as at October 2006. This figure is comprises clients who have been assessed as meeting the existing eligibility threshold by having a 'substantial' or 'critical' need for social care support.
- 2.2 The original Adult and Community Services Overview & Scrutiny Committee Report (17.5.06) stated that this service would be up and running by the end of June 2006. The reality of the time required in developing and negotiating with a number of internal and external partners the necessary structures and processes to deliver the service, agreeing Job Descriptions and grading, interviewing, arranging hosting arrangements etc, has resulted in there now being less than 4 months (as at 4th December 2006) within which to meet the original target of 1,500 new clients through the service by end of March 2007
- 2.3 The projected (minimum) number of PHILLIS clients accessing the service with a completed assessment, care plan and review in place, is 500 from December 2006 to March 2007, based on current staffing levels and issues identified in 1.3 above. This will leave a shortfall of just under 1,000 assuming that the number of critical/substantial clients (counted for C32) does not continue to reduce.

3. Proposal to move closer to the target figure by March 2007

- 3.1 It is proposed that we take a co-ordinated approach to recruit additional temporary staff to help identify, assess and broker low level support services for an increased number of older people as follows:
- ❑ Work with a Recruitment Agency specialising in providing experienced social work staff, to engage temporary staff with Care First experience.
 - ❑ The Team Manager (and Development Manager) will work with partners to help identify target groups of older people, and gain the support of partners to facilitate such screening activity
 - ❑ Use of email to circulate temporary vacancies to all adult social care staff and/or their qualified colleagues, offering part-time or extra hours employment opportunities.

- 3.2 The PHILLIS Team Manager will adopt a flexible approach to ensure that any additional staff are used in the most appropriate way to support the additional number of clients to be identified and in accessing the service itself.
- 3.3 In addition, once the first few clients have been processed through the PHILLIS Service and the systems are operating to a satisfactory standard, a promotional campaign of self-referral could be publicised in the New Year. This could offer older people, their family, carers or other support staff the ability to directly self refer to the Service. The Team's administrative support team would be able to facilitate the completion of the UST either by phone or by post to increase the numbers of older people being able to access to the service.

4. Resources

- 4.1 The anticipated costs of 4 temporary community care workers on FTE short term contracts is £28,888 pro rata x 3.5 months with on-costs (plus any fees payable if recruited through an agency). The PHILLIS Service is able to facilitate the additional expenditure within the current year's budget.
- 4.2 It is anticipated that, assuming an additional 10/11 older people can be identified and screened using the UST each day during this period, then an additional 500/600 clients would be accessing the service as at the end of March 2007, thereby significantly reducing the shortfall against the C32 target for this year.
- 4.3 However, it should be noted that the capacity for Service Brokers' maximum and manageable caseload has yet to be tested, and the first six weeks of the live service will enable the Team to set realistic caseload targets.
- 4.4 In this event, the above figures may need to be adjusted accordingly and the Directorate's Performance Improvement Board will be kept up to date of adjustments either way.
- 4.5 This figure also relies on the ability to identify substantial numbers of potential PHILLIS clients during this period up until the end of March 2007. However, self-referral as identified in 3.3 above will proactively support this activity.
- 4.6 The Customer Service Centre is contracted with the PHILLIS Service to provide a 1.37 FTE in additional staff resources to be able to process PHILLIS referrals, so should easily be able to manage this anticipated volume.

5. Monitoring and Review

The PHILLIS Service is a new approach to supporting the low level needs of older people to remain living independently, and as such there is as yet little substantive evidence of the benefits of such an approach.

A Tender Specification is currently being drafted with a view to engaging with academic colleagues across the West Midlands to work with us to collect such evidence, early in the New Year.

The Tender will require a robust approach to both qualitative and quantitative data gathering, as well as measuring the impact from a social and financial perspective over a three year period.

6. Recommendation

- 6.1 The Committee is asked to recognise the progress made to date on the development of the PHILLIS Services, as well as consider the proposal to increase the number of people accessing the Service up until 31st March 2007.

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Strategic Director of Adult, Health &
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December 2006