

CIPFA Early Intervention, New Approaches and Efficiencies

Benchmarking Club 2017

Welcome

Welcome to the CIPFA Early Intervention, New Approaches and Efficiencies exercise for 2017

Please complete this form and return it by **29th September 2017**.

If you have any queries contact Rolake Odebunmi on 020 7543 5849 or Rolake.Odebunmi@cipfa.org or another member of the benchmarking team on 020 7543 5600 / benchmarking@cipfa.org

Scope of the exercise

The questionnaire covers a wide range of topics such as early intervention, reablement and the structure of social care teams. The aim is to cover topics of interest that fall outside the scope of our Residential & Nursing and Self-Directed Support clubs. Cost and activity figures usually relate to 2016-17 however please answer 'general' questions with your current practices.

Club Timetable

• Questionnaire Deadline:	29th September 2017
• Draft Reports Issued:	27th October 2017
• Amendments Deadline:	3rd November 2017
• Comparator Request Emailed:	3rd November 2017
• Comparator Request Deadline:	10th November 2017
• Final Reports Issued:	24th November 2017
• Additional Feedback Issued:	15th December 2017
• Review Meetings:	January 2018 / February 2018

Key Questionnaire Features

Hyperlinks



Arrows are used to indicate a hyperlink to a different part of the questionnaire.

Help/Guidance links

Go To Guidance →

"Go To Guidance" is a link to the guidance for the question. Here definitions, explanations and examples are given.

2014/15

na

74% (%)

Drop down Lists









{ Select } Indicates a drop down list.

Age at 31/12/10	Male/Female	
07/2007	3	Male
05/2002	8	Female
09/2005	5	{ Select }
	na	{ Select }

Double click on the cell to show the list.
(Please note that you can simply overwrite these cells as normal.)

Guidance Sheet

Contents

Sheet	Purpose	Go to:	Guidance	Sheet
Welcome	Welcome / Timetable / Features			
Guidance	Guidance			
Part A	Data Entry sheet			
Part B	Data Entry sheet			
Part C	Data Entry sheet			
Submit	Our details / Your details / Submission			

Guidance

General:

- {Select} indicates a drop down list.
- We hope most questions will be clear to all members. If you are unsure please do not hesitate to contact us either by phone or e-mail.
- Text Questions:
These questions use standard entry cells. Entry cells can display and print up to 1024 characters but longer responses will be saved into our database. Where possible please try to stay within this limit. To add a line break press Alt+Enter when within the cell.
If you have entered text in a cell and wish to amend it, please click on the cell and press F2. This will allow you to add/remove text without starting from scratch.

6. Social Care Activities

Go to Questions 

Cost details (£'k): Please enter all costs in thousands.

We appreciate it might be complicated to provide the actual figures for this table. In this case, please use the best estimate of the costs for each category.

SSMSS (Social Service Management and Support Service) / Overheads

Identify the amount of overheads you would expect to apportion to the category using the methodology you used in the ASC-FR this year.

Please look at the following classifications for Overheads. Please note that this is a guide rather than a definitive list.

Property costs relating to administrative buildings

Strategic / Policy costs

Shared Service Centres / Contact Centres

Communications

Members Services

Pension Team

Audit

Legal

Finance

ICT (Include the direct IT costs plus full central recharge, I.T. maintenance software, hardware purchase and maintenance, software purchase and upgrade, other IT costs, software licences, IT internal hardware charges, IT internal software charges)

Property costs relating to direct service provision

Management overheads

Business Support

Commissioning costs

Everything else not included in the above categories (e.g. supplies & consumables)

Adjustments:

Where the total gross cost does not match your current best estimate for the ASC-FR figures for 2016-17, please make an adjustment to bring this to your current estimate.

Staff – FTE:

Please provide the FTE number for each category (use your judgement to assign staff to the headings given).

7. Health and Social Care Integration

Go to Questions



According to the paragraph 55 of "The Integration and Better Care Fund: planning requirements for 2017-19" (see www.england.nhs.uk/wp-content/uploads/2017/07/integration-better-care-fund-planning-requirements.pdf), the health and social care partners in all areas are required to work together to implement the High Impact Change Model for Managing Transfers of Care. The model has been developed by the Local Government Association (LGA) together with strategic system partners and it outlines 8 individual changes to manage patient flow and discharge. It should be used as whole-system change that requires leadership and culture changes to enhance integration between health and care partners.

For more information, please see <https://www.local.gov.uk/our-support/our-improvement-offer/care-and-health-improvement/systems-resilience/high-impact-change-model>.

Moreover, a National Support Offer has been developed by Better Care Support Team, the LGA and the Emergency Care Improvement Programme to offer bespoke support to local systems. For more information, please click <https://www.local.gov.uk/sites/default/files/documents/HICM%20BCF%20condition%20and%20national%20offer.pdf>.

In this section of the questionnaire, please select the level of progress for each category in the integration with other health and social care partner as detailed in the High Impact Change Model by the Local Government Association

(https://www.local.gov.uk/sites/default/files/documents/25.1%20High%20Impact%20Change%20model%20CHIP_05_1.pdf).

12. Telecare/Telehealth

Go to Questions



Please only include here cases relating to clients who meet your 'Eligibility Criteria' and where telecare is funded by adult social care. We would not expect to you to include items such as 'pendant alarms' here as they would normally be handled by a different department and to a much wider user base.

EXAMPLE QUESTIONNAIRE

1. Early Intervention

(a) Signposting

What signposting procedure does your authority have?

Yes/No

Contact centre

{ Select }

Walk in centre

{ Select }

Follow up email / call

{ Select }

Duty worker

{ Select }

Information portal

{ Select }

GPs

{ Select }

Health Centres / Hospitals

{ Select }

Voluntary Organisations

{ Select }

None

{ Select }

Other Social Care

...

Other Health

...

What procedure does your authority have for following up on the outcomes of signposting?

Yes/No

Follow up
within

Follow up email / call

{ Select }

{ Select }

Steering groups

{ Select }

{ Select }

Review meetings

{ Select }

{ Select }

Contract monitoring

{ Select }

{ Select }

Surveys

{ Select }

{ Select }

None

{ Select }

{ Select }

Other - specify

...

Have you observed positive effects of signposting for which you can provide evidence?

...

What evidence do you have to support your observed positive effects?

...

How do you record the outcomes of signposting?

...

(b) Time-limited support

Select from the list if you offer time-limited support directly or via third parties to vulnerable people to increase their resilience and / or improve their confidence in accessing services to which you may have signposted them.

	Yes/No	Funded by
Reablement - Short Term Support to Maximise Independence	{ Select }	{ Select }
Support workers	{ Select }	{ Select }
One off equipment	{ Select }	{ Select }
None	{ Select }	{ Select }
Other - specify		

Have you observed positive effects of time-limited support?

	Yes/No
Prevents ongoing support	{ Select }
More/improved independence for service users	{ Select }
Social inclusion/ better community inclusions	{ Select }
Decreased waiting lists	{ Select }
Increase in employment	{ Select }
None	{ Select }
Other - specify	

What evidence do you have to support your observed positive effects?

	Yes/No
Case studies	{ Select }
Data analysis	{ Select }
Surveys	{ Select }
Individual feedback	{ Select }
Contract Monitoring	{ Select }
None	{ Select }
Other - specify	

2. Support for Carers

What services / initiatives do you have to support carers?	Yes/No
Advice / Information	{ Select }
Short Breaks / Respite	{ Select }
Carer Assessment	{ Select }
Emergency Funds Initiatives	{ Select }
Training	{ Select }
Counselling	{ Select }
Advocacy	{ Select }
Telephone support	{ Select }
Online information provision (e.g. care's hub)	{ Select }
Payments to third parties	{ Select }
None	{ Select }
Other - specify	

	31/03/2015	31/03/2016	31/03/2017
	No. £'k	No. £'k	No. £'k
<u>Carers Allocation (excl. carers respite)</u>
<u>Respite Allocation (carers and residential)</u>
Direct Payments

3. Transition from Children's Services

(a) Policies & Procedures

What care pathways do you have to track, forecast and support individual service users and their associated costs from childhood into adulthood?	Yes/No
Dedicated young adults team	{ Select }
Transitions database	{ Select }
Joint assessment (multi-agency)	{ Select }
Children Services providing Adult Social Care information for forecasting	{ Select }
Transition support plan	{ Select }
None	{ Select }
Other - specify	
Do you have a specific transition team?	{ Select }
If so, in which area?	{ Select }
Do you have a pooled budget?	{ Select }
If so, what areas contribute to it?	
Adults social care	{ Select }
Children Services	{ Select }
Health	{ Select }
Education	{ Select }
Other - specify	

4. Prisons

Number of Prisons in your authority	<input type="text" value=".."/>
<u>What was your Prison population at 1st March 2017?</u>	<input type="text" value=".."/>
How many did you support?	<input type="text" value=".."/>
What was the cost?	<input type="text" value=".."/>
Who supports the care?	
Adult Social Care	Yes/No <input type="text" value="{ Select }"/>
Health	<input type="text" value="{ Select }"/>
Education	<input type="text" value="{ Select }"/>
Other - specify	<input type="text" value="..."/>
Who does the assessment?	<input type="text" value="{ Select }"/>

5. Use of Voluntary/Social Enterprises/Non-Statutory Not for Profit Organisations

	2016/17 (£'k)	2017/18 (£'k)
What is the total estimated value paid to voluntary organisations for care managed services?	<input type="text" value=".."/>	<input type="text" value=".."/>
What is the total value of grants for non-care managed services paid to voluntary organisations?	<input type="text" value=".."/>	<input type="text" value=".."/>

6. Social Care Activities

[Go to Guidance ->](#)

The SALT/Finance return identifies a large area of expenditure relating to social care activities, but there are no attempts to record either outputs or levels of staffing.

31/03/2017

Number of:

	Service Users	Staff FTE	Gross Expenditure £'k	Income £'k	Net expenditure £'k
Assessment and Care Management
Deprivation of Liberty Safeguards (DoLS)
Client Affairs/Deputyship
Financial Assessments
Other Services
Total
Other SSMSS/Overheads		
Total		

Please describe below what is included in the "Other Services" line above

...

Number of:

	2016	2017
Assessments		..
Reviews
Referrals

7. Health and Social Care Integration

Please see the guidance before completing this section.

[Go to Guidance ->](#)

Please self-assess how your local care and health systems are working now:

High Impact Change Model categories

Early discharge planning	{ Select }
System to monitor patient flow	{ Select }
Multi-disciplinary/multi-agency discharge team	{ Select }
Home first/Discharge to assess	{ Select }
Seven-day service	{ Select }
Trusted assessors	{ Select }
Focus on choice	{ Select }
Enhancing health in care homes	{ Select }

Other areas

Joint commissioning	{ Select }
Learning disabilities	{ Select }
Joint equipment stores	{ Select }
Mental Health	{ Select }
Local Care Networks (LCN)	{ Select }
Reablement	{ Select }

How do you integrate? What have you done to integrate with Health Provider?

...

8. Short Term Support to Maximise Independence (ST-Max)

(a) Short Term Support to Maximise Independence (ST-Max)

ST-Max Definition:

Short Term to Maximise Independence includes all episodes of support provided that are intended to be time-limited and to maximise the independence of the individual and reduce/eliminate their need for ongoing support.

Current Practice

How is the authority's ST-Max provided?

{ Select }

What is your gross cost for ST-Max provided in 2016/17?

Cost (£'k)

Weeks

Cost per
Week (£'k)

..

..

..

Is this jointly delivered with your local CCG(s)?

{ Select }

Please briefly describe your impressions on how successful the service is and what impact it has had on other Council services (e.g. reduced need for longer-term use of home care for individuals accessing reablement first, increased pressures on equipment/adaptations).

...

When do you assess the clients?

{ Select }

(b) Rehabilitation and Reablement

How are you involving partner organisations in your enablement process / reablement approaches?

...

9. Domiciliary Care

Do you run an in-house domiciliary care service?

{ Select }

What is the average hourly rate for domiciliary care for:

- Internal providers

£

..

(These figures are collected in the Adult Social Care Finance Return)

- external providers

..

Please choose what the hourly rate includes

Holiday pay

Personal Assistant

{ Select }

In-house

{ Select }

External Provider

{ Select }

Transport cost

{ Select }

{ Select }

{ Select }

Rurality

{ Select }

{ Select }

{ Select }

Minimum wage

{ Select }

{ Select }

{ Select }

Regional Weighting

{ Select }

{ Select }

{ Select }

Living Wage

{ Select }

{ Select }

{ Select }

Other - specify

...

{ Select }

{ Select }

{ Select }

Other - specify

...

{ Select }

{ Select }

{ Select }

Other - specify

...

{ Select }

{ Select }

{ Select }

For your externally commissioned domiciliary care services, please provide the number of providers, and the percentage of spend made with them.

Number

%

Core contracted provider(s)

..

..

Spot / Other providers

..

..

Please give details how the market has changed?

...

10. Non-Traditional Methods

To what extent do customers receiving Direct Payments choose to purchase "non-traditional" (e.g. Day Opportunities) rather than "traditional" adult social care services?

{ Select }

Please choose the services purchased

Health and Fitness

{ Select }

Leisure Activities

{ Select }

Education / Courses

{ Select }

Technology

{ Select }

Employ Carer / Personal Assistant

{ Select }

Other - specify

...

{ Select }

11. Community Equipment

Current Practice

How is your equipment service provided?

Not provided

{ Select }

In-House

{ Select }

Externally Provided

{ Select }

Mixture

{ Select }

Jointly delivered with Health Partners

{ Select }

2016/17

Number of items delivered

..

Number people provided with equipment

..

Cost of purchased equipment £'k

..

Of equipment provided, what % was recycled equipment?

%

..

Of equipment purchased, what % relates to:

%

Health needs

..

Social care needs

..

2016/17 Spend

Please give your 2016/17 Spend for this area

£'k

Spend from Local Authority

..

Spend from Health Partners

..

Total Spend

..

Who is the host authority?

{ Select }

Do you use internal staff other than Occupational Therapists?

{ Select }

12. Telecare / Telehealth

[Go to Guidance ->](#)

Please only include here cases relating to clients who meet your 'Eligibility Criteria' and where telecare is funded by adult social care. We would not expect you to include items such as 'pendant alarms' here as they would normally be handled by a different department and to a much wider user base.

2016/17

How many items of telecare equipment were supplied?

..

What was the cost of this equipment (£'k)?

..

What was the average cost per piece of this equipment (£'k)?

..

How many people do you currently support?

..

How many people did you provide with equipment?

..

What is the average number of items per person?

..

Number of calls needing a telecare callout

..

What is the average response time (in minutes) to a telecare call out?

..

Current Practice

Do you or your health partners provide telehealth services?

{ Select }

Please briefly describe your telecare and telehealth initiatives

...

13. Better Care Fund

(a) Better Care Fund

	2016/17 (£'k)	2017/18 (£'k)
Size of your pooled Fund - both capital and revenue (£k)
Size of your minimum pooled Fund? (£k)

Number of Partners in your pool?
Who is the host?	{ Select }	
Do you have lead commissioner?	{ Select }	
If yes who is your lead commissioner	...	
	2016/17 (£'k)	2017/18 (£'k)
How much of the pool is your authority receiving? (£k)

Spending on Adult Social care

In this section we would like to identify how local authorities are spending BCF on adult social care. There is a suggested breakdown, if you feel we are missing certain lines or it does not reflect the breakdown within your authority please use the other social care lines.

	2016/17 (£'k)	2017/18 (£'k)
Community Equipment
Telecare
Rapid Response/Integrated Crisis
Reablement Services
Bed-based Intermediate Care
Early Supported Hospital Discharge Schemes
Mental Health Services
Other Prevention
Other Social Care
Other Social Care
Total Social Care

14. Efficiencies/cuts and cost savings

(a) Reduction of services

Given the drive to cut public expenditure, are there any services provided by the authority that are being reduced to reduce costs, e.g. grants to third party organisations?

...

(b) Reduction of cost of services

Do you have any plans to reduce costs of providing your services, e.g. negotiating reduction of fees to external providers, changing methods of provision etc. ?

...

15. Health and Sustainability and Transformation Plans (STP)

Is your lead representative:	
Social Care	{ Select }
Health	{ Select }
Which STP area is your organisation in?	{ Select }
What is the value of the planned gap in your area in the current 5-year plan?	(£'M) ..
Your top 5 priorities / key areas:	
Top 1 -	...
Top 2 -	...
Top 3 -	...
Top 4 -	...
Top 5 -	...
Number of parties involved in your STP:	
LA	..
CCG	..
Other - specify	..
Total	..

Submission Sheet

Our contact details:

If you have any queries, please do not hesitate to contact us:

Rolake Odebunmi

Data Analyst

T: 020 7543 5849

E: Rolake.Odebunmi@cipfa.org

Benchmarking Team

T: 020 7543 5600

E: benchmarking@cipfa.org

Your contact details:

Please check the following contact details we hold for your authority:

Authority	
Name of contact	
Title	
Telephone no	
Email	

If this information is incorrect, please e-mail benchmarking@cipfa.org

Please note for each exercise we require a single contact at each authority who will receive the questionnaires and reports.

Submitting the questionnaire - Please submit by the 29th September 2017

To submit the questionnaire please attach this file to an email addressed to BMDirect@cipfa.org.

This automated address processes files only: please address any other queries to the named Benchmarking contact(s) given.