Early Help and Prevention

Deliverables
- TITAN Travel training enabling independent service user travel
- Increased referral capacity of NFS.
- Clear and coherent approach to enabling technology - develop self serve approach
- Accommodation based reablement business case
- Prevention / extended community offer
- Utilised peer support to improve service user experience

July 17	Aug 17	Sept 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18

Titan Travel Training (Pre-launch)
- Set up programme with Independence Matters (IM) county-wide, allowing time to design and configure the Adult Social Services TITAN offer
- Press releases and PR
- Safe Haven procurement

Deliver Titan Travel Training
- Roll-out TITAN programme to travel train service users accessing services across all localities, focussing on Contracts
- To begin to accept and assess referrals for new and existing service users

Enabling Technology
Still to be scoped
Develop and clarify Assistive Technology offer to:
- Maximise use of technology to enable people to stay independent for as long as possible
- Raise awareness with public and staff about options
- Increase opportunities for self-serve

Accommodation Based Business Case
- To be developed once Older People Workstream completes Planning Beds Project

Next phase projects under definition:
Prevention / Early Help Offer
- Identify at risk customer groups
- Build in CRM safeguarding capacity
- Extend community offer
- Develop campaign / comms / online personalisation approach

Utilise peer support to improve service user experience
- Develop products to connect people – by virtue of their lived experience:
  - in the community
  - by promoting independent living

Enhanced Online Offer (links to Entry Points Workstream)
- Enhance Information and Advice- which would include the online offer and also review of leaflets/publications
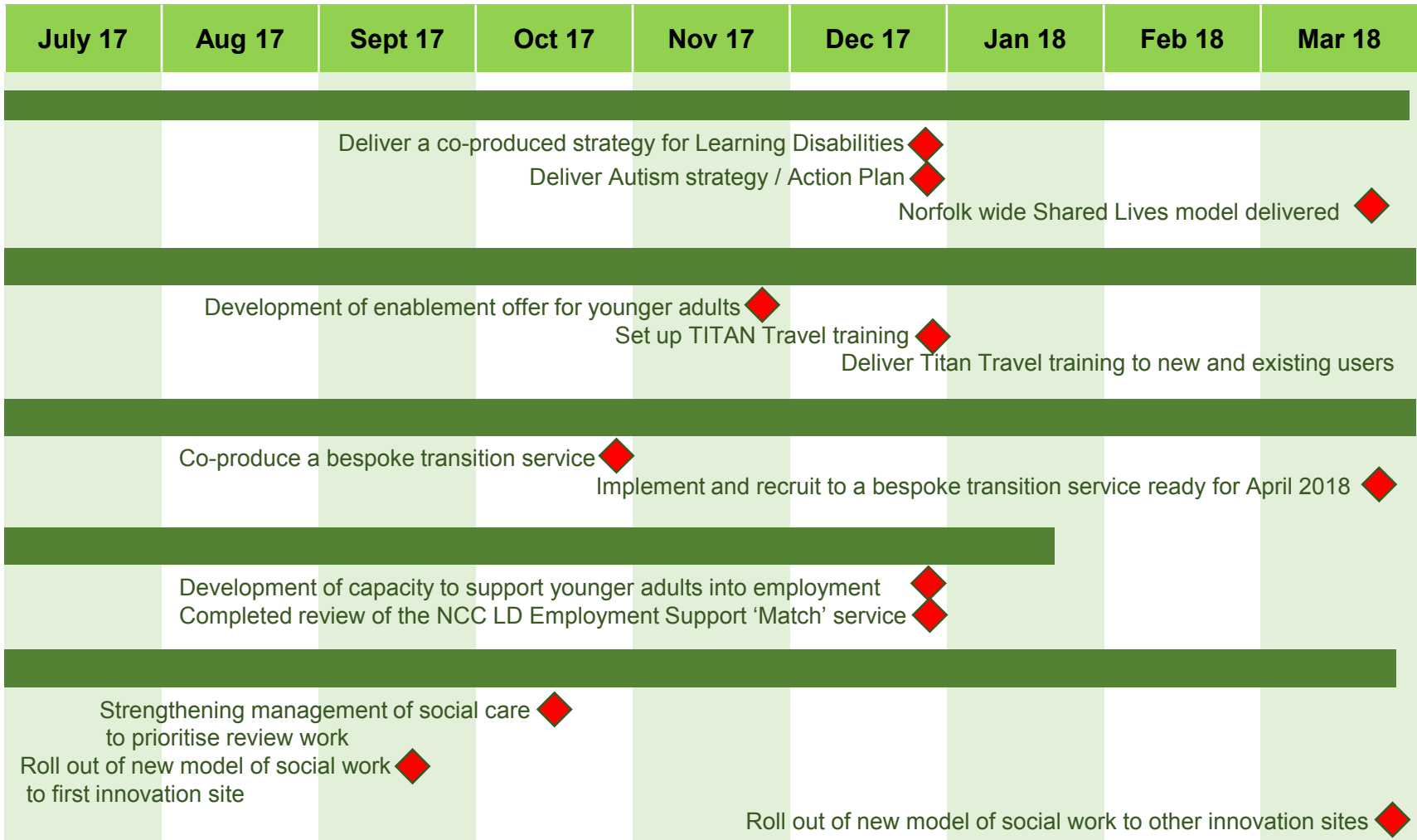
Entry Points

Deliverables
- A consolidated front door and effective resolution rate at first point of contact
- Online offer focussed on information and advice to drive demand reduction
- Online transactions and tools resulting in online being the route of choice
- Enhanced community based offer
- Skilled staff with effective communications tools that support strengths based assessments

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Enhanced Online Offer
- Web User Analysis (enabler 1)
- Offer development (e.g. Transport) and upload to website
- ASS Directory Review
- ASS Website Review and redesign
- ASS Website Change (quick wins)
- Directory (update including Corporate input)
- Develop digital marketing & comms plan
- Quality, Data and Maintenance Plan
- Testing – Baselining (KPIs)
- New Platform – SOR

Enabler 2
- Unified front door offer aligned to Care Act

Enhanced Online Offer (this will be cyclical for each customer journey, for example Transport,)
- Testing – Service Users
- Release
- Post release monitoring
- Reprocurement of directory platform
- Long-term changes directory (planning / SOR)
- Long-term changes implementation planning
- Long-term changes implementation
- Reporting dashboard development
- Long-term changes directory (join up with Districts/planning / SOR)

Rationalised Front Door
- Re-review of all current referral pathways
- Review & define – what are complex cases
- Case Reviews & findings report
- GP referral pathway – case review to inform
- Define behavioural changes requirements – rollout to form part of OD behavioural toolkit

Rationalised Front Door (timeline dependent on development of strengths-based model)
- Pilot – GP referral pathway
- Review GP referral pathway Pilot
- Rollout GP referral pathway
- Changes to all non-health referrals (localities)
- Behavioural changes – service specific changes
- Additional service reviews (2018/19)

Behavioural toolkit rolled out to CSC and SCCE

Younger Adults

July 17	Aug 17	Sept 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18

Deliver a co-produced strategy for Learning Disabilities ◆

Deliver Autism strategy / Action Plan ◆

Norfolk wide Shared Lives model delivered ◆

Development of enablement offer for younger adults ◆

Set up TITAN Travel training ◆

Deliver Titan Travel training to new and existing users

Co-produce a bespoke transition service ◆

Implement and recruit to a bespoke transition service ready for April 2018 ◆

Development of capacity to support younger adults into employment ◆

Completed review of the NCC LD Employment Support 'Match' service ◆

Strengthening management of social care to prioritise review work ◆

Roll out of new model of social work to first innovation site ◆

Roll out of new model of social work to other innovation sites ◆

Older People

July 17	Aug 17	Sept 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18

Development of social care offer into interim care
- Review of Planning Beds
- proposal and recommendations to inform accommodation based reablement

Review approach to assessments and strengths-based assessments - across the whole service including younger people and ensuring links with YA workstream
- Discharge to assess - whole pathway review of support to step up and step down in community and acute units

Decision to invest in increasing management and social work capacity for strengths-based approach
- Recruitment campaign underway and ongoing
- Review plans in each locality

Innovation sites to rollout the new model of social work
- Model implemented and monitored at first site
- Model recommendations and changes (if required)

End of Life
- First phase to take stock and ensure offer is fit for purpose with appropriate commissioned social care – commenced in June

Dementia - review of offer
- Scope of the review of teams and services agreed

Rolling recruitment campaign to secure appropriate management and social work capacity
Roll out of new model of social work to other innovation sites

Next phase projects under definition:
- Transport
- Trusted Assessor

Organisational Development & Cultural Change

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- Pilot behavioural change practitioner tools in 3 teams
- Analysis of practitioner survey / capacity planning
- Develop Innovation Sites methodology
- Launch Innovations Sites methodology

- Design suite of LD practitioner tools aligned to Strengths Based Approach
- Deliver Strengths Based Approach training
- Roll-out Innovations Sites methodology using the tools and prompts to support strengths based practice

- Roll out of Assistive technology eLearning course (by Sep 2018)
- Teaching Partnership - Review Social Work curriculum
- Improve social work degree training and CPD (by Jun 2018)
- Develop new induction programme for practitioners
- Roll-out of dementia and autism training

- Rolling recruitment campaign to secure appropriate management and social work capacity

- Develop intensive management development programme
- Supervision policy updated to enhance focus on quality
- Introduce culture change for the way supervisions are conducted
- Action learning sets for implementation of strategic projects

Commissioning

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Development of new Carers Support Service
Mobilisation & Implementation ◆
New Information and Advice service commences ◆

Building Resilient Lives
Deliver savings and remodelled services – Hostels ◆
Deliver savings and remodelled services – Sheltered ◆
New Community Support Model ◆

Learning Disability Services - radical transformation and re-commission of day services
Launch principles at LD conference ◆
Co-produced LD strategy delivered ◆
Phased implementation of new services ◆
Day Services and Supported Accommodation (ends Sept 2018)

Mental Health - restructure and remodelling ◆

Residential block contracts
Contract renegotiation and development of integrated provision (ends Aug 2018)

Home Support
- New service delivered in ◆
  South & Norwich

ICES
Contract ◆
Extension

Better Care Fund developments (pending BCF agreement)
- High Impact Change Model
- Locality Integrated Care Programme Infrastructure
- Care Homes – Quality & Performance
- The home environment including Disabled Facilities Grant
- Out of Hospital Schemes
- Crisis Response