directors of adass
adult social services

Use of Resources Framework

For NCAS Policy Session

19 October 2011

directors of adass
adult social services

In this session we will….

- Summarise the underlying purpose and principles of the framework
- Show how you can use the website being developed to make evidence accessible
- Give an example of how one council is using this to inform its strategic budgeting process

The framework…

directors of adass
adult social services

- Was developed by ADASS for the LGG efficiency workstream on adult social care (Sept 10 – March 11)
- Provides a value base for investment (for the customer and the taxpayer)
- Gives a systematic way of investing and disinvesting
- Summarises the key components of a system which is working effectively
- Provides an accessible web enabled way to find out about what works
- Is designed for the wider council to use

6 components

directors of adass
adult social services

Prevention

Recovery

Long term support

The customer journey

Enablers

Process

Partnership

Contribution

Value statements in italics

directors of adass
adult social services

Prevention

I am not forced into using health and social care earlier than I should need to. I am enabled to live an active life as a citizen for as long as possible, and am supported to manage any risks

- This is whole council not just adult social care
- Health and wellbeing strategy will drive this
- Layered prevention approach, “primary” and “secondary”
- Social disability model: can’t prevent a long term disability but can prevent needless dependency on social care

directors of adass
adult social services

Recovery

When I initially need health or social care, I am enabled to achieve as full a recovery as possible, and any crises are managed in a way which maximises my chances of staying at home

- Re-ablement and intermediate care obvious examples
- But also other crises such as homelessness, acute mental illness, safeguarding alerts
- Access to information to “smooth” the crisis
- Choice over how targetted this element should be, e.g. equipment

directors of adass
adult social services

Long term support

If I still need continued support, I am able to choose how this is done.
I can choose from a range of services which offer value for money.
The resources made available to me are kept under review

- Where most of our money goes
- VFM and personalisation go together
- Active and assertive review essential

directors of adass
adult social services

Process

The processes to deliver these outcomes are designed to minimise waste, which is anything that does not add value to what I need

- Basis for “lean” redesign
- Danger of going too far: we need sufficient numbers of skilled and confident staff to gate-keep and find person centred solutions

directors of adass
adult social services

Partnership

The organisations who support me work together to achieve these outcomes. These organisations include health and social care, other functions in statutory bodies such as councils or government functions, and the independent sector

- Social care currently being given an opportunity to show how, when funding comes to councils via NHS, we can make the whole system work better
- "Better" has to mean sustainability and efficiency, not a list of new initiatives

directors of adass
adult social services

Contribution

I and others who support me are expected and enabled to make fair contribution to this support. These contributions may be financial according to my means, informal care and support from those close to me, or playing my own part in achieving the outcomes described above.

- Fees and charges is the obvious part of this
- But also being clear about our expectations of social capital, family informal support, and the customer

‘SCENE’ (Social Care Efficiency Network)

Showcasing the ADASS Efficiency Framework

iese
Accelerating public sector transformation

iESE Social Care Efficiency Network - Windows Internet Explorer

http://www.socialcare.improvementefficiency.org.uk/site/cms/contentChapterView.asp?chapter=1

File Edit View Favorites Tools Help

Google Search More

Bing Maps | National Rail Enquiries - Jour... | iESE Social Care Efficienc...

Sitemap | About Us | Partners | Contact Us | iESE Home

Login Username Password ••••••••• Login Stay Logged In

Not registered? Join here | Forgotten log in details?

iese Accelerating public sector transformation

Social Care Efficiency Network

Home | Solutions | Efficiency Framework | Care Funding Calculator | Document Library | Share Your Experience | Search

You are here : Home

directors of adass adult social services

Efficiency Framework

Register or Login to view the flagship tool developed by Directors of Adult Social Care.

Quick Links

- Solutions
- Document Library
- Efficiency Framework
- Care Funding Calculator
- Share Your Experience

South East Business Portal

An online system designed to allow the sharing of information

Cross Regional Residential and Educational Care

The first of its kind in the

Latest Documents

- ADASS Efficiency Framework Brochure
- Stepping Up Quality, Stepping Down Cost in the West Midlands
- West Midlands Automated Pill Dispenser Case Study
- Herefordshire Intermediate Care
- Improving mental wellness through personalisation in the East Midlands
- Housing Solutions in Brighton and Hove
- Hampshire's newly qualified social worker case study
- Yorkshire And Humberside's Telecare In Urban And Rural Areas
- Reducing Unsettled Accommodation Through Use Of

Done | Internet

start | 2 Microso... | Document1... | iESE Social ... | ReAct prog... | 2010 comm... | O2 Connec... | Microsoft P... | Search Desktop

iESE Social Care Efficiency Network - Windows Internet Explorer

http://www.socialcare.improvementefficiency.org.uk/site/cms/contentChapterView.asp?chapter=1

File Edit View Favorites Tools Help

Google Search More

Bing Maps | National Rail Enquiries - Jour... | iESE Social Care Efficienc...

Sitemap | About Us | Partners | Contact Us | iESE Home

Login Username Password •••••••• Login Stay Logged In

Not registered? Join here | Forgotten log in details?

Login details

iese Accelerating public sector transformation

Social Care Efficiency Network

Home | Solutions | Efficiency Framework | Care Funding Calculator | Document Library | Share Your Experience | Search

You are here : Home

Care Funding Calculator

See how the CFC can help your commissioners and providers strike sustainable deals.

Quick Links

- Solutions
- Document Library
- Efficiency Framework
- Care Funding Calculator
- Share Your Experience

South East Business Portal

An online system designed to allow the sharing of information

Cross Regional Residential and Educational Care

The first of its kind in the

Latest Documents

- ADASS Efficiency Framework Brochure
- Stepping Up Quality, Stepping Down Cost in the West Midlands
- West Midlands Automated Pill Dispenser Case Study
- Herefordshire Intermediate Care
- Improving mental wellness through personalisation in the East Midlands
- Housing Solutions in Brighton and Hove
- Hampshire's newly qualified social worker case study
- Yorkshire And Humberside's Telecare In Urban And Rural Areas
- Reducing Unsettled Accommodation Through Use Of

Internet

start | 2 Microso... | Document1... | iESE Social ... | ReAct prog... | 2010 comm... | O2 Connec... | Microsoft P... | Search Desktop

iESE Social Care Efficiency Network - Windows Internet Explorer

http://www.socialcare.improvementefficiency.org.uk/site/cms/contentChapterView.asp?chapter=1

File Edit View Favorites Tools Help

Google Search More

Bing Maps | National Rail Enquiries - Jour... | iESE Social Care Efficienc...

Quick links take you to an introductory page for each section

About Us | Partners | Contact Us | iESE Home

Login Username Password ••••••••• Login Stay Logged In

Not registered? Join here | Forgotten log in details?

Social Care Efficiency Network

Home | Solutions | Efficiency Framework | Care Funding Calculator | Document Library | Share Your Experience | Search

Home : Home

Care Funding Calculator

See how the CFC can help your commissioners and providers strike sustainable deals.

Quick Links

- Solutions
- Document Library
- Efficiency Framework
- Care Funding Calculator
- Share Your Experience

South East Business Portal

An online system designed to allow the sharing of information

Cross Regional Residential and Educational Care

The first of its kind in the

Latest Documents

- ADASS Efficiency Framework Brochure
- Stepping Up Quality, Stepping Down Cost in the West Midlands
- West Midlands Automated Pill Dispenser Case Study
- Herefordshire Intermediate Care
- Improving mental wellness through personalisation in the East Midlands
- Housing Solutions in Brighton and Hove
- Hampshire's newly qualified social worker case study
- Yorkshire And Humberside's Telecare In Urban And Rural Areas
- Reducing Unsettled Accommodation Through Use Of

Internet

start | 2 Microso... | Document1... | iESE Social ... | ReAct prog... | 2010 comm... | O2 Connec... | Microsoft P... | Search Desktop

iESE Social Care Efficiency Network - Windows Internet Explorer

http://www.socialcare.improvementefficiency.org.uk/site/cms/contentChapterView.asp?chapter=1

File Edit View Favorites Tools Help

Google Search More

Bing Maps | National Rail Enquiries - Jour... | iESE Social Care Efficienc...

Buttons along the top take you direct to the item, skipping the introductory page

Sitemap | About Us | Partners | Contact Us | iESE Home

Login Username Password •••••••• Login Stay Logged In

Not registered? Join here | Forgotten log in details?

Social Care Efficiency Network

Home | Solutions | Efficiency Framework | Care Funding Calculator | Document Library | Share Your Experience | Search

You are here : Home

Share Your Experience

Share Your Experience with other Social Care Efficiency Network Members.

Home article

Quick Links

- Solutions
- Document Library
- Efficiency Framework
- Care Funding Calculator
- Share Your Experience

South East Business Portal

An online system designed to allow the sharing of information

Cross Regional Residential and Educational Care

The first of its kind in the

Latest Documents

- ADASS Efficiency Framework Brochure
- Stepping Up Quality, Stepping Down Cost in the West Midlands
- West Midlands Automated Pill Dispenser Case Study
- Herefordshire Intermediate Care
- Improving mental wellness through personalisation in the East Midlands
- Housing Solutions in Brighton and Hove
- Hampshire's newly qualified social worker case study
- Yorkshire And Humberside's Telecare In Urban And Rural Areas
- Reducing Unsettled Accommodation Through Use Of

Internet

start | 2 Microso... | Document1... | iESE Social ... | ReAct prog... | 2010 comm... | O2 Connec... | Microsoft P... | Search Desktop

iESE Social Care Efficiency Network - Windows Internet Explorer

http://www.socialcare.improvementefficiency.org.uk/site/cms/contentChapterView.asp?chapter=1

File Edit View Favorites Tools Help

Google Search More

Bing Maps | National Rail Enquiries - Jour... | iESE Social Care Efficienc...

Sitemap | About Us | Partners | Contact Us | iESE Home

Login Username Password ••••••••• Login Stay Logged In

Not registered? Join here | Forgotten log in details?

iese Accelerating public sector transformation

Social Care Efficiency Network

New documents highlighted on front page

Home | Solutions | Efficiency Framework | Care Funding Calculator | Document Library | Share Your Experience

You are here : Home

directors of adass adult social services

Efficiency Framework

Register or Login to view the flagship tool developed by Directors of Adult Social Care.

Moving banner

Quick Links

- Solutions
- Document Library
- Efficiency Framework
- Care Funding Calculator
- Share Your Experience

South East Business Portal

An online system designed to allow the sharing of information

Cross Regional Residential and Educational Care

The first of its kind in the

Latest Documents

- ADASS Efficiency Framework Brochure
- Stepping Up Quality, Stepping Down Cost in the West Midlands
- West Midlands Automated Pill Dispenser Case Study
- Herefordshire Intermediate Care
- Improving mental wellness through personalisation in the East Midlands
- Housing Solutions in Brighton and Hove
- Hampshire's newly qualified social worker case study
- Yorkshire And Humberside's Telecare In Urban And Rural Areas
- Reducing Unsettled Accommodation Through Use Of

Done | Internet

start | 2 Microso... | Document1... | iESE Social ... | ReAct prog... | 2010 comm... | O2 Connec... | Microsoft P... | Search Desktop

iESE Social Care Efficiency Network - Windows Internet Explorer

http://www.socialcare.improvementefficiency.org.uk/site/cms/contentChapterView.asp?chapter=1

File Edit View Favorites Tools Help

Google Search More

Bing Maps | National Rail Enquiries - Jour... | iESE Social Care Efficienc...

Quick Links

- Solutions
- Document Library
- Efficiency Framework
- Care Funding Calculator
- Share Your Experience
- Efficiency Framework Brochure

South East Business Portal

An online system designed to allow the sharing of information about existing contracts and forthcoming tendering opportunities. More...

Cross Regional Residential and Educational Care

The first of its kind in the country, an innovative cluster model of residential children's homes centred round a newly established specialist school is revolutionising care provision for 12-18 year olds with complex needs in central southern England. More...

Latest profiled stories, including news items and new case studies

Care Funding Calculator

A national costing tool, which helps buyers of residential care negotiate a fair price and agree desired outcomes. Since rollout in June 2008 participating local authorities have reported cost savings in excess of £18million. More

Buckinghamshire Wealth Depleters

Buckinghamshire Council have developed a number of partnerships with private and voluntary sector organisations to make available insurance offers which offset the cost of care later in life. More

- through personalisation in the East Midlands
- Housing Solutions in Brighton and Hove
- Hampshire's newly qualified social worker case study
- Yorkshire And Humberside's Telecare In Urban And Rural Areas
- Reducing Unsettled Accommodation Through Use Of Telecare
- Mainstreaming Telecare in the South East

View More

Join Today

Register here today for full access to all areas of the Social Care Efficiency Network

Efficiency Framework

Go to the ADASS Efficiency Framework

Internet

start | 2 Microso... | Document1... | iESE Social ... | ReAct prog... | 2010 comm... | O2 Connec... | Microsoft P... | Search Desktop

1. Care Funding Calculator
2. Document Library
3. Efficiency Framework
4. Share Your Experience
5. Transformation
6. Latest News

Buckinghamshire wealth depleters case study

Buckinghamshire leads the way in finding solutions to mitigate the risk of wealth depleters

Against a backdrop of cuts, the escalating cost of funding long-term care presents challenges for local authorities. But, by providing information and support to people entering care, it is possible to significantly reduce future liabilities. Supported by iESE, Buckinghamshire Council have developed a number of partnerships with private and voluntary sector organisations to make available insurance offers which offset the cost of care later in life. Naomi Snell, head of local authority development at Partnership, one of the insurance companies involved, explains how these savings can be achieved.

Last year iESE funded work in Buckinghamshire to explore the benefits of developing and maximising the resources for self-funders to safeguard their care needs in the future, thus offering more financial security for self-funders, and mitigating the risks of them becoming a cost to the council, when they run out of money. The article below was written by Partnership, one of the insurance companies involved in developing the scheme.

Funding for long-term care is a growing issue for local authorities. One in three of us is expected to need long-term residential care and, with the number of people aged 75 and over in the UK set to rise by more than 80% by 2033, the future liability could be huge.

iESE Social Care Efficiency Network - Windows Internet Explorer

http://www.socialcare.improvementefficiency.org.uk/site/cms/contentChapterView.asp?chapter=1

File Edit View Favorites Tools Help

Google Search More

Bing Maps | National Rail Enquiries - Jour... | iESE Social Care Efficienc...

Sitemap | About Us | Partners | Contact Us | iESE Home

Login Username Password Login Stay Logged In

Search for something on the website, i.e. 'ADASS Efficiency Framework' – this won't find individual documents, though!

iese Accelerating public sector transformation

Social Care Efficien

Home | Solutions | Efficiency Framework | Care Funding Calculator | Document Library | Share Your Experience | Search

You are here : Home

Transformation

Results not Reports: achieve real change and efficiencies with our Transformation team.

Quick Links

- Solutions
- Document Library
- Efficiency Framework
- Care Funding Calculator
- Share Your Experience

South East Business Portal

An online system designed to allow the sharing of information

Cross Regional Residential and Educational Care

The first of its kind in the

Latest Documents

- ADASS Efficiency Framework Brochure
- Stepping Up Quality, Stepping Down Cost in the West Midlands
- West Midlands Automated Pill Dispenser Case Study
- Herefordshire Intermediate Care
- Improving mental wellness through personalisation in the East Midlands
- Housing Solutions in Brighton and Hove
- Hampshire's newly qualified social worker case study
- Yorkshire And Humberside's Telecare In Urban And Rural Areas
- Reducing Unsettled Accommodation Through Use Of

Done | Internet

start | 3 Microso... | Document1... | iESE Social ... | ReAct prog... | 2010 comm... | O2 Connec... | Microsoft P... | Search Desktop

iese Accelerating public sector transformation

Social Care Efficiency Network

Results **1** - **5** of **5** result(s) for **adass** and **efficiency** and **framework**

Page : First | 1 | Last

3. Efficiency Framework

Developed by Directors of Adult Social Care Efficiency Network, the ADASS Efficiency Framework provides guidance, proposes metrics and offers approaches to efficient delivery of Social Care Efficiency Network based on authority experience and practice.
http://www.socialcare.improvementefficiency.org.uk/site/cms/contentChapterView.asp?chapter=86

4. Share Your Experience

Developed by Directors of Adult Social Care, the ADASS Efficiency Framework offers a systematic journey through the key areas of social care and sets out the detailed components and suggested metrics of each area.
http://www.socialcare.improvementefficiency.org.uk/site/cms/contentChapterView.asp?chapter=87

Glossary

Glossary
http://www.socialcare.improvementefficiency.org.uk/site/cms/contentChapterView.asp?chapter=52

Latest Documents

- ADASS Efficiency Framework Brochure
- Stepping Up Quality, Stepping Down Cost in the West Midlands
- West Midlands Automated Pill Dispenser Case Study
- Herefordshire Intermediate Care
- Improving mental wellness through personalisation in the East Midlands
- Housing Solutions in Brighton and Hove
- Hampshire's newly qualified social worker case study
- Yorkshire And Humberside's Telecare In Urban And Rural Areas
- Reducing Unsettled Accommodation Through Use Of

iESE Social Care Efficiency Network - Windows Internet Explorer

http://www.socialcare.improvementefficiency.org.uk/site/cms/contentChapterView.asp?chapter=1

File Edit View Favorites Tools Help

Google Search More

Bing Maps | National Rail Enquiries - Jou... | iESE Social Care Efficiency ... | iESE Social Care Efficiency ... | iESE Social Care Efficien...

Sitemap | About Us | Partners | Contact Us | iESE Home

Login Username Password •••••••• Login Stay Logged In

Not registered? Join here | Forgotten log in details?

iese Accelerating public sector transformation

Social Care Efficiency Network

Go to document library

Home | Solutions | Efficiency Framework | Care Funding Calculator | Document Library | Share Your Experience | Search

You are here : Home

Go to document library

Document Library

Access all of the websites' documents through one library.

Quick Links

- Solutions
- Document Library
- Efficiency Framework
- Care Funding Calculator
- Share Your Experience

South East Business Portal

An online system designed to allow the sharing of information

Cross Regional Residential and Educational Care

The first of its kind in the

Latest Documents

- ADASS Efficiency Framework Brochure
- Stepping Up Quality, Stepping Down Cost in the West Midlands
- West Midlands Automated Pill Dispenser Case Study
- Herefordshire Intermediate Care
- Improving mental wellness through personalisation in the East Midlands
- Housing Solutions in Brighton and Hove
- Hampshire's newly qualified social worker case study
- Yorkshire And Humberside's Telecare In Urban And Rural Areas
- Reducing Unsettled Accommodation Through Use Of

http://www.socialcare.improvementefficiency.org.uk/site/cms/contentDocumentLibraryView.asp?chapter=89

Internet

start | 2 Microso... | Microsoft ... | iESE Social ... | ReAct prog... | 2010 comm... | O2 Connec... | Microsoft P... | Search Desktop

iESE Social Care Efficiency Network - Windows Internet Explorer

http://www.socialcare.improvementefficiency.org.uk/site/cms/contentChapterView.asp?chapter=1

File Edit View Favorites Tools Help

Google Search More »

Bing Maps | National Rail Enquiries - Jou... | iESE Social Care Efficiency ... | iESE Social Care Efficiency ... | iESE Social Care Efficien...

Sitemap | About Us | Partners | Contact Us | iESE Home

Login Username Password •••••••• Login Stay Logged In

Not registered? Join here | Forgotten log in details?

iese Accelerating public sector transformation

Social Care Efficiency Network

Home | Solutions | Efficiency Framework | Care Funding Calculator | Document Library | Share Your Experience | Search

You are here : Home

Go to document library

Document Library

Access all of the websites' documents through one library.

Quick Links

- Solutions
- Document Library
- Efficiency Framework
- Care Funding Calculator
- Share Your Experience

South East Business Portal

An online system designed to allow the sharing of information

Cross Regional Residential and Educational Care

The first of its kind in the

Latest Documents

- ADASS Efficiency Framework Brochure
- Stepping Up Quality, Stepping Down Cost in the West Midlands
- West Midlands Automated Pill Dispenser Case Study
- Herefordshire Intermediate Care
- Improving mental wellness through personalisation in the East Midlands
- Housing Solutions in Brighton and Hove
- Hampshire's newly qualified social worker case study
- Yorkshire And Humberside's Telecare In Urban And Rural Areas
- Reducing Unsettled Accommodation Through Use Of

http://www.socialcare.improvementefficiency.org.uk/site/cms/contentDocumentLibraryView.asp?chapter=89

Internet

start | 2 Microso... | Microsoft ... | iESE Social ... | ReAct prog... | 2010 comm... | O2 Connec... | Microsoft P... | Search Desktop

iESE Social Care Efficiency Network - Windows Internet Explorer

http://www.socialcare.improvementefficiency.org.uk/site/cms/contentChapterView.asp?chapter=85

File Edit View Favorites Tools Help

Google Search More

Bing Maps | National Rail Enquiries... | iESE Social Care Effici... | iESE Social Care Effici... | iESE Social Care E... | iESE Social Care Effici...

You are here

Not registered? Join here | Forgotten log in details?

iese Accelerating public sector transformation

Social Care Efficiency Network

Home | Solutions | Efficiency Framework | Care Funding Calculator | Document Library | Share Your Experience | Search

You are here : 2. Document Library

- Solutions
- 1. Care Funding Calculator
- 2. Document Library
- 3. Efficiency Framework
- 4. Share Your Experience
- 5. Transformation
- 6. Latest News

Document Library

Search the Social Care Efficiency Network Library

The document library is a searchable library of all the freely available reports and documents we have collected which we think will be of use or interest to social care professionals. Many of these documents form part of the ADASS Efficiency Framework; others have been submitted by users and assessed by iESE and SCIE to ensure quality control prior to including in the library.

Each document in the library has a summary to make it easier for you to know if it will be useful for you.

There are various ways to search the library – you can look in the categories, or just put a word or phrase into the search box.

Contact us at socialcare@southeastiep.gov.uk if you can't find what you

Search our Library

Go to Library

Internet

start | 2 Microso... | Microsoft ... | iESE Social ... | ReAct prog... | 2010 comm... | O2 Connec... | Microsoft P... | Search Desktop

iESE Social Care Efficiency Network - Windows Internet Explorer

http://www.socialcare.improvementefficiency.org.uk/site/cms/contentChapterView.asp?chapter=1

File Edit View Favorites Tools Help

Google Search More

Bing Maps | National Rail Enquiries - Jou... | iESE Social Care Efficiency ... | iESE Social Care Efficiency ... | iESE Social Care Efficien...

Sitemap | About Us | Partners | Contact Us | iESE Home

Login Username Password •••••••• Login Stay Logged In

Not registered? J

Go to document library

iese Accelerating public sector transformation

Social Care Efficiency Network

Home | Solutions | Efficiency Framework | Care Funding Calculator | Document Library | Share Your Experience | Search

You are here : Home

Go to document library

Document Library

Access all of the websites' documents through one library.

Quick Links

- Solutions
- Document Library
- Efficiency Framework
- Care Funding Calculator
- Share Your Experience

South East Business Portal

An online system designed to allow the sharing of information

Cross Regional Residential and Educational Care

The first of its kind in the

Latest Documents

- ADASS Efficiency Framework Brochure
- Stepping Up Quality, Stepping Down Cost in the West Midlands
- West Midlands Automated Pill Dispenser Case Study
- Herefordshire Intermediate Care
- Improving mental wellness through personalisation in the East Midlands
- Housing Solutions in Brighton and Hove
- Hampshire's newly qualified social worker case study
- Yorkshire And Humberside's Telecare In Urban And Rural Areas
- Reducing Unsettled Accommodation Through Use Of

http://www.socialcare.improvementefficiency.org.uk/site/cms/contentDocumentLibraryView.asp?chapter=89

Internet

start | 2 Microso... | Microsoft ... | iESE Social ... | ReAct prog... | 2010 comm... | O2 Connec... | Microsoft P... | Search Desktop

iESE Social Care Efficiency Network - Windows Internet Explorer

http://www.socialcare.improvementefficiency.org.uk/site/global/login.asp?url=%2Fsite%2Fcms%2FcontentDocumentLibraryView%2Easp%3Fchapter%3D89

File Edit View Favorites Tools Help

Google Search More

Bing Maps | National Rail Enquiries - Jou... | iESE Social Care Efficiency ... | iESE Social Care Efficiency ... | iESE Social Care Efficien...

Sitemap | About Us | Partners | Contact Us | iESE Home

Login Username Password •••••••• Login Stay Logged In

Not registered? Join here | Forgotten log in details?

iese Accelerating public sector transformation

Social Care Efficiency Network

Home | Solutions | Efficiency Framework | Care Funding Calculator | Document Library | Share Your Experience | Search

You are here : To access this page please log in

You'll need to log in to access most pages

To access this page please log in

Username :

Password :

Login

Login Required

This is a restricted area, please login or register

Not registered yet? sign up here

Forgotten your log in details? click here

http://www.socialcare.improvementefficiency.org.uk/site/cms/contentDocumentLibraryView.asp?chapter=89

Internet

start | 2 Microso... | Microsoft ... | iESE Social ... | ReAct prog... | 2010 comm... | O2 Connec... | Microsoft P... | Search Desktop

iESE Social Care Efficiency Network - Windows Internet Explorer

http://www.socialcare.improvementefficiency.org.uk/site/global/login.asp?url=%2Fsite%2Fcms%2FcontentDocumentLibraryView%2Easp%3Fchapter%3D89

File Edit View Favorites Tools Help

Sitemap | About Us | Partners | Contact Us | iESE Home

Login Username Password •••••••• Login Stay Logged In

Not registered? Join here | Forgotten log in details?

iese Accelerating public sector transformation

Social Care Efficiency Network

Home | Solutions | Efficiency Framework | Care Funding Calculator | Document Library | Share Your Experience | Search

You are here : To access this page please log in

To access this page please log in

Username : amanda.lloyd@southea

Password : •••••••

Login

Login Required

This is a restricted area, please login or register

Not registered yet? sign up here

Forgotten your log in details? click here

Your email address and a given password

Done

Internet

iESE Social Care Efficiency Network - Windows Internet Explorer

http://www.socialcare.improvementefficiency.org.uk/site/cms/contentDocumentLibraryView.asp?chapter=89

File Edit View Favorites Tools Help

Google Search More »

Bing Maps | National Rail Enquiries - Jou... | iESE Social Care Efficiency ... | iESE Social Care Efficiency ... | iESE Social Care Efficien...

You are here : Document Library : Library

Document Library

There are 2 ways to do your research on iESE's Social Care Efficiency Network. Either go to one of our solutions pages or use the search function below to look through our library.

Our most recent documents can be found in date order at the bottom of this page.

We cannot guarantee the accuracy of any process or efficiency gains stated by the original writers of the documents. For further information on any of the documents held here, please refer to contact details given in the documentation, or contact socialcare@southeastiep.gov.uk

Title: Efficiency Framework | Date

Keywords : All keywords | Types : All types

Show All | Search

Categories

Prevention (0)
Continued Support (8)
Partnership (3)
Self-funders (1)
Recovery (9)
Efficient Process (22)
Contributions (0)

My Documents

no new documents

Email selected | Email all

Total Documents : 1

ADASS Efficiency Framework Brochure 17/10/2011

Page : First | 1 | Last

Searching for variants on 'ADASS Efficiency Framework' brings up the relevant document

Done | Internet

start | 2 Microso... | Microsoft ... | iESE Social ... | ReAct prog... | 2010 comm... | O2 Connec... | Microsoft P... | Search Desktop

iESE Social Care Efficiency Network - Windows Internet Explorer

http://www.socialcare.improvementefficiency.org.uk/site/cms/contentDocumentLibraryView.asp?chapter=89

File Edit View Favorites Tools Help

Google Search More

Bing Maps | National Rail Enquiries - Jou... | iESE Social Care Efficiency ... | iESE Social Care Efficiency ... | iESE Social Care Efficien...

You are here : Document Library : Library

Document Library

There are 2 ways to do your research on iESE's Social Care Efficiency Netwo
functio

Our mo
this pa

We car
stated
on any
in the c

File Download

Do you want to open or save this file?

Name: 3280.pdf
Type: Adobe Acrobat Document, 2.44MB
From: www.socialcare.improvementefficiency.org.uk

Open | Save | Cancel

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

Title
Keyword
l types

Categories

Prevention (0)
Continued Support (8)
Partnership (3)
Self-funders (1)
Recovery (9)
Efficient Process (22)
Contributions (0)

Email selected | Email all

Total Documents : 1

ADASS Efficiency Framework Brochure 17/10/2011

Page : First | 1 | Last

Click on the 'save' icon to open or save t document

Start downloading from site: http://www.socialcare.improvementefficiency.org.uk/site/cms/contentDocumentDownload.asp?filename=3

Internet

start | 2 Microso... | Microsoft ... | iESE Social ... | ReAct prog... | 2010 comm... | O2 Connec... | Microsoft P... | Search Desktop

iESE Social Care Efficiency Network - Windows Internet Explorer

http://www.socialcare.improvementefficiency.org.uk/site/cms/contentDocumentLibraryView.asp?chapter=89

File Edit View Favorites Tools Help

Google Search More »

Bing Maps | National Rail Enq... | iESE Social Care E... | iESE Social Care E... | iESE Social Ca... | iESE Social Care ... | Welcome | IESE: ...

socialcare@southeastiep.gov.uk

Title | Date

Keywords : All keywords | Types : All types

Show All | Search

Categories

Prevention (0)
Continued Support (8)
Partnership (3)
Self-funders (1)
Recovery (9)
Efficient Process (22)
Contributions (0)

My Documents

no new documents

Email selected | Email all

Total Documents : 8

ADASS Efficiency Framework Brochure	17/10/2011
Improving mental wellness through personalisation in the East Midlands	11/10/2011
Housing Solu	11/10/2011
Quality, Outc	23/08/2011
Shared Lives	23/08/2011
Shared Lives	23/08/2011
Shared Lives Business Case	22/08/2011
Gain without pain	22/08/2011

FileSize : 607,498 bytes

Improving mental wellness through personalisation in the East Midlands Report.

This report sets out how considerable extension of Self Directed Support to people with Mental Health needs achieves good outcomes and evidence of cost-effectiveness.

Page : First | 1 | Last

2011 iESE

Terms and Conditions | Privacy | FAQ Glossary | Feedback

Hovering over the document title will provide file size, document title and a brief synopsis of content

javascript:ViewDocument('3275');

Internet

start | 3 Microsoft O... | Microsoft Word | iESE Social Car... | 2 Windows E... | O2 Connection ... | Microsoft Powe... | Search Desktop

iESE Social Care Efficiency Network - Windows Internet Explorer

http://www.socialcare.improvementefficiency.org.uk/site/cms/contentDocumentLibraryView.asp?chapter=89&category=577

File Edit View Favorites Tools Help

Google Search More

Bing Maps | National Rail Enquiries - Jour... | Waste Improvement Network | iESE Social Care Efficienc...

here, please refer to contact details given in the documentation, or contact
socialcare@southeastiep.gov.uk

Title | Date
Keywords : All keywords | Types : All types
Show All | Search

Articles

*** no articles in this category ***

My Documents
no new documents

Email selected | Email all

Total Documents : 25

- Overview and Report: Improving process in Richmond — 17/10/2011
- Maximising — 17/10/2011
- Streamlining — 17/10/2011
- South East — 24/08/2011
- CFC Factshe — 24/08/2011
- CFC Backgr — 24/08/2011
- CFC Training Booking Form — 24/08/2011
- Community Care Article December 2007: How the National Care Costing Tool can boost commissioning — 23/08/2011
- CFC: Additional Needs Guidance — 22/08/2011
- Article: Care Funding Calculator set to transform adult care purchasing — 22/08/2011

Page : First | 1 | 2 | 3 | Last

FileSize : 169,059 bytes

Initiative Stage: Bright idea!

Details: Richmond is implementing a new operating model, supported by new finance and IT systems, to support the mainstreaming of personal budgets designed to deliver services more quickly to people in need, whilst also ensuring that available resources are used more efficiently

Where relevant, the initiative stage is included:

- Bright idea
- Work in progress
- Done and dusted

javascript:ViewDocument('3283');

Internet

start | 2 Microso... | Microsoft ... | iESE Social ... | 3 Window... | O2 Connec... | Microsoft P... | Microsoft E... | Search Desktop

iESE Social Care Efficiency Network - Windows Internet Explorer

http://www.socialcare.improvementefficiency.org.uk/site/cms/contentChapterView.asp?chapter=2

File Edit View Favorites Tools Help

Google Search More

Bing Maps | National Rail Enquiries - Jour... | Waste Improvement Network | iESE Social Care Efficienc...

Sitemap | About Us | Partners | Contact Us | iESE Home

Welcome **Amanda Lloyd** | Logout

Not registered? Join here | Forgotten log in details?

You are here

iese Accelerating public sector transformation

Social Care E ork

Latest documents on the website, not just those relating to the Efficiency Framework

Home | Solutions | Efficiency Framework | Care Fu Calcu | Share Your Experience | Search

You are here : Efficiency Framework

- Efficiency Framework
- 1. Prevention
- 2. Recovery
- 3. Continued Support
- 4. Efficient Process
- 5. Partnership
- 6. Contributions

re Efficiency Framework

directors of adass adult social services

The ADASS Efficiency Framework is a detailed resource that sets out components and suggests metrics for each of the key areas of an efficient social care delivery system. These are searchable by the using the links on the left hand side or by using the downloadable Efficiency Framework Brochure.

We would like to encourage you to submit your evidence of good practice, such as case studies, research findings or tools that others would find useful, using the downloadable "Share Your Experience" template.

For more information about the Efficiency Framework contact us at

Share Your Experience Form

Download here

Documents

- ADASS Efficiency Framework Brochure
- Stepping Up Quality, Stepping

Internet

start | 3 Micr... | Microsof... | iESE Soc... | 3 Wind... | O2 Con... | Microsof... | 3280[1]... | Microsof... | Search Desktop

iESE Social Care Efficiency Network - Windows Internet Explorer

http://www.socialcare.improvementefficiency.org.uk/site/cms/chaptersplash.asp?chapter=19&id=9

Lists the six sections of the framework and shows you where you are

Documents now relate only to this section

Partners | Contact Us | iESE Home

Welcome **Amanda Lloyd** | Logout

Not registered? Join here | Forgotten log in details?

Social Care Efficiency Network

Home | Solutions | Efficiency Framework | Care Funding Calculator | Document Library | Share Your Experience

You are here : Recovery

- Efficiency Framework
- 1. Prevention
- 2. Recovery
- 3. Continued Support
- 4. Efficient Process
- 5. Partnership
- 6. Contributions

Recovery

"When I initially need health or social care, I am enabled to achieve as full a recovery as possible and any crises are managed in a way which maximises my chances of staying at home."

By clicking on the headings below; view Recovery components, suggested metrics and examples of guidance and advice for delivering an efficient social care system.

Components | Metrics | Guidance and Advice

Re-ablement service for independence

Crisis / Rapid response service

Telecare and aids

Share Your Experience Form

Download here

Documents

West Midlands Automated Pill Dispenser Case Study

Herefordshire Intermediate

iESE Social Care Efficiency Network - Windows Internet Explorer

http://www.socialcare.improvementefficiency.org.uk/site/cms/chaptersplash.asp?chapter=19&id=9

File Edit View Favorites Tools Help

Google Search More

Bing Maps | National Rail Enquiries - Jour... | Waste Improvement Network | iESE Social Care Efficienc...

Sitemap | About Us | Partners | Contact Us | iESE Home

Welcome **Amanda Lloyd** | Logout

Not registered? Join here | Forgotten log in details?

iese Accelerating public sector transformation

Social Care Efficiency Network

Home | Solutions | Efficiency Framework | Care Funding Calculator | Document Library | Share Your Experience | Search

You are here : Recovery

- Efficiency Framework
- 1. Prevention
- 2. Recovery
- 3. Continued Support
- 4. Efficient Process

Recovery

"When I initially need health or social care, I am enabled to achieve as full a recovery as possible and any crises are managed in a way which maximises my chances of staying at home."

directors of adass adult social services

By clicking on the headings below; view Recovery components, suggested metrics and examples of guidance and advice for delivering an efficient social care system.

Share Your Experience Form

Download here

Components | Metrics | Guidance and Advice

Re-ablement service for independence

Crisis / Rapid response service

Telecare and aids

Click on this heading to show the text

Documents

West Midlands Automated Pill Dispenser Case Study

Herefordshire Intermediate

Internet

start | 3 Micr... | Microsof... | iESE Soc... | 3 Wind... | O2 Con... | Microsof... | 3280[1]... | Microsof... | Search Desktop

iESE Social Care Efficiency Network - Windows Internet Explorer

http://www.socialcare.improvementefficiency.org.uk/site/cms/chaptersplash.asp?chapter=19&id=9

File Edit View Favorites Tools Help

Google Search More

Bing Maps | National Rail Enquiries - Jour... | Waste Improvement Network | iESE Social Care Efficienc...

- Efficiency Framework
- 1. Prevention
- 2. Recovery
- 3. Continued Support
- 4. Efficient Process
- 5. Partnership
- 6. Contributions

Recovery

"When I initially need health or social care, I am enabled to achieve as full a recovery as possible and any crises are managed in a way which maximises my chances of staying at home."

directors of adass adult social services

By clicking on the headings below; view Recovery components, suggested metrics and examples of guidance and advice for delivering an efficient social care system.

Share Your Experience Form

Download here

Components	Metrics	Guidance and Advice

Re-ablement service for independence

Crisis / Rapid response service

A crisis / rapid response service, shared between health and social care, which responds immediately to suddenly changing needs and which can provide or arrange immediate support.

Is there a 24/7 service and what is the uptake?

Is there any measurable impact on hospital admissions?

Guidance/research:

CSED crisis response tools:

Case Studies:

Bristol's rapid response service

Salford's crisis response service

Telecare and aids

Component explained in full

Documents

- West Midlands Automated Pill Dispenser Case Study
- Herefordshire Intermediate Care
- Yorkshire And Humberside's Telecare In Urban And Rural Areas
- Reducing Unsettled Accommodation Through Use Of Telecare
- Mainstreaming Telecare in the South East
- Hampshire Pilots Telecare With People With A Learning Disability

javascript:ShowHideSplashPageItem('190','show','hide');

Internet

start | 2 Microso... | Microsoft ... | iESE Social ... | 3 Window... | O2 Connec... | Microsoft P... | Microsoft E... | Search Desktop

iESE Social Care Efficiency Network - Windows Internet Explorer

http://www.socialcare.improvementefficiency.org.uk/site/cms/chaptersplash.asp?chapter=19&id=9

File Edit View Favorites Tools Help

Google Search More

Bing Maps | National Rail Enquiries - Jour... | Waste Improvement Network | iESE Social Care Efficienc...

- Efficiency Framework
- 1. Prevention
- 2. Recovery
- 3. Continued Support
- 4. Efficient Process
- 5. Partnership
- 6. Contributions

Recovery

"When I initially need health or social care, I am enabled to achieve as full a recovery as possible and any crises are managed in a way which maximises my chances of staying at home."

directors of adass adult social services

By clicking on the headings below; view Recovery components, suggested metrics and examples of guidance and advice for delivering an efficient social care system.

Share Your Experience Form

Download here

Components | Metrics | Guidance and Advice

Re-ablement service for independence

Crisis / Rapid response service

A crisis / rapid response service, shared between health and social care, which responds immediately to suddenly changing needs and which can provide or arrange immediate support.

Is there a 24/7 service and what is the uptake?

Is there any measurable impact on hospital admissions?

Guidance/rese

CSED crisis res tools:

Case Studies:

Bristol's rapid response service

Salford's crisis response service

Metrics are given to help set progress targets

d Pill

ate

Yorkshire And Humberside's Telecare In Urban And Rural Areas

Reducing Unsettled Accommodation Through Use Of Telecare

Mainstreaming Telecare in the South East

Hampshire Pilots Telecare With People With A Learning Disability

Telecare and aids

javascript:ShowHideSplashPageItem('190','show','hide');

Internet

start | 2 Microso... | Microsoft ... | iESE Social ... | 3 Window... | O2 Connec... | Microsoft P... | Microsoft E... | Search Desktop

iESE Social Care Efficiency Network - Windows Internet Explorer

http://www.socialcare.improvementefficiency.org.uk/site/cms/chaptersplash.asp?chapter=19&id=9

File Edit View Favorites Tools Help

Google Search More

Bing Maps | National Rail Enquiries - Jour... | Waste Improvement Network | iESE Social Care Efficienc...

- Efficiency Framework
- 1. Prevention
- 2. Recovery
- 3. Continued Support
- 4. Efficient Process
- 5. Partnership
- 6. Contributions

Recovery

"When I initially need health or social care, I am enabled to achieve as full a recovery as possible and any crises are managed in a way which maximises my chances of staying at home."

directors of adass adult social services

By clicking on the headings below; view Recovery components, suggested metrics and examples of guidance and advice for delivering an efficient social care system.

Share Your Experience Form

Download here

Components	Metrics	Guidance and Advice

Re-ablement service for independence

Crisis / Rapid response service

/7 what is

mpact on hospital admissions?

suddenly changing needs and which can provide or arrange immediate support.

Link to useful research on other websites

Guidance/research:

CSED crisis response tools:

Case Studies:

Bristol's rapid response service

Salford's crisis response service

Telecare and aids

Documents

- West Midlands Automated Pill Dispenser Case Study
- Herefordshire Intermediate Care
- Yorkshire And Humberside's Telecare In Urban And Rural Areas
- Reducing Unsettled Accommodation Through Use Of Telecare
- Mainstreaming Telecare in the South East
- Hampshire Pilots Telecare With People With A Learning Disability

javascript:ShowHideSplashPageItem('190','show','hide');

Internet

start | 2 Microso... | Microsoft ... | iESE Social ... | 3 Window... | O2 Connec... | Microsoft P... | Microsoft E... | Search Desktop

iESE Social Care Efficiency Network - Windows Internet Explorer

http://www.socialcare.improvementefficiency.org.uk/site/cms/chaptersplash.asp?chapter=19&id=9

File Edit View Favorites Tools Help

Google Search More

Bing Maps | National Rail Enquiries - Jour... | Waste Improvement Network | iESE Social Care Efficienc...

- Efficiency Framework
- 1. Prevention
- 2. Recovery
- 3. Continued Support
- 4. Efficient Process
- 5. Partnership
- 6. Contributions

Recovery

"When I initially need health or social care, I am enabled to achieve as full a recovery as possible and any crises are managed in a way which maximises my chances of staying at home."

directors of adass adult social services

By clicking on the headings below; view Recovery components, suggested metrics and examples of guidance and advice for delivering an efficient social care system.

Share Your Experience Form

Download here

Components | Metrics | Guidance and Advice

Re-ablement service for independence

Crisis / Rapid response service

/7 what is

mpact

Guidance/research:

CSED crisis response tools:

Case Studies:

Bristol's rapid response service

Salford's crisis response service

Case studies provide background and potential for efficiencies based on others' experience

Telecare and aids

Documents

- West Midlands Automated Pill Dispenser Case Study
- Herefordshire Intermediate Care
- Yorkshire And Humberside's Telecare In Urban And Rural Areas
- Reducing Unsettled Accommodation Through Use Of Telecare
- Mainstreaming Telecare in the South East
- Hampshire Pilots Telecare With People With A Learning Disability

javascript:ShowHideSplashPageItem('190','show','hide');

Internet

start | 2 Microso... | Microsoft ... | iESE Social ... | 3 Window... | O2 Connec... | Microsoft P... | Microsoft E... | Search Desktop

Documents are many types and formats

Submissions received from authorities

Sense-checked by SCIE and iESE

Validation team including DASS's approves submissions for inclusion

Approved documents are uploaded to relevant section of framework

Using the ADASS Efficiency Framework standard template

Place Based Productivity Programme
Adult Social Care – call for evidence

Initiative Title	Enablement
Organisation submitting evidence	Hertfordshire County Council
Organisation contact details	Name: Earl Dutton Address: Room 242, County Hall, Hertford, Herts SG13 8DP Telephone: 01992 556323 Email: earl.dutton@hertscc.gov.uk
Initiative used in (local authorities)	Hertfordshire
Initiative Description	*Description of the work undertaken:* Development of a countywide enablement service for all older people with poor physical and mental health that come into H&CS and that meet criteria, either via hospital or community referrals. Service identifies solutions that will help service users to learn or re-learn skills necessary for daily living or to improve confidence allowing them to remain living at home for as long as possible. The Enablement Homecare is provided in a partnership with a single homecare provider, Goldsborough, delivering enabling homecare based re-ablement intervention within 24 hours of receipt of a referral. Working with CSED we developed and implemented a new integrated service model for Hertfordshire involving enhanced roles for staff, outcomes and the delivery of efficiencies as on-going support needs are reduced with improved choices as to how future support might be provided. A new Goldsborough homecare branch based alongside staff within HCS. The enablement service is typically achieving 60% reductions in people requiring on-going support, and is seeking to have 80% of users enagaged. The enduring hourly cost is projected to be £25-35
Life-cycle	*Is the initiative completed and all evidence gathered?* Yes/No No *Ongoing and partial evidence gathered?* Yes/No Yes *Early stages, no evidence gathered, but early indications strong?* Yes/No No

Version 0.2 Page 1 of 3

Accelerating public sector transformation

Documents are many types and formats

Submissions received from authorities

Sense-checked by SCIE and iESE

Validation team including DASS's approves submissions for inclusion

Approved documents are uploaded to relevant section of framework

An existing case study which has been sent in

Good Practice Case Study

Improvement and Efficiency West Midlands/West Midlands Joint Improvement Partnership

West Midlands Automated Pill Dispenser Pilot. The story so far…….

Foreword

This Pilot is one of a number of strands of activity arising from the West Midlands regional Telecare Strategy. Creative usage of technology is an essential component of supporting people to regain control over their lives. This Case Study demonstrates the impact of the Pill Dispenser Pilot from the perspectives of the Customer, Pharmacist and of course models efficiency arising to date.

The pilot is one example of the power of collaboration in the West Midlands. The Joint Improvement Partnership values the contributions made by Community Pharmacies and our colleagues in the NHS. I hope you find the Case Study stimulating and challenging

JIP & ADASS Chair
Director of Adult, Community and Housing Services
Dudley MBC

Page 1 of 8

Accelerating public sector transformation

Documents are many types and formats

Submissions received from authorities

Sense-checked by SCIE and iESE

Validation team including DASS's approves submissions for inclusion

Approved documents are uploaded to relevant section of framework

An html document which has been saved to the document library

iese
Accelerating public sector transformation

How the ADASS Efficiency Framework can be applied as a framework model

iese
Accelerating public sector transformation

Merton Council mapped its investment…

directors of adass
adult social services

Prevention
£9m

Includes £6m concessionary fares
Grants/SLAs to vol. sector

Recovery
£3.5m

Re-ablement service
Equipment and adaptations

Long term support
£47m

Multiple:
Number of customers
X type of support
X unit costs of support

Process
£7m

Staffing other than direct provision
Other costs e.g. IT

Partnership
£2m

Formal agreements with NHS

Contribution
(£18m)

Fees and charges

… asked some questions…

directors of adass
adult social services

Prevention £9m

What outcomes really reduce the £47m?
How to commission them?
What metrics?

Recovery £3.5m

Are higher initial costs leading to lower long term ones?

Long term support £47m

What is best value option on which personal budgets should be set?

Process £7m

Can further cost be driven out?
Impact on the £47m?

Partnership £2m

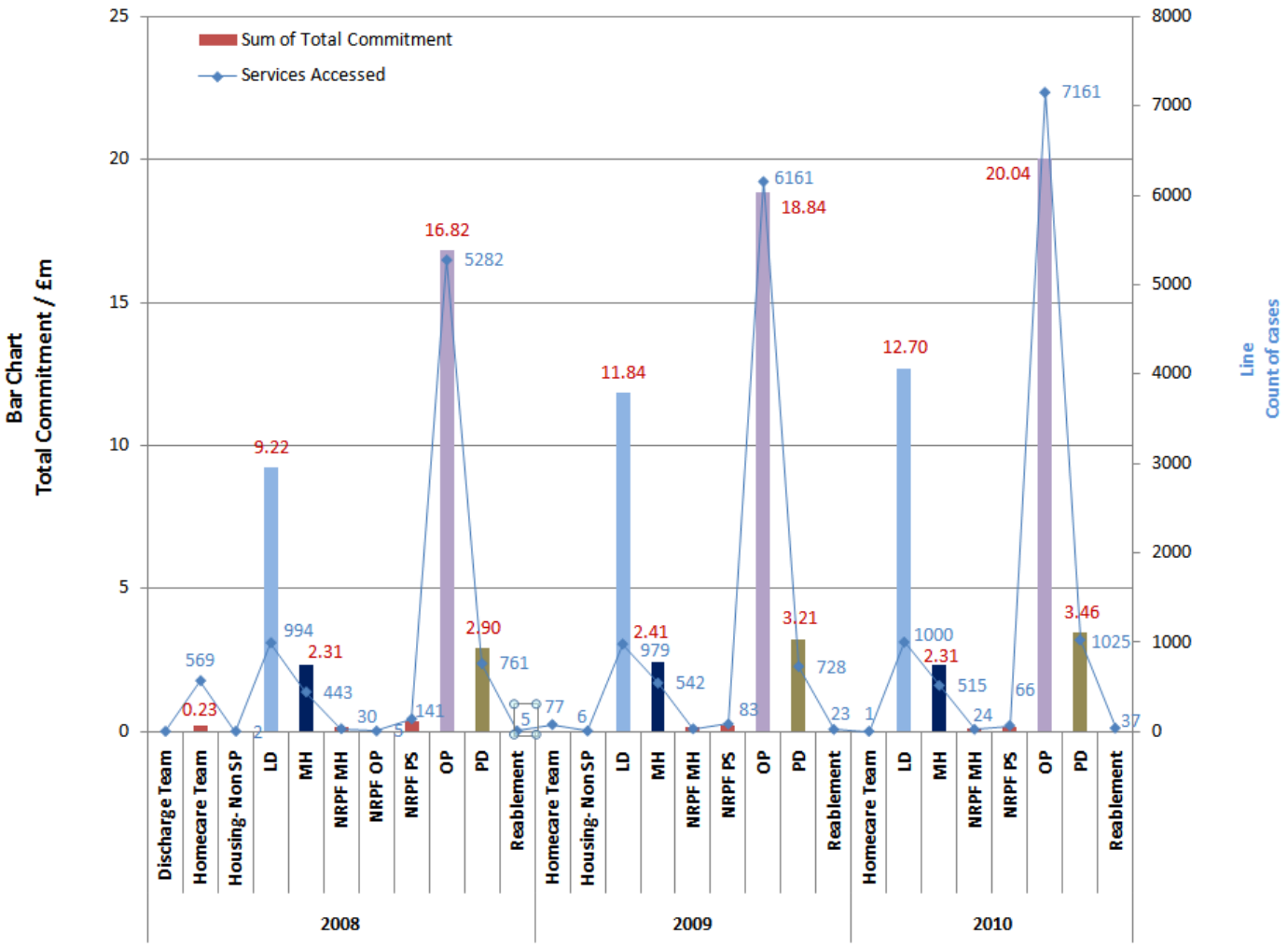
What are existing S75s/256s achieving?
Best use of current funding?

Contribution (£18m)

Where could social capital be used more?
What support to carers makes the difference?

…modelled forecast volumes for long term support…

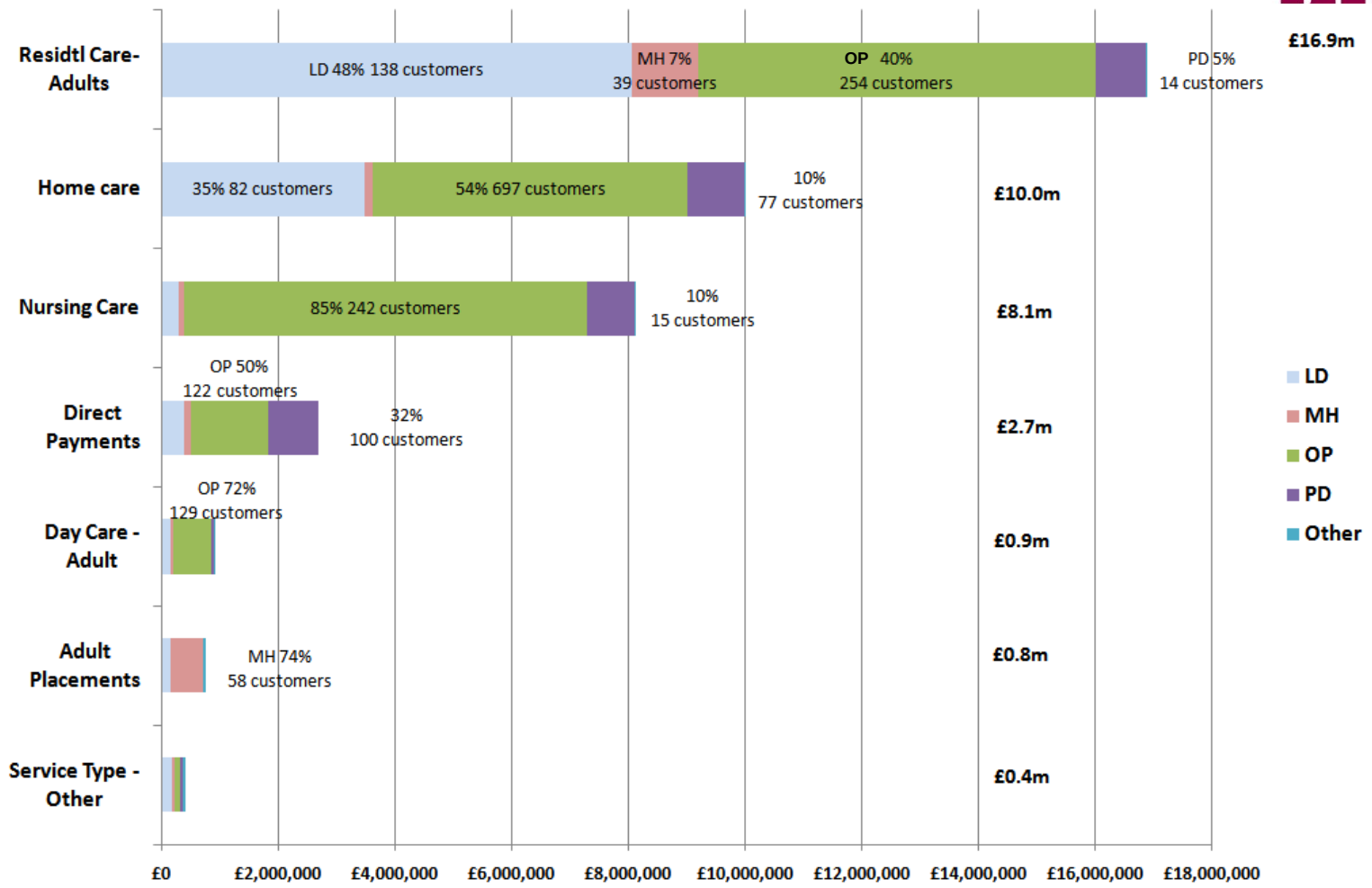
directors of adass adult social services



- Bars represent total commitment in £m
- Line represents the numbers of services accessed during this time period
- The cost and number of MH and PD services accessed remains broadly similar, whereas this appears to be increasing OP
- The number of LD services being accessed appears to be broadly similar, however the commitment cost increases by 38% from 2008 to 2010

Source: ASC Finance – 10 months per year

…and challenged ourselves on type of support, even as low residential care user



Source: ASC Finance – June 2011 Placement data

We have these savings proposals over 3 years

directors of adass
adult social services

Prevention £9m	Recovery £3.5m	Long term support £47m
£0	£125k	£10,576k

Process £7m	Partnership £2m	Contribution (£18m)
£200k	£3,000k N/R	TBC

directors of adass
adult social services

Further information:

Simon Williams Director of Community and Housing
London Borough of Merton
simon.williams@merton.gov.uk 0208 545 3711

Amanda Lloyd Director, iESE
Amanda.lloyd@southeastiep.gov.uk 0789 409 6236

directors of

adass

adult social services

ADASS Business Unit
Local Government House
Smith Square
London SW1P 3HZ

Tel: 020 7072 7433
Fax: 020 7863 9133
EMAIL: team@adass.org.uk **WEB:** www.adass.org.uk