



Care 2030: Creating a Long-Term Vision for Adult Social Care in the North West

Initial Event Summary Report
January 2020

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In advance of the 2020/2021 business year, the NW ADASS branch agreed to undertake a vision workshop to determine a long-term vision and plan for the programme. The objectives of the event were to contribute towards:

- A description of what the sector and our partners want adult social care to look like in 10 years' time, expressed through the citizen's experience
- A vision statement for 'Care 2030'
- An indication of the framework for a short and medium-term plan to deliver this vision for 2030: these might be 3 or 4 outcome statements, priority work areas, key strategic milestones over the period, etc

The NW ADASS Care 2030 event was held on Tuesday 21st January 2020, 13:30 – 16:30, at Stockport Town Hall, SK1 3XE. Invitations had been distributed over the preceding weeks to a wide range of stakeholders primarily via the established NW ADASS Network distribution lists. These include the Director's of Adult Social Services (DASS) group, the Principal Social Workers (PSW) group, Market Shapers, Carers, Portfolio Holders etc and a range of partners. Individuals with lived experience were invited and engaged with the support of Think Local Act Personal (TLAP). Approximately 90 individuals attended on the day.

This is an initial summary report of the Care 2030 event workshop sessions, intended to provide attendees and interested stakeholders with a record of the discussions from the day. A summary of the output is expected to be discussed at the February 2020 NW ADASS Executive Board. It is anticipated that a further process of engagement and coproduction will follow, to contribute towards a formal Strategy and Business Plan to be launched later in the 2020/2021 business year.

The high-level schedule for the afternoon included the following:



High-Level Schedule

Time		Item	Area	Lead
13:30 – 14:05 (35 mins)	1	Welcome & Context	Briefing	NW ADASS
14:05 – 14:20 (15 mins)	2	Initial Facilitator Briefing & Mixer	Briefing	Facilitators
14:20 – 15:20 (1 hour)	3	Workshop 1	Workshop	Facilitators
15:20 – 16:20 (1 hour)	4	Workshop 2	Workshop	Facilitators
16:20 – 16:30 (10 mins)	5	Close	Workshop	Facilitators / NW ADASS

Welcome and context setting sessions included:

- An introduction to the day from Stuart Cowley (NW ADASS Chair and DASS for Wigan Council) and Matt Emerson (NW ADASS Programme Director)
- An overview of the LGA Sector-Led Improvement Programme for Local Government Care & Health: Proposals for 2020 – 2023 from Andrew Hughes (Head of Care and Health Improvement Programme, LGA)
- A session focused on the lived experience of services, Making it Real, and Co-production, from Cat Duncan-Rees, Kate Sibthorpe, and Sally Percival, of TLAP and the National Co-Production Advisory Group (NCAG)

Workshop 1: Vision & Features



The first workshop session focussed on Vision and Features. Attendees were asked to move to the Cabaret Tables, and to aim to have a reasonable mix of backgrounds, professions and expertise on each table.

The following briefings were provided for each table:

Workshop 1: Vision & Features



You should have some paper, pens and other resources, and some 'Making it Real' 'I' and 'We' statement cards on each table

14:30 – 15:10
(40 mins, or until
you're finished)

Objective 1: Define your Vision for ASC in the NW

As a statement in words and/or an illustration, develop a vision for Adult Social Care in the North West by 2030

This might cover or include what it should deliver for people who use services (and those that support them), what the sector should look like, how it might work, or the experience of our workforce

Objective 2: Identify the Features of the sector that will be required to deliver this vision

These features might focus on the changes required, or the challenges that need to be overcome, or the areas we as a sector should focus on. Explore what is regionally possible, but you could state any assumptions in national context as required

Groups may choose to link the relevant 'I' or 'We' statements to each feature they specify

Close:

Choose three key words that describe the vision as a more concise takeaway

15:10 – 15:20
(10 mins)

Explore:

While at least two members of the table remain (you may want to rotate this role over the remaining time), the other members can get up and explore and engage with other tables' responses to the task.

Return to the Briefing area by the close

The following pages include photographs of the outputs from each table.

3 BIG IDEAS

1. BRAVE DECISION MAKING/ENABLING.
2. ADEQUATE FUNDING + POLITICAL COMMITMENT
3. REDEFINED VIEW OF WHAT SOCIAL CARE IS + WHO DELIVERS IT.
↳ BLURRED LINES
4. SAY YES MORE!!

Response 1

DIFFERENT SOLUTIONS
PREVENTION FOCUSED

REALISTIC
↓
REALIZABLE

SUPPORT PEOPLE TO LEAD THEIR OWN SUPPORT

TECHNOLOGY FUNDAMENTAL

Be Braver
Be Greener

NATIONAL DIGITAL POLICY

DEFINITION OF SOCIAL CARE?
BLURRED LINES

DEMAND MET.

SAY YES MORE!

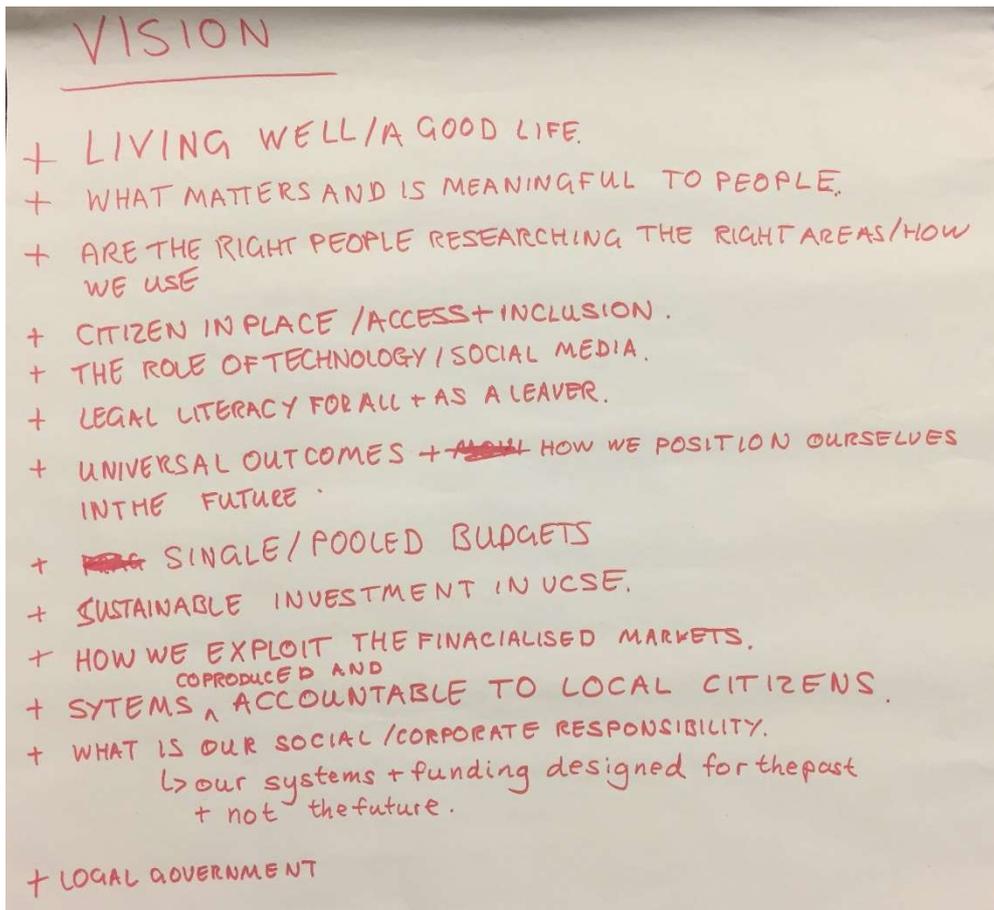
RANNED

more investment in community based support

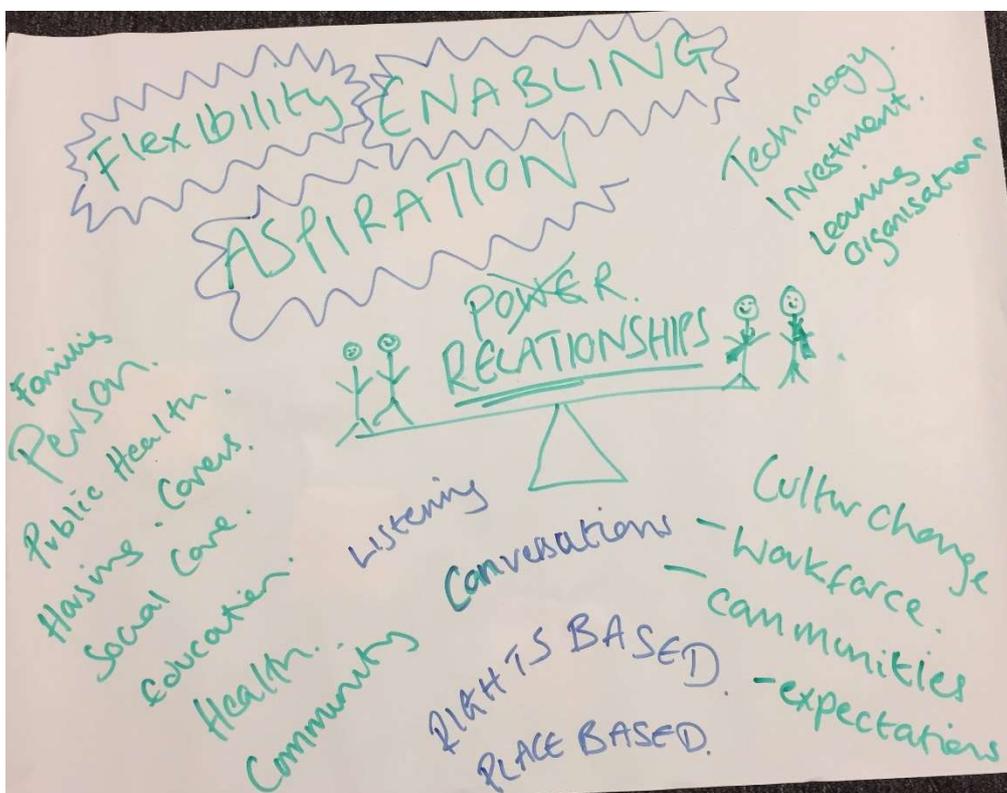
AGREED POLITICAL PRIORITIES

Give us more of a voice develop trust Both ways Create our own support

Response 2



Response 3



Response 4

Vision for ASC in NW.

- Not just focus on ASC

- whole lives
- transport - housing/environment
- health
- family
- Digital Offer

Workforce
Market

Balance - digitisation/human contact.

'I know best'

Creativity
No Monday to Friday/9-5

- need people to listen
a communicate with me

Communicating - in the right way
- at the right time

- keep it simple - no jargon

Personalise whole experience - systems etc

We will listen, be human, have compassion.

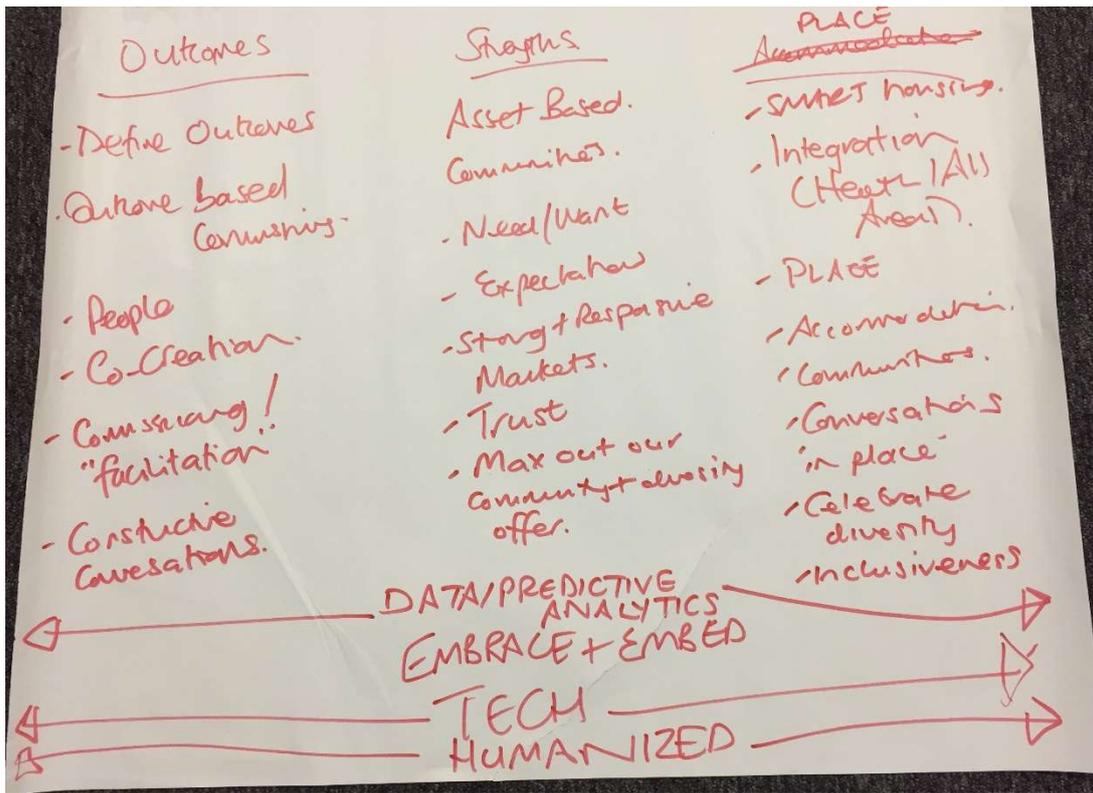
3 WORDS

COMMUNITY

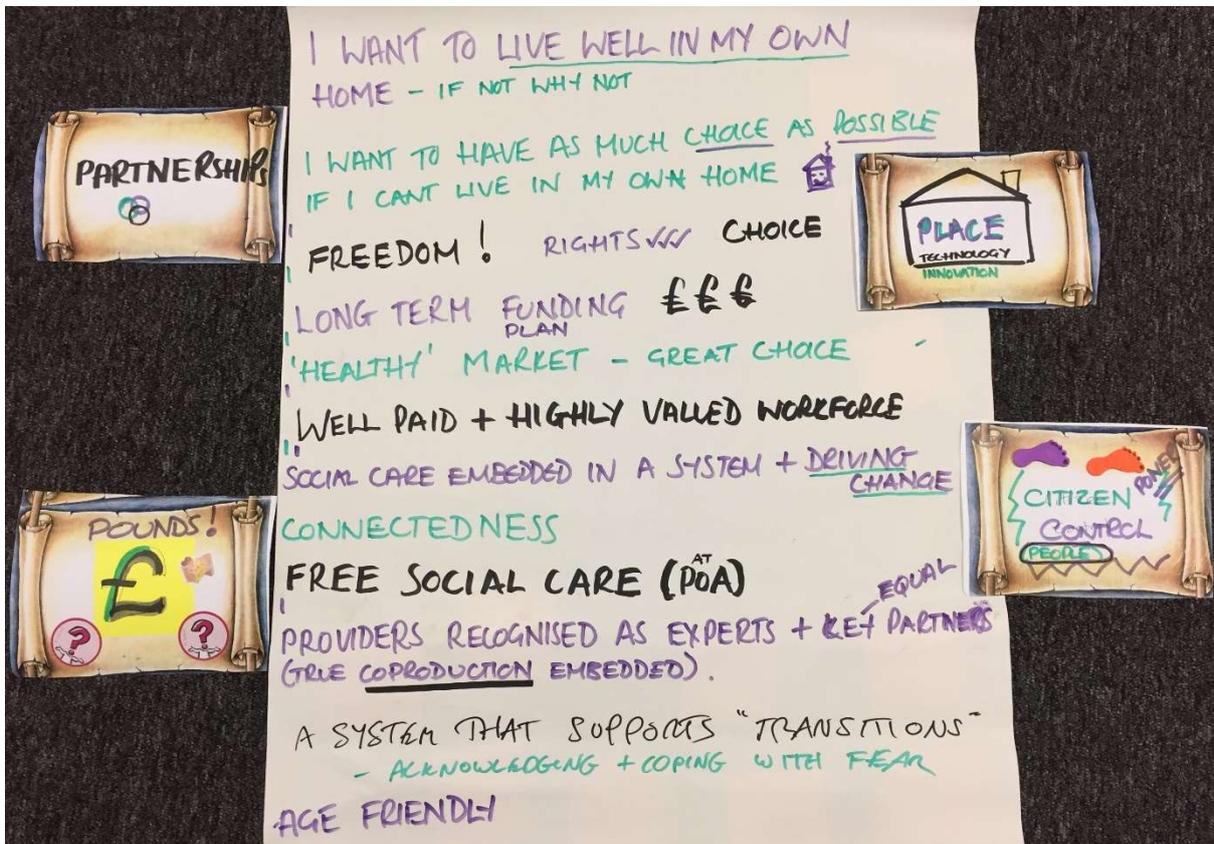
VALUE(S)

CHOICE

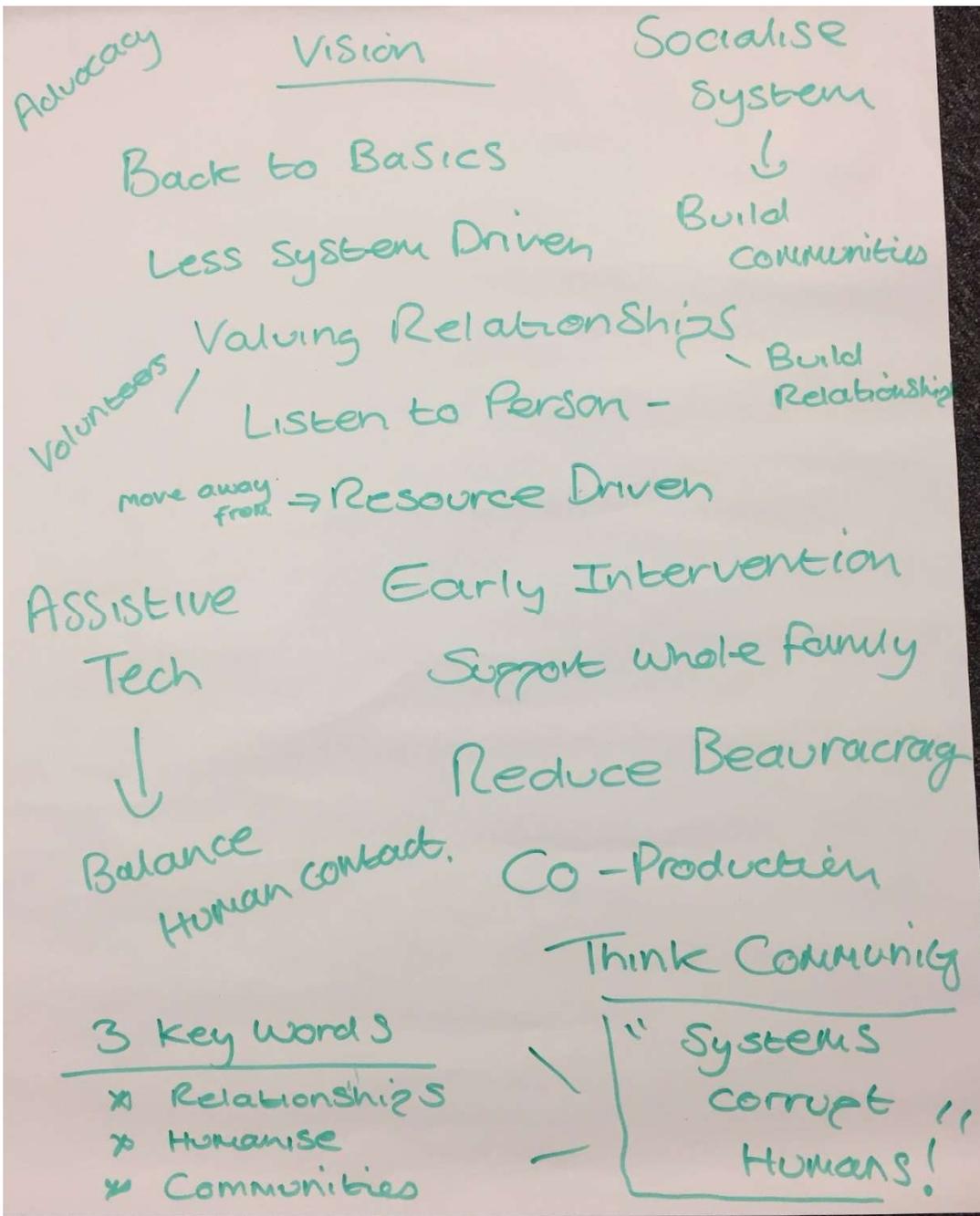
Transformation not integration.
Place based opportunities
No sector - whole life
Innovate



Response 8



Response 9



Vision (1)

- Can't continue to do the same
- Technology (phone)
- People have a "good" day.
 - ↳ Blank sheet of paper - not a label.
- Relationships.
 - individual emotions are personal.

Value social care. (public perception).

What is social care - live / connections / relationships

↳ where does the change need to come.

Who shouts loudest

Social media as a vehicle to reach more

Systems + connectedness

Our view + others - not what it means to others

Vision (2)

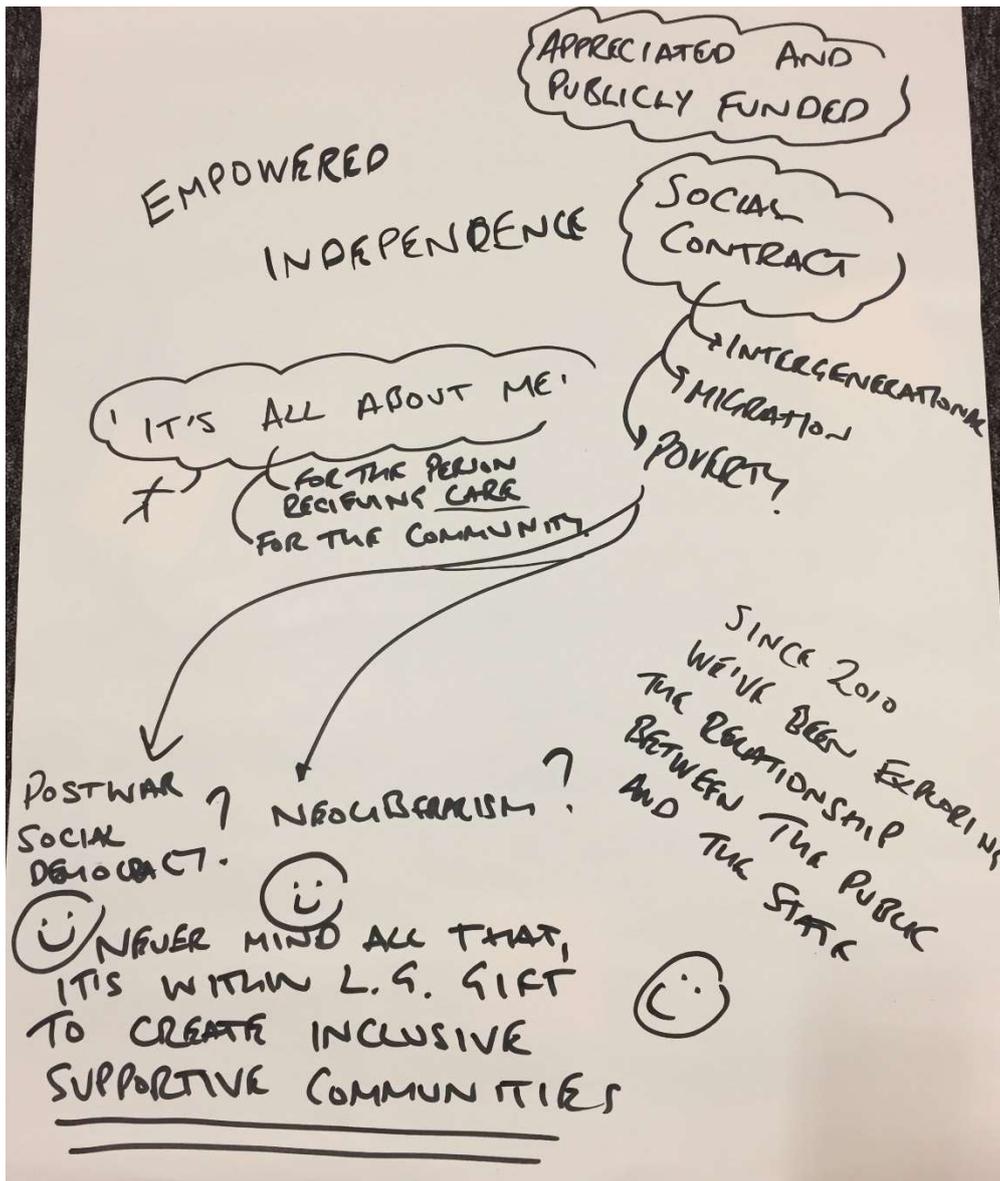
Community catalyst - ~~redirect~~ funds to non-traditional support ('grass roots')
↳ reinvest.

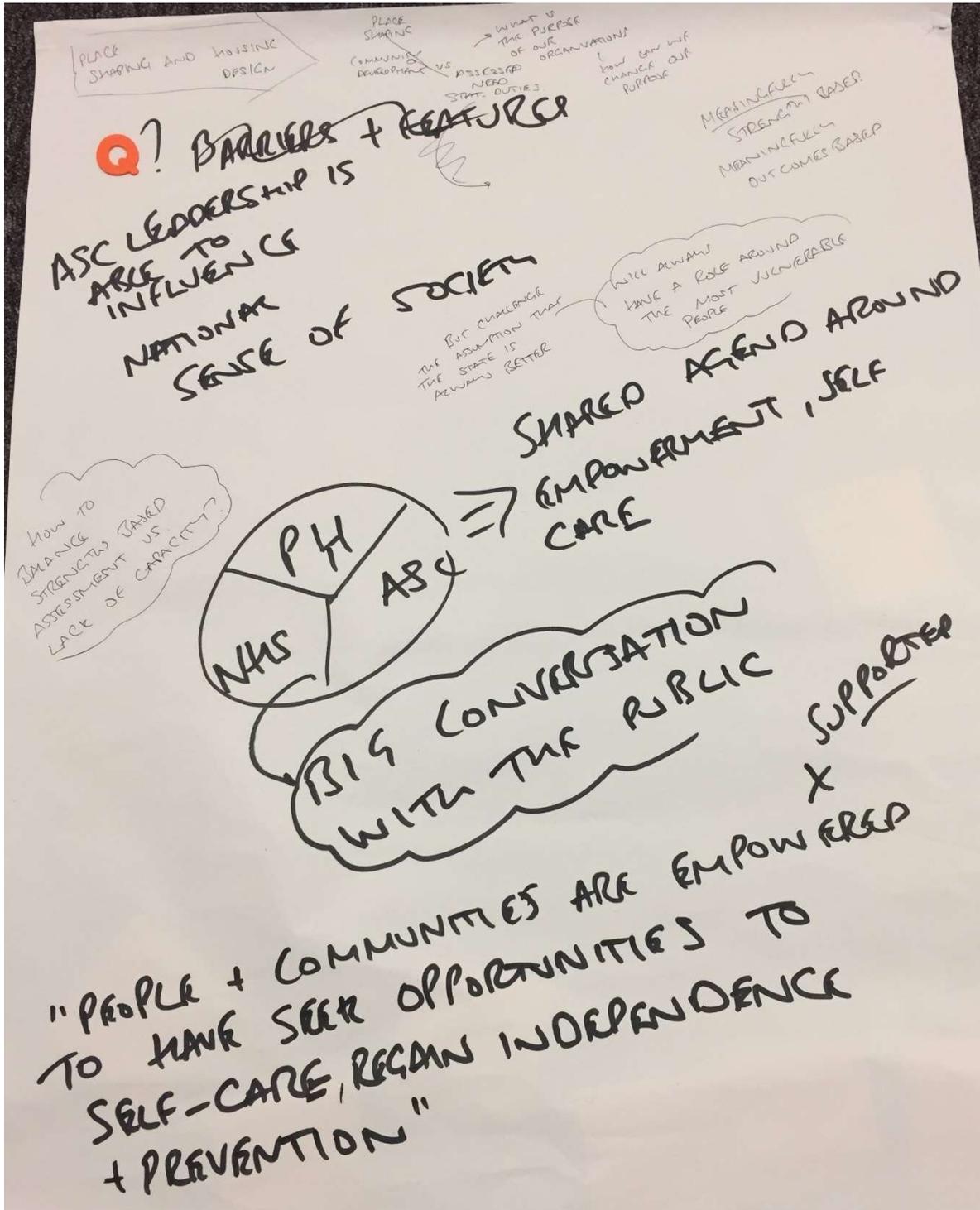
Prevention + Intervention

Micro organisation - conditions to grow.

Social Justice.

"Making Every Contact Count"





Response 12 (2/3)

IN THE
CONTEXT OF HUGE CHALLENGE FOR
MODERN SOCIETIES + ECONOMIES
A.S.C CAN PLAY A PLACE-SHAPING
LEADERSHIP ROLE

→ BUILDING THE SOCIAL CONTRACT
(WITH P.H. + NHS)

→ LEADING THE BIG CONVERSATION

TOWARDS ...

RESILIENCE

PREVENTION

INDEPENDENCE

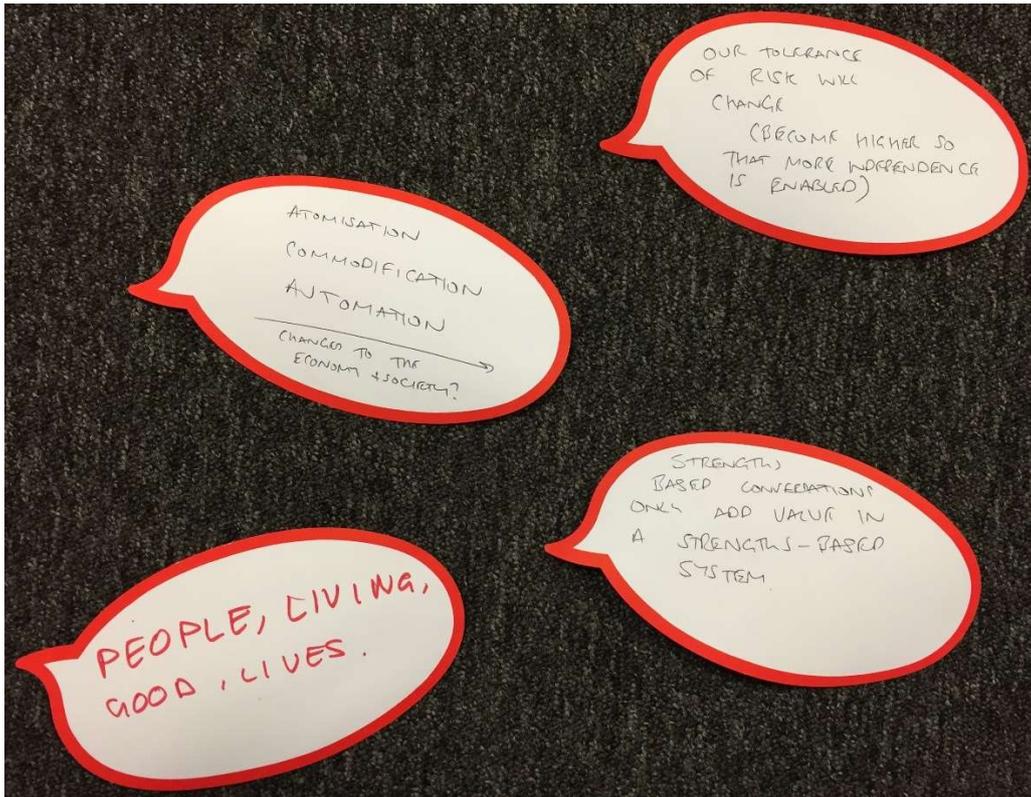
COMMUNITY
SELF SUPPORT

TECHNOLOGY

STRENGTHS BASED

EMPOWERMENT

BUT IN AN
EQUAL CONVERSATION



Additional Responses

Several colleagues circulated throughout Workshop 1 to identify emerging themes for the Vision. These were presented back at the close of the Workshop by Steph Butterworth, Director of Adult Social Services at Tameside Council with the following accompanying slide:

Vision Themes

- Relationships
- It's about people
- Citizens in place
- Where people live
- Doing things differently
- Digital



Workshop 1: Vision & Features



The second workshop session focussed on the planning of delivery against the Vision. Attendees were provided with the following list of Table Topics, which were based upon the emerging themes from Workshop 1.

Workshop 2: Table Topics

Table	Topic	Table	Topic
1	Workforce	7	Future Provision
2	Workforce	8	Housing
3	Partnership & Place	9	Housing
4	Prevention & Early Intervention	10	Meaningful Relationships & Coproduction
5	Information, Digital & Assistive Technology	11	* Unallocated *
6	Information, Digital & Assistive Technology	12	* Unallocated *

Attendees were then asked to move to the Cabaret Tables (each numbered) that corresponded with an area of their interest. Unallocated tables were reserved to provide additional space for any oversubscribed Tables, or for additional areas of interest.

Unallocated tables were not utilised during Workshop 2, and only one table was required for Housing.

The following briefings were provided for each table:



Workshop 2: Delivering the Vision

You should have some paper, pens and other resources on each table

15:40 – 16:20
(40 mins)

The Rule of 'Two Feet':

Each table should be numbered. A slide will show the designated topics for each table, by number, based on the emerging themes from Workshop 1. At least two tables will not be designated a topic. Join a table where you're interested in that topic. If certain topics are very popular, additional tables will be made available for this topic. If you finish, or get bored, feel free to go and join a different group

Objective:

On your sheet define the **key changes required or challenges to overcome** to deliver the 2030 Vision; these will develop into our sector objectives

Define any **activity** that will deliver these changes, or address these challenges; these will develop into our sectoral projects and programmes

Identify any **milestones** that relate to this area; milestones that should be met, or that will impact on the activity

The following pages include photographs of the outputs from each table.

P1

WORKFORCE

Blended roles

What value do we place on people?

Focus on communities

Support for carers (unpaid)

Professional development should be
co-produced w/ ppl who access services

Are we recruiting the right ppl to work
in front-line care?

(LAs need to let go of control)

People value different things when recruiting

More towards community social work +
away from care/case management →
all about relationships

Workforce demographic - not representative

... white men / white women ...

→ no voice of ppl who access services

Table 1: Workforce (1/2)

Workforce contd.... p2

Measuring the wrong things - should

look at people's whole lives...

? use M/R 1 statements

Change the image of social care

How can we free up social worker
time so we can focus on relationships/
communities?

Get better at preparing for adulthood
Figuring out who's going to be there
for people at times of crisis - has
to become the norm

How do we make care a career choice?

- job security / pay

Connect with local area coordinators etc

Table 1: Workforce (2/2)

Table 1 - Workforce

Upskilled workforce

Bigger workforce

Focussed on data analytics

More valued, more attractive roles
for workforce.....

Competitive in labor market

More diverse workforce.

Combination of technology + people...

Ownership of records
- shared across workforce + families
- appropriate technology + safety work

Focus on relationships with
- SU influence on workforce
development

• Reality - is an issue
• Poaching
by NHS

Table 2: Workforce (1/2)

- Activity Workforce
- Council wide Digital Infrastructure
 - Robust long term workforce planning - NHS + Social Care
 - Campaign for better terms + conditions
 - Providers taking over more responsibility
 - Training - Self Advocacy movement - SU
 - Career Development Pathways
 - Bids for infrastructure.....

Table 2: Workforce (2/2)

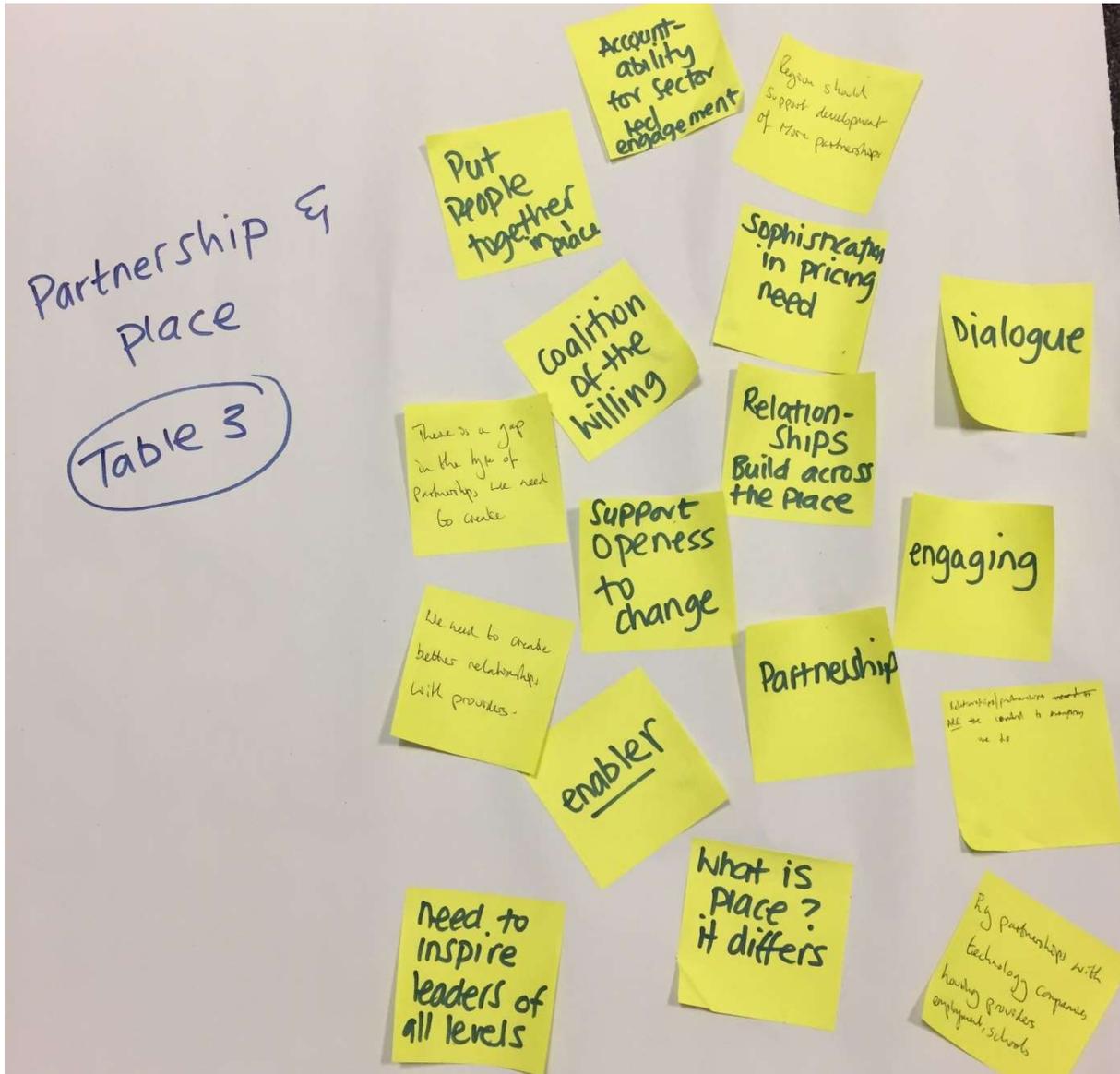


Table 3: Partnership & Place

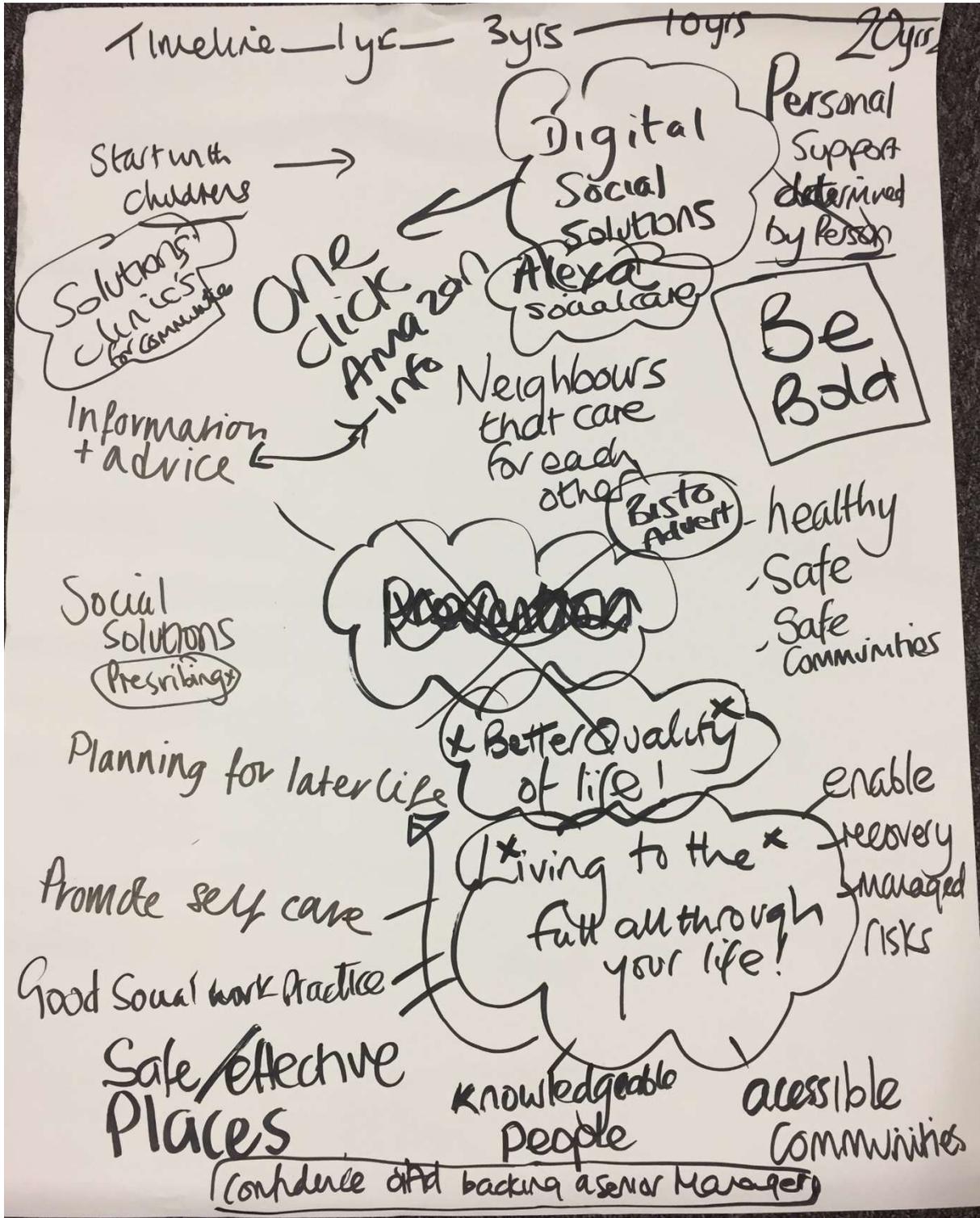


Table 4: Prevention & Early Intervention

INFO, DIGITAL & TECHNOLOGY.

OPPORTUNITIES.

- Promotion of independence
- Turning Data into Information! (Supermarkets do it)
- Alexa + technological companies - a challenge to them
" Partner with Local Government "
- Health monitoring (Skype) - maximise
Positive risk & taking (don't use it to be risk averse)
Help people LIVE!
- Developing skills for young workforce - create solutions for care sector
- Voice control - day to day assistance - transform day to day control.
- Transform concept of face to face assessment
- Direct Payment & "People ~~Do~~ Selected" activities to connect people with similar interests or to commission services [community building]

Table 5: Information, Digital & Assistive Technology

DIGITAL, ASSISTIVE TECHNOLOGY

- How is the technology introduced, explained (people probably already use advanced technology)
- Medication dispensing / prompting
- Use of SKYPE → reduce A+E attendance
 - ↓ N/AAS attendances
 - diversions
- What data is collected + how is it stored / used
 - ↳ accountability
- Regional / national resource to develop + address.
- Robots to replace kit
- ~~B.~~ fast developing / fluid market / dev's
 - ↳ Strategy needs to be able to accommodate + grow with this
- Electronic care records - voice activated.
 - ↳ all stakeholders to limit.

Table 6: Information, Digital & Assistive Technology

Future Provision ①

Needs of people + their aspirations

How do we work with the finance
we have to create the provision
they want. eg housing?

Remove definition of children or adult
services - and get to 'person who
needs care + support'.

Independence / Equity of access / quality
Sustainable market - market mechanism as choice
Vestment / invest funds in - grassroots /
micro organisations -

Regulation - Personal care type services
Support or activities
V's services that don't

eg -
peer support, ability to create and lead
their own support
Say 'Yes' more often. enable creativity

②
- reduce the audit paperwork for cash
budgets - TRUST - Take risks.
- Nobody audits child benefit

Key changes to make things happen

Change / Reduce bureaucracy
Ask

How do I make that happen?
rather than.

Why can't we do it or this?

Gifts and talent v's negatives
↳ with risk assessments

Move away from the 'Professional Care'
model as a package of care.

Personalisation - individualised support.

Table 6: Future Provision (1/2)

③

Marketing/Comms - how do we signal to the market to change to outcomes based services - Smaller / grassroots social type providers.

Risk appetite - Invest in innovation

How do we use Social Value to encourage providers + Commission to innovate?

Proportion of contract price to invest back into the community eg 2% Cheshire East.

'Bend the rules'

↳ Be militant'

[Evaluation 40% of tender price]

Table 6: Future Provision (2/2)

Housing - "Sustainable homes for life".

- Need for licensing scheme nationally - standards
- 'Knowledge Gap' - unregulated?
 - quantity?
 - standards.
- Mixed tenure - flexible accommodation that can change to meet demand/need
- influencing Housing Strategy / Town Planning
- 'homes for life'
- Home - connections - place shaping
- Challenge of rates income / attractiveness of apartments / working adults.
- Sustainable / Carbon neutral property = reduced cost for tenants / owners.

Table 8: Housing

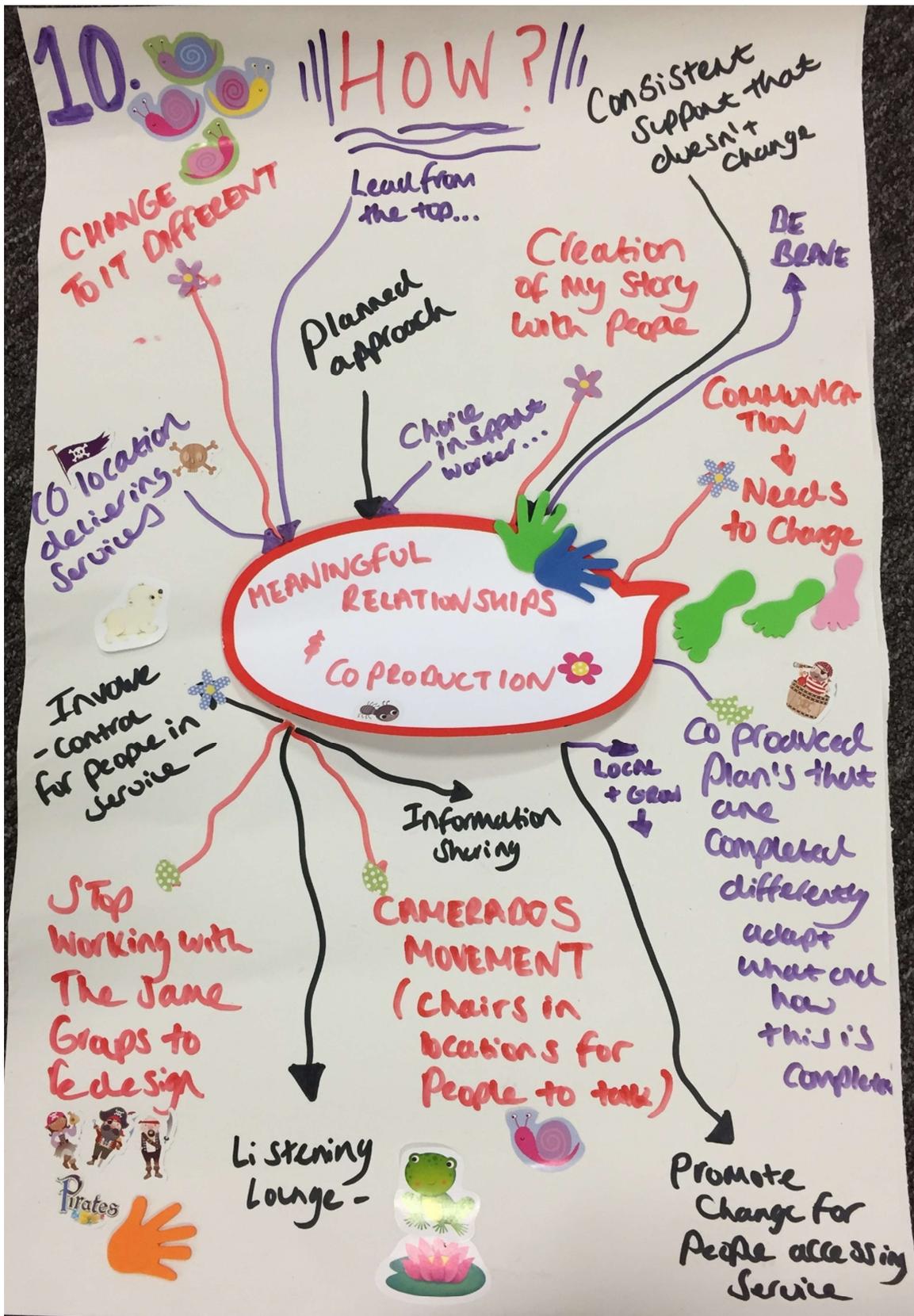


Table 9: Co-Production