

QUARTERLY REPORTING FROM LOCAL AUTHORITIES TO DCLG IN RELATION TO THE IMPROVED BETTER CARE FUND

IMPORTANT: Please DO NOT alter the format of this spreadsheet by inserting, deleting or merging any cells, rows or columns. The data from this spreadsheet are transferred directly into a DCLG database using a macro and your return may flag as an error if you attempt to alter the format. You can, however, resize the height and width of rows and columns if you need more space.

Instructions:

1. Select your local authority from the drop-down menu in Cell C11.
2. Enter the password provided in your email from DCLG into Cell C13.
3. Complete Sections A and C below by filling in the pink boxes as instructed. If copying and pasting in content from another document please paste your text directly into the formula bar.
4. Save the completed form in the original MS Excel macro-enabled workbook format. Do not convert this spreadsheet to another file format or provide any information in additional attachments.
5. Once completed and saved, please e-mail this MS Excel file by 19 January 2018 to: CareandReform2@communities.gsi.gov.uk

Local authority: (Select from drop-down menu)	Herefordshire UA
Enter password (as provided in email from DCLG)	FEXV25
E-code	E1801
Period	Quarter 3 (October 2017 – December 2017)

Section A

A1. Provide a narrative summary for Quarter 3 which follows up the information you have provided in Section A in previous returns. What are the key successes experienced? What are the challenges encountered?

A number of key successes within quarter 3 include:

- * A project manager, specifically for iBCF funded schemes, has been recruited. This role commenced during November 2017 and to date focus has been upon establishing framework for scheme delivery, developing clear project implementation plans for all schemes and meeting with partners to ensure clear outcomes are identified and agreed.
- * During October 2017 a 'Supported Housing Officer' commenced employment within the council to aid the transition from enhanced housing benefit to the new supported housing funded model.
- * A successful recruitment process has been completed for the appointment of a Clinical Professional standards lead, who will provide clinical support across care homes in Herefordshire to reduce avoidable GP contacts and admissions to hospital. This post will commence during quarter 4.
- * A clear Care Workforce Development Programme has been approved which aims to create strategies and tools to support the care provider market with ongoing staff recruitment, retention and reoccurring business costs. The project will also promote and reinforce the care sector as a professional career choice.
- * Formal governance procedures have now been completed and following a multi agency evaluation panel process all iBCF funding for 2017/18 and 2018/19 has been agreed. The pilot schemes approved by the evaluation panel include:
 - * Night Care Team - to provide domiciliary care to service users within their own homes throughout the night between the hours of 10pm until 7am, as well as carrying out hospital discharges throughout the night and responding to emergency call-outs.
 - * Community Anticipatory Care Planning - funding to employ a project manager to develop and implement a model of collaborative person-centred response to support adults 18+ who have complex needs or frailty, including dementia, to be healthy for as long as possible, avoid and reduce inpatient admissions, reduce their time as a hospital in- or outpatient, including to end of life.
 - * Admiral Dementia Nurses - introduction of 4 admiral nurses in Herefordshire to increase resource to focus on Discharge facilitation for patients with dementia, to reduce length of stay and delayed transfers of care (DToc) as well as increasing admission avoidance from the community and from care homes. . Please note 50% match funding from Demenia UK.
 - * Care Navigator Frequent Fallers - To establish a proactive coordinator role within the existing falls responder service to work specifically with repeat fallers to maintain independence and minimise the likelihood and impact of future falls.
 - * Balanced Lives Hereford - To deliver a community-based health and wellbeing programme - Balanced Lives - which supports older people with long-term health conditions and poor mental health to build physical mobility and strength and improve mental wellbeing and resilience.

A2. Provide progress updates on the individual initiatives/projects you identified in Section A at Quarters 1 and 2. You can provide information on up to 5 additional initiatives/projects not cited in previous quarters to the right of the boxes below if needed.

	Initiative/Project 1	Initiative/Project 2	Initiative/Project 3	Initiative/Project 4	Initiative/Project 5
A2a. Individual title for each initiative/project. Automatically populated based on information provided in previous returns. Please ensure your password is entered correctly in cell C13. Scroll to the right to view all previously entered projects.	Meeting adult social care pressures	Avoiding the need for cuts in ASC / reduced savings requirement	Additional resource to support transformation	Expansion of rapid response	Investment in technology
A2b. Use the drop-down options provided or type in one of the following 5 answers to report on progress since Quarter 2: 1. Planning stage 2. In progress: no results yet 3. In progress: showing results 4. Completed 5. Project no longer being implemented	2. In progress: no results yet	3. In progress: showing results	3. In progress: showing results	2. In progress: no results yet	1. Planning stage
A2c. You can add some brief commentary on the progress to date if you think this will be helpful (in general no more than 2 to 3 lines).	A number of posts have been recruited, including professional standards leads and supported housing officer. The impact of these appointments are expected during quarter 4.	Partners have agreed funding to ensure that adult social care are able to maintain current levels of operation staff, maintain existing contractual values for vulnerable groups and maintain funding for existing nursing home placements.	A BCF joint strategic finance lead and BCF contract officer were appointed during Q2. During quarter 3 both of these appointments have provided additional resource and support in effectively delivering schemes. In addition an iBCF Project Manager has been recruited.	The existing rapid response team and reablement service were aligned during Q2 and have been delivering the Home First service, from 6 November 2017. A range of service developments continue to take place and the impact of the service is expected to be more evident during quarter 4.	Partners continue to work together to further understand the investment requirements in relation to technology.

Section B: Information not required at Quarter 3

Section C

C1a. List of up to 10 metrics you are measuring yourself against. Automatically populated based on information provided in Quarter 2. Please ensure your password is entered correctly in cell C13. Scroll to the right to view all previously entered metrics. You can provide information on up to 5 metrics not cited previously to the right of these boxes if needed.

	Metric 1	Metric 2	Metric 3	Metric 4	Metric 5
	Improved social care workforce standards	Reduced admissions to hospital and improved care standards within care homes	Reductions in DToc resulting from introduction of Home First service	Additional capacity in iBCF project management support	Reduced pressures on the NHS including supporting hospital discharge