

<b>Meeting:</b>	<b>HEALTH AND SOCIAL CARE OVERVIEW &amp; SCRUTINY COMMITTEE</b>
<b>Meeting date:</b>	<b>9 June 2015</b>
<b>Title of report:</b>	<b>IMPLEMENTATION OF INFORMATION, ADVICE AND SIGNPOSTING HUB AND DIGITAL WEB SYSTEM</b>
<b>Report by:</b>	<b>Director of Adult and Wellbeing</b>

## **Classification**

Open

## **Key Decision**

This is not a key decision.

## **Wards Affected**

Countywide

## **Purpose**

To note the proposed arrangements for the implementation of an Information, advice and signposting Hub (IAS Hub), allied to a new Digital Web system which will also deliver online self assessment and a care and support Emarketplace.

## **Recommendation(s)**

**THAT:**

**the committee notes the plans for implementation of a new digital web system and the Information advice and signposting Hub through a shared project management approach.**

## Alternative options

- 1 It would have been possible to implement the web system and the IAS Hub separately. However, given that the timescales for the implementations coincide and there are many independencies between the two projects, this would have not been appropriate and would give rise to various risks.

## Reasons for recommendations

- 2 The proposed implementation of the two new services has arisen following the successful completion of procurement processes for the Digital web system and IAS Hub. The implementation of the two services is required in order to maintain and enhance the council's compliance with the Care Act 2014 in relation to Information, Advice and Guidance, Emarketplaces and supported self assessment.

## Key considerations

- 3 The new IAS Hub has been commissioned to ensure citizens can find the care and support they need quickly and easily and promote use of community based and preventative support and reduce inappropriate demand for statutory services. The Hub will help ensure that the council complies with the Care Act 2014. The Cabinet Member for Health and Wellbeing approved a procurement process which commenced in January 2015. The contract was subsequently awarded to Services for Independent Living (SIL) a Herefordshire voluntary organisation.
- 4 The new Digital web system has been commissioned to support delivery of several key requirements under the Care Act 2014. It will ensure that supported self assessments can be completed online and enable the development of an Emarketplace for Herefordshire. It also ensures much wider access to much more information, advice and signposting. Following a mini competition, the contract to supply and host the web system has been awarded to System Associates Ltd.

## Community impact

The recommended decisions are expected to have a positive impact on the functioning of communities and community based support in Herefordshire. The proposed IAS Hub will draw on the existing rich network of information sources, community groups and volunteers throughout the towns and rural localities of the county. It will enable people to identify and use more readily the opportunities, contacts and support available in their parish or immediate neighbourhood. It will promote people helping themselves and each other in local communities and across shared interests or circumstances.

- 13 The hub model relates directly to the work currently being explored with the Clinical Commissioning Group and others to make closer links between GPs and their patient communities. By formulating a consistent quality signposting function including web-based services, practices will have access to a greater breadth of information and therefore greater ability to signpost to local activity and support for patients. By helping to reduce demand for statutory and high intensity services, the hub will assist the council and Herefordshire CCG to reduce avoidable admissions to hospital and long term. The proposed service will contribute to achievement of the corporate plan by forming countywide and local strategic partnerships for the benefit of both the organisation and the community. There will be a strategic approach to prevention

and early intervention to improve outcomes for people and promote independence. The hub will also enable access to services at the most local level and deliver information through the most appropriate channel. The hub's role in signposting will also encourage people to be active in their communities and look out for the more vulnerable, to contribute to their independence.

## **Equality duty**

- 5 Equality Impact Assessments have been completed for both the Digital web based System and the IAS Hub and will continue to be monitored throughout the implementation process. No specific negative impact has been identified for groups sharing any of the protected characteristics under the Equality Act 2010.

## **Financial implications**

- 6 The implementation and mobilisation of both services will be encompassed within the relevant annual Adults and Wellbeing budgets.

## **Legal implications**

- 7 The appropriate procurement processes were followed for each new service. Legal services has advised on the implications of the two developments and on the appropriate legal form for each contract. It has been confirmed that each service is necessary to comply with the provisions of the Care Act 2014 and the Children and Families Act 2014. Legal Services will also advise on any issues which arise in relation to the implementation of the Emarketplace.

## **Risk management**

- 8 The risks of not continuing with the implementation of the two services would be many and significant and this is not a practicable option at this stage since procurement processes are complete and services awarded to providers subject to contract.;
- 9 The risks inherent in the implementation of the two services include;
  - a. Delay in collecting and collating all the data on services, opportunities, groups and facilities to comprise the directory/database within the web system and on which the IAS Hub will depend.
  - b. Works required to the proposed premises for the IAS Hub could be delayed which would defer the public launch of the Hub service, with consequent reputational damage to the council.
  - c. The success of the Emarketplace depends in large part on sufficient numbers of local providers participating and advertising their services. Low numbers responding would limit its effectiveness, with reputational damage to the council.
  - d. In determining how much and which professional assessment activity is included and embedded in the web system, there is a risk of missing the opportunity to maximise integration and connectivity and of having to replicate processes when existing systems are subsequently upgraded.

A project group has been established including IT and Children's Wellbeing involvement to supervise implementation of both new services and work closely with providers. Using project management methods and learning from experience of authorities elsewhere, Adults and Wellbeing Directorate will manage all key risks closely and maintain close supervision.

All key risks are entered in the Directorate Risk Register and sub registers as appropriate.

## **Consultees**

- 10 In developing the implementation plans, consultation has taken place with SIL and System Associates and with officers across all Directorates.

## **Appendices**

Powerpoint presentation

## **Background papers**

- None identified.