

STAFFORDSHIRE CONNECTS JOINT COMMITTEE

Friday 17th December 2010

Staffordshire Cares - Customer Access

1 PURPOSE OF REPORT

1.1 To provide Joint Committee with an update of progress made on the Staffordshire Cares - Customer Access Project.

2 RECOMMENDATION

2.1 That Joint Committee notes the progress made and continues to actively support the Staffordshire Cares - Customer Access Project.

3 BACKGROUND

- 3.1 The Staffordshire Cares - Customer Access project is proposed to build upon and extend the Staffordshire Cares Direct project (part of the Staffordshire Social Cares Transformation Programme) by examining potential efficiencies to be gained through the integration of customer pathways across two-tier Local Authorities and other public sector and voluntary organisations.
- 3.2 It is anticipated that by extending the ambition across Local Authority tiers Staffordshire can evolve a blueprint for further integration, improvement and rationalisation of public access to support and services.
- 3.3 There are some pockets of good practice across Staffordshire that have evolved over time and we anticipate being able to analyse, validate and improve approaches taken in delivering these solutions and make them available across the whole of Staffordshire, improving consistency of the customer experience as well as gaining efficiency benefits.

4 PROJECT STATUS

4.1 Summary Status

Costs	Benefits	Deliverables	Resources	Risks	Issues
G	A	A	A	G	G

4.2 Budgets and Costs

Approved Budget	Spend to Date	Forecast Spend	Variance
£100,000.00	£-	£100,000.00	£100,000.00
Commentary:	£100,000 I&EP WM Funding		

4.3 Delivery Performance

- 4.4 Partner Engagement: Local project teams created at ESBC and LDC, NBC confirmed formal involvement with project, will ensure good joint working already in place is utilised, e.g. BB, DFGs, Appointeeships.
- 4.5 I&EP WM Support: £100k funding confirmed (award letter awaited), now have representation on Project Board, conditions of funding discussed and thought able to be addressed.
- 4.6 Project Resource: Offer from I&EP WM to carry out first stage of analysis/baselining work, requirement for resource to assist with blueprint/redesign and implementation

4.7 Project Milestones

Milestone	Status	Plan Date	Revised Date
Award of Funding	G	31/10/2010	31/11/2010
Establish Baseline	A	28/02/2011	
Improve Access to SC&H Services (Blueprint)	A	30/04/2011	
Implementation in ESBC, LDC, NBC	A	30/06/2011	

4.8 Risks and Issues

Risk	Description	Mitigating Actions	Target Date	Owner
1	Financial Implications: Balancing investment with savings to be realised	Agree budget & tolerances, source external funding, monitor spend, realisation of benefits & milestones	Ongoing	PB
2	Service Continuity: Ensuring that the implementation of joint work does not adversely affect service performance	Transition management from start till new business is in operation and fully supported. A business as usual approach may be taken	Ongoing	PB
3	Corp Governance/Legal: Ensuring there are no legal barriers to joint working	Source procurement and legal expertise. Take learning from others	Ongoing	PB
4	Management of Change: Being certain proposed changes can be managed	Recognised and proven methodologies to be used	Ongoing	PB
5	HR Issues: Effective management of the implications for employees	Specialist HR support through transition, clear & open comms plan, early engagement of all staff	Ongoing	PB
6	Performance Management: Ensuring that benefits can be measured as realised	Benefits management strategy, assign measures to track benefits, continually refine, re-asses & adjust	Ongoing	PB
7	Reputation and Relationships: Ensuring joint working enhances reputations	Clear communication of the vision Establish a programme communications plan	Ongoing	PB
8	Capacity to Deliver: Capability for project implementation and delivery	Obtain specialist support, develop staff, encourage continuous & sustainable improvement	Ongoing	PB
Issue	Description	Mitigating Actions	Age	Owner
-	None identified			

4.9 Resource Outlook

Type	Dec	Jan	Feb	Mar	Apr	May	Comments
Proj. Mgt.							Required throughout the project
Legal							Required at key points of procurement process
HR							To assist with transition management
ICT							
Fin.							
Proc.							Required to obtain Project Resources
Other							Service Improvement/Transformation Resource

5 CONCLUSIONS

- 5.1 Good progress has been made on the Staffordshire Cares - Customer Access Project over the six weeks, especially in terms of gaining I&EP WM funding and full support of the project. The Project Board will now be able to commence with acquiring resources for the project to enable transformation and service redesign activities to get underway.
- 5.2 The Joint Committee has been asked to note project progress and to continue to actively support the Staffordshire Cares - Customer Access Project.

Sal Khan

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