

Manchester City Council Report for Information

Report to: Health Scrutiny Committee – 9 March 2021

Subject: Better Outcomes Better Lives – Manchester’s Adult Social Care Transformation Programme

Report of: The Deputy Director Adult Social Services

Summary

Better Outcomes, Better Lives is Manchester Local Care Organisation’s transformation programme for Adult Social Care, which commenced in 2021 and builds on work to integrate health and social care in Manchester, the ASC improvement programme and other transformation initiatives delivered in recent years. The programme is underpinned by the Our Manchester approach and is a long-term programme of practice-led change, focused on supporting the people of Manchester to achieve better life outcomes. The programme has been developed alongside work to develop the 2021/22 budget and is designed to deliver savings on the ASC budget, through improving ways of working.

The attached presentation provides detail of the programme including:

- Diagnostic work to design the programme
- The scope of the programme including the detail of the individual workstreams
- The outcomes we are hoping to achieve
- Feedback on progress so far

Recommendations

The Committee is asked to consider and make comments on the content of this report and the attached presentation.

Wards Affected: All

Environmental Impact Assessment - the impact of the issues addressed in this report on achieving the zero-carbon target for the city

As a key contributor to delivering the ASC and overall Manchester City Council budget in 2021/22, the programme reflects the declaration of a climate emergency. The responsive commissioning workstream in particular will explore options to ensure the programme makes a contribution through action taken working with our external care market.
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Our Manchester Strategy outcomes	Summary of how this report aligns to the OMS
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	
A highly skilled city: world class and home grown talent sustaining the city's economic success	
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	The programme is designed to particular make a contribution to creating a progressive and equitable city – through working with our communities, our residents and assets to improve outcomes for those who need support
A liveable and low carbon city: a destination of choice to live, visit, work	
A connected city: world class infrastructure and connectivity to drive growth	

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Background documents (available for public inspection):

Not applicable.

1. Introduction

- 1.1 Better Outcomes, Better Lives is Manchester Local Care Organisation's transformation programme for Adult Social Care, which commenced in 2021 and builds on work to integrate health and social care in Manchester, the ASC improvement programme and other transformation initiatives delivered in recent years.
- 1.2 The programme is underpinned by the Our Manchester approach and is a long-term programme of practice-led change, focused on supporting the people of Manchester to achieve better life outcomes. The programme has been developed alongside work to develop the 2021/22 budget and is designed to deliver savings on the ASC budget.

2. Background

- 2.1 The attached slides provide detail of the programme including:
 - Diagnostic work to design the programme
 - The scope of the programme including the detail of the individual workstreams
 - The outcomes we are hoping to achieve
 - Feedback on progress so far
- 2.2 The diagnostic work delivered in Summer/Autumn 2020 identified opportunities to reduce, prevent and delay demand whilst improving outcomes for the people of Manchester. This was quantified through the diagnostic work and translated into the budget setting process, with the expectation that the programme would be tightly managed and delivered over the next 12 months and beyond.
- 2.3 The programme is structured around six key workstreams, four of which are in progress and working at pace, commencing January 2021. The workstreams are:
- 2.4 **Maximising independence** – practice led work with teams across the city, embedding strength based approach to assessment and review including via 'Communities of Practice' being rolled out across teams
- 2.5 **Early Help** – improved initial contact, online offer and maximising the community offer
- 2.6 **Short-term offer to support independence** – building reablement capacity, embedding technology and digitally enabled care and ensure opportunities to maximise independence through hospital discharge
- 2.7 **Transforming community and specialist teams** – building on work to integrate adult social care and community health in LD teams and Integrated Neighbourhood Teams

- 2.8 **Responsive Commissioning** – ensuring that our commissioning approaches are responsive to need and demand
- 2.9 **Performance Framework** – embed a learning and performance approach across the service at all levels
- 2.10 The programme has been designed intentionally to build a service that supports needs earlier and better. Delivering a strength-based approach is intended to increase the levels of independence for Manchester residents, ensuring that we provide the right support at the right time, based on individual needs, and delivered at neighbourhood level by integrated teams.
- 2.11 Further detail on the programme is outlined in the attached slides.

3. Recommendations

- 3.1 The Committee is asked to consider and make comments on the content of this report and the attached presentation.