

OUTCOME DELIVERY PLAN CONTENTS

<p>SCS / LAA Outcome</p> <p>Older people have improved access to advice and information to support decision making</p>

<p>LAA Indicator, Baseline and Targets</p> <p>NI 139 Baseline data , Weighted score of 31.2% indicated in the place survey Target increase in weighted score agreed as 1.6% to total 33%</p>											
Baseline	LAA Improvement Target										
	08/09	09/10	10/11								
31.2% (2008 Place Survey)	31.2% (2008 Place Survey)	No required target	33% (2010 Place Survey)								
<table border="1"> <tr> <td rowspan="2" style="text-align: center;">Geographic Area Covered</td> <td style="text-align: center;">County wide</td> <td></td> </tr> <tr> <td style="text-align: center;">Other</td> <td style="text-align: center;">Leicestershire</td> </tr> <tr> <td colspan="2" style="text-align: center;">Any District or local targets</td> <td></td> </tr> </table>				Geographic Area Covered	County wide		Other	Leicestershire	Any District or local targets		
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Outcome Delivery Lead Officer	Tony Donovan Age Concern
Outcome Delivery Partnership(s)	LCC Adult Social Care and Community Services PCT District Councils Independent and voluntary sector agencies UHL

What do we do now to deliver the outcome?

Please give a brief description of the current approach used to deliver the outcome/target and the partners involved. Estimate of current resources used.

Information for older people is provided by most agencies as part of their existing services however, there has not been a joined up approach to this previously. Feedback

from older people and their carers is that despite this plethora of information it is still hard to know where to go for what. It is impossible to estimate the current resources invested but these are substantial and there is opportunity for greater efficiencies.

What options are there to deliver on the new target?

The options suggested to achieving the outcome/targets – what new interventions/services could be commissioned?

Wider use of web-based information/ self-help options and more standardized approach to way information is provided across all agencies e.g. initial portals to have links to each agency and have standard formats for general advice and information. Reduced numbers of information points with higher profile for key ones linked to single points of access by agencies

What could we stop doing, do less of or better to focus on this target?

What options are there for reconfiguring or decommissioning other services to refocus on the priority outcome?

Potential is large especially if one agency or a smaller number of agencies were commissioned to provide this service –

Better information especially if self-help enabled will mean decisions can be made more speedily and might reduce enquiries/demands on 'service points'

What alternative providers exist?

Commissioning – what alternative delivery agencies or partners exist?

Local voluntary providers/ commercial sectors/libraries etc

What is the recommended approach and reasons why?

Options appraisal and recommendations on preferred option. What evidence is there that the approach will work?

- Identify what sort of information & advice people aged 65yrs and over need
- Identify format and ways to access information & advice
- Identify locations information & advice is available at
- Identify current information providers and range of information provided
- Evaluate product and it's impact on over 65's ability to exercise choice and control to live independently
- Identify gaps/duplications
- Co-ordinate information providers to ensure timely relevant reliable information & advice is available
- Consider alternative ways of delivering information & advice
- Consider whether the development of a network encompassing information & advice providers across Leicestershire would support the achievement of this objective

What is delivery of the target dependent on?

Include the assumptions being made in terms of preferred delivery option?

- Shifting resources from existing arrangements to fund new arrangements via improved commissioning
- Research showing how people over 65 access information and advice and evaluation of effectiveness of current system
- Research will be required to establish a baseline in Year 1.
- Co-operation/ collaboration and willingness to make changes from existing providers/agencies
- A shift to web-based information being more accessible and more cost-efficient

What is innovative about the proposal?

Will be a radical departure from well established systems in different agencies. It will attempt to standardize and join-up existing systems delivering greater efficiencies. Will involve older people and OPEN in critical analysis of current information points and having say over what they and other older people want.

How will the project contribute to other SCS/LAA outcomes?

Having appropriate advice and information is critical for a stronger community and the well-being of older people. It will be preventative as it will include improved signposting to other services, i.e. benefits take up, befriending and volunteers, prevention and wellbeing services, that will contribute to the overall LAA outcomes.

Providing older people with better advice and information will contribute to a number of other National Indicators and priorities within the SCS around stronger communities; economic well-being and improved health of vulnerable people.

What are the risks to delivery?

Include Key Risks to Delivery – likelihood/impact on target delivery and action required to mitigate.

Size of the project – it could become too large

Lack of willingness/openness to changes needed
Assumption that cashable efficiencies can be gained
Lack of resources for effective engagement.

Milestones/Timescales – Outline Implementation Plan

Include key delivery actions and milestones – by when?

Year 1

- *Agree lead agency*
- *Recruit project lead*
- *Develop research project with university*
- *Undertake evaluation and gap analysis of what happens now*
- *Develop plans for consultation on new arrangements*
- *Place survey*

Year2/3

- *Develop IT etc for the project*
- *Commission new service and de-commission others*
- *Repeat Place survey and other evaluation*

What resources are being provided by Lead/Partner Agencies.

ACLR currently have information team who will contribute to this project. Many agencies have resources already focused on public information and development of web-based information, they will be asked to resource their staff's time in collaboration with the project

Financial and other resources (if any) sought from LT for delivery?

Please provide estimate of costs and new resources required to deliver on preferred option. Include resources being used and any bids for extra funds.

Identify staffing resources being sought?

What are the estimated project closure costs?

- A project co-ordinator will be required, details submitted previously £27.5K per annum
- To provide research to establish baseline £5K
- To evaluate the project in year 3, £5K
- Printing/admin/travel/advertising costs £8K per annum
- Stakeholder Engagement events £10k

Total £55, 000 per annum for 3 years = £165,000 in total

Who is involved?

Agencies that will be involved in contributing to target delivery.

PCT
Districts
LCC Adult Social Care
LCC Community Services
Vol Sector – CVS/ CAB/

What contributions are expected from partner agencies?

OPEN representative, Age Concern Leicestershire and Rutland, Supporting People, Blaby District Council, local Pension Service, Library Services (LCC)

What are the communication channels?

Identify arrangements to communicate progress on the outcomes.

LAA Steering Group
CIPOP
Voluntary sector forums with LCC
Newsletters

Link to [September 09 update](#)