

**Case Study**

**North Somerset – Supporting Independence Programme**

**Situation:**

In 2016 North Somerset was facing severe financial pressures, but it wanted to address these with-out compromising the quality and effectiveness of its support to adults with disabilities. An important part of its plan was to introduce the “*Progression*” model to underpin how it supported adults with learning disabilities. It chose the “*Progression*” model as it wanted to ensure that the support for each person it supported would be consistently: person centred, strengths based, in line with maximising independence, and fairly priced i.e. at a rate that was fair for providers but also competitive in order to release savings where this was appropriate/sustainable.

North Somerset also planned to improve its first point of contact arrangements at its Single Point of Access (SPA) to ensure that people contacting the it to enquire about support; received the right support or advice in a timely manner, first time every time.

**Support from Alder Advice:**

Alder Advice worked with the Council from October 2016 to June 2017 as external advisers to the “Supporting Independence Programme”. We supported:

1. **Learning Disabilities High Needs Case Review (HNCR) Programme using the “Progression” model**: Our support included support to plan the project, design reassessment HNCR tools and processes, train the staff undertaking the HNCR reassessments, quality assure the first few HNCR reassessments by staff and advise on monitoring of benefits achieved.
2. **Single Point of Access (SPA) Development Programme**: Our support included support to plan the improvement project, re-engineer SPA processes, train SPA staff, advise on quality assurance and advise on how to record and monitoring the benefits achieved.

**Results:**

**At June 2017**, the SPA was just beginning to use its new processes and 48 HNCR reassessments had been completed. The impact of the HNCR reassessments was that:

* Work was ongoing in 11 cases to determine how needs and aspirations could best be met i.e. the outcomes remained uncertain
* Support was being revised in 26 cases to better meet their needs and aspirations (22 were expected to cost less and 4 were expected to cost more)

Support remained unchanged in 11 cases as the current support was deemed to be fully appropriate.

**By the end of April 2018** 70 HNCR reassessment using the “*Progression*” model had been completed. A small number of people had been found to need more, not less, support but overall 20 had been assessed to need lower support packages. The net effect of cost increases/decreases was a weekly reduction in care costs of £6,950 p.w. or 5.5% of the current weekly cost of support of the 70 cases reassessed. The **full year effect was £362,000**. In addition, £8,500 worth of one off back dated savings had been achieved.