

Jacqui Old
Head of Adult Social Care
Community Services Directorate
3rd floor, Quadrant West
Silverlink North
Cobalt Business Park
North Tyneside
NE27 0BY

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Re: North Tyneside Adult Social Care Restructure

Dear Jacqui

On behalf of LINK, thank you for the opportunity to feed into the consultation programme about the proposed structure of Adult Social Care.

I have met with LINK members to discuss the proposals and collected their views on:

- The principles that should underpin the restructure
- The proposed structure to be implemented including the proposed rationale
- How the proposed structure can support the necessary partnership working between public health and health care services needed to deliver the best possible outcomes for clients

LINK members were pleased to have been consulted on what they believe are significant changes to the department's design and the attached short report outlines their feedback.

Please feel free to contact me if you wish to discuss any parts of the feedback.

Kind regards

Johanne Mears
LINK Manager

Report on the feedback from North Tyneside LINK members to the proposed structure for Adult Social Care October 2010

The principles that should underpin the restructure

LINK members agreed that the development of the personalisation agenda and its implications should be one of the main principles to underpin any proposed structural change.

They also agreed that strengthening 'Safeguarding Adults' working arrangements should also underpin any proposed structural change.

The proposed structure to be implemented including the proposed rationale

LINK members raised several points relating to the implications of the implementation of the proposed structure:

A move to a more clearly defined strategic commissioning function with named commissioning managers responsible for specific areas will ensure that the capacity and expertise needed to carry out this function efficiently and effectively is in place.

The proposals for posts with a specific remit of supporting operational teams and services along with service managers transforming to personalisation senior managers will ensure that the personalisation agenda is driven forward. However, LINK members also felt that the Head of Adult Social Care should be clearly defined as the lead for personalisation.

LINK members hoped that the proposed structure would lead to further improvements in effective contract monitoring to drive up standards of service delivery. They also hoped that there would be capacity to carry out a more thorough monitoring process including external evaluations of service providers.

LINK members welcomed the possibility that the proposed structure could present opportunities for the CVS and independent providers to develop community services.

The proposed amalgamation of the First Call team with Safeguarding will benefit service users by supporting and strengthening the operational safeguarding within the adult teams.

The proposal to focus provider services on re-ablement is welcomed, and including the Hospital discharge team in this new structure will definitely bring about a positive change for service users.

LINK members felt that within the proposed structure the provision of information and signposting will need to be strengthened and hope that the First Call team will have capacity to deliver on this.

LINK members would be interested to hear the outcome of the further work referred to in relation to CMHT and NTW and the appropriate skill mix in these new teams.

Amalgamating the contract and monitoring work for social care and supporting people should bring efficiency benefits.

LINK members have some concerns about the implications of integration of the sensory support team and the loss of the development worker for this area.

LINK members are also concerned that the loss of the user and carer engagement officer post and the learning disabilities valuing people officer post will deplete the information and understanding that commissioners will need to effectively carry out their role. LINK would be interested to know how North Tyneside Council envisage this function will be carried out in the future.

How the proposed structure can support the necessary partnership working between public health and health care services needed to deliver the best possible outcomes for clients

LINK members are unclear about how the proposed structure will support the necessary partnership working between public health and health care services and hope to have the opportunity for further information and discussion on these areas.

Please feel free to contact LINK on 200 1429 or at link@voda.org.uk if you wish to discuss any parts of the feedback.