

Appendix A

Lincolnshire CQC Assurance Pilot - Proposed Actions Template– Jan 2024

Adult Care and Wellbeing Lead Officer: Pam Clipson

1.1 CQC Feedback - Financial Assessments and Direct Payments:

“There have been issues with the arrangements for financial assessments to be carried out for direct payments and delays in the actual payment of these. The local authority was already aware of these issues and had started to take action to address these.”

1.2 Work already in progress:

Adult Care and Community Wellbeing identified challenges within this area as part of its Financial Assessment Improvement Programme (FAIP) and included the focus on this in our self-assessment exercise prior to the CQC Assurance pilot.

Overseen by FAIP, the current end-to-end business process has been mapped and identified potential opportunities to improve the customer experience and efficiency of process. This mapping identified three workstreams to progress:

- The creation of master data reflecting the end-to-end process, identifying the clients pending and what is causing the delay (*completed Mar 23 for Direct Payments and Aug23 for Financial Assessments, refreshed monthly*).
- During 2023, develop the future model including a mobilisation plan to move from the current to the new (*final draft completed and working through sign off, target completion date for design of future model Feb 24*).
- Initiate weekly oversight to reduce the number of people pending completion of a financial assessment and/or a direct payment (*commenced Apr 23, on-going until future model operational*).

The Directorate included the above within the 2023/24 Continuous Improvement Plan, Action AP3.

LCC has made the decision to insource Adult Care Finance and Exchequer services from SERCO into LCC Financial Services at the end of the contract term, April 2024. A project infrastructure has been in place since autumn 2022 to oversee the smooth transition.

1.3 Proposed further actions:

These will be identified as the future model referenced above is agreed early in 2024.

1.4 What does success look like:

People’s journey through adult social care is smooth due to fewer handoffs resulting in a quicker end-to-end process. The financial assessment is completed promptly, liaising with the customer either over the phone or via an online application, and a provisional client contribution provided. People involved in the adult social care journey work seamlessly, regardless of the team/Directorate and embracing the One Council approach.

This page is intentionally left blank