

Norfolk's Digital Development Plans for Adults Social Care

**UKA Govtech,
Digital & Data for
the Public Good**

May 2019



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Head of IMT Adults Digital Transformation Lead

Agenda

- About Norfolk
- Our plans for use of digital & data in Norfolk generally & Adults in particular
 - Digital infrastructure – Geoff
 - The Adults Digital Programme - Sarah

About Norfolk



- A large, predominantly rural county (2,000+ sqm) in the heart of East Anglia
- Home to approx. 900,000 residents, including one of the oldest populations in the UK
- Growth plans for 1m residents by 2040, including 80,000 new homes & 5,000 new businesses
- Economy is Norwich centric, as is fast fibre availability (plus a little in Kings Lynn & Great Yarmouth)
- Industry dominated by tourism 45M+ visits PA (but 90% day visitors), agriculture (agritech opportunity), advanced engineering & manufacture (Cambridge – Norwich corridor) and creative tech
- 2 great universities UEA & NUA fuelling these industries.



The Challenge & Opportunity

- Both local government and local NHS organisations are under massive pressure from austerity cuts and increasing demands. Additional £40m PA at NCC for 2019/20 & 20/21
- I spoke at this event last year and wanted to reflect today on what's changed since then.
- Digital Infrastructure has moved on a long way and our Adults digital capabilities have taken big strides forward in some areas, less so in others.
- Childrens' services have also started to develop a digitally enabled improvement plan like Adults.

NCC Digital Activities

- Sits within the “Caring for our county” 3 Year Strategic plan. Developing a 6 year plan prioritising social mobility & business growth.
- Delivered as part of the Norfolk Futures Transformation Programme.
- The Digital Norfolk NF work overlaps with & is complemented by the Adults Digital Plan.



Offering our help early to **prevent and reduce** demand for specialist services



Joining up our work so that similar activities and services are easily accessible, **done once and done well**



Being **business-like** and making best use of **digital technology** to ensure value for money



Using evidence and data to **target our work** where it can make the most difference

Norfolk Futures Programme

- **Digital NORFOLK** – 3 main themes as follows
 1. Digital citizen – **Digital Infrastructure** & skills, extending the online offer for citizens including ‘single secure sign on’ for the Norfolk (i.e. one log in for all public services).
 2. Digital employee – internal automation, equipping and training staff, the right kit & digital skills for the role.
 3. Data Exploitation – intelligence & analytics

I want to focus today on the Digital Infrastructure element as the enabler for individuals, businesses and council services to exploit digital opportunities.

Then Sarah will talk about how we are driving out savings & service improvements.

Bringing World Class Digital Connectivity to Norfolk County



Superfast Broadband (24mbps) Rollout

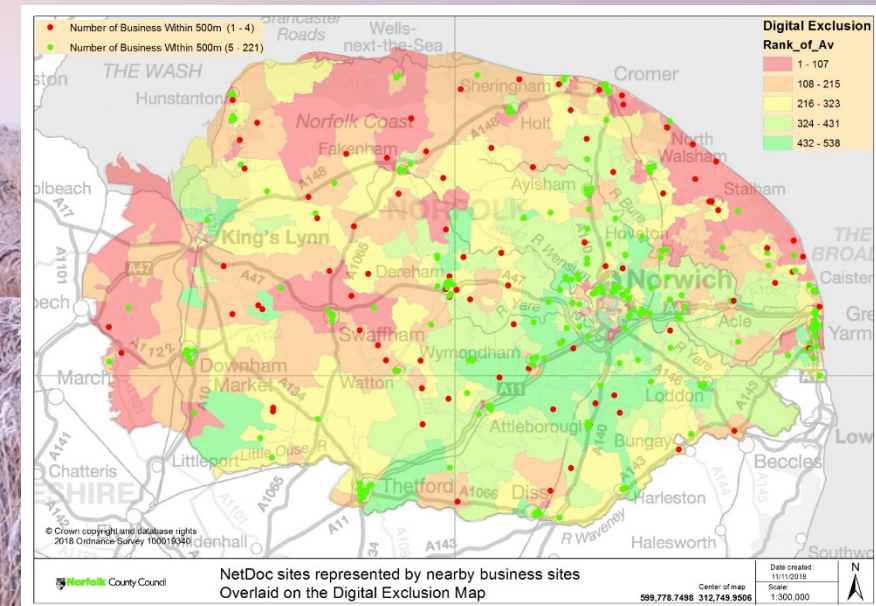
As at April 2019 Superfast broadband is available to 92% of Norfolk properties. We are committed to achieving at least 95% by April 2020 and have recently announced an additional £13m of funding to bring us closer to 100% coverage.

- Better Broadband for Norfolk (BBfN) is the BDUK and Norfolk local authority funded broadband improvement programme which commenced rollout in July 2013 when **42%** of Norfolk properties had access to Superfast broadband.
- Currently 92% of homes and businesses have access to download speeds of 24Mbps+ per second. The BBfN programme is set to deliver at least 95% coverage across the county by the end of March 2020, but we are not content to stop there.
- Thousands more homes and businesses in Norfolk will be able to access Superfast Broadband thanks to Norfolk County Council securing an extra £11m of funding due to higher than forecast take-up and an additional Defra grant of £2m to connect rural businesses.
- Cllr Tom FitzPatrick, Chairman of Norfolk County Council's Digital Innovation and Efficiency Committee, explains: "We are committed to making sure that every home and business in Norfolk has access to Superfast Broadband. Some of the remaining not-spots are the most time-consuming and costly to reach, but this £13m will go a long way to plugging those gaps."

To find out if superfast broadband is available in your area, visit
www.betterbroadbandnorfolk.co.uk.

Full Fibre Broadband

- Norfolk CC has secured £8m from the Department of Digital, Culture, Media & Sport (DCMS) for circuit fibre upgrades to 372 public sector sites across Norfolk County, to be spent by April 2021
- Breakdown: Schools – 230 Sites, Corporate – 108 Sites, Fire Stations – 34
- This means enabling Gigabit (1,000 megabits per second) fibre to the premise (FTTP) connections
- To improve efficiency & effectiveness of the county's local public sector, including education & health
- A focus on rural locations for the County Councils property needs first, but also evaluated based on the proximity of nearby businesses, residential premises, economic activity and digital exclusion data
- Reaches 83,784 non FTTP connected premises (within 300m according to DCMS figures)
- GVA uplift £18.29m based on Superfast evaluation



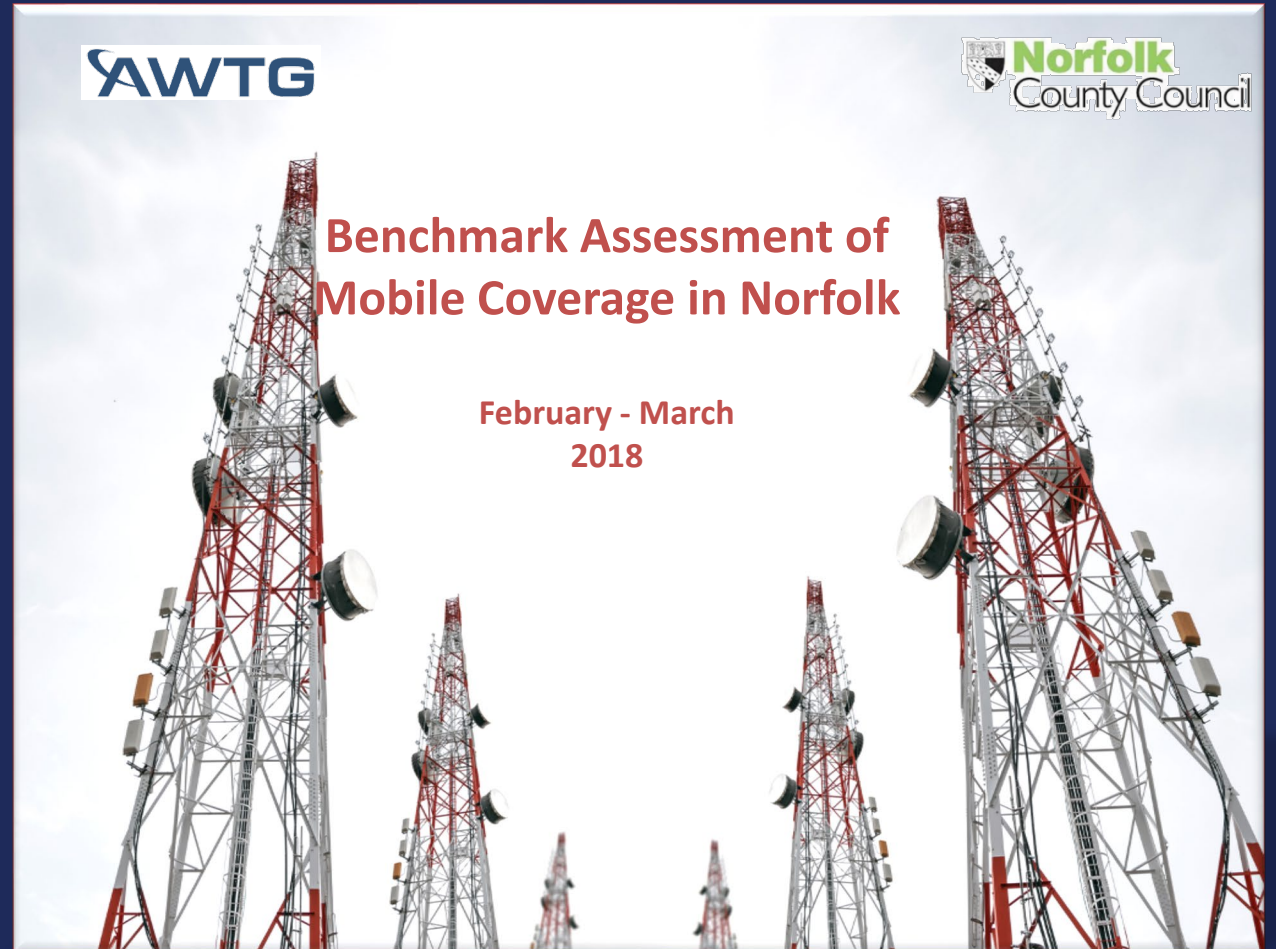
LFFN Gigabit Voucher Scheme

- As well as connecting 372 of Norfolk's public sector buildings (including hundreds of schools) the DCMS & NCC LFFN funding will also bring gigabit connectivity close to 8,000 Norfolk businesses which can benefit from the DCMS Gigabit Voucher Scheme at £2500 per business. Follow this link for more information: <https://gigabitvoucher.culture.gov.uk/>
- The scheme is also available to residents at £500 per household.



Improving Mobile Connectivity

- As of April 2018 4G coverage was at 84% – based on a detailed drive & walk study over 5,000+km of roads
- County council buildings offered to improve coverage
- Vodafone investing most visibly, making progress
- EE introducing kit to transmit on 800mhz spectrum to improve coverage
- 2/3/4G is improving – we are working with Ofcom to measure improvements
- 5G trials to improve rural coverage and for agritech and tourism are under consideration
- MobileUK (the industry body for telco's) cite Norfolk's approach to improve coverage as national best practice



LoRaWAN – IoT Network

- We have secured approx. £0.5m to deploy a long range wide area radio network for sensors across the whole of Norfolk and Suffolk. This will be the first county wide LoRa network in the UK.
- The network will be free to use by anyone and will allow sensors to be connected for a variety of purposes in areas such as highways, street lighting, flood defenses, recycling, social care, agritech, waste & recycling and a host of other public and commercial application areas across all sectors.
- The network deployment has already started with a number of gateways now live and a further 130+ to be installed in Norfolk alone during 2019 & 2020.
- See “The Things Network” at <https://www.thethingsnetwork.org/map> for latest coverage information.



Norfolk Strategic Planning Digital Infrastructure Group

- The strategic planning group includes representatives from across Norfolk's local authorities and works together to facilitate the rollout of all forms of digital networks throughout the county including preparation for 5G mobile.
- The group helps ensure a joined up approach to planning arrangements across the county and is supported by expert advice on mobile telecommunications from MobileUK the industry body for the UK mobile network providers.

Mobile^{UK}



Borough Council of
King's Lynn &
West Norfolk



NORWICH
City Council

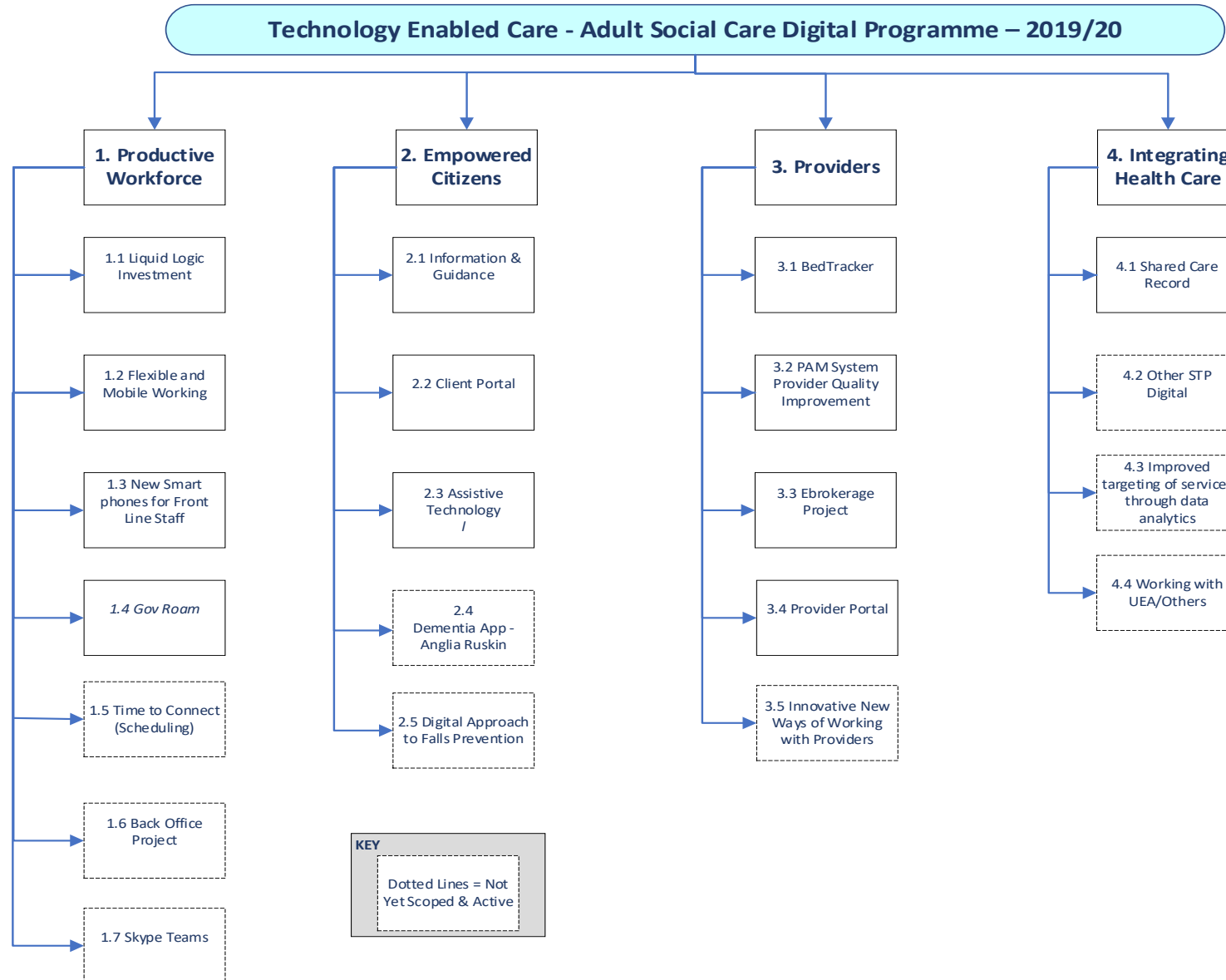


Adults Social Care in Norfolk

- We spend about £1 million a day on adult social care in Norfolk.
- On any given day, we secure services for around 14,000 people
- Last year in the region of 20,000 people received short term and long-term adult social care packages
- Last year, almost 8,000 had reablement services helping them get back on their feet after a crisis.
- A growing 'older' population affects Norfolk more than most other places – it has, and will continue to have, a higher proportion of older people compared to the average for the Eastern Region and for Norfolk's 'family group' of similar councils

Adults Digital Plan on a Page -

2019/20



Three key areas of focus for the year ahead

1. Assistive Technology
2. Liquid Logic
3. Time to Connect

Assistive Technology – our vision

1. Technology plays a major role in supporting people to live independently for as long as possible
2. Assistive Technology will be widely accessible, easy to use, and available for people when it can make most difference to maintaining independence
3. Our own staff are champions for Assistive Technology and use it widely to prevent people needing formal care services
4. Providers embrace technology to help people stay independent in all types of settings, and maximise the efficiencies it brings

Assistive Technology – savings

1. Our savings target for AT is currently £1.5m over three years (2018/19, 2019/20 and 2020/21)
2. Predicted savings of £2m pa based on an additional 2,000 people receiving AT using predictive modelling
3. Prudent assumption that savings are made for six months following implementation of AT
4. If savings are delivered for a twelve month period then gross savings could be £4m pa
5. An average gross savings of £2,000 per assessment/person
6. For every £1 invested there is a gross saving of £4.98/net saving of £2.98

Assistive Technology – actions

1. Current team of 12 FTE - expanding to 20 FTE during this year (invest to save)
2. Increase AT knowledge/training within teams to increase referrals, targeting low referring teams
3. Piloting work with OT's to enable further assessments from this cohort of workers
4. Ensure that the referral, assessment and review pathway maximises the potential benefits of AT
5. Provide a comprehensive information and advice service re AT
6. Ensure that the delivery model is efficient, cost effective and responsive
7. To establish a comprehensive performance and monitoring framework for AT

Phase 2 – Liquid Logic – Mobile Working

(LLAMA – Liquid Logic Adults Mobile Application)

Ways of Working Change Programme

Pilot for 14 weeks

Higher performing staff saving up to 5 hours a week

On 8th May – commenced a 12 month roll out to 800 staff

Some real positive feedback from staff

Similar sized project in Childrens

Phase 2 – Liquid Logic - Portals

- 8th May gone live with :

portal home page

wellbeing questionnaire

related links to Norfolk Community Directory

new referral forms that link directly with LAS

contribution calculator

online financial assessment

In week one we're getting about a dozen referral forms a day – without any promotion of this new service

Phase 2 – Liquid Logic - Ebrokerage

- Aiming to deliver September 2019

Working with Affinity Works to deliver this

Carrying out a review of our brokerage service at the same time

Residential Providers first

Non-Residential Providers to follow

Accommodating a capacity tracker into the tool so only one system for in county providers to use

Provision of capacity tracking into to Health

Looking into possible integration with Health

Time to Connect



- Improving service user journey by being able to provide additional ways of engaging, reducing timeframes for appointments, provide up to date information on appointments and identify those who are likely to continue using services in the future at a much earlier stage
- Increase Face to Face time with service users by making maximum use of time whilst also being able to work 'on the go' - Make use of the benefits delivered through Mobile Working to ensure our workforce is flexible and focussed on Promoting Independence and providing care and support in the most efficient way.
- Ensure we do not miss a conversation - our ability to predict outcomes, pre book appointments, and organise our workforce in a flexible way will enable us to bring to life the Living Well - 3 Conversations ethos. Information on who is using the services, at what point and the outcomes are easily available and accessible



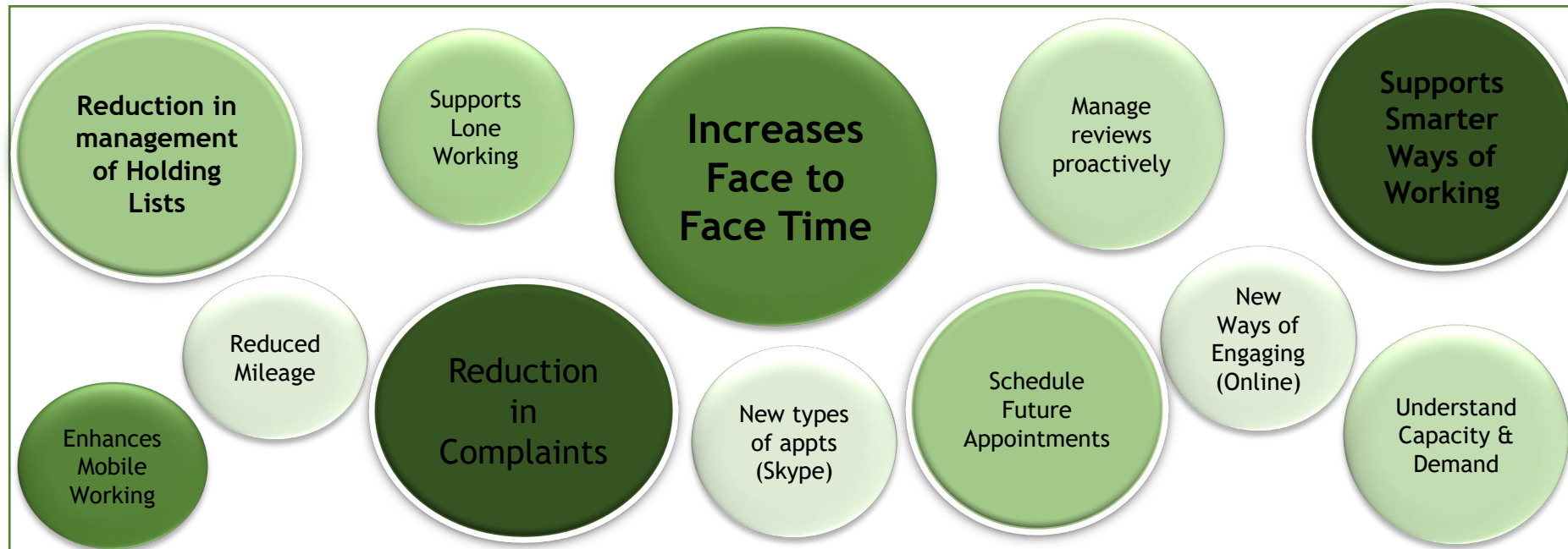
Promoting
Independence



Adult Social Services

Norfolk County Council

Benefits



**Promoting
Independence**



Adult Social Services

Norfolk County Council

Summary, Conclusion & Questions

We are committed to bringing world class digital connectivity to Norfolk incorporating all types of fixed and mobile networks to support business growth, social mobility, tourism, efficient public services & quality of life for our residents.

The demand for Adult Social Care is going up while the budget continues to decline. Digitally enabled new ways of delivering services and outcomes are our best opportunity to transform.