

**Supporting People in Their Own Homes – Partnership Project**  
**Phase 2: Chichester District (DFG)**  
**Report for West Sussex Leaders Group 18 May 2017**

## **1. Background**

The County Council, District and Borough Councils and the Coastal Clinical Commissioning Group (CCCG) agreed to investigate how to improve services so that people could remain independent in their own homes for longer. Phase 1 was completed in July 2016 and consisted of a high level review looking at the current system for DFGs. This phase identified that the services involved in the DFG process were not joined up; that there was a lot of waste in the system; and that the customer had long waiting times for the adaptations to be completed.

At their meeting on 28 September 2016 the West Sussex Leaders agreed that Phase 2 should proceed by running a test and learn pilot in the Chichester area with the aim of developing a new operating model that put the customer at the heart of the service. The project team was hosted by CDC and included support from Occupation Therapists, CDC's DFG team, iESE, and Crawley Borough Council (CBC). Diane Shepherd was the Chief Executive who led the pilot. It was also supported by an independent expert from Foundations, a national body set up by DCLG to provide advice and innovative practice in the field of DFGs.

The project team agreed that their purpose was to '*Help people to live in their own home – easily and with dignity with the right adaptation when they need it*'. They were given the freedom to redesign the service based on this purpose providing they didn't break the law and the following design principles were agreed:

- To "test and learn" against the following co-designed service principles:
  - *Have the best resource at the appropriate point of contact*
  - *Understand the customer and keep them at the centre of everything we do*
  - *Minimise hand-offs and recognise when we need to "pull" resources*
  - *Work collaboratively and proactively with customers and partners*
  - *Identify types of waste and minimise them*
  - *Challenge everything we do! (Don't break the law, but challenge the interpretation)*
  - *We will adopt a technology first approach based on need*
- Use "Systems Thinking" techniques to redesign the services from a customer's perspective.
- To take one case at a time and manage it from the initial contact until the installation of an adaptation.

During the pilot the project team learned that by: co-locating teams; putting the right resources at the first point of contact; undertaking joint visits, when appropriate, with OT's/Grant Officer; introducing simple paper work and IT systems; arranging contractor visits on site with customers; and waiving the means test, resulted in:

- 40% less waste in the system;
- end to end times reducing by at least 83 days; and
- the customer having a much better experience

## **2. Recommendations**

The outcome of test and learn pilot was presented to the West Sussex Chief Executives at its last meeting (report attached as appendix 1) and it is recommended to West Sussex Leaders that, based on the findings and new design principles that were used during the test and learn pilot, a new operating model is implemented in two locations across West Sussex: Chichester and Crawley, for a one year period.

These new teams will be co-located and will assume responsibility for all of the DFG work in those two localities. If West Sussex Leaders agree the new operating model then the Steering Group will work up an implementation plan and will appoint a Project Manager to take the project forward. The new model will eventually be rolled out across the whole of West Sussex.

Diane Shepherd  
Chief Executive  
Chichester District Council  
10 May 2017