Spring Seminar Programme

11–13 April 2018
1.2 million older people in England are chronically lonely, and loneliness has proven links to premature death, heart disease and Alzheimer’s disease. There are 3.8m people aged over 65 and 2.6m people aged over 75 in the UK who have never used the internet, yet the weight of evidence shows that going online can help older people to combat social isolation.

It is important to harness the opportunity that digital technology represents to help older people improve their health and wellbeing by increasing their interaction with others, strengthening relationships with family, friends and people in their communities.

**Digital inclusion**
One example is the Vincles project in Barcelona, where more than 500 people over 65 with unwanted feelings of loneliness are using apps on digital tablets which allow them to make voice or video calls, send messages and photographs and use a calendar to record and accept invitations to social events. The project takes a strengths-based approach, focusing on the individual's abilities rather than any illness or disability, and giving them the skills to try new things.

**Proactive services**
It is possible to support people to stay well and independent at home through teleassistance, which combines telecare systems, monitoring, home care, prevention and wellbeing services, managed from a central monitoring centre. The aim is to deliver proactive support services which help people who may be potentially isolated, feel more integrated and supported, identifying any issues before they require an emergency response. Care services can be prioritised and co-ordinated to ensure resources are used effectively and focused on the areas where they will deliver the best outcomes.

Results of a recent study of the service showed:
- 92.3% reported reduction in loneliness
- 96.1% reported improvement in safety
- 98.3% reported improvement in family relief
- 78% reported improved ability to live alone
- 35% reported less calls to emergency services

If you’d like to find out more about how technology can offer a cost-effective means of empowering older people to expand their social networks, and reduce the effects of loneliness, please contact us.

**Contact Details**
t: 01977 660206  e: marketing@tunstall.com
w: uk.tunstall.com

Tunstall Healthcare (UK) Ltd contributes towards ADASS achieving its charitable objectives by providing good practice in Assistive Technology.
Welcome to this year’s Spring Seminar.

And a particularly warm welcome to those of you who are new Directors and to our extended members and to colleagues who are speaking and taking part throughout the week.

This is an exciting, challenging, interesting, daunting time to work in social care. However, ADASS and our membership are in good shape. We do ‘challenge’ well and I am always impressed how creative and resilient we can be, in our councils and partnerships, and as a collective leadership body.

This year’s programme reflects both the opportunity and the challenge: the Green Paper and the Working Age Adults Strategy; devolution; integration; working with Primary Care; Brexit and our future relationship with the rest of Europe; the media - amongst other issues under the spotlight this week.

For all the grand strategies and big designs, a reminder that at the heart of what we do are individuals and communities. I am sure that Wendy Mitchell and Ray James (who has served with distinction in this parish and who is a great new appointment as National Director for People with Learning Disabilities) will focus us on the human and the personal, as will many of our speakers.

As ever, it is a pleasure and a privilege to welcome David Behan - this time as he prepares to step down as Chief Executive of CQC. David has always given us all strong, constructive challenge – and has also been a passionate advocate of how good quality social care can help change lives. He has always remembered the personal and carried a strong value set and a mission to reform and improve into all the roles that he has held, including as a former President of ADSS.

This week also gives us an opportunity to thank Margaret Willcox, often described as a ‘national treasure’, for her term as President and to welcome Glen Garrod as her successor and Julie Ogley as incoming Vice President.

ADASS is always keen to welcome Directors into regional and national roles – please get involved wherever and whenever you can and you will find you are supported by Trustees, Executive Council and Regional colleagues, as well as our excellent HQ team, led by Cathie Williams.

We are also keen to support new Directors and the next generation of senior managers through our programmes. That’s one reason why we have developed ACCELERATE and you can find out more about that at https://www.adass.org.uk/home/accelerate/accelerate-intro

ACCELERATE is one of many positive examples of the ADASS approach to working with a number of high-profile sponsors who bring fresh thinking, new ideas and wider networks into what we do, as well as funding support which enables us to balance membership fees with a wider range of services. Thanks to all of our sponsors for the contribution that they make and we look forward to spending time with them here at Yarnfield, and throughout the year.

Big thanks go to Cathie and all her team at ADASS, especially Andriana who has spent such painstaking time organising this seminar without whom ADASS would be a much lesser organisation. Thanks, as always, go to all of these colleagues across the country who have been instrumental in organising this Seminar - a huge amount of good work and long hours go into making it happen.

Enjoy the next three days!

Richard Webb
ADASS Honorary Secretary & Director of Adult Social Services, North Yorkshire County Council
Bupa can help you plan for your care needs

How can Bupa help you?

At Bupa it’s our purpose to help people live longer, healthier, happier lives. We build care solutions that meet the needs of individuals. We deliver high quality residential, nursing and specialist care across our national portfolio of facilities. We are committed to working with you to meet your short, medium and long term needs.

Find out how we can help you plan for your local care needs
☎ 0808 115 1470
bupa.com/care-services
publicsector@bupa.com

To continually improve our service, we may record or monitor our calls. Phone calls are free to 0808 numbers.

For Living

We are pleased to be supporting the ADASS Spring Seminar and ADASS in its objective of raising high standards in social care.
Delegate Information

- Rooms will be available from 2.00pm on the day of arrival. There is a luggage room available for storage, the key can be obtained from reception. Refreshments will be available on the first floor balcony throughout the seminar.
- Complimentary internet access via Wi-Fi is available in both the central building and the accommodation blocks, there is no password. Please search on your device for the wireless network connection called ‘Yarnfield Park WiFi’.
- Lunches will be self-service and will be available in the restaurant.
- Please vacate rooms and check out by 10.00am on the day of departure.
- The Twitter hashtag for the Spring Seminar will be #adassspring. Tweets are encouraged; though please do respect any requests from speakers that their session, or any parts of it, are not posted on Twitter.

GYM
Included in your delegate package is complimentary use of the Gym & Leisure facilities, run by Nuffield Health. All you need to do is pop over to the reception desk and ask them to activate your room key card for gym access. Complimentary Gym & Leisure facilities include:

- Cardiovascular Equipment
- Free Weights
- Machine Weights
- Sauna
- Showers

Opening Times:
08:00—22:00 Monday to Thursday (last entry at 21:00)
08:00—21:00 Friday (last entry at 20.00)
# Meetings list

## Wednesday 11 April

<table>
<thead>
<tr>
<th>Time</th>
<th>Meeting</th>
<th>Location</th>
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<tbody>
<tr>
<td>9.00-10.30am</td>
<td>ADASS Trustees</td>
<td>Maple Suite</td>
</tr>
<tr>
<td>10.30-12.45pm</td>
<td>ADASS Executive Council</td>
<td>Willow Suite</td>
</tr>
<tr>
<td>12.45-1.30pm</td>
<td>ADASS Policy Advisory Group</td>
<td>Maple Suite</td>
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<tr>
<td>5.00-6.30pm</td>
<td>ADASS Eastern Region</td>
<td>Meeting room 9</td>
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<tr>
<td>5.00-6.30pm</td>
<td>ADASS Older People's Network</td>
<td>Meeting room 10</td>
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<tr>
<td>5.30-6.30pm</td>
<td>Standards, Performance &amp; Informatics Network</td>
<td>Meeting room 11</td>
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<tr>
<td>5.00-6.30pm</td>
<td>CM2000 roundtable</td>
<td>Meeting room 8</td>
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<tr>
<td>5.00-6.30pm</td>
<td>ADASS Accelerate</td>
<td>Meeting room 3</td>
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## Thursday 12 April

<table>
<thead>
<tr>
<th>Time</th>
<th>Meeting</th>
<th>Location</th>
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<tbody>
<tr>
<td>12.50-2.00pm</td>
<td>ADASS Regional Chairs</td>
<td>Meeting room 11</td>
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<tr>
<td>12.50-2.00pm</td>
<td>ADASS Associates</td>
<td>Meeting room 12</td>
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<tr>
<td>5.00-6.30pm</td>
<td>Workforce Strategy meeting</td>
<td>Meeting room 11</td>
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<tr>
<td>5.00-6.00pm</td>
<td>ADASS South Eastern</td>
<td>Meeting room 8</td>
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Building technology that supports the bigger agenda

Outcomes-based payment
Intelligent purchasing
Prevention and self-management
Market management and reducing risk of Provider failure

Come and chat to us during Spring Seminar

We share ADASS’ objective of promoting high standards of social care and enable this with our technology solutions.

We’d love to tell you more about our latest innovations and how we can empower you to meet the current challenges.

www.cm2000.co.uk  enquiries@cm2000.co.uk  0121 308 3010
# Programme

## Day one

### Wednesday 11 April

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>11am onwards</td>
<td>Registration &amp; Exhibition viewing</td>
<td>Registration desk</td>
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<tr>
<td></td>
<td>Tea &amp; coffee available on the balcony throughout the event</td>
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<tr>
<td>12.00–1.15pm</td>
<td>Lunch</td>
<td>Restaurant</td>
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<tr>
<td>1.30–1.45pm</td>
<td>Welcome and Introduction</td>
<td>Knighton Suite</td>
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<tr>
<td></td>
<td>Margaret Willcox</td>
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<tr>
<td>1.45–2.30pm</td>
<td><strong>PLENARY SESSION</strong></td>
<td>Knighton Suite</td>
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<tr>
<td></td>
<td>Caroline Dinenage MP, Minister for Social Care</td>
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<td></td>
<td><em>Chair:</em> Margaret Willcox &amp; Glen Garrod</td>
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<tr>
<td>2.30–3.00pm</td>
<td><strong>PLENARY SESSION</strong></td>
<td>Knighton Suite</td>
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<td></td>
<td>Barbara Keeley MP, Shadow Minister for Social Care &amp; Mental Health</td>
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<td></td>
<td><em>Chair:</em> Margaret Willcox &amp; Glen Garrod</td>
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<tr>
<td>3.00–3.30pm</td>
<td><strong>PLENARY SESSION</strong></td>
<td>Knighton Suite</td>
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<td></td>
<td>Devolution: the experience of social care, social work and health in Manchester</td>
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<td>Jon Rouse, Chief Officer, Greater Manchester Health and Social Care Partnership</td>
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<td></td>
<td><em>Chair:</em> David Pearson</td>
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<tr>
<td>3.30–4.00pm</td>
<td>Refreshments</td>
<td>Balcony</td>
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<tr>
<td>4.00–4.30pm</td>
<td><strong>PLENARY SESSION</strong></td>
<td>Knighton Suite</td>
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<tr>
<td></td>
<td>Transforming Care – where we are and what difference this is making</td>
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<td></td>
<td>Ray James, National Director for Learning Disabilities (NHSE)</td>
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<td></td>
<td><em>Chair:</em> Julie Ogley</td>
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<tr>
<td>4.30–5.00pm</td>
<td><strong>PLENARY SESSION</strong></td>
<td>Knighton Suite</td>
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<td></td>
<td>Progress in relation to Dementia – where we are and what difference this is making</td>
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<td></td>
<td>Wendy Mitchell, Author of Somebody I Used to Know</td>
<td>Helen Foster, Director of Operations, Alzheimer’s Society</td>
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<td></td>
<td><em>Chair:</em> Julie Ogley</td>
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<tr>
<td>5.00pm</td>
<td>Complimentary Exhibition Drinks</td>
<td>Balcony</td>
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<tr>
<td>5.15pm</td>
<td>Annual Insight Tennis Tournament</td>
<td>Stone Tennis Courts</td>
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<tr>
<td></td>
<td>Meet outside main entrance</td>
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<tr>
<td>7.15pm</td>
<td>New Directors Drinks Reception</td>
<td>Willow Suite</td>
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<tr>
<td>8.00pm</td>
<td>Dinner sponsored by OLM Systems</td>
<td>Oak Suite</td>
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<tr>
<td>9.30pm</td>
<td>Wednesday night quiz sponsored by ICS Assessment Services</td>
<td>Cedar Suite</td>
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<tr>
<td></td>
<td>Complimentary drinks will be provided</td>
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</table>
• We know that communication is key to providing true person-centred support.
• Every person has views and opinions and should be supported to share their goals, aspirations and how they wish to be supported.
• We explore many options and encourage better communication through advocates, easy read materials, pictorial aids and other key resources and tools.

We are delighted to be sponsoring the Visual Minutes Zone/Wall - to help communicate the story of ADASS Spring Seminar 2018 in an inspiring visual way.
## Programme Day two

### Thursday 12 April 2018

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Location</th>
</tr>
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<tbody>
<tr>
<td>9.00am</td>
<td>Welcome and conference information</td>
<td>Knighton Suite</td>
</tr>
</tbody>
</table>
| 9.10–9.55am | AGM 2017 –MEMBERS ONLY  
*Chair: Richard Webb*                                                                                                                      | Knighton Suite |
| 9.55–10.00am | Handing over of the chain of office  
Non-members to be admitted                                                                                                            | Knighton Suite |
| 10.00–10.30am | New President's Speech  
Glen Garrod – ADASS President  
*Chair: Margaret Willcox* |
| 10.30–11.00am | Refreshments and exhibition viewing                                                                                                                   | Balcony    |
| 11.00–11.50am | Morning Workshops  
Please see morning workshop descriptions on page 12  
**NB - All morning workshops to run twice** |
| 12.00–12.50pm | Morning Workshops  
Please see morning workshop descriptions on page 12 |
| 12.50–2.00pm | Lunch                                                                                                                                       | Restaurant |
| 2.00–2.50pm | Afternoon Workshops  
Please see morning workshop descriptions on page 14 |
| 3.00–4.00pm | **PANEL SESSION**  
Integration Starts at Home  
*Dr Victoria Tzortziou Brown, Hon Secretary of Royal College of GPs  
Matthew West, Strategic Direction Programme Lead, Better Care Support Team  
Andrea Sutcliffe, Chief Inspector of Adults, Care Quality Commission*  
*Chair: Richard Webb* |
| 4.00–4.30pm | **PLENARY SESSION**  
Christian Fillet, President – European Social Network  
*Chair: Glen Garrod* |
| 4.30–5.00pm | **PLENARY SESSION**  
View from the NAO: social care now and in the future  
*Aileen Murphie, Director DCLG/LG VFM, National Audit Office*  
*Chair: Glen Garrod* |
| 5.00pm | Closing remarks  
Glen Garrod                                                                                                                                   | Knighton Suite |
| 5.00–6.45pm | Refreshments & exhibition viewing                                                                                                                   | Balcony    |
| 7.15–8.00pm | Drinks reception sponsored by EY                                                                                                                              | Cedar Suite |
Improving public services

Cordis Bright believes that public services can change lives for the better. We are committed to using evidence-based research and collaborative consultancy skills to deliver change for our public and voluntary sector clients. We are honest and ‘tell it like it is’. We offer clear, straightforward communication that recognises the positives and builds on the strengths in every situation. We are proud to be able to support ADASS to achieve its charitable objectives.

We work with the full range of stakeholders working in public services. This includes: national government, local authorities, NHS, police and non-departmental public bodies. We also work regularly with umbrella organisations, partnerships, regulators and inspectorates.

We are one of the leading consultancy and research organisations working with commissioners and providers of social care.

Our team has a unique combination of consultancy and research skills with previous experience in practice, management and inspection.

Delivering impact Cordis Bright provides consultancy, advice and research aimed at improving public services.

We specialise in:
- Adult social care
- Community and public health services
- Criminal justice
- Children and young people’s services

Contact us
Email: tomnoon@cordisbright.co.uk  Telephone: 020 7330 9170
Visit our website at www.cordisbright.co.uk
Workshops

WORKSHOP A – Meeting room 3
Informing our future mental health work...

The mental health network has been undertaking a number of activities in the last year in partnership with the broader mental health sector. This session will provide a fantastic opportunity to hear about the survey work done in consultation with NHS benchmarking assessing not just the current position of the mental health workforce nationally but also comparing key mental health metrics and informing the workplan of the mental health policy network going forward. We have not had data in such a rich and comprehensive form before.

In addition the network has produced a set of top tips for Directors in the context of their AMPH responsibilities, some suggestions on recruiting and retaining AMPHs and contributed to the president priority of improving the chances of employment.

Chair: Stephen Chandler & Simon Galczynski, ADASS Mental Health Co-leads
Participants: Claire Barcham, Independent Consultant

WORKSHOP B – Meeting room 4
Commissioning and Markets

The field of Commissioning is very full and has many strands including market analysis and shaping, improving quality, dealing with provider failure and contingency planning. This workshop will give DASS’s an opportunity to consider two main areas of work: the revised Integrated Commissioning for Better Outcomes and current work on Market Analysis, including regional work undertaken in the North West. DASSs will have the opportunity to influence the current thinking on how to best learn from and build on the regional work to date.

Chairs: Denise Radley & Bev Maybury, ADASS Commissioning Co-leads
Participants: Sandie Keene, Andy Hughes (LGA), Delyth Curtis

WORKSHOP C – Meeting room 5
Flipping Social Care! – West Midlands ADASS

Interactive workshop led by Andy Begley Co – Chair West Midlands ADASS using big data to revolutionise how we think about social care and its contribution to the local economy.

Chair: Andy Begley, ADASS West Midlands Chair
Participants: Pete Jackson, ADASS West Midlands

WORKSHOP D – Leighton A
Money, Money, Money...

Iain MacBeath and John Jackson will set out their advice on how to make the best use of the limited financial resources available to adult social care. This will reflect their experiences as ADASS Resources policy leads, as Directors of Adult Social Services and John’s recent experiences in his National CHIA role. This will be an interactive session throughout where we are looking for everyone to share their advice, challenges and experiences.

Chairs: Iain MacBeath & John Jackson, ADASS Resources Co-leads

WORKSHOP E – Leighton B
The Workforce Challenge: how do we develop a sustainable adult social care workforce?

There are over 1.5 million people currently working in adult social care across England. It is anticipated that these numbers will need to grow by 2.6% per year until 2035 to meet future demand. Therefore, the challenge which local authorities face, both now and in the future, is how to develop a sustainable adult social care workforce. This workshop will look to share examples of local authority recruitment and retention initiatives with a specific focus upon how London ADASS has implemented the Skills for Care ‘Commissioning for well-being’ qualification at scale. We will also be asking if the national ADASS Workforce network has the right priorities for 2018/19.

Chair: Kate Terroni, ADASS Workforce Co-lead & Director for Adult Services, Oxfordshire County Council
Participants: Dame Moira Gibb, Chair of Skills for Care & Phil Porter, Strategic Director Community Wellbeing, Brent Council
WORKSHOP F – Meeting room 7
Supporting local systems to prepare for CQC system review

In 2017 the Secretaries of State for Health and for Communities and Local Government requested the CQC to undertake a programme of local system reviews of health and social care in an initial 12 areas, later extended to 20. This workshop provides an opportunity to listen to feedback from the CQC and those from local government involved in the review process to date. In anticipation of the system review process being widened NE ADASS will also discuss the sector led approach they are taking in designing a process of self-assessment and peer challenge to support local systems by bringing them together to inform, plan and prepare for system reviews whilst also developing closer working relationships.

Chair: Ann Workman, ADASS North East Chair
Participants: Neil Revely, CHIA North East & Rich Brady, Policy Manager, CQC

WORKSHOP G – Howden A
Principal Social Workers, freeing social work practice and you

This workshop will explore the role of the Principal Social Worker (PSW) and its relationship with the Director. Looking at statutory functions, expectations, practice leadership and its advisory role to Directors you can consider if you understand and are supported by your PSW. The workshop will also look at how freeing social work from the constraints of care management to act as an autonomous profession could be part of the answer to meeting the financial pressures that face all local authorities at this time as well as supporting and delivering good lives for local citizens.

Chairs: Mark Harvey, Chair National Adult Principal Social Worker Network, Principal Social Worker / Head of Adult Disability services Hertfordshire County Council
Karen Cook, Vice Chair National Adult Principal Social Worker Network, Principal Social Worker Central North West London NHS Trust

Participants: Neil Revely, CHIA North East & Rich Brady, Policy Manager, CQC

WORKSHOP H – Howden B
Housing – Enabling Home Based Health & Care

Housing is a fundamental component of enabling people to live independent fulfilled lives. The session will update on the various legislative and policy developments, discuss the financial landscape for Housing with Care, and explore some of the current initiatives. Importantly the Co-Chairs of the Policy Network will also use the session to gauge where Directors and Assistant Directors would welcome further advice and information and will incorporate the priority areas into the 18/19 work programme of the Network. We will also be launching a ‘think piece’ on Extra Care Housing at the session.

Neil Revely and Alan Adams agreed to lead

Chairs: Neil Revely & Alan Adams, ADASS Housing Co-Leads
Participants: Jeremy Porteus, Director, Housing LIN
Afternoon Workshops

WORKSHOP I – Leighton B
Caring for people with learning disabilities: the importance of building homes and support in the right place
Sponsored by Home Group

Enabling people to live in the community with the right levels of care and support close to home is central to the Transforming Care programme. This workshop will examine the broader sectoral lessons from a learning disabilities service set up in Hull, commissioned by the local authority, to support people to live independently and meet their individual aspirations.

We will explore how we can work in strategic partnerships to drive improvement. This will include a focus on building the right homes and outcomes. What it takes to deliver personalisation and wellbeing, for the customer and for colleagues. Demonstrating how the focus needs to shift to strengthening preventative support in the community that will avoid crises and help support people to be active members of their communities, with all the benefits that brings.

The workshop recognises that improvements are typically underpinned by visionary leadership, a focus on human rights based approaches, workforce development, co-production and a preparedness to reflect and learn. It aims to support commissioners across health and social care to commission the range of housing and support required to meet the needs of this diverse group.

WORKSHOP J – Howden A
MISSION: POSSIBLE – Managing Demand in Adult Social Care
Sponsored by Impower

Your mission, should you choose to accept it...is to promote greater independence within adult social care and greater financial sustainability. To succeed, you will need to transform every aspect of a complex system, change cultures that encourage dependence and overcome the powerful forces of the status quo. This mission should not be underestimated - many operatives have taken on this assignment, some are missing in action.

This covert briefing (an interactive workshop) will reveal the plan for this mission and will equip you with some of the essential specialist skills to understand and influence those behaviours that are obstacles to success.

The briefing will also cover a methodology for applying behavioural science, introduce a behaviour change model, and share real examples and results. You will be required to work through a behaviour change scenario, deploying the methodology alongside other operatives. The winning team will be rewarded. Will you accept this mission?

WORKSHOP K Meeting room 4
What can it cost to improve the lives of people with care needs?...less than nothing
Sponsored by PA Consulting

A colleague in adult services recently said to me “Every discussion is about cutting costs”. Is this because the only option in the current climate is to make cuts? We don’t believe so and in this session we will explore one such alternative.

PA has worked with 20+ local authorities to help them to make better use of technology in care. They have two things in common; a ‘gut feel’ that they should be using technology more widely and creatively to help people to help themselves and; a dearth of evidence that this will deliver benefits. They are stuck in a spiral: no evidence so no more investment; their care technology service then withers and has even less impact.

Some authorities have given up on using technology in care; we believe this is a big mistake. Now Amazon Echo is here and Cobots are coming, LAs need the capability to adopt these exciting new options. Come and hear some inspirational examples of how technology has transformed lives AND reduced the cost of care. These aren’t pilot findings; they are mainstream services benefiting thousands and saving £ millions.

Leave your contact details for a chance to win an Amazon Echo.
WORKSHOP L Meeting room 7
‘What’s the most important thing for this person?’ – two councils’ stories of transforming adult social care to deliver better outcomes and realise cashable benefits
Sponsored by Newton

Lancashire County Council and Swindon Borough Council have both embarked on separate, but equally ambitious change programmes to improve service outcomes and ways of working, realise cashable benefits and create a platform for further continuous improvement.

We will talk about our journeys – that share a common approach – including how we have measured and managed to achieve our goals.

At Lancashire that includes an annual reduction of over 400 residential placements per year from the Acute pathway. This is one part of a programme delivering savings of £20-£25m p.a.

Meanwhile Swindon have achieved a 163% increase in patients receiving reablement, as part of a programme delivering £1.8m in 2018/19 with £2.5m recurrent annualised savings.

WORKSHOP M Leighton A
Public perception and demand for a new model of care and support
Sponsored by Younifi

A care and support system built around the person, for the person is essential say 2,000 people from across the UK who currently need care or simply have concerns about their own potential need for care in the future. In this workshop, you’ll hear three key conclusions from our research including explore the public’s:
1. Expectations for a new model
2. Need for increasing knowledge of the system
3. Need for transparency & open processes

The workshop also seeks to explore the potential enablers to delivering against these requirements, to understand the Appetite for Innovation and explore what is holding councils back from delivering the experience sought by the Youniverse survey respondents

WORKSHOP N Meeting room 5
Connecting People, Improving Lives – A Digital Future
Explore the opportunities that digital can deliver
Sponsored by Tunstall

This interactive session will be introduced by Alyson Scurfield, Chief Executive of the TSA CIC (Technology Enabled Care Services Association), and will provide delegates with an overview of the opportunities across social care and health associated with technology enabled care, and with the UK’s imminent transition from an analogue to digital telephone infrastructure.

TSA and Tunstall, will share experiences of working with local authorities across the UK to help them use technology to integrate and streamline health and social care services, enabling more person-centred and strengths-based approaches which are focused on prevention and targeting care where it is needed most.

A panel of commissioners, providers, and technology experts will discuss with audience members their key challenges and share best practice examples of how these have been addressed in practice, using digital technology to improve outcomes and manage demand for statutory services.

The session will also explore the possibilities presented by the rich insight that data from the digital home and Internet of Things could provide, and what role this should play in future social care strategy.

Panel Members
Steve Tope, Director of Health, Tunstall Healthcare
David Watts, Director of Adult Services & Statutory DASS at City of Wolverhampton Council
Sharon Houlden, ADASS Digital Communications and Assistive Technology Lead, Director of Adult Services & Housing, Southend-on-Sea Borough Council
Mark Golledge, Programme Manager, Digital and Information, Care and Health, Local Government Association
Richard Smith, (Interim) Assistant Director Independent Living & Support, Rotherham Council
## Programme
### Day three

**Friday 13 April 2018**

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<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Location</th>
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<tbody>
<tr>
<td>9.10am</td>
<td>Welcome and conference information</td>
<td>Knighton Suite</td>
</tr>
<tr>
<td>9.15–10.00am</td>
<td><strong>PLENARY SESSION</strong>&lt;br&gt;David Behan, Chief Executive, Care Quality Commission</td>
<td>Knighton Suite</td>
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<td></td>
<td><strong>Chair:</strong> Grainne Siggins</td>
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<tr>
<td>10.00–10.30am</td>
<td>Refreshments &amp; Exhibition viewing</td>
<td>1st Floor Balcony</td>
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<tr>
<td>10.30–11.30am</td>
<td><strong>PANEL SESSION</strong>&lt;br&gt;What we want from the Green Paper and the ‘parallel work on working age adults: Our Experts’ View</td>
<td>Knighton Suite</td>
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<td></td>
<td>David Pearson, Director of Adult Social Services, Nottinghamshire County Council &amp; Social Care Green Paper Panellist</td>
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<td>Professor Paul Burstow, Chair of the Social Care Institute for Excellence &amp; Social Care Green Paper Panellist</td>
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<td>George McNamara, Director of Policy and Campaigns, Independent Age</td>
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<td><strong>Chair:</strong> Julie Ogley</td>
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<tr>
<td>11.30–12.30pm</td>
<td><strong>PANEL SESSION</strong>&lt;br&gt;Journalists perspectives on social care in the media in the last year</td>
<td>Knighton Suite</td>
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<td>Alison Holt, BBC&lt;br&gt;Greg Hurst, Social Affairs Editor, The Times&lt;br&gt;Olivia Rudgard, Social Affairs Correspondent, The Telegraph&lt;br&gt;Sarah Dennis, Community Care</td>
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<td><strong>Chair:</strong> Niall Dickson, Chief Executive, NHS Confederation</td>
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<tr>
<td>12.30–12.45pm</td>
<td>Summary and concluding remarks&lt;br&gt;Julie Ogley, ADASS Vice President</td>
<td>Knighton Suite</td>
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<td><strong>Chair:</strong> Glen Garrod</td>
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<tr>
<td>12.45pm</td>
<td>Lunch and Depart</td>
<td>Restaurant</td>
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Croydon Council is pleased to support the charitable objectives of ADASS in raising high standards of social care
Speaker Profiles

Andrea Sutcliffe
Andrea took up post as the first Chief Inspector of Adult Social Care at the Care Quality Commission on Monday 7th October 2013. She will lead CQC's inspection and regulation of adult social care and will be responsible for developing the new approach to the way CQC regulates social care, in consultation with people who use and provide services. She will also oversee the development of a new rating system for social care providers.

Andrea has joined CQC from the Social Care Institute for Excellence where she was Chief Executive from April 2012. Previously Andrea was Chief Executive of the Appointments Commission and was an executive director at the National Institute for Health and Clinical Excellence for seven years. Andrea has nearly 30 years experience in health and social care, managing a range of services including those for children and for older people.

Andrea is an advocate for the use of social media to share information and learn from others and blogs regularly for sites such as the Guardian Social Network and on the SCIE website. You can follow her on twitter @Crouchendtiger7.

Aileen Murphie
Aileen has been Director of DCLG & Local Government VFM at the NAO since July 2013 and leads the NAO’s value for money work on local government. She has published reports to Parliament on financial sustainability of local authorities, most recently on capital expenditure by local authorities, the local economic growth landscape and on Adult Social Care. One of her most recent outputs Progress in setting up combined authorities builds on previous work in Devolving responsibilities to cities in England: Wave 1 City Deals and Local Enterprise Partnerships examining at the government’s steps in devolving power and responsibility as the Government’s programme of devolution gets underway. She has published Housing in England: an overview and the government’s measures to combat its rise.

Alison Holt, BBC Social Affairs Correspondent
Alison is an award winning correspondent for BBC national news, producing reports for the Six and Ten O’clock television news and for the BBC’s flagship current affairs programme, Panorama. In 2015 she was named Royal Television Society Specialist Journalist of the Year and was awarded the Orwell Prize for Exposing Britain’s Social Evils. Her specialist areas include social care, child protection, the welfare system and mental health.

Barbara Keeley MP
Barbara has been an MP since 2005 and is the current Member of Parliament for Worsley and Eccles South. She is the Shadow Cabinet Member for Mental Health and Social Care. She was a member of the Health Select Committee between 2012 and 2015. Barbara has also been a Shadow Minister in the Treasury, Local Government and Health teams and she was Deputy Leader of the House of Commons from 2009-10.

As a backbench MP, Barbara introduced Private Members Bills to exempt carers from the bedroom tax and to improve the support and the identification of carers. Before becoming an MP she worked as an adviser to a national charity for carers and she co-wrote three national reports on carers’ issues. In Parliament she continues to campaign for a fair funding settlement for social care and to improve support for carers.

Jon Rouse
Chief Officer, Greater Manchester Health & Social Care Partnership
Jon Rouse was appointed as Chief Officer for the Greater Manchester Health and Social Care Partnership, in July 2016, to co-ordinate the delivery of Greater Manchester’s strategy for the transformation of health and care services, ‘Taking Charge Together’, as part of the wider devolution plans for public service reform.

Previously, Jon was Director General for Social Care, Local Government and Care Partnerships at the Department of Health. Other previous roles include:
- Chief Executive, London Borough of Croydon
- Chief Executive, Housing Corporation
- Chief Executive, Commission for Architecture and the Built Environment

He has also held a wide range of non-executive positions with organisations including English Partnerships and Homelessness International, and was a non-executive director on the Department of Health’s board until 2010. He was previously chair of the Society of Metropolitan Chief Executives.

Jon has a first degree in law, Masters in business administration and urban policy and an honorary doctorate in urban design. Jon is also an honorary life member of the Royal Institute of British Architects and the Royal Town Planning Institute. He has recently completed the Major Projects Leadership Academy at the University of Oxford.

Caroline Dinenage MP
Social Care in January 2018. Previously, Caroline has held Ministerial positions at the Department for Work and Pensions, the Department for Education and the Ministry of Justice.

She was elected Conservative MP for Gosport in 2010 – having previously served on the City of Winchester local council and been a small business owner for 20 years. The minister’s responsibilities include:
- Overseeing all aspects of adult social care, including dementia, loneliness and disabilities
- Hospital care quality and patient safety
- Community health services
- Health and social care integration
Christian Fillet
Christian is Director of Social and Health Services at OCMW Bruges in Belgium. In addition to this, he is also the treasurer and member of the Board of Directors of the Flemish Directors Association. He has been the chair of the European Social Network since 2015.

Sir David Behan
Sir David was born and brought up in Blackburn in Lancashire and graduated from Bradford University in 1978. He was awarded a knighthood for services to health and care in the 2017 New Year’s Honours list. He was presented with a City and Guilds fellowship in October 2016. In 2004, he was awarded an Honorary Doctorate in Law by Greenwich University and, in 2003, a CBE.

He was previously the Director General of Social Care, Local Government and Care Partnerships at the Department of Health, the President of the Association of Directors of Adult Social Services, and the first Chief Inspector of the Commission for Social Care Inspection.

From 1996 to 2003, Sir David was Director of Social Services at London Borough of Greenwich as well as a member of the Greenwich Primary Care Trust Board and the Professional Executive Committee.

David Pearson
CBE Corporate Director
In 2016, David was asked to lead the development of a Sustainability and Transformation Partnership for health and social care services in Nottingham and Nottinghamshire. The STP was named as one of the more advanced STP’s (now Integrated Care Systems) in 2017.

In November 2017 David was invited to be a member of the Independent Panel advising the Government on the development of the Green Paper on Adult Social Care for older people, due to be published in the Summer of 2018.

David has been the Director of Social Services/ Director of Adult Social Care in Nottinghamshire since 2005. He also has responsibility for Public Health and has been Deputy Chief Executive since 2008.

During David’s time as Director Nottinghamshire has become one of the best performing authorities in the country, with a number of services recognised for innovation and excellence. These include personal budgets, direct payments, Delayed Transfers of Care, Integration with health, care implementation and service access arrangements.

In April 2014, David became the President of the Association of Directors of Adult Services (ADASS) working with Ministers, government departments and other national organisations and partners on areas including implementation of the Care Act and integration with health. David sat on the Cabinet Committee on winter pressures, chaired by the Secretary of State for Health.

As Treasurer and member of the ADASS Presidents Team David continues to contribute nationally, including work on integration with partners on behalf of ADASS.

David was awarded a CBE in the Queen’s birthday honours list in June 2016 for services to adult social care.

Greg Hurst
Greg Hurst has been a journalist at The Times 18 years in several different roles.

He was appointed Social Affairs Editor last year, covering social trends and the voluntary sector.

He previously spent seven years as Education Editor, reporting chiefly on school and universities. He also edited newspaper supplements on The Times & Sunday Times Good Universities Guide, university admissions, apprenticeships and school exams results tables.

Prior to this Greg was Assistant News Editor, commissioning and co-ordinating the work reporters and specialist correspondents, and working closely on planning for the newspaper’s home news pages.

He was Political Correspondent at the newspaper from 2000-08. He began his career on local and regional newspapers and was lobby correspondent for Southern Newspapers from 1993-2000.

Greg was Editor of The Times Guide to the House of Commons 2010 and author of Charles Kennedy: A Tragic Flaw (2006), which was updated and re-issued in paperback in September 2015.

Helen Foster
Interim Director of Operations Alzheimer’s Society
Helen is Interim Director of Operations at Alzheimer’s Society where she has worked for 13 years. She is responsible for the strategic development and operation of all services across the Society.

Beginning her career in the voluntary sector around 30 years ago as a practitioner, she has worked all over the country in roles at Citizen Advice Bureau, Age UK and Action for Blind People, before becoming an Area Manager for Alzheimer’s Society in 2005.

Having been a carer for her mother who had vascular dementia, been a practitioner and now a strategic manager, she can bring the unique perspective from all of these roles to service development and operations.

Passionate about improving outcomes for people affected by dementia, she is keen to establish partnership working and forge relationships with the public and private sector.

Matthew West
Strategic Direction Programme Manager, Better Care Support team
Matthew West joined the Better Care Support Team in August 2016 to lead on the strategic direction for the Better Care Fund and to develop the planning and assurance process for the Fund for 2017/18 and 2018/19.

Matthew previously led the Local Service Transformation team at the Ministry of Housing, Communities and Local Government, working with local government and the voluntary and community sector (VCS) to develop neighbourhood approaches to service delivery, including support for projects to integrate health and social care and increase VCS involvement in these services. Matthew previously worked in the Government’s Race Equality Division, leading on the Government’s 2010 Race Equality Strategy.
Ray James CBE
Ray brings a wealth of experience and knowledge from a career in local government to his new role leading NHS England’s work to transform care for people with a learning disability and their families/carers.
He has served as Executive Director of Health, Housing and Adult Social Care at Enfield Council for over a decade and is a past President of the Association of Directors of Adult Social Services (ADASS). Ray was awarded a CBE for services to Adult Social Care in the 2018 New Year’s Honours List.
His Local Government career began in 1984 as a Scale 1 Clerical Officer and after working in three other London boroughs he joined Enfield in 1991 where he was appointed as Director in 2006. Enfield is a multi-award winning North London Council, its growing reputation for adult social care reflected in national recognition in respect of safeguarding, independent living, community involvement and transition amongst other issues. Ray has always championed the insight and expertise of people with lived experience and their families. He has consistently sought greater recognition for the front line care and support workforce.
He has held a number of roles within ADASS including Chair of the London Region, National Lead for the Regions and President. His background in Commissioning has led to extensive work on national policy issues in this area.
Ray was born and raised in the East End of London, his family and Irish Ancestry are very important to him. Ray’s studies have included dual professional qualifications and a Masters in Leadership.

Sarah Dennis
Sarah has been an associate editor at Community Care since November 2017, heading a team of two news journalists alongside projects surrounding the use of data and intelligence in the social work profession. She has been a B2B and consumer journalist for more than 10 years, holding news and data editor roles for publications and websites in the road haulage, construction and retail sectors. Her last role at the Royal Institution of Chartered Surveyors was as a data product manager, developing data and content products for the surveying profession.

Victoria Tziortziou Brown
Joint Honorary Secretary, Observer
As joint Honorary Secretary, Dr Victoria Tzortziou Brown has responsibility for governance of the RCGP and leads on College consultations and College representation.
Victoria was formerly Chair of RCGP London faculties. She is an East London GP and a board member of the Clinical Commissioning Group (CCG) in Tower Hamlets where she leads on Integrated Care and Research. In her academic role at Barts and The London School of Medicine and Dentistry, Victoria undertakes research on the design and evaluation of healthcare quality improvement interventions and their impact on professional behaviour and health inequalities.
Victoria has been one of the founding members of the Health Foundation Q initiative which connects people with improvement expertise across the UK. She is a trustee and board member of the Healthcare Quality Improvement Partnership (HQP) and sits on the NIHR Primary Care, Community and Preventive Interventions Panel (PCCP).
Victoria is also a member of the Faculty of Sports and Exercise Medicine and has a clinical and research interest on musculoskeletal medicine and education.

Wendy Mitchell
Wendy was diagnosed with Alzheimer’s Disease in July 2014 and up until March 2015 she worked full-time in the NHS. Shortly after receiving her diagnosis Wendy has spoken to many different audiences about her experiences and helped launch the Society’s guide ‘Creating a dementia-friendly workplace: A practical guide for employers’ in April 2015.
Shortly after receiving her diagnosis she became involved with the Society’s Research Network, where she uses her experiences of dementia to inform the direction and delivery of dementia research. Wendy is passionate about raising awareness about dementia and has become an active blogger and tweeter.
Wendy’s latest venture has been to write her story in a book called Somebody I used to Know which has been highly acclaimed and was a SUNDAY TIMES BESTSELLER A BBC RADIO 4 BOOK OF THE WEEK.
Trusted by over 30 local authorities to deliver outstanding social work services

Our management team has over 50 years’ experience in the social care market, delivering flexible, value-for-money services and sustainable change by:

- Significantly reducing assessment backlogs
- Reducing budgetary pressures
- Improving quality of services and outcomes
- Increasing throughout and managing front door demand

Delivering tailored, budgeted solutions to children’s and adults’ services, nationwide.

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iMPOWER is not an off-the-shelf consultancy. Since 2000, we have worked exclusively with public sector partners to tackle the most complex social problems. By working at the interfaces between and within institutions, we have changed people’s behaviours, shaped public demand and improved productivity.

iMPOWER is now the country’s largest independent consultancy focusing on change and transformation across all local public services. Our success stems from our distinctive approach that combines insight, innovation, discovery and a genuine commitment to better outcomes.

We contribute to the achievement of ADASS’ objectives in a number of ways, including by helping local authorities to improve outcomes for their local citizens, at lower cost.
Sponsor Profiles

BUPA
We have been providing health services for over 70 years. Everything we do is driven by our purpose of helping people live longer, healthier, happier lives.

We have no shareholders, allowing us to make our residents and customers our absolute focus. We reinvest our profits to provide more and better healthcare for current and future customers.

Not only do we provide elderly care across our care homes and care villages, our wide ranging services also include specialist care for people living with dementia and physical disabilities for younger people.

Aside from our care provision we also have wellness and health clinics, dental practices across the UK and funding products/insurance available.

We are pleased to be supporting ADASS in its objective of raising high standards in social care.

Come and visit our stand to find out how we can help you plan for your local care needs.

Community Equipment Services (CES)
The Community Equipment Service, operated by Croydon Council, has been supplying statutory adult and children's social and healthcare equipment to the residents of Croydon for over 30 years and our 7 partner Boroughs for over 7 years.

With its unique Integrated Procurement Hub (IPH) model, endorsed and awarded to Croydon in 2011 by the Department of Health, its supplies over £11.6 million worth of items of equipment annually to partners.

Community Equipment Services offers a fully OJEU (Official Journal of the European Union) compliant service and was the first ICES (Integrated Community Equipment Store) in the country to achieve CECOPS accreditation.

Our offering is a simple Partnership Agreement, Council to Council, providing you value for money (savings up to £1m p.a.) quality equipment and high standards of social care services. As a trusted partner we, like ADASS, strive to support you in delivering great social care to all of your residents.

Visit Glenn and Darrell at stand number 4 to find out how you could take advantage of this secure, compliant and well established model.

CM2000
CM2000 has been a trusted supplier of innovative technology solutions to Councils across the country for almost 20 years.

Whilst widely known for our visit monitoring, we now help Councils with the complete commissioning cycle - intelligent purchasing, assessment, scheduling care, monitoring delivery, recording and sharing outcomes, financial management and delivering comprehensive business intelligence. We also have solutions for the bigger challenges facing the market, like effective market shaping and prevention/self-management.

We share ADASS’ objective of promoting high standards of social care services and underpin this with technology that enables measurement/benchmarking of numerous quality indicators. We are advocates of peer sharing, producing case studies and running events to allow knowledge and best practice to be shared between Councils. Our recent Outcomes Payment Mechanisms Workshop delivered some exciting strategic outputs.

Come and have a chat with us at Spring Seminar to find out more.

Consensus Support
Since 2005, Consensus have worked closely with Local Authority partners, people we support and their families to provide high quality bespoke support and accommodation for people with learning disabilities and complex needs. Together we source and support opportunities that enable individuals to lead a life of their choosing, achieving their vision of success. We are committed to delivering services that are appropriate, sustainable and cost effective, by building long-term strategic partnerships supporting local strategies and needs. Our flexible alternatives to NHS & Assessment and Treatment Units have led to strong relationships with local Transforming Care Partnerships supporting the drive for greater choice, control and independence for people with learning disabilities.

We support ADASS’ objectives to promote high standards of social care and to further good policy and legislation amidst a challenging landscape.

Communication is key to providing true person-centred support, so we are delighted to be sponsoring the Visual Minutes Zone/Wall, which will share the story of ADASS Spring Seminar 2018 in an inspiring visual way.

Cordis Bright
Cordis Bright believes that public services can change lives for the better. We are committed to using evidence-based research and collaborative consultancy skills to deliver change for our public and voluntary sector clients. We are honest and ‘tell it like it is’. We offer clear, straightforward communication that recognises the positives and builds on the strengths in every situation. We are proud to be able to support ADASS to achieve its charitable objectives.

EY
At EY professional services, our mix of care professionals, clinicians and consulting staff are working to improve the lives and outcomes of residents, working with our clients to deliver innovative solutions to the challenges that local public services face. We demonstrate our commitment to successful sector transformation through commercial arrangements based on shared value creation.

As a firm, we are focussed on building a better working world which is also one of the many reasons why we have been a continued supporter of the ADASS community as we strongly support its purpose and vision.
Local systems for delivering resilient and sustainable health and social care services are growing in complexity.

The multifaceted processes and mechanisms required to develop and deliver solutions are complicated to navigate. From our experience, joining up the many factors that need to be considered and successfully managed between Local Authorities and their partners is highly challenging.

The need has never been greater to design a system that delivers quality personalised services. We work with public sector and third sector organisations to deliver effective, timely and affordable solutions to the challenges you face.

Local Partnerships is part of the public sector family. We are a joint venture between the LGA, HM Treasury and Welsh Government.

Anne Jarrett is the Local Partnerships lead in this area.

anne.jarrett@local.gov.uk
07917 813 829
Home Group
For 80 years Home Group has been working with our trusted partners and customers to make a real difference to the lives of individuals, families and communities across the UK. We’re an affordable housing provider with 55,000 homes in over 120 local authorities.
Each year we help more than 30,000 people in over 500 services, who through issues relating to poor mental health, learning disability, offending, and social isolation have been unable to access or successfully maintain housing. Our support puts the individual in control and enables them to make positive choices towards independence.
Home Group’s services can help improve customer experience and will achieve better outcomes that help to reduce the costs of care – improving efficiency but also reducing demand. Our New Models of Care offer delivers integrated services by bringing together our support practice with clinical specialisms and quality designed accommodation. As a social enterprise all of our profits are reinvested back into the organization to help us improve what we do.
We are delighted to support the ADASS Spring Seminar and in doing so helping ADASS achieve its charitable objectives.
ICS Assessment Services
Our management team has over 50 years' experience in the social care market, delivering flexible, value-for-money services and sustainable change by:
- Significantly reducing assessment backlogs
- Increasing throughput and managing front door demand
- Improving quality of services and outcomes
- Reducing budgetary pressures
Delivering tailored, budgeted solutions to Children’s and Adults’ Services, nationwide.
We are committed to supporting ADASS in achieving its charitable objectives as a promoter of high standards of social care in England.
IMPOWER
Since 2000, IMPOWER has worked exclusively within the public sector to solve complex social problems by changing behaviours. We recognise that re-designing public services requires deeper citizen insight, stronger relationships and better collaboration. Our in-depth knowledge of the public sector and our understanding of the complexities faced in delivering high quality services with shrinking budgets has enabled us to deliver real results for our clients.
IMPOWER is now the country’s largest independent consultancy focusing on change and transformation across all local public services. Our success stems from our distinctive approach that celebrates the power of deep knowledge of the public sector and commitment to better outcomes for those accessing public services. Most of our consulting staff have previously worked in the public sector and all of our staff are passionate about driving improvements in our communities.
We contribute to the achievement of ADASS’ objectives in a number of ways, including by helping local authorities to improve outcomes for their local citizens, at lower cost.

Local Partnerships
Local Partnerships is part of the public sector family. We are a joint venture between the LGA, HM Treasury and Welsh Government. We help the public sector deliver projects and change at the local level. We are a hands-on organisation and work collaboratively for the benefit of our clients. We bring public and private sector experience that provides confidence, additional capacity and commercial capability, helping the public sector to make best use of limited resources.
We provide trusted, professional advice across multiple disciplines that supports health and social care integration including complex financial analysis, business case development and options’ appraisal. We support ADASS in the achievement of its charitable objectives by delivering solutions for a system of health and care that are resilient, sustainable, and deliver quality, personalised services.
We work solely for the benefit of public and third sector bodies to deliver effective, timely and affordable solutions, making best use of limited resources and improving the chances of success.
Mears
Mears is delighted to support ADASS in its objective to improve high standards of social care.
We are one of the UK’s leading services providers to both the public and private sector.
Our business is founded in local communities where we deliver the highest standards of care to people, their homes and their environment. We strongly believe in the benefits of combining housing and care approaches, to give the best possible service and to help tackle the deep-rooted challenges to the NHS and social care.
Our housing teams provide rapid response and planned maintenance services for a nationwide portfolio of homes. We provide contact centre solutions, housing management, regeneration and build new homes, working with clients to help shape better places.
Our care teams deliver approximately 180,000 hours of care and support each week on behalf of 127 local authorities and a number of Clinical Commissioning Groups, and provide care services to an increasing number of people who fund their own care.
Newton
Newton and ADASS are currently working in partnership to design and deliver Accelerate - a programme which will give senior leaders the opportunity to rapidly develop their capability to deliver effective strategic and operational change. The programme involves four short residential modules over a 12 month period, starting in March 2018.

Accelerate has been designed using our experience working across both health and social care. We uncover the evidence which means we can deliver informative insight about what our clients’ real challenges are. Then we stay with them to implement improvements which are:

- better for patients and service users
- better for staff
- better for operational performance and
- better for bottom line year-on-year financial spend.

We look forward to updating you over the year on the progress of the participants and the programme.

OLM Systems
Since 1991 we have worked directly with the care sector to make a difference. We work directly with local authorities to promote best practice and partnership working. We believe that technology is integral to efficiency, to ensure seamless delivery.

OLM are proud sponsors of ADASS. We share their values and support them through technological solutions that promote high standards of social care and professional development

- We create all of our technology solutions alongside end users (practitioners, care providers and citizens)
- We support the sharing of effective practices through ADASS’s online communities
- Our models of care are derived from best practice social work that create better outcomes through a focus on empathy and engagement
- Our technology is an enabler of transformation. We believe that technology should be intelligent and adaptable to change. We look ten years ahead and design solutions that are future proof.

We will continue to invest in the sector to create innovations that will support Social Work as it moves forward.

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We Make the Difference
An independent firm of over 2,600 people, we operate globally from offices across the Americas, Europe, the Nordics and the Gulf.

We are experts in consumer and manufacturing, defence and security, energy and utilities, financial services, government, healthcare, life sciences, and transport, travel and logistics.

Our deep industry knowledge together with skills in management consulting, technology and innovation allows us to challenge conventional thinking and deliver exceptional results that have a lasting impact on businesses, governments and communities worldwide.

Our clients choose us because we don’t just believe in making a difference. We believe in making the difference.

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PA Consulting is pleased to support the ADASS Spring Seminar and ADASS achieve its charitable objectives in helping local authorities to improve outcomes for their citizens.

RT Consultancy
RT Consultancy was developed to support Local Authorities in recognition of an increasingly challenging environment. Partnership working coupled with a flexible approach is the key to our success. This enables us to help our customers achieve solutions to current service pressures and to deliver positive outcomes across both adults and children’s services in line with the ADASS’ key objectives. This is inclusive of ensuring our service users are treated with care and dignity, are encouraged to be as independent as possible and be safe at all times. These philosophies guide our social work practice and steer our outcomes.

We deliver and provide real added value to social work and social care services throughout the United Kingdom. We have strived to develop these values into a cohesive methodology for the comprehensive delivery of evidence based social care services. We offer a holistic solution focussing on the needs of our clients and service users.

Tunstall Healthcare (UK) Ltd
Over the last sixty years, Tunstall has pioneered the use of technology to enable independent living, creating the Connected Healthcare industry as we know it today, and supporting more than five million people and their families across 50 countries.

Tunstall was the first to develop systems to enable older people to access help in the event of an emergency at home, and has continued to lead the market ever since, remaining at the forefront of developments such as telecare and telehealth. We continue to lead the way, harnessing the power of digital technology to open up a new world of possibilities for the provision of health and care in the community, changing lives and transforming services.

Tunstall is proud to support ADASS in achieving its charitable objectives.

Younifi
The care market is facing an unprecedented need for change, along with the roles of those responsible for supporting it. Budgetary pressures, growing demand, struggling providers and a will to achieve integrated services requires a fundamental reshaping of care and support around the person. With many systems and ways of working built to support past models – efficiently bringing together people, communities, providers and councils to increase choice and improve outcomes brings significant challenges.

Younifi is radically different. Younifi enables councils and their partners to redefine the way care and support is managed, funded and provided. It’s a full-service solution giving councils 100% visibility of choices people make, promotes proactive intervention, stimulates new services and streamlines administration. Younifi connects everyone involved in adult care through a unique combination of transformation expertise, leading-edge technology and support services. Younifi unequivocally supports ADASS values and objectives, particularly those promoting high standards and partnership working.
Our vision is to make a positive difference to the communities we serve. We do this by improving homes, improving communities and improving lives. Our approach is based on the development of outstanding partnerships with employees, clients, tenants, customers, their families and the wider community.
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The complete picture
Intelligent • Intuitive • Integrated

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Proud sponsors and supporters of ADASS and their objectives of high standards of social work, partnership working and professional development
Rooms

First Floor

Ground Floor

FREE 300 MBPS SUPERFAST WIFI

FREE 300 MBPS SUPERFAST WIFI
We work with the London Borough of Barnet and Hampshire County Council to mainstream the use of care technology, making it a ‘first offer’ for social care. In Hants, our Argenti programme has added over 9,000 net service users in just 4.5 years. In our first year working with LB Barnet, we exceeded the target for new care technology users by 100%. We are helping vulnerable people to live safely and independently in their own homes and 98% of them would recommend the service to others.

We focus on changing care practitioners behaviours; training over 1,500 social workers and OTs. More than 9 out of 10 of them say Argenti care technology is ‘good’ or ‘very good’ at delivering specified service user outcomes. By removing, avoiding or delaying other more costly forms of care, we have delivered a realisable saving to date of over £7.1million in Hampshire. In 2017 the Hampshire Argenti service won the MJ Award for Delivering Better Outcomes. We have found a way to enable care technology to deliver its promise; come to our session on Thursday or speak to us in the exhibition space about how we’ve done it and how your Council could benefit.

PA Consulting is pleased to support the ADASS Spring Seminar and ADASS achieve its charitable objectives in helping local authorities to improve outcomes for their citizens.

Make the Difference.
paconzulting.com
President’s Team
2018/19

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RT Consultancy was developed to support Local Authorities in recognition of an increasingly challenging environment. Partnership working coupled with a flexible approach is the key to our success. This enables us to help our partners achieve solutions to address current service pressures and to deliver positive outcomes across both adults and children’s services.

Our pledge is simple and reinforces ADASS’ commitments and objectives:

- To promote positive experiences within local communities and ensure demographic factors are considered.
- To work in partnership with stakeholders through shared ownership and guaranteed quality standards.
- To ensure we achieve positive outcomes for all service users.
- To provide resource and expertise to achieve agreed outcomes, whilst guaranteeing a quality service, a needs led approach and effective financial management.

Our model has a dedicated focus on quality practice, fully shaped to address workloads over an agreed period of time and based on mutually agreed outcomes.

For an informal discussion or to arrange a meeting about how we can help please contact:

RT Consultancy
Tel 01992 535770
Info@rt-consultancy.co.uk
YOUNIVERSE REPORT SUMMARY

Our research of 2,000 people has shown that a future adult social care system should:

- Focus on individuals’ needs, choices and what they want to achieve;
- Offer an easy, flexible and transparent means of accessing information advice and services;
- Support guided self-management, autonomous and informed decision making;
- Provide best value, whether the care is publicly or privately funded.

ADASS Spring Seminar

Pick up your copy of the Youniverse Report on our stand. Plus, join the debate on the key themes from the report on Thursday 12th April at 2pm at the ADASS Spring Seminar.

Younifi enables councils and their partners to shape the way adult social care is managed, funded and provided. It’s a full service solution that offers 100% visibility of the choices people make, encourages self-management, promotes proactive intervention and stimulates the provider market.

Younifi is the sole supplier appointed to YPO’s Managing Care Solutions national framework. Giving councils a simple route to contract for an effective solution that brings councils, members of the public and the provider market closer together.

0845 075 4600  www.younifi.co.uk

Younifi is proud to support the Spring Seminar and in doing so help ADASS achieve its charitable objectives.