

Social Care Digital Innovation Programme 2019-2021

Invitation to apply for funding

FOREWORD

We are delighted to be running the third wave of funding from NHS Digital seeking council led digital solutions to social care challenges. Over the past two years via the Local Investment Programme 2017/18 and Social Care Digital Innovation Programme (SCDIP) 2018/19, 31 councils have been funded to improve adult social care and health outcomes and deliver financial savings. Last year digital innovations such as biometric devices measuring anxiety triggers for people with autism and exoskeleton devices for carers were among the exciting projects funded.

However challenges still remain. When we look at social care delivery in our councils are we confident that citizens are as involved in their care and support decisions as they could be? Is information shared effectively? Less than a third of councils have the information they need from social care providers and health organisations. Do providers have enough information from us?

This prospectus outlines a new two-year programme to address these social care challenges. By running the programme over two years, it gives more time for projects to discover the needs of the users, work with social care providers and the voluntary sector and measure the impact of implementation.

Mayor Kate Allsop

Executive Elected Mayor of Mansfield and Deputy-Chair, LGA Community Wellbeing Board

Digital technology needs and deserves to be an increasing part of our future and I encourage applications from any council who would like to explore the impact digital technology can have in social care. Last year, my own council, Lincolnshire, benefited from the funding to explore how to improve our financial assessment process. Following a successful discovery phase, we are now introducing a digital self-service approach for direct payment holders. Digital technology has the potential to impact positively on personal stories and on council budgets. If you are in any doubt about the impact technology can have on citizens, read this collection of personal stories ADASS (association of directors of adult social services in England) published with partners late last year at: www.tsa-voice.org.uk/tec-stories

Glen Garrod

ADASS President

Contents

- 3 The Programme
- 4 What we are looking for
- 5 Shared commitments
- 6 How to apply
- 7 Other social care digital programmes

The programme

Councils with social care responsibility are invited to bid for local investment funding of up to £120,000 for projects that will be working with key partners such as citizens, social care providers, health partners and the voluntary sector to address issues within their locality or sub-region. If you were a lead council in the implementation phase of the 2018/19 Social Care Digital Innovation Programme you cannot apply for this programme.

Programme aims

1. Use principles of service design to address social care problems differently.
2. Develop collaborative, innovative and person-led solutions to social care problems.
3. Measure the benefits, share learning and practice to encourage wider action.

Programme model

The Social Care Digital Innovation Programme is seeking innovative uses of digital technology in service design to improve the service user's experience and/or enable better service planning and commissioning.

The two-year programme is split into two phases; a discovery phase and an implementation phase. This expression of interest is for the discovery phase where 10 councils will receive funding of £30,000 to undertake a discovery and develop a digital solution for a specific issue. The discovery phase will support councils to research and understand the needs, behaviours and experiences of users (social care service users, informal carers, social care providers, health partners and the voluntary sector). Lead councils are expected to bring local partners through the discovery phase to develop a detailed proposal for the implementation phase. Councils will be assisted collectively and individually by a commissioned service design partner at various stages of the discovery phase.

Following submission of an application and a council visit, it is anticipated that eight councils participating in the discovery phase will progress to the implementation phase (with up to £90,000 of further funding) in the late autumn.

Programme partners

Local Government Association (LGA) – the main point of contact, manages SCDIP 2019/21 and will disseminate learning to the sector

NHS Digital – the programme funder supports work nationally to harness the power of digital technology to improve health and social care outcomes

Service design partner – provides support and coaching for the discovery phase advising on user engagement and promoting service design principles

Evaluation partner – supports council projects to identify and measure financial and non-financial benefits and compiles programme level evaluation.

Phase	1. Expression of interest	2. Discovery and service design	3. Implementation
When	February 2019	April to September 2019	December 2019 to December 2020
No. local authorities	143 councils can apply as lead authorities*	10 councils	8 councils
Funding	n/a	£30,000 per council	Up to £90,000 per council

*Bracknell Forest, Isle of Wight, Lincolnshire, Nottingham, Shropshire, South Tyneside, Stockport, Sunderland and Wirral cannot apply as they were funded for their implementation phase in SCDIP 2018/19.

What we are looking for

SCDIP is looking for genuinely innovative solutions to social care challenges to be developed during the discovery phase. Councils should identify new solutions in the discovery phase, not pre-defined solutions or existing projects. We are explicitly looking for partnership working with your local social care and / or health sector organisations and cross boundary partnerships with other council areas is encouraged.

Projects may wish to consider how:

- councils and providers have digital access to the information they need to support the care of individuals
- person-level data is extracted from care providers and councils (and where required linked to health) to support more effective commissioning and oversight and enable more preventative approaches to care
- citizens can have access to information to enable them to have more control over their care
- citizens can access the information they need to connect to communities
- the citizens (including informal carers), and the social care workforce can improve care and support through the use of technology.

Within the expression of interest councils should align their projects with one of the following three themes:

1. **Efficiency and strength-based approaches**
– engaging citizens in the design, development and delivery of health and social care processes or systems.
2. **Managing markets and commissioning**
– councils working directly with social care providers to improve the quality, range and efficiency of care and support provision.
3. **Sustainable and integrated care and health systems** – approaches to cross-sector working and ways of improving health and social care outcomes for people.

Shared commitments

The LGA, NHS Digital, the evaluation partner and discovery phase partner are keen to support the council-led projects to develop ground-breaking and innovative initiatives.

Our commitment to you:

- we will support you to creatively address the issues you are exploring
- we will encourage you to consistently focus on the beneficiaries/users of your work
- we will provide service design, user engagement and evaluation support
- we will seek national solutions to any relevant barriers
- we will facilitate opportunities to engage with the other local areas on the programme
- we will promote the outcomes and learning from your work with the rest of the sector.

In return we are asking for commitment from funded councils. **Your commitment to us:**

- you will work as a multi-disciplinary team in addressing the issues you are exploring
- you will commit to putting the needs of the beneficiaries/users at the heart of your work
- you will evaluate your project(s) and engage with the overall programme evaluation and service design partner
- you will clearly identify the benefits and potential return of investment for the project
- you will ensure that senior leadership is engaged in the programme from all partner organisations
- you will work openly with other funded projects
- you will submit an application for the implementation phase by 27 September 2019 which includes lessons learned from the discovery phase and host a discovery phase presentation in October including key partners from the project
- you will commit to sharing the learning with the rest of the sector via [localgov's user research library and pipeline events](#), workshops, webinars, blogs and other methods.



Monitoring devices tested during Sunderland City Council's discovery phase.



Shropshire Council immerse themselves in the data to aid service planning.

How to apply

The Social Care Digital Innovation Programme 2019-2021 is now open for expressions of interest from councils with social care responsibility in England. The only exclusion is if you were a lead council in the implementation phase of the 2018/19 programme. Each council is permitted to be the lead council for one expression of interest only. You cannot apply for funding for an existing project, or for a project that previously was funded through NHS Digital's Social Care Programme.

Each expression of interest must:

- be of interest to the sector and align with one of the three themes
- not exceed eight sides or slides and 1500 words
- include an application summary form
- be submitted by **4.00pm on Thursday 7 March 2019**

Please email socialcaredigital@local.gov.uk to request an application summary form.

Within the expression of interest, the lead council should clearly describe:

- the area/problem to be explored with user engagement methods
- the discovery phase project team and wider stakeholders
- milestones for the discovery phase
- the outputs from the discovery phase
- summary of how funding will be spent.

Expressions of interest will be assessed against these areas. We encourage you to be as creative as possible to illustrate your proposed discovery phase within the word and side/slide limit.

The application summary form, to be submitted alongside the expression of interest, includes key details of your application to be published on our website and director of adult social care or lead member sign-off.

Please note successful expression of interests will be published on our website. We will also publish short summaries of the unsuccessful applications to encourage collaboration across councils.

If you have any questions about the programme or application process, please visit www.local.gov.uk/scdip or contact: socialcaredigital@local.gov.uk

Illustration of what is important to a member of a Nottingham City Council's focus group.



Bracknell Forest's first interactive digital kiosk installed in January

Other social care digital programmes

NHS Digital Social Care Pathfinder – the future grant opportunity for pathfinders, funded by NHS Digital, will focus on larger scale implementations of existing products and/or services that have already been piloted in small local areas to allow for more complex projects to successfully deliver outcomes and benefits to the sector.

If you have already piloted successfully a solution in your area, or have a strong evidence base of need, this future investment will support you in scaling up across multiple health and/or care organisations that can reuse and share successful solutions, in their wider area or elsewhere.

This will include working towards national capabilities if appropriate. More details will be published on <https://digital.nhs.uk>

Care and Health Improvement Programme – the LGA in collaboration with ADASS is currently in the process of designing the support offer for 2019/20. This will support councils in three areas in 2019/20:

- councils' market shaping role in the use of digital across the care provider sector to improve quality and outcomes
- information sharing and interoperability from social care systems
- work on prevention through the adoption of technology enabled care across health, housing and social care.

You can find out more about our support at a live 'show and tell' event that is taking place on Monday 11 February 2019 from 10.00am-11.00am.

To register to join the live stream visit www.eventbrite.co.uk/e/lga-show-and-tell-tickets-54237809749



South Tyneside Council carrying out engagement with people with learning disabilities.



David with parents, trialling a biometric wristband as part of Wirral's project.



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