

# SCDIP Implementation Phase progress report

25 January 2019

<b>Name of council:</b>	Lincolnshire County Council
<b>Project name:</b>	Online self-service Financial Assessment
<b>Project summary:</b>	Implement online financial assessment and benefits checker tools for the direct payment cohort speeding up the process and reducing fail care packages.

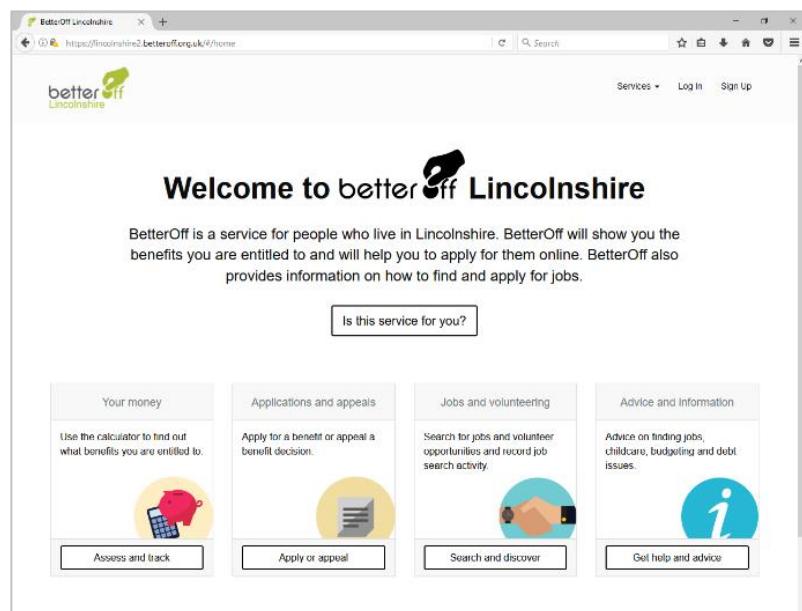
## Progress update

The project is currently on track to have online financial assessments (BetterCare) and a benefits checker service (BetterOff) available for the public to use by March 2019.

A version of the BetterOff website was made live at the end of December and is currently being checked and tested by Lincolnshire County Council.

Lincolnshire non-residential costs are being calculated and checked against those in the online forms that have been created by Looking Local.

Looking Local are now contracted to provide online services and development work. Lincolnshire County Council's strategic partner Serco, who administrate the financial assessments, are members of the project team and are fully involved in the assessment calculations.



## How will the new online financial assessment system help?

Matthew Fisher, the Principal Social Worker in Adult Care at Lincolnshire County Council, states in [this video](#) how it will help members of the public in conjunction with Practitioners.

Donna Crashley, the Adult Care Finance Manager at Serco (responsible for delivering financial assessments in Lincolnshire) has given [her thoughts](#) on how it will aid staff and the service that is provided.

## Outcomes defined and measurement methodology

The following targeted measurable outcomes are currently being reported on by Serco through contract management arrangements to the service lead at Lincolnshire County Council. The required outcomes are:

- Reduction in assessment backlogs and waiting times for financial assessment to be completed. To be reduced from the average wait time of 50 days down to 15 days.
- Earlier indication of client contributions which will lead to fewer failed care packages at the end of the financial assessment. To be reduced from 19% to 5%.
- Reduction in queries and complaints to the team.
- Increase the amount of benefits claimed through more cases being reviewed for benefits eligibility. To be increased from 3 to 30 cases per quarter for people who are eligible for unclaimed benefits.

In addition to these measures we will be evaluating people's experience of the service through ongoing customer conversations

## Sharing learning

Some members of the stakeholder group of this project attended a "**show and tell**" event in Huddersfield in January 2019.

This was an event facilitated by Looking Local in conjunction with Kirklees Council. This event was attended by 15 councils from all across the country.



## Engagement with the public

An anonymous online survey and postal survey was distributed by Carers FIRST and VoiceAbility on behalf of Adult Care. Over 125 surveys were completed and returned between September and December 2018. These have provided valuable information towards the project.

## Sustainability

The planned sustainability of the project relies on better use of staff in the assessments team to maximise benefits take up, rather than chase up missing documents and incomplete forms.