

Social Care Digital Innovation Programme

Delivering Social Care in the Digital Age

Prospectus
May 2018

Invitation to apply for funding

Forward

We are committed to enhancing the role that information and technology can play in the commissioning and delivery of health and social care services. As part of this agenda we are pleased to be running a second year of funding in collaboration with NHS Digital, to stimulate digital solutions to social care challenges at a local level.

Last year, 19 local authorities were funded to support digital innovation in social care. Projects included implementing technology in Barnet that reduces the need for overnight care, voice-activated home support in Hampshire, and enabling secure information sharing in Luton and Central Bedfordshire. More examples and evaluations of last year's projects can be found [here](#).

Assistive technologies and social care services must be designed around the needs of service users and complement the work of health and social care professionals. This year's investment programme will support local authorities to work with providers on new models of care and ways of working. To help develop these technologies, we have introduced a new 'discovery phase' to fully scope out new work practices and technology before moving to an implementation phase.

We are delighted that NHS Digital is investing in local technology solutions and will ensure that learning is disseminated across the sector.

Executive Elected Mayor **Kate Allsop**
Deputy-Chair, Community and Wellbeing Board

Digital technology can enable care and support to be more heavily influenced and shaped by those who need it and to be truly personalised. This funding can support transformation that allows people the information and advice to self-assess and commission online, to buy their own services and to connect with others seeking to do the same.

Technology will play a key role in shifting thinking to pre-empt care needs ahead of time. I encourage you to put in an expression of interest to see where digital technology can help transform social care to support people to manage their own solutions.

Glen Garrod
ADASS President

Social Care Digital Innovation Programme

Invitation to apply for funding

Introduction

This prospectus invites local authorities with social care responsibility to bid for local investment funding of up to £100,000 for projects that seek to use information and technology to improve adult social care and health outcomes and deliver financial savings.

The Social Care Digital Innovation Programme (SCDIP) is funded by NHS Digital and managed by the LGA. NHS Digital supports work nationally to harness the power of digital technology to improve health and social care outcomes. This is the second year of funding. Last year, 19 local authorities were selected to implement new digital approaches in the design and delivery of adult social care.

Find out more about last years' projects at www.local.gov.uk/scdip.

Key principles

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

The first part of the programme is a discovery phase. 12 local authorities will receive funding of £20,000 to undertake a discovery and develop a digital solution to a specific issue. Local authorities are invited to submit expressions of interest to complete this phase in the summer.

Within the expression of interest, the lead local authority will be expected to describe:

- a) the areas of the service to explore in the discovery phase
- b) the link with the wider strategic plan for the lead organisation and partners
- c) user engagement methods
- d) the project team
- e) milestones for the discovery phase
- f) the outputs from the discovery phase

The expression of interest is not looking for details of the digital or data solution that you will implement but a problem area you wish to explore further.

Discovery phase Expression of Interest	
What we are looking for?	What we are not looking for?
Clear description of 'problem' to solve	A solution to the problem
Why you think the discovery phase will help find solutions to the problem	Do not need to know that the problem can be definitely solved by a digital solution
What you would like to produce from the discovery phase	Pre-defined outcomes from the whole project
Methods of user engagement described with external support if required	Unclear user engagement methodology
Partnership arrangements	No partnerships developed

After the discovery phase, local authorities will submit an application for the implementation phase and six local authorities will be awarded up to a further £80,000 to support implementation:

Implementation phase	
What we are looking for?	What we are not looking for?
Meets the needs of the user first	Innovation that requires an user instruction manual
Collaborative arrangements with providers	Top down approaches
Simple, easy to use solutions	Additional barriers to digital inclusion
Design for the future	Mechanising existing back office systems
New approaches that reform traditional approaches	Processes that lead people into traditional, institutionalised services
Open and replicable approaches	Projects that cannot be adopted elsewhere
Evidence base to support scalability	No learning to support scalability
Benefits led, tracked and reported	No outcomes captured

Social Care Digital Innovation Programme summary

The funding is split into two phases; a discovery phase (£20,000) and an implementation phase (up to £80,000). **This expression of interest is for the discovery phase.** Six of the 12 local authorities participating in the discovery phase will progress from the discovery phase to implementation phase in the autumn.

Phase	1. Expression of interest	2. Discovery and service design	3. Implementation
When	May 2018	July to October 2018	November 2018 to March 2019
What we are looking for?	<ul style="list-style-type: none"> User needs described Co-design Project approach 	<ul style="list-style-type: none"> Developing the proposal Exploring service user need using research methodology (and partner) Confirmation of outcome measures and outputs Project risks and issues Project plan with timelines Lessons learnt 	<ul style="list-style-type: none"> Solutions being tested with end users Implementation challenges fully explored Measure the effect of any changes End of project presentation/report Participation in national and regional forums
No. local authorities	All 152 local authorities can apply as lead authorities*	12 (4 for each theme)**	6 for the 12 discovery phase local authorities(2 per theme)**
Themes	1. Efficiency and Strength Based approaches 2. Managing Markets and Commissioning 3. Sustainable and Integrated Care and Health Systems		
Funding	n/a	£20,000 per local authority	Up to £80,000 per local authority

* The 19 lead authorities from the 2017/18 programme cannot be the lead authority in a 2018/19 expression of interest. District councils may wish to partner with a local authority with social care responsibility

** LGA and scoring panel reserves the right to alter the number of local authorities selected for each theme to ensure the highest scoring expressions of interest progress.

Discovery phase funding will be allocated in June following a competitive expression of interest process and will be distributed to the successful local authorities in two payments, in July and August 2018. The second payment will be released after receipt of confirmation of the plan to submit an implementation phase application form.

By submitting an expression of interest it is expected that successful local authorities will in the discovery phase:

- receive support from an external partner organisation and/or evaluation partner commissioned by the LGA and NHS Digital to help evaluate benefits, capture learning and support dissemination to assist other local areas
- submit an application for the implementation phase by 28 September 2018 which include lessons learned from the discovery phase
- host a discovery phase presentation in October including key partners from the project along with a Director of Adult Social Services or relevant Lead Member representation as part of the application process for the implementation phase.
- use methods such as blogs, social media and videos to update on progress and share learning with other local authorities

Representatives from the participating Local Authorities will form part of a reference group which will:

- discuss common challenges and the solutions they are implementing
- identify collective support requirements that the programme can assist with
- develop materials to be made available to support other authorities
- disseminate learning to the sector

Application themes

Expressions of interest should align the problem they are looking to address to one of the following themes. Some examples of areas to consider are included below to stimulate ideas but this is not an exhaustive list. Applicants are asked to align their expression of interest to the most appropriate theme.

1. Efficiency and strength based approaches

Expressions of interest under this theme can engage citizens and the service user in the design, development and delivery of Health and social care processes or systems. For example, proposals may consider:

- support strength based approaches of the workforce
- citizens (including users and informal carers) finding information and advice, checking eligibility for services
- managing own care through digital channels
- citizens managing their care and support across social care, health, primary and secondary care
- preventative approaches encouraging links with community assets

2. Managing markets and commissioning

Expressions of interest under this theme should be about improving the quality, range and efficiency of care and support provision. For example, proposals may consider:

- services being better connected through improved information sharing across the Local Authority and social care providers

- supporting the social care provider market to become more digitally mature in its infrastructure, care delivery or software
- improvement that requires significant involvement of one or more care providers
- enabling social care professionals and next of kin to access information on day to day care delivery
- improving provider market information for commissioners, care management, service users (including self-funders) and next of kin

3. Sustainable and integrated care and health systems

Expressions of interest under this theme can include approaches to cross sector working and ways of improving health and social care outcomes for people: For example, proposals may consider:

- approaches to integration that explore how to support people to stay well and independent in their own home or usual place of residence and out of hospital
- making the most of strengths and resources in the community to support citizens
- improvements to patient flow in and out of hospital
- development of data profiles to include health and social care information to inform preventative approaches and to develop risk stratification models to identify individuals at risk
- shared systems and service arrangements that involve enabling and empowering people through technology, also meaning they tell their story only once

Expression of interest process: discovery phase

The Social Care Digital Innovation Programme is now open for expressions of interest from local authorities with social care responsibility in England. The only exclusion is if you were a lead local authority for the programme in 2017/18.

Please complete the [online application form](#) by 4pm on Friday 1 June 2018.

Each expression of interest must:

- meet a number of the key principles identified above and align with one of the three themes.
- address each expression of interest question directly, not exceeding the stated maximum word length of 400 words for assessed questions 5 to 9.

Each local authority is permitted to be the lead local authority for one expression of interest only, which should be supported by the Director of Adult Social Services and the relevant Lead Member.

If successful, discovery phase local authority sites are expected to agree and sign the grant agreement by 29 June 2018.

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

Expression of interest questions

Introductory Questions

1. Type of Local Authority (*County, Unitary etc*)
2. Council Lead Officer:
 - a. Name
 - b. Job Title
 - c. Email Address
 - d. Telephone Number
3. Which theme is your proposal under? Please select one of the three themes:
 - a. Efficiency and strength based approaches
 - b. Managing markets and commissioning
 - c. Sustainable and integrated care and health systems
4. Who is the lead organisation and who are the key partners
 - a. Lead (local authority):
 - b. Partners (list of organisations)

Assessed Questions

All the questions below have a word limit of 400 words:

5. What is the problem you are seeking to address in the discovery phase, what are your main objectives for this project and how would you measure whether the objectives have been met? [20 marks]
6. Who are your users, how will you engage with them in the discovery phase and what are the user objectives? [20 marks]
7. Who are the key members of your project team for the discovery phase including name, organisation, current role, role in the discovery phase and supplier contractual arrangement (if applicable)? [20 marks]
8. Detail how you would carry out the discovery phase including dates, milestones and outputs? [20 marks]
9. How will you identify potential solutions to address the problem(s) identified in question 5? [20 marks]



Local Government Association
18 Smith Square
London SW1P 3HZ

Telephone 020 7664 3000
Fax 020 7664 3030
Email info@local.gov.uk
www.local.gov.uk

