

Bolton Metropolitan Council

Background

Bolton Metropolitan Council (BMC) is one of the ten local authorities within the Greater Manchester area. The council includes a Clinical Commissioning Group, an NHS Trust and a Mental Health Trust. There is also a Department for Children's and Adult Services which has responsibility for commissioning internal and external care services.

Within the last four years, BMC has developed its customer journey – redesigning many of its roles, responsibilities and structures; particularly within its first contact, assessment and case management teams.

What they wanted to achieve

BMC recognised that the new Care Act will bring many challenges for local authorities and anticipated that a number of changes will be required to existing roles and activities. BMC wanted to be sure that it will be ready to support staff whose roles will be affected by the new Act. At the same time they wanted to ensure that all staff who come into contact with customers will have the confidence to successfully implement the Care Act.

BMC also wanted to make sure that there is consistency throughout the different regional approaches to workforce capacity planning and development.

What they did

BMC established a Care Act implementation board with sub-groups and went on to conduct a timescale and priority mapping exercise with 40 staff from five work streams.

Two events were held to present the impact that the Care Act is likely to have on the customer journey and to highlight the changes needed to the workforce. The audience for this event included members of the implementation board, workstream members, representatives from HR plus managers and practitioners from each stage of the customer journey.

BMC also began planning a wider workforce engagement event to discuss the future roles that would be needed to implement the assessment pathway with a focus on engaging staff early in the process.

What was achieved?

By using the workforce capacity model, BMC has been able to assess the present and future roles and activities required to deliver the Care Act. These cover each step of the customer journey from first contact through to the assessment of the customer's needs and the carer's assessment and onwards to eligibility and financial assessment.

Through meetings and discussions with the workforce group and pathway group, the council began to understand the changes needed throughout the customer journey and were able to identify current and future roles and activities.

BMC has also identified where more work is needed to identify training needs and develop training packages and a first draft of a competency framework has also been developed.

To access the workforce capacity planning model visit www.skillsforcare.org.uk/careact > capacity planning model.

Skills for Care has a range of other resources that can support the Care Act implementation. For more information and to access the resources visit

www.skillsforcare.org.uk/careact