

Tusted Adviser Evaluation- March 2016

1. The Trusted Advice (TA) model provides people and carers with local and social care information and advice at the first point of contact in a local area.
2. The model's training philosophy brings about widespread knowledge about social care, self-help resources, and the specialisms of Trusted Advice organisations in a local area. Training was implemented in eight stages, each stage developing capacity and built on the previous stage. In summary, from October 2015 to February 2016 the TA model trained 55 frontline advisers, staff and volunteers from the five TA organisations on social care legislation, values, the SLCC model, Suffolk Infolink and advice page, and holistic person centred conversations. This has built capacity to provide local support, identify specialist support, prevent escalation and in the future will reduce demand on ACS. The TA model also trained 15 Trusted advisers in gathering information about people and carers and referring via a warm handover (ACS can use this information to provide re-ablement or to build upon for a care and support assessment). The TA organisations are holding a Trusted adviser event on June 16th 2016 at Lowestoft Library informing frontline advisers in the local area about the Trusted Advisers project, their specialisms and their links to ACS.
3. The TA organisations have developed internal mechanisms to identify people and carers in need of information, advice and support and to gain this. Between October 2015 and February 2016 the five Trusted Advice Organisations committed 650 hrs to being part of meetings, training, discussing and promoting the project internally, and shadowing. This activity was part of their grant funding.
4. Between October 2015 and February 2016 (3 months) the 15 Trusted Advisers provided 212 hrs of information and advice to 256 people and carers. This is additional information and advice to what they provided prior to October 2015 (pre training). They completed 746 interactions on social care support, local resources and Suffolk infolink. It is envisaged that these figures will rise significantly in data from February 2016 (following the training of 40 other frontline advisers and staff from Trusted Advice organisations).
5. From November to December 2015 there was a decrease in the number of requests from people looking for information from Adult Social care services in Waveney This decrease did not occur across the South and West teams, although a decrease did occur in November 2015 in the East. A decrease did not occur across all teams for these months in 2014. Further analysis is needed as to the reason for the decrease.

6. Early in the development of the model, trusted advisers and managers identified what success would look like for a) people and carers, b) themselves and their role, c) their organisation, and d) the community. We have continually and collectively sought to achieve these successes. One outstanding success of model is the in-depth knowledge that each frontline adviser gains of other organisations involved (including ACS) and the development of relationships and trust. This enables people to be referred appropriately and confidence that people and carers will be provided with the right information and support.
7. There has been approximately a 50% increase in the number of 'warm handovers' to and from the TA Organisations (including ACS teams). The TA model has encouraged Access and Community Trust and NES CAB to join the Suffolk Information Partnership and hence increase the quality of their information. The TA Organisations are currently seeking more referrals from ACS to have a higher impact and a plan to action this has been devised.
8. TA Organisations and Advisers are proud to have specialist knowledge and a strong contact point within ACS. Some have developed business cards naming themselves as trusted advisers. Organisations have begun to offer resources to realise the development and success of the model, such as event space and meeting space and expertise to develop their TA flyer or poster to collectively market themselves as a group of organisations.
9. Case studies report an increase in knowledge of local services, more referrals due to the warm handover and local knowledge and trust between organisations which support and encourage people to gain specialist support before needs escalate.
10. This model initially met with resistance from the Social Work Services Team, because of the perception that non-qualified TA would be undertaking assessments which would lead to the outsourcing of social work services. Over the course of the development of the model we have built relations between local ACS staff and TA organisations. TA are providing information and advice and gather information to warm handover. They have not progressed to undertaking care and support assessments. This has resulted in good trusted relationships and acceptance of the model.
11. The TA Organisations have systematically commented on the feel and content of the Suffolk Infolink advice pages. They have also been involved in the development of the online customer tool, and will be a part of the process to identify the requirements of the ACS case management system.