

# 3 Conversations in BCC



# Birmingham's Journey

In 2017 Dr Graeme Betts Director Adult Social Care set the vision for work with Adults within Birmingham.

The transformation of adult social care practice in Birmingham was launched in March 2018.

The 3 Conversations Framework and Family Group Conferencing focus on social work practice and the commissioning led Neighbourhood Networks Scheme focusses on co-production with citizens and communities.

Birmingham committed to a phased rollout approach to the 3 Conversations framework.

Teams were encouraged to directly report any issues, concerns and potential solutions in live time throughout roll-out. In following this methodology frontline workers have directly developed all paperwork, processes and guidance through reflection in and on practice and appreciative enquiry.

Rollout across all Adult Social Care teams will be complete in December 2020

**What is 3 Conversations:** A framework that breaks down the traditional assessment process into person-centred, tangible stages that emphasis starting where the person is at reinforcing greater work happening at the preventative stage.

### **Conversation 1 – Listen and Connect**

Listen hard and explore what really matters to the person. What resources and supports are available that can build upon their assets and strengths as well as connect them to family, community and others?

### **Conversation 2 – Work intensively with people in crisis**

What needs to change urgently to help someone regain control of their life? Put these into an emergency plan and with colleagues, stick like glue to help make the most important things happen to bring someone back to stability. DO NOT plan long-term in a crisis.

### **Conversation 3 – Build a good life**

What does a good life look like? Focus on long term planning and how best to mobilise the resources needed including personal budgets as well as personal and community assets in order to make the best plan of care.

# New Assessments by Budget Holder

Cumulative Assessments and Corresponding Stage Last Year by Team

● Cumulative Assessments ● Corresponding Stage Last Year

The number of assessments have increased for all teams.



| Team          | Cumulative Assessments | Assessments Corresponding |
|---------------|------------------------|---------------------------|
| AD Yardley    | 1072                   | 728                       |
| AD Ladywood   | 1042                   | 946                       |
| AD Edgbaston  | 992                    | 569                       |
| AD Northfield | 974                    | 806                       |
| AD Hodge Hill | 939                    | 709                       |
| AD Selly Oak  | 913                    | 642                       |
| AD Hall Green | 863                    | 699                       |
| AD Erdington  | 839                    | 668                       |
| AD Perry Barr | 812                    | 776                       |
| AD Sutton     | 694                    | 648                       |
| <b>Total</b>  | <b>9140</b>            | <b>7191</b>               |

## Assumptions

The number of assessments cover the period May 2019 to April 2020.

The numbers include reassessments of clients already receiving a care package.

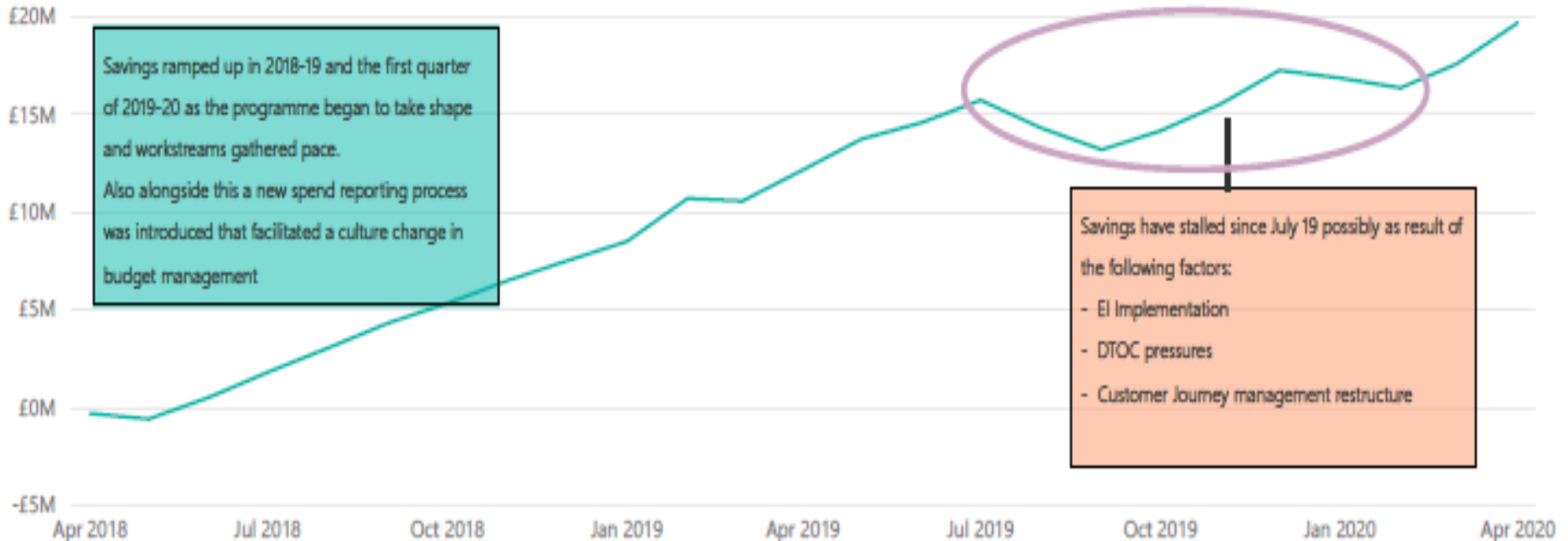
Tables exclude the hospital teams.

Since the start of our journey, BCC staff have been enabled to work with more people more quickly than they were within the care management model.

Despite working with more people, 3 Conversations, NNS and BCCs other initiatives have been having a positive impact on savings.

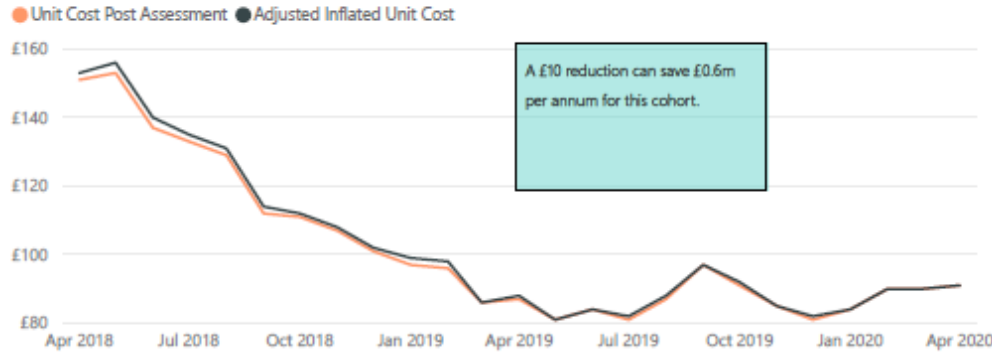
| Age Band     | Cumulative Savings |
|--------------|--------------------|
| 18-24        | £3,983,563         |
| 25-64        | £7,866,774         |
| 65 to 84     | £2,558,039         |
| Over 85      | £5,276,718         |
| <b>Total</b> | <b>£19,685,094</b> |

Cumulative Savings by Month

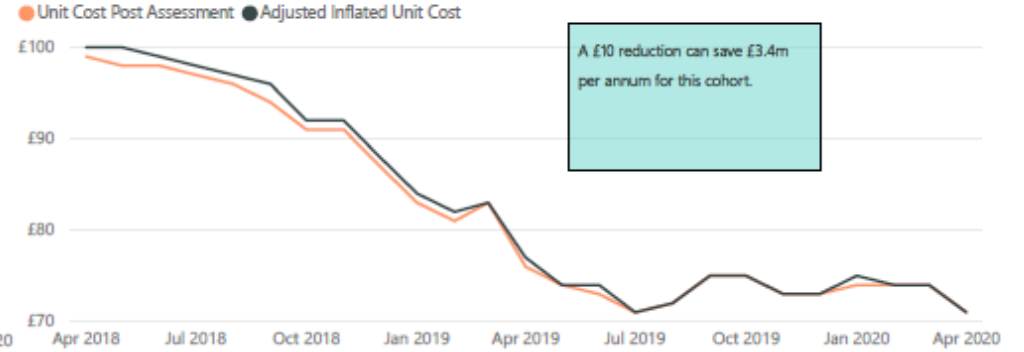


# Average Unit Cost Post Assessment

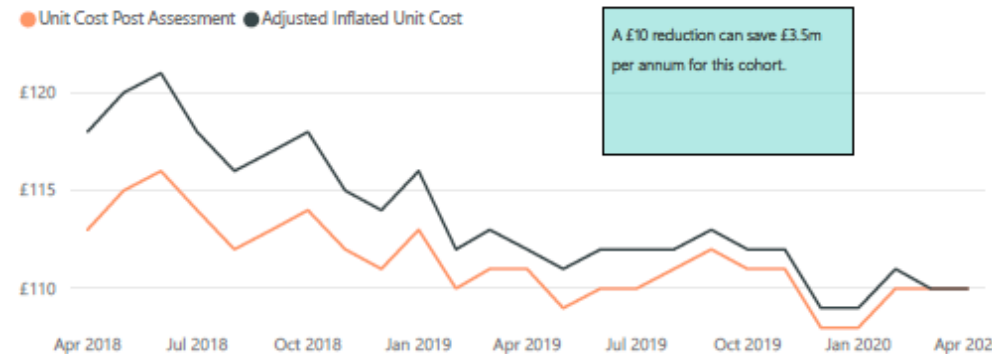
## 18 to 24 Cohort



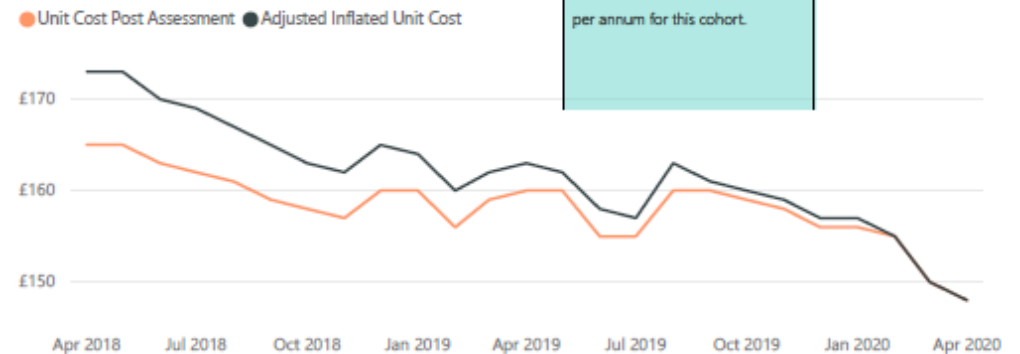
## 25 to 64 Cohort



## 65 to 84 Cohort



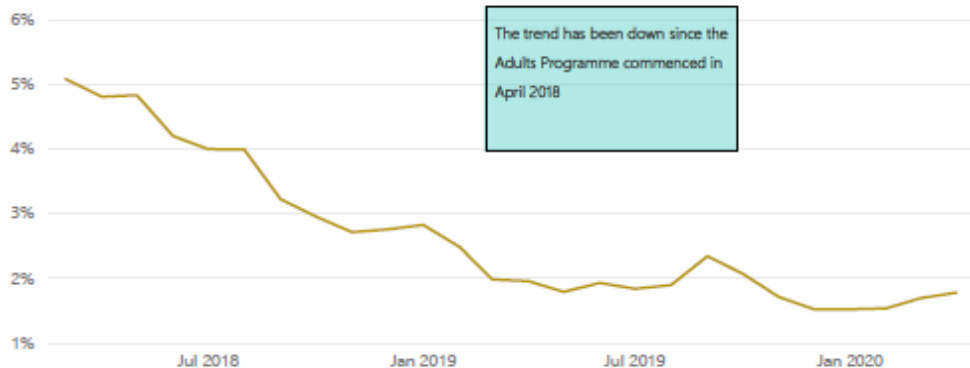
## Over 85 Cohort



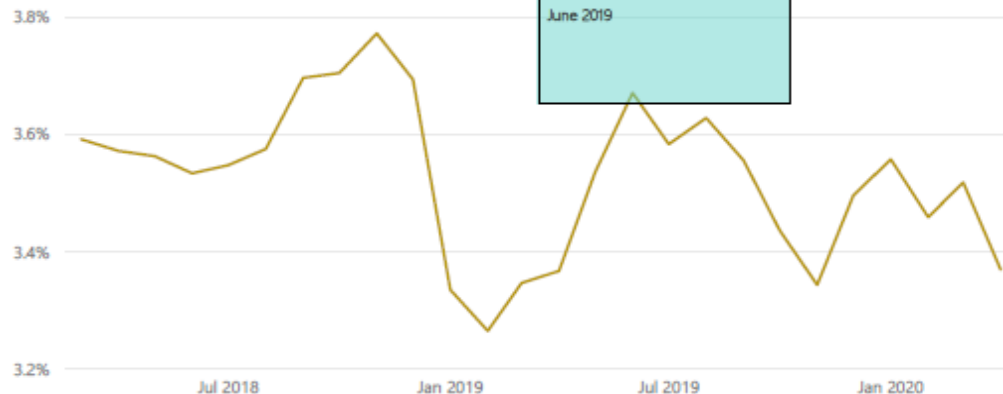
Giving staff the permission to work creatively with an emphasis on knowing your patch and utilising local community support has also helped to see a reduction in the cost of packages.

## Bed Based Care Outcome % Post Assessment (12 month rolling figures)

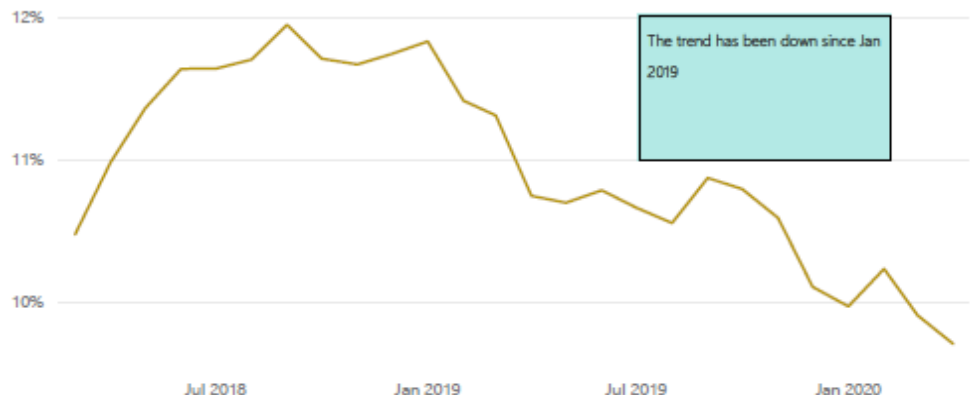
### 18 to 24 Cohort



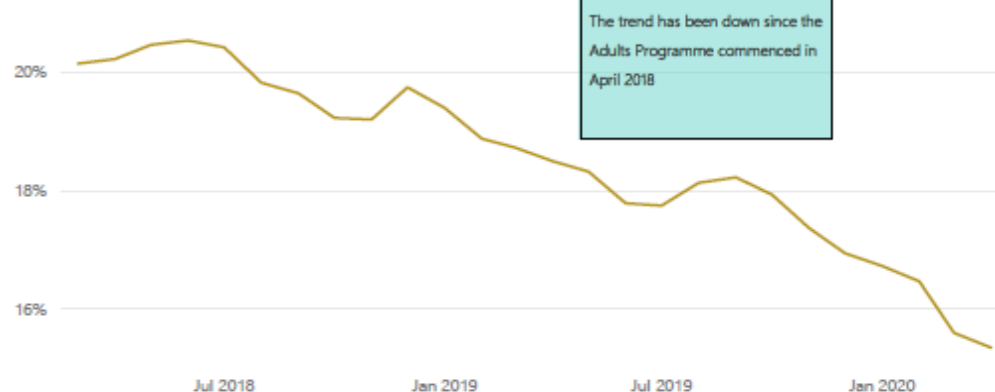
### 25 to 64 Cohort



### 65 to 84 Cohort



### Over 85 Cohort

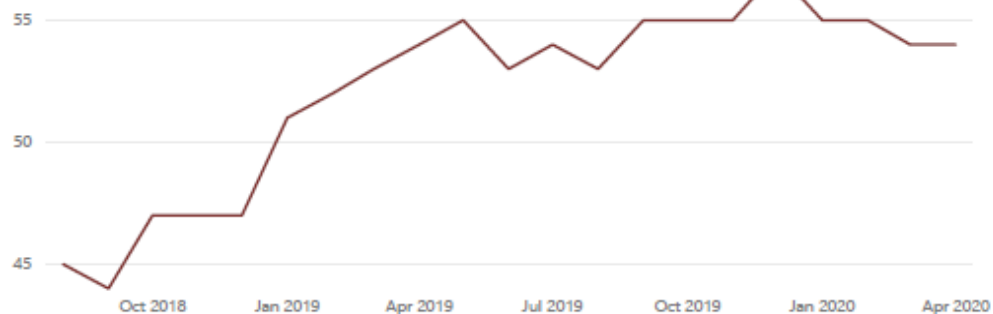


The bed based % is based on the number of new long term residential/ nursing packages as a % of all new assessments on a rolling 12 month basis.

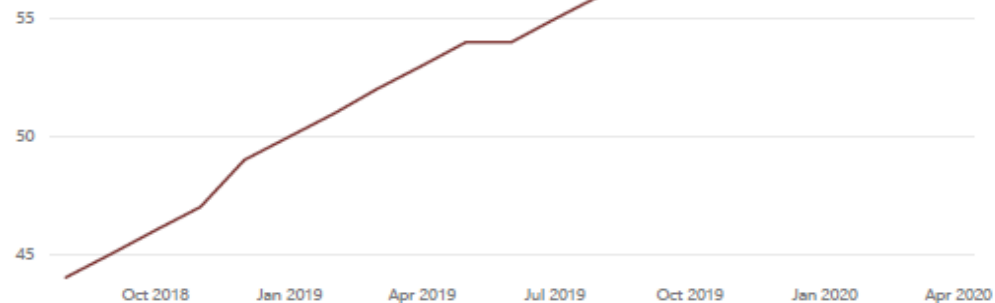
There has been a lot of work emphasising 'Home First' and enabling people to be as independent as possible for as long as possible within their own homes.

## Average Weeks Clients Diverted (12 month rolling basis)

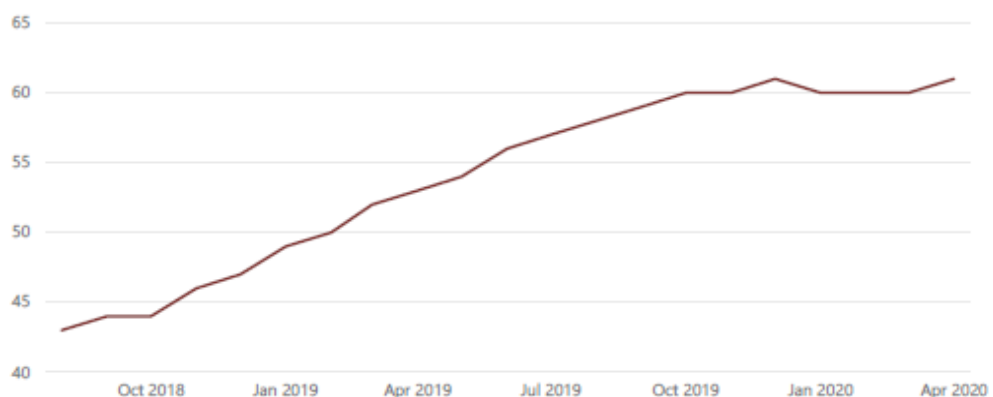
### 18 to 24 Cohort



### 25 to 64 Cohort



### 65 to 84 Cohort



### Over 85 Cohort



The length of diversion data is based on the average length that clients were diverted for before returning for a new assessment. This was calculated by taking the end date of the new assessment minus the end date of the previous assessment that led to the diversion outcome. It is possible that a number of these 'returners' are being diverted again following their new assessment. The figures are based on a rolling 12 months average

Ensuring we have better conversations with people on the front end has also helped to increase the amount of time people are diverted from needing to come back to ASC for further needs.



# 3 Conversations Feedback

## What do people think?

*“Once again thank you nobody was going to do what you have done for my brother! I'm so grateful, I have dealt with so many social workers have meetings with them and at the end they will just abandon A...Since you met A you took the battle in your hands and you could see the poor soul was lost and needed help...you never gave up however sometimes it was looking like there is no hope you continued fighting for A.....I knew it was only you and you have done.. I want you to know you're one in a million. May God bless you abundantly you're special. Thank you!!”*

## What do workers think?

*‘3Cs is the best change the Local Authority has made in a long time.’*

*‘I love that this is creating a more positive perception of Social Workers’.*

*“This is real Social Work.”*

*“I am spending less time completing forms and spending more time in the communities building knowledge of resources.”*



[birmingham.gov.uk](http://birmingham.gov.uk)