

Due diligence and evidence of delivery

In July 2019 Newton presented to the regional branch meeting of ADASS. This meeting is attended by directors of adult social care from across the South East region. This presentation was followed by a discussion and several of the authorities at the meeting had experience of working with Newton and feedback was positive. One authority did comment that there was a difference in the success rates across two separate projects and this was attributed to differences in practitioners' approach to risk and access to preventative services. Kent and Hampshire have fully adopted Newton methodology and Kent have now embedded this methodology into practice.

Due diligence took place in September and October 2019. Officers visited Leicestershire and had detailed conversations with Cornwall.

In Leicestershire feedback on Newton received through meetings with senior council officers were extremely positive. Highlights included:

- Changes had been delivered at pace with programme moving into business as usual in some areas within a twelve-month period.
- Programme is on target to deliver savings in excess of what was modelled (up from c£10m to c£14m).
- Productivity and performance management has changed dramatically, case-loads are now so low (10-15 cases) that for some teams they will be moving work into the teams from reviews.
- They use tableau and these dashboards now show incredible detail on a worker by worker basis including case-loads, number of cases allocated each week (on the same screen) number of days since a case recording was made on a case, etc.
- Significant changes to reablement which is an in-house service.
- Reductions in residential care.

In Cornwall, the Service Director reported that:

- A second Newton engagement was commencing following the success of the first engagement. Feedback was that the analysis work was very comprehensive.
- Newton were completely allied to front line services and there was immediate escalation to senior management of teams not delivering in line with programme expectations.
- The level of time commitment for senior officers was significant; approximately one and half days every week was spent working with Newton.

Newton report the following outcomes for Cornwall:

- Lead time from first contact to first assessment reduced from 29 to 9 days.
- Assessment and coordination functions streamlined resulting in productivity increase of 375%.
- Number of people accessing enablement increased by 40%.
- Reshaping external provision of services with new provider relationships and quality measures – down to 23 providers and no service user leaving without care for more than 24-hours.
- Over £3.5m saved on homecare alone.
- £32M savings -on track to save £150M over three years.

In addition to the direct enquires and discussions officers have been part of Newton have offered the following additional statements and quotations:

"Together, Newton and Kent County Council have engaged in a strategic transformation of services. The in-depth assessment work carried out established a deep understanding of current processes and created a strong basis for change and a clear vision embraced by the entire workforce. It's proof there are other ways of working within social care and that councils can achieve incredible results using the tools they already have"

Strategic Director for Commissioning, County Council

"I have worked for the council for 38.5 years and I can honestly say that Newton have been exceptional"

Deputy Chief Executive, County Council

"The way you have challenged and galvanised us as execs across the system has been invaluable, and has been a big part of the difference of this approach, alongside the rigour and depth of diagnostic" Director of Strategy, CCG