

# Case Study: Barnsley Council

## The Challenge

Barnsley Metropolitan Borough Council were experiencing significant challenges within their social care assessment service, running a duty cycle with just three teams. Eden Brown Service Delivery were commissioned to provide a fourth assessment team, providing additional capacity of 1 Team Manager and 5 Social Workers, with oversight from the EBSD Service Manager, extending the duty cycle to 4 weeks.



*“Eden Brown Service Delivery has provided a well organised and responsive service. The team has been flexible to meet our service needs whilst always ensuring KPIs are met. The additional social work experience and knowledge the team has provided has positively impacted the lives of children and they have shared their good practice with internal staff which has contributed to the development of our service. Always keen to help, supportive, highly motivated and in good spirits; the team has been an asset to our service.*

*The team embraces shared learning and reflective conversations both internally and with partners. They have maintained robust communication with the organisation and provided the service with the space for our improvement journey to continue. It has been a pleasure working with the team and I would recommend them.”*

**Service Manager, Barnsley Council**

## The Solution

An initial consultation took place with the Local Authority Sponsor to understand the Local Authority's aims and requirements. The proposal, pricing, duration and KPIs were agreed, following which, the team were mobilised within two weeks, with a clear project delivery plan in place. An implementation day was held prior to the project commencing, ensuring IT set-up, effective team integration and familiarisation with internal managers, systems and processes.



Swift implementation of an Assessment Team to address lack of capacity within the service. All cases were reviewed, and robust management oversight provided.



Timely visits, interventions and planning with families and multi-agency partners led to the consistent implementation of threshold and effective plans for children.



Audits were undertaken by the Eden Brown Service Delivery Quality Assurance Team.



Weekly and monthly performance reports were provided, evidencing good performance and throughput.



Regular senior management 'risks and issues' meetings were held throughout the project to ensure effective communication and to identify and resolve any emerging issues swiftly.



A Midway meeting was held to evaluate progress and outcomes against agreed KPIs.



A helpful and collaborative working relationship developed between the Eden Brown Service Delivery team and the sponsor, in which suggestions and feedback were shared and explored. These ideas were taken forward by the sponsor to further develop their service delivery.

## Results

The Eden Brown Service Delivery programme supported the Local Authority to manage the demand on their assessment service, ensure that the threshold for intervention was consistently applied and provide services to children and families appropriate to their needs. Robust management oversight was provided on all cases, with timely visits and completion of assessments. Interventions were provided during contact with the families, preventing delay for families requiring support.

## Outcomes

297

assessments

98%

of initial visits were completed within 5 days.

100%

of assessments had day 5 management oversight.

100%

of assessments had day 15 management oversight.

100%

of supervisions have been completed within timeframe.

100%

of audits were rated 'Good' or 'Outstanding'.

100%

of assessments were completed within 45 days, totalling 297.

77%

of the 297 assessments were either stepped down to Early Help or required no further social care intervention, with just 4.7% being re-referred compared to 23.5% average across the service