# fame
### Framework for Multi-Agency Environments

WOKING BOROUGH COUNCIL

# Case Study
## Geoff Young
## Woking Borough Council

Geoff Young, E-services Programme Director, Woking Borough Council, tells us more about how FAME's toolkit has supported their multi-agency working and how he believes it can benefit other local authorities.

## In a few words, how would you describe FAME to someone who has never used it before?

FAME is simply a framework to support the development and implementation of joint systems across multiple public sector agencies. It aims to improve efficiency and the quality of service delivery.

## In what way would you like to see the wider national development of FAME?

I believe there needs to be a more joined up way of thinking at government level. There needs to be more recognition of what has been achieved by FAME to date, and a greater awareness of the full extent of the understanding FAME can facilitate. In regards to the ways in which multi-agency working environments are developed, FAME is a tool which has the potential to really assist all Local Authorities, Government Departments and other public sector organisations."

## How did Woking Borough Council get involved with FAME and in what context has FAME enhanced your multi-agency working?

Woking Borough Council was the lead authority for the Promoting Independence of Vulnerable Older People (PIVOP) module of FAME during phase 1 of the initiative. Alongside our participating partners, Surrey County Council and the Metropolitan Borough of Wirral, we have been addressing how to improve access to and communication between multi-agency services to support the PIVOP agenda.

As part of the FAME project, we have specifically focused on the implementation of an electronic Single Assessment Process (e-SAP) for older people who are 65+ or adults with complex needs.

Already operational in the North West Surrey area, and with plans to roll it out across the rest of Surrey shortly, FAME's e-SAP system has supported and developed our understanding of the complexities and culture of the various organisations involved in this particular area of care.

## How has FAME's e-SAP system benefited you as a Local Authority?

There are a large number of organisations and departments involved within this field. In Woking and Surrey this includes Surrey County Council's Adult and Community Care Department, Surrey Heath and Woking PCT, Frimley Park Hospital Trust, Ashford and St Peter's Hospital Trust, and North Surrey PCT. The organisations represented by this list cover local GP practices, district nurses and community matrons, community hospitals, home support teams and local hospices.

FAME has helped us in the realisation of a more cohesive, joined up and citizen-orientated approach to our care for the elderly. It brings useful support when working in these multi-agency environments, so I would certainly encourage other authorities and organisations to consider how they adopt aspects of the FAME framework too.

**For more information on FAME Please see our website (www.fame-uk.org) for further updates. Or for any other information please contact us on: (+44) 0191 211 6574 or email: enquiries@fame-uk.org**

**Do you have any plans to further develop this joint working system within your local authority?**

In conjunction with our technology partners Ciber, we are currently planning and developing the next version of FAME's electronic single assessment tool, which we hope will be of use for practitioners throughout the health and social care spectrum, who are working with older people.

We will continue to manage the roll out of e-SAP across the county and beyond, allowing the principles and lessons learned to be applied to other multi-agency workings.

**What specific contributions do you believe it can bring to other agencies working in a multi-agency context?**

We have found that using the e-SAP system enables improved processes and service delivery for both service providers and users, in many different ways.

For service providers, it offers a more structured assessment process and better resource utilisation through reducing the amount of time spent completing and updating assessments. It means that assessments can be completed faster, giving a more coordinated response to service users.

The system offers immediate and easy-to-use access to accurate, comprehensive and up-to-date information about service users. It also enables electronic referrals and actions ensuring a controlled workflow between teams.

For service users, e-SAP presents the opportunity for a more friendly, people-centred assessment process, which doesn't require the repeating of the same information to several different service providers.

It means citizens will be able to receive a more cohesive and responsive service from different service providers, where they can receive a more comprehensive explanation of health, social care and housing needs.

*"I believe there needs to be a more joined up way of thinking at government level..."*