



HEALTH AND SOCIAL CARE SCRUTINY PANEL
DATE:

Agenda
Item No. 6b

ADULT SOCIAL CARE SERVICES – DELIVERY & IMPROVEMENT
STATEMENT 2006

Ward(s) All

Portfolios: Health & Social Care

Summary of report:

The Adult Social Care Delivery and Improvement Statement (DIS) 2006 was completed and forwarded to the Commission for Social Care Inspection (CSCI), before 31st May 2006 and subsequently validated by CSCI Region on June 31st.

The DIS provides a comprehensive review of Adult social care service developments and performance in 2005/06 with a focus on joint working, strategic commissioning and service delivery arrangements with health partners and within the council directorates.

The DIS sets out performance targets, priorities for improvement in outcomes for service users and carers and identifies specific risks and attendant contingency plans in order to achieve these priorities in 2006/07.

This report provides a brief summary of the statement .

Background papers:

“The Adult Social Care Services – Delivery & Improvement Statement 2006” is available upon request.

Reason for scrutiny:

To brief Members on the Delivery and Improvement Statement and enable scrutiny of key performance indicators – in accordance with statutory guidance.

Signed:

Acting Executive Director: Kathy McAteer

Date: 20 September 2006

Resource and legal considerations:

There are no resource or legal considerations arising from this report.

Citizen impact:

The delivery of good services will impact on better outcomes for vulnerable adults.

Environmental impact:

There is no environmental impact from this report.

Performance and risk management issues:

The DIS informs the overall appraisal of Adult social care – the “star rating” - and therefore impacts on the Corporate Performance Assessment. All risks identified in the DIS are found in the relevant service plans and the directorate risk register. All risks are subject to regular review and management.

Equality Implications:

The performance targets include actions that ensure delivery of equitable services.

Consultation:

There are no specific consultation requirements relating to this report.

Vision 2008:

The performance of adult services relates directly to the Council's vision for achieving excellence by 2008.

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1. INTRODUCTION

- 1.1 The 2006 Delivery and Improvement Statement (DIS) was completed and forwarded to the Commission for Social Care Inspection (CSCI), by 31st May 2006 and subsequently validated by CSCI Region on June 31st.
- 1.2 The DIS provides a comprehensive review of Adult social care performance in 2005/06 and sets out performance targets for all services for 2006/07. It identifies priorities for improving service delivery impacting on the outcomes for service users and carers' and sets out the risks identified in achieving these priorities and associated contingency plans.

2. AREAS OF ACHIEVEMENT IN 2005-06

2.1 Key outcomes of commissioning and service improvement activity in 2005-06:

- A significant reduction in the admission of older people to residential homes.
- The successful development of the intermediate care service, including the opening of the first specialist residential interim care unit for older people.
- The closure of Gosgote hospital and its replacement with new community resources for older people in partnership with health partners.
- The establishment of local resource meetings to ensure the quality of assessments, care planning and management of budgets.
- The meeting and surpassing of a number of PAF targets relating to indicators in older peoples services (e.g. % of assessments for older people completed within 2 weeks).
- Learning disabilities services have continued to work closely with local neighbourhood partnerships to promote the inclusion of people with learning disabilities.
- The further development of advocacy services, including crisis advocacy through a specialist advocacy agency for people with learning disabilities.
- The PAF 'helped to live at home' target set for people with learning disabilities has been exceeded.
- The establishment of a 'Centre for Independent living' for people with physical and sensory impairments.
- The refocusing of the Pinfold day centre, and a managed reduction in traditional day service activity and a significant increase in rehabilitation for people with physical and sensory impairments.
- The setting up and successful operation of the physical and sensory impairment (PSI) Board.
- The reconfiguration of the Crisis Resolution and Home Support team for people with Mental Health problems, in order to comply with the national model for 'good practice'.
- The further development, together with the tPCT, of 'Service User Empowerment' a local user network and support service for people with Mental Health problems.
- The development of a drop-in service for people living with HIV and AIDS to talk to a social worker, health worker or access resources, such as the internet.

- The appointment of additional key workers within Drug and Alcohol treatment services to ensure continuity of care and a co-ordinated approach with other services.
- A number of cashable saving have been made across services through robust financial and service planning, better use of resources, streamlined processes and a reduction in the use of agency staff.
- The council's self-assessment process has determined that Adult social care services have achieved level 3 of the equalities standard for Local Government.

3. PRIORITIES FOR 2006/07

3.1 Key priorities for commissioning and service improvement activity in 2006/07 includes the:

- Implementation of the re-provisioning of directly provided Older Peoples services.
- Implementation of recommendations arising from the inspection of services for Older People.
- Development of local quality assurance systems across older people's services which will then be rolled out to adult services.
- Complete the tendering of the Community Meals service.
- Reconfiguration of Mental Health Services.
- Improvement on targets around 'helped to live at home' indicators.
- Review of the carers strategy to ensure a substantial increase in services provided to carers' including breaks.
- Replacing long term use of agency staff with substantive posts.
- Increase in the uptake of direct payments - with specific emphasis on increasing the uptake within BME communities.
- Further improvement of the electronic client records system.
- Development of more effective advocacy services

4. KEY THRESHOLD INDICATORS

4.1 These indicators (Appendix 1) are of special significance as they have a direct bearing on the star rating system. They demonstrate a robust improvement against agreed targets. The figures include the outturn for 2005/06 and, most importantly, the targets for the current year.

5. CONCLUSIONS

5.1 Considerable progress has been made this year, particularly in paving the way for future success in 2006/07. In meeting targets set for 2005/06, the SC&I directorate's Adult social care services have made significant progress towards excellence.

5.2 However, it is recognised that there are still some areas requiring further more intensive work to ensure targets for 06/07 are met and service provision continues to be provided in a way that empowers service users and carers'.

Appendix 1

Key Threshold Indicators – Adult Services			
Key Threshold Indicator	2005/06 Plan	2005/06 Outturn	2006/07 Plan
% of adults assessed in the year whose ethnicity was 'not stated' in RAP return A6	1.5	0.7	0.5
% of adults with one or more services in the year whose ethnicity was 'not stated' in RAP return P4	10.0	0.3	0.3
C28 – Intensive Homecare	15.3	15.1	16
C51 Direct Payments	56	82	104.5
D54 % of equipment delivered within 7 days	72.5%	78.1%	87%
D55 Acceptable waiting times for assessment	80%	86.1%	90%
D56 Acceptable waiting times for care packages	91.2%	87%	92%