

ADULTS AND COMMUNITIES SCRUTINY COMMITTEE	AGENDA ITEM No. 6
15 JANUARY 2018	PUBLIC REPORT

Report of:	Charlotte Black - Service Director, Adults and Safeguarding	
Cabinet Member(s) responsible:	Councillor Wayne Fitzgerald - Deputy Leader and Cabinet Member for Integrated Adult Social Care and Health	
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PORTFOLIO PROGRESS REPORT FOR THE CABINET MEMBER FOR INTEGRATED ADULT SOCIAL CARE AND HEALTH INCORPORATING ADULT SOCIAL CARE SELF ASSESSMENT

R E C O M M E N D A T I O N S	
FROM: Councillor Wayne Fitzgerald	Deadline date: N/A
<p>It is recommended that Adult and Communities Scrutiny Committee</p> <ol style="list-style-type: none"> 1. Consider and scrutinise the update report and incorporating the self assessment for Peterborough Adult Social Care and the public facing summary for inclusion on the Council website. 	

1. ORIGIN OF REPORT

1.1 Adults and Communities Scrutiny Commission require an annual portfolio update report from the Cabinet Member for Integrated Social Care and Health.

2. PURPOSE AND REASON FOR REPORT

2.1 This report is being presented to the Committee to allow them to scrutinise the work being undertaken within under the portfolio of the Cabinet Member for Integrated Social Care and Health, Councillor Wayne Fitzgerald. For transparency and completeness the report presents an overview of the portfolio using the findings from a full self assessment process using a self assessment framework used throughout the Eastern Region. As a core part of the Sector Led Improvement programme in region led by the Association of Directors of Adult Social Services (ADASS) Directors are asked to complete a self-assessment which is then externally challenged.

2.2 This report is for the Adults and Communities Scrutiny Committee to consider under its Terms of Reference No.3, Section 4 - Overview and Scrutiny Functions, Paragraph 2.1. Functions determined by Council:

1. Adult Social Care
2. Safeguarding Adults

2.4 The update report reflects the delivery of adult social care support and service in Peterborough and therefore links clearly to the following corporate priority.

- Safeguard vulnerable children and adults

The report also contains information on the Council's delivery of prevention and wellbeing

services inline the following priority

- Achieve the best health and wellbeing for the City

3. **TIMESCALES**

Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	
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4. **BACKGROUND AND KEY ISSUES**

4.1 **BACKGROUND**

4.1.1 The self-assessment covers a wide range of themes via a number of prompts to consider for each. Peterborough City Council submitted a self-assessment on 31 October 2018 and this paper summarises the key themes that have emerged through that process

4.1.2 The self-assessment process also includes a peer challenge by a buddy or peer Local Authority in the Region as part of the ADASS performance improvement process and this is provided to Cambridgeshire and Peterborough by Director, Simon Leftley from Southend and took place on 23 November 2018. In addition ADASS arranges an external challenge session by an expert peer and this will take place in January 2019. Following this challenge an action plan will be developed and brought back for consideration.

4.1.3 There is a requirement for Local Authorities to produce an annual statement to the public about Adult Social Care called a Local Account. It is proposed that this year a public facing accessible overview of the self-assessment is produced and shared more widely as the Local Account. This document is attached at Appendix 1.

4.2 **KEY ISSUES**

The following is a summary of the findings of the self-assessment as submitted in October 2018

4.2.1 **Risks and challenges**

The following are identified as the key risks and challenges for 2018/19

- The forecast demand for care and support services presents key financial risks and demand management challenges. This is reflected in the comprehensive demand management and transformation programme developed with support from Impower – Adults Positive Challenge Programme
- Market capacity to meet increased demand and increased complexity of demand – a revised market position strategy has been agreed across Peterborough and Cambridgeshire to seek provider engagement on these challenges
- The challenges of taking forward system wide working to achieve shared outcomes when working with a significantly challenged economy – reflected in the continued challenges around the hospital discharge pathway, and pressures placed on residential beds due to the use of interim beds for discharge from hospital.

4.2.2 **Innovation and Achievements**

The following were identified as the top three innovations and achievements in 2018/19

- The expansion of the reablement team and the positive outcomes achieved for people receiving the service.
- Delivery of early intervention and prevention via the Home Services Delivery Model – including the use of the discretionary grant to support timely discharge from hospital. Including deep clean of properties / technology to support independence and Home Improvement Agency for minor repairs.
- Review of the Financial Assessment model to establish a more streamlined and responsive service has improved performance and customer experience

Leadership and Governance

4.2.3 The Council shares a Chief Executive and Senior Management Team with Cambridgeshire

- 4.2.3i County Council and continues to align services where it is identified to be to the benefit of citizens, this includes a shared Executive Director of People and Communities (DASS) and Director for Adults and Safeguarding
- 4.2.3ii The integration of the Adults senior management team across PCC and CCC has led to the development of a shared Adult Positive Challenge transformation programme with shared Vision, Values and Behaviours. It has also enabled us to reduce duplication, increase consistency and share best practice.
- 4.2.4
- Vision and Values**
- 4.2.4i The Adults Positive Challenge Programme covers Adult Social Care across Cambridgeshire and Peterborough, within the programme we have agreed the following vision and outcomes:
- 4.2.4ii Vision - By 2023 local people will drive the delivery of care, health and wellbeing in their Neighbourhoods
- 4.2.4iii Outcomes
The People and Public Outcomes will be:
- Neighbourhood approach supports independence and resilience
 - More people live independent and fulfilling lives for longer
 - People receive information, advice and support appropriate to their level of need that will help them remain independent for longer
 - People and partners are clear about what the Council can and can't do
- The Council Outcomes will be:
- We have a financially sustainable service and meet statutory duties
 - Our service model is focused on supporting neighbourhoods and communities
 - People remain as independent as possible for as long as possible
 - Partner actions aligned to shared vision
- 4.2.5
- Adult Early Help**
- 4.2.5i The Adult Early Help team came into effect in November 2017 following a six-week mobilisation period. The intention was to create an approach to service delivery that:
- Prioritises the ability of a person to live independently and safely in their community;
 - Maximises their input to decision-making about how and in what ways they want to have their needs met;
 - Makes the person's journey feel more straightforward and easy to understand; and
 - Provides a resolution of their needs as early as possible
- 4.2.5ii The overall aim of the service is to resolve people's needs as early and as efficiently as possible, with as few contact points or handoffs for people as possible. The expected outcomes include:
- Limiting multiple entry points into the service;
 - Provision of information and advice to people regarding ASC support services;
 - Signposting to local community services or more cost-effective Council services; and
 - A reduction in the numbers of people referred to longer term ASC care which is more expensive.
- 4.2.5iii As well as Social Workers carrying out assessments, the team has Care Advisers and Care Support Workers that handle the incoming calls and first point of resolution: The service has contact with over 300 people each month with only 20% moving through to assessment for long term care and support services.
- 4.2.6
- Supporting people to stay well in their own homes - community focus**
- 4.2.6i The Adults Positive Challenge (APC) Programme is about designing a new approach and service model for Adult Social Care in Cambridgeshire and Peterborough which will continue to improve outcomes for individuals and communities whilst also being economically

sustainable in the face of the huge pressure on the sector. The fundamental principle of the strategic change is a model which is based on putting choice and independence directly into the hands of individuals and communities.

- 4.2.6ii The new model will be driven by a neighbourhood, 'place based' approach, and success will mean that people have greater independence and better outcomes with reduced state intervention by:
- Addressing people's needs early to prevent them from escalating - working in partnership with communities and health partners, to share information, act as one care workforce and be proactive;
 - Empowering individuals to do more for themselves - providing them with the resources, tools and local support network to make it a reality; and
 - Building self-sufficient and resilient communities - devolving more preventative care & support resources at a neighbourhood level and enabling individuals to spend their long-term care budget within their community

- 4.2.6iii Underpinning this work is the following set of key principles:
- We will continue to enable people to live fulfilled lives, to build on people's strengths, and to support people in a way that works for them;
 - We will encourage the development of strong, connected communities, by adopting a neighbourhoods-based approach, empowering partners to innovate, and adopting a collaborative evidence-based approach to driving change;
 - We will develop a distinct empowering culture across Adults' Services, so that practitioners can take the steps they need to make a difference for people;
 - We will exploit all digital opportunities to help people live the fullest life they can, to empower service users to be in control of their care and wellbeing, to enable the care workforce to be effective and to improve multi-agency working; and
 - We will provide a cost effective and financially sustainable service to ensure that we can continue supporting people to achieve the best possible outcomes in the future

4.2.7 **Supporting people in crisis**

4.2.7i Peterborough City Council's contract with Cross Keys Homes who deliver a response service to clients who have no Next Of Kin for Lifeline emergency response calls. Lifeline is a free service and the referral route for clients who are felt to not be receiving the appropriate level of care and support is currently through the Adult Early Help Team which has direct access to reablement services for these clients.

4.2.7ii Technology Enabled Care is embedded in the reablement offer to people and is considered for all aspects of a person's care and support needs by the assessing Occupational Therapist in the beginning of the person's reablement period and also during their pathway through reablement. The latter is achieved via the monitoring assessments completing by our care support workers, ensuring that as part of the person's ongoing assessment, TEC is considered again to ensure all holistic support is provided. There is also direct access into the other services offered by the Home Service Delivery team including: minor and major adaptations; handyman service; aids and adaptations; equipment; fuel poverty checks and provision of heating; repairs needed to their home and; referral into voluntary organisations for continued support.

4.2.8 **Reablement, rehabilitation and enabling people to regain independence**

4.2.8i Over the last three years, system partners have focused on reducing DTOC in recognition of the fact that delays result in a faster and more extensive decline in the physical and mental wellbeing of older people, and often results in a larger package of support being required. There has been some improvement in DTOC over the past 18 months, however, rates remain high at all our acute hospitals with health caused delays being above national targets across the system. However Peterborough has maintained a low level of social care delays from acute hospital beds.

4.2.8ii The referral process for people requiring Adult Social Care, following at stay in hospital or the intermediate care service is coordinated via the Transfer of Care Team based in hospital

directly into the reablement service. People either require a continued period of reablement support and assessment or require care assessment and delivery which is all completed by the reablement service. TEC is a holistic part of this service, as well as direct access into the other services offered by the Home Service Delivery team including minor and major adaptations, handyperson service, aids and adaptations, equipment, fuel poverty checks and provision of heating, repairs needed to their home and referral into voluntary organisations for continued support.

4.2.8iii The Home Service Delivery team have an Occupational Therapist based in Peterborough City Hospital, within the Transfer of Care Team. This OT is focused on working with hospital staff and the person regarding single handed care, to ensure that people are not delayed from being discharged from hospital due to unnecessary double up packages being requested. This has been very successful in reducing the number of people being identified as needing double up care, and has been seen as very positive by both Council and hospital workers in further enhancing working relationships.

4.2.9 **Safeguarding People**

4.2.9i Overseen by the Cambridgeshire and Peterborough Safeguarding Adult Board (SAB), a multi-agency safeguarding policy has been developed in conjunction with all key stakeholders.

4.2.9ii At the forefront of our safeguarding work is the Multi-Agency Safeguarding Hub (MASH); a collaborative arrangement between the Police, Cambridgeshire County Council, the Fire Service, Peterborough City Council and CPFT that supports joint working on child protection and safeguarding adults.

4.2.9iii The Adult MASH team's main responsibilities are:

- Triage of adult safeguarding referrals;
- Screening-out inappropriate referrals therefore saving time for care teams;
- Ensuring appropriate immediate action is taken;
- Either carry out a section 42 (s42) enquiry or identify the key team or organisation that will carry out the enquiry;
- Work with the person in the right way for them and their situation, to get the outcome they want and need
- Collate and share any relevant information with the key team or organisation undertaking the s42 enquiry;
- Provide advice and support to care teams on safeguarding issues; and
- Oversee the collection of safeguarding management information

4.2.9iv Since the inception of the MASH the benefits we have seen are:

- Minimising delays, i.e. working with partners more quickly;
- Transparent decision making for Safeguarding concerns;
- Identification of wellbeing concerns at an early stage and direct referral pathways into Adult Early Help for preventative support focused conversation
- Improved data quality;
- Improved monitoring of safeguarding issues; and
- Saving time for care teams by closing some referrals without the need for further enquiry

4.2.10 **Performance and Outcomes**

4.2.10i Peterborough performs comparatively well against a number of the national Adult Social Care Outcomes Framework (ASCOF) indicators as the table overleaf evidences. The table shows the performance of the Council year on year and compared to regional, national and comparator Councils, alongside the national rank and direction of travel.

Peterborough City Council - Adult Social Care Outcomes Framework - 2017/18

							17/18 Peterborough is better		
							17/18 Peterborough is the same		
							17/18 Peterborough is worse		
		Peterborough		Comparator Averages					
Ref	ASCOF - Indicator	2016/17	2017/18	Region	CIPFA	England	Measure	Rank	DOT
1A	Social care related quality of life (Score)	19.5	19.6	19.2	19.1	19.1	Bigger is Better	21	↑
1B	Service users with control over their daily life (Percentage)	79.7	81.8	78.4	79.6	77.7	Bigger is Better	21	↑
1C1A	People receiving self-directed support (Percentage)	97.9	99	82.1	95.1	89.7	Bigger is Better	46	↑
1C2A	People receiving direct payments (Percentage)	25.3	26.9	27	28	28.5	Bigger is Better	83	↑
1C1B	Carers receiving self-directed support (Percentage)	100	100	95.1	100	83.4	Bigger is Better	1	→
1C2B	Carers receiving direct payments (Percentage)	27.1	44.7	84.9	98.9	74.1	Bigger is Better	121	↑
1E	Adults with learning disabilities in employment (Percentage)	9.6	6.3	7.5	4.5	6	Bigger is Better	65	↓
1G	Adults with learning disabilities living in own home or with family (Percentage)	83.8	81.2	75.2	81.5	77.2	Bigger is Better	60	↓
1I	Service users with as much social contact as they would like (Percentage)	46.1	49.3	45.9	47	46	Bigger is Better	33	↑
2A1	Permanent admissions to care homes: people aged 18 to 64 (Per 100,000)	7.5	6.7	14.1	12	14	Smaller is Better	20	↓
2A2	Permanent admissions to care homes: people aged 65 and over (Per 100,000)	439.6	441.8	479.4	650.1	585.6	Smaller is Better	34	↑
2B1	Older people at home 91 days after leaving hospital into reablement (Percentage)	72.4	75.6	81.8	80.4	82.9	Bigger is Better	132	↑
2B2	Older people receiving reablement services after leaving hospital (Percentage)	2.7	2.2	2.9	2.9	2.9	Bigger is Better	106	↓
2C1	Delayed transfers of care (Per 100,000)	12	14	11.8	13.1	12.3	Smaller is Better	115	↑
2C2	Delayed transfers of care attributable to social services (Per 100,000)	0.3	0.2	3.7	3	4.3	Smaller is Better	3	↓
2C3	Delayed transfers of care attributable to both (Per 100,000)	N/A	0.8	0.7	0.8	0.9	Smaller is Better	101	-
2D	The outcome of short-term services: sequel to service no care needs (Percentage)	70.2	74.8	82.8	73.4	77.8	Bigger is Better	85	↑
3A	Client satisfaction with care and support (Percentage)	65.5	65.8	64.4	64.8	65	Bigger is Better	61	↑
3D	Service users who find it easy to get information (Percentage)	78.6	75.7	72.2	73	73.3	Bigger is Better	40	↓
4A	People who use services and feel safe (Percentage)	70.9	68.4	70.3	72.8	69.9	Bigger is Better	100	↓
4B	People who say the services they use make them feel safe and secure	83.7	85.6	84.3	86.2	86.3	Bigger is Better	95	↑

Please see Appendix 2 for a PDF version of this table.

4.2.10ii

Peterborough does have some performance challenges however:

- Comparatively low numbers of carers are assessed and offered support, and this has been recognised as a key driver for improvement in the Adult Positive Challenge Programme. Positive changes are planned in the conversations and support offered to carers and how we commission carers support.
- There is also a need to improve the targeting and effectiveness of reviews for people in receipt of long term care and support and this is a key component of the “changing the conversation” element of our Adults Positive Challenge Programme.
- The other area of significant performance challenge is total delayed bed days in acute settings. There is a significant focus on this area and a drive to learn from what works elsewhere, but as referred to in the challenges section there are tensions around the financially challenged health system, where the majority of delays in Peterborough are health delays.
- The service user survey also evidenced some areas in which we could do better, including people feeling unsafe due to a fear of falling. We have been working with health, housing and public health colleagues around falls prevention.
- Lower than average number of people received reablement in 2017/18, however the numbers in 2018/19 are up by 23% on last year from 478 April - November 2017 to 587 April to November 2018. The percentage leaving the service with no long term care and support needs is also up from 75% in 2017 to 77% year to date in 2018.

4.2.11

Commissioning And Quality

4.2.11i

Cambridgeshire and Peterborough Councils are working in close partnership with our local Clinical Commissioning Group (CCG) to commission Learning Disability services, homecare, mental health, community equipment, and Technology Enabled Care.

4.2.11ii

A new Framework for Homecare providers was tendered earlier this year and twelve providers (some existing and some new to Peterborough) were awarded contracts. Capacity in the market is currently meeting needs although there continues to be periodic shortfalls in rural areas.

4.2.11iii

The Direct Payment support service was recently tendered and the new provider has successfully increased the number of PA's for the Direct Payment market, thus increasing

choice and control for clients choosing this care and support route.

4.2.11iv To promote joined up working and transparency with the local provider market, Cambridgeshire and Peterborough have recently produced a joint market position statement to give a clear indication of the Council's priorities and strategic direction over the coming months

4.2.11v The Council complies with CQC regulations and have has recently undergone a LGA Peer Challenge using the CQC Area Review methodology and have has just received the final report with a number of recommendations

4.2.11vi There are regular CQC information sharing meetings takes place with the Council officers. The meeting is well received as lot of information is shared between the organisations ensuring safety and well-being of the service users. The Council holds regular provider forums and relationship are improving.

4.2.12 **National Priorities And Partnerships**

4.2.12i Partnerships with Health are positive and there has been particular work around joint assessment meetings for Delayed Transfers of Care that are embedded in practice across Health and Social Care. There has have been some challenges around Continuing Health Care (CHC) although recently progress has been made with plans in place for the assessment backlog to be completed within the current financial year. BCF and IBCF plans are agreed and signed off. We have a number of integrated services operating under section 75 agreements including, Learning Disability and Mental Health

4.2.12ii Peterborough City Council has carried out a significant amount of work in the area of transitions to Adulthood with a joined up approach between Education, Children's and Adults services. The development of the 0-25 service in Peterborough has been proactive with the co-location of the previous children with disabilities service and the transitions team being brought together under one service.

4.2.12iii The Creation of the Home Service Delivery Model (HSDM) brought together Housing and ASC teams to provide a joined up and seamless approach to ensure clients remain living independently and safely in their own homes for as long as possible, therefore reducing the need for high cost packages or settings. We have OTs working within the Housing Needs team (homelessness), within children's services and the hospital to ensure a joined up and preventative approach. We have the Housing Programme Manager sitting on all 4 Primary Care Multi Disciplinary Teams (MDTs) in the City. We are currently working on direct referrals from GPs into HSDM which includes having housing workers co located within GP surgeries.

4.2.12iv There has been increased collaboration with Public Health during the year in respect of key prevention campaigns including Staying Well and Stronger for Longer campaigns. Peterborough also took part in the national Campaign to End Loneliness. There is a well developed multi agency Ageing Healthily and Prevention Steering Group (part of the STP work) which is led by Public Health which ASC are a core member of. This has worked on several areas including falls prevention, loneliness, continence, dementia. There is currently a campaign promoting strength and balance classes for residents across Peterborough and Cambridgeshire.

4.2.12v A new online information network has been launched – Peterborough Information Network, which provides information on services for all groups, including the Local Offer and Adults. There is an explicit focus on maximising the third sector content. In addition the Peterborough CVS service hosts the Personal Assistants register which also sits within this portal.

4.2.13 **Resource And Workforce Management**

4.2.13i The Council adult social care budget remains challenged due to the growth in demand and complexity and market cost increases. Care package expenditure has been the main cost pressure due to an ever increasing cost of care due to complexity and pricing from the external care market. .

- 4.2.13ii The precept has allowed additional spending to cover demand areas and provide transformational funding to support various initiatives such as the prevention and early intervention strategy, front door work and improved commissioning resource.
- 4.2.13iii The main challenge relating to national minimum wage is home care hourly rates and making sure they reflect not just the lowest paid but also the differentials in pay. The council has built in National Living Wage budget increases annually up to 2019/2020 to cover this. Annual reviews of the impact of National Minimum Wage / National Living Wage take place.
- 4.2.13iv Skills for Care estimates that the turnover rate in Peterborough was 32.9%, this was higher than the region average of 29.5% and higher than England at 27.8%. Not all turnover results in workers leaving the sector. Of new starters in this area over half (57%) were recruited from within the adult social care sector. To mitigate recruitment risks we have developed improved our workforce development offer and are aware of areas (such as commissioning) where we need to further develop it, but overall feedback from staff is positive. Career pathways have been developed to maximise the use of Apprenticeship.
- Next steps**
- 4.2.14 The external challenge session will take place in January / February and following feedback from this the Council will agree and action plan. Progress will then be reviewed at the regional performance challenge event scheduled for later in the year.
- Accessible Local Account**
- 4.2.15 As part of the sector led improvement programme ADASS encourages sharing of a local account style overview of adult social care in an accessible format. To fulfil this objective the self assessment has been created in a public facing format attached at Appendix 1 for review and comment by the committee.

5. CONSULTATION

- 5.1 This report reflects back on issues which impact all wards

6. ANTICIPATED OUTCOMES OR IMPACT

- 6.1 The Adults and Communities Scrutiny Committee may identify areas for further scrutiny and make comments on the proposed public-facing summary for the website.

7. REASON FOR THE RECOMMENDATION

- 7.1 To give the Adults and Communities Scrutiny Committee the opportunity to examine the self-assessment for Adult Social Care in Peterborough, identify any areas for further scrutiny if required and comment on the proposed public-facing summary to be published on the council website.

8. ALTERNATIVE OPTIONS CONSIDERED

8.1 Not applicable

9. IMPLICATIONS

Financial Implications

9.1 No financial implications. The total budget for Adult Social Care is currently £44,427,439. Forecast spend as at November 2018 is currently £43,817,333.

Legal Implications

9.2 Not applicable

Equalities Implications

9.3 Not applicable

Rural Implications

9.4 Not applicable

10. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

10.1 *None.*

11. APPENDICES

11.1 Appendix 1 - Local Account 2017/18
Appendix 2 – Adult Social Care Outcomes Framework – 2017/18

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