

<b>ADULTS AND COMMUNITIES SCRUTINY COMMITTEE</b>	AGENDA ITEM No. 5
<b>14 NOVEMBER 2017</b>	<b>PUBLIC REPORT</b>

Report of:	Charlotte Black, Service Director, Adults and Safeguarding	
Cabinet Member(s) responsible:	Cllr Wayne Fitzgerald, Cabinet Member for Integrated Adult Social Care and Health	
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**PORTFOLIO PROGRESS REPORT: CABINET MEMBER FOR INTEGRATED ADULT SOCIAL CARE AND HEALTH**

<b>R E C O M M E N D A T I O N S</b>	
<b>FROM:</b> Service Director for Adults and Safeguarding	<b>Deadline date:</b> N/A
<p>It is recommended that Adults and Communities Scrutiny Committee:</p> <ol style="list-style-type: none"> <li>Note and comment upon the progress made against the September Performance Dashboard, note the priorities, challenges and opportunities facing Adult Social Care (ASC) and any specific areas that the Committee may wish to scrutinise during 2017/18.</li> </ol>	

**1. ORIGIN OF REPORT**

- 1.1 This report has been requested by the Committee as part of its annual work planning process, to help inform those aspects of Adult Social Care that it wishes to scrutinise.

**2. PURPOSE AND REASON FOR REPORT**

- 2.1 This report provides an overview of the work of the Adult Social Care service which forms part of the Adults and Communities Department, and the progress in delivering Adult Social Care focusing on specific areas from the overall Performance Dashboard for Adults. Adult Social Care sits within the portfolio of the Cabinet Member for Integrated Adult Social Care and Health.
- 2.2 This report is for the Adults and Communities Scrutiny Committee to consider under its Terms of Reference No.2.1, Functions determined by Council, 1. Adult Social Care.
- 2.3 *How does this report link to the Corporate Priorities?*  
Adult Social Care links to the corporate priority to safeguard vulnerable children and adults, and contributes to the priorities (i) to keep our communities safe, cohesive and healthy, and (ii) to achieve the best health and wellbeing for the city.

Integration of health and social care through the Sustainable Transformation Plan (STP) and the Better Care Fund (BCF) help the Council manage demand for services and to improve the experience of people when accessing key services.

2.4 *How does this report link to the Children in care Pledge?*

The 0 to 25 service social work team and residential short breaks sits within the Adult Social Care directorate developing a model that will ensure children, young people and their families receive effective person centred transition planning to prepare for adulthood

3. **TIMESCALES**

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

4.1 In 2015/16 Adult Social Care was reformed through the implementation of the Care Act which has delivered the most fundamental changes to health and social care for a generation or more.

In June 2017, the Executive Director for People & Communities became the Executive Director for both Peterborough and Cambridgeshire Councils. This was followed by the restructuring of the senior leadership team across Peterborough and there is now a shared director for Adults and Safeguarding working across Cambridgeshire County Council and Peterborough City Council supported by an Assistant Director in each authority.

The Council continues to establish closer working with Cambridgeshire County Council (CCC), Cambridgeshire and Peterborough Foundation Trust (CPFT), Cambridgeshire and Peterborough Clinical Commissioning Group, North West Anglia Foundation Trust (NWAFT), Primary Care and Voluntary Sector organisations to improve outcomes for people who are currently living independently but are vulnerable to becoming frail or needing higher levels of support or intervention in the future and for those people that have significant ongoing needs and receive support from a range of organisations.

All of this is being addressed within the context of increasing demand and financial challenge faced by the Council but provides a unique opportunity to think differently about the way services are delivered, alongside our commitment to becoming a commissioning council.

The Council has a comprehensive performance dashboard for Adult Social Care which factors in regional benchmarking. There is also an active Quality Assurance Team running regular themed audits and in addition quarterly customer experience feedback from analysis of surveys, compliments and complaints and web activity. As such the Council is able to take a more holistic overview of performance than just data based KPI monitoring and we have used the opportunity to identify the key priorities that will deliver services effectively and sustainably, each building on the good work already being delivered across the service.

4.2 **Key Work Streams** as previously reported are:

- To continue to improve and enhance our relationship with providers and build capacity for the provision of care
- To continue to support the improvement of quality in the care system working closely with the CCG and other key partners
- To continue to create a stronger focus on preventative work through creative and innovative projects, including comprehensive advice and information, making full use of digital technologies and ensuring a knowledgeable and skilled workforce with the Adult Social Care

front door offer - Adult Early Help

- To continue to create a stronger focus on maintaining independence through the Home Services Delivery Model
- To continue to work closely with the Carers Trust to further improve our support to carers
- To continue to review safeguarding and quality assure practice to ensure it is robust but proportionate
- To review the Multi-Agency Safeguarding Hub to consider a future co -located model with Cambridgeshire County Council and the police ensuring there is not a negative impact on the local model of early resolution
- To identify opportunities to work more effectively together and deliver the Sustainability and Transformation Plans with a focus on alignment of relevant services to further develop Multi-Disciplinary work within neighbourhood teams.
- To ensure opportunities for integration across health and wider social care systems are identified and pursued with a focus on developing a robust reablement and intermediate care pathway as part of a Single Point of Access.
- To measure and monitor performance, both quantitative and qualitative, robustly to ensure that potential issues and risks are identified early and, where possible, prevented
- To continue to be recognised as a good performer in terms of the numbers of delayed transfers of care from hospital attributable to Adult Social Care

4.3 Key issues and areas of performance as previously identified for further scrutiny (Amber or Red on the performance dashboard) are summarised in more detail below:

4.3.1 Number of Requests for support received for new clients aged 18 and over per 100,000 population is Amber.

The Eastern Region annual rate per 100,000 population for 2015-16 was 3225 and Peterborough achieved 3212 and this has further reduced to 2745 in 2016 -17.

The initial contact with the Council is triaged within Adult Early Help (front door service). The front door was re launched on 2 October 2017 following an extensive review and solution focussed training for all staff. There are a range of options, including information and advice, voluntary sector support, reablement and assistive technology that can be put in place without the requirement to undergo a full assessment. This supports the Council to manage demand and ensures that resources are available to undertake urgent assessments and reviews where long term significant or urgent complex needs are clearly identified.

4.3.2 Outcomes for clients of reablement is Amber and the percentage of over 65's at home 91 days after discharge from hospital is Amber

Adult Social Care is committed to achieving a stronger focus on prevention and early intervention. The reablement service enables people to remain in their own home by enabling people to regain/retain skills and confidence and reduces the number of people requiring longer term care and support.

The Eastern Region average for people requiring no ongoing long term support or reduced long term support was 73% which Peterborough had achieved as reported in the September dashboard. In the latest period of reporting the service has achieved 86% and therefore on target to achieve 90%. However, it is for the Committee to note that people using the service have more complex needs and therefore the target may need to be reviewed for 2018-19 in line with the Eastern Region.

The Eastern Region average for people at home 91 days after discharge is 69%, Peterborough is achieving 75% with a target of 83%.

4.3.3 The proportion of service users accessing long term support receiving a Direct Payment is Amber.

Whilst the target is 25% and Adult Social Care is currently achieving 27%, the Eastern Region benchmark is 62%. It is recognised that the number of people receiving a Direct Payment has been static for a number of years. There are key areas of work underway to deliver the vision of increased Direct Payment uptake to include; procurement of an enhanced Direct Payment Support Service, development of a Personal Assistant market and raising awareness of Direct Payments. There is currently an open tender for service delivery with 5 interested providers; the contract will be awarded in December.

4.3.4 The percentage of people in long term services that received an annual review year to date is Amber.

The current performance year to date is 74% against a target of 90% year end. Peterborough achieved 77% against the Eastern Region benchmark of 69% for 2015-16. Peterborough continues to perform reasonably well and agreed a stretch target for 17/18 as best practice would see all people accessing long term services receiving an annual review. The demand for unplanned reviews continues to rise which impacts significantly on planned annual reviews.

4.3.5 Proportion of adults in contact with secondary mental health in paid employment is Amber

The target achieved year to date is 11.7% against 13% and therefore going in the right direction. The cohort of people known to secondary mental health have complex and enduring mental health. People are supported by the Recovery Coach Team who work with individuals to access organisations that can work with them to develop confidence to access the community, voluntary and paid work.

4.3.6 Residential/nursing care clients and permanent admissions (65+)

Peterborough performs well against the Eastern Region for permanent admissions to care homes. The Eastern Region benchmark is 545 per 100,000 population and Peterborough reported 125 per 100,000 population however, overall Peterborough had agreed a Better Care Fund target of 128 permanent admissions for 2016-17 and there were 135 admissions. The operational teams continue to strive to minimise the number of permanent admissions and will consider all available options before considering for example, minor and major adaptations with care and support and/or Extra Care Housing.

4.3.7 Non-elective admissions as part of the Sustainable Transformation Plan (STP) is Red.

Whilst the target is not directly related to Adult Social Care, the performance dashboard reports on this target as part of a system wide approach (STP) to reduce avoidable admissions to hospital. There are a number of key initiatives that health partners have commissioned to reduce non-elective admissions and Adult Social Care has commissioned the British Red Cross (BRC) to have a presence in the Emergency Department working alongside a social worker for those people with low level needs that can return home and do not need to be admitted to a ward. The BRC can support directly or utilise the wider voluntary sector and the social worker can access preventative services such as Assistive Technology and reablement. The next phase will see the Joint Emergency Team (JET) (nurse led step up service) working with the BRC and the social worker to offer a coordinated joint approach in the Emergency Department.

4.3.8 Safeguarding - the percent of people who use services who say that services have made them feel safer is Amber.

The target is 83% and Peterborough achieved 77%. Following historical high percentages of service users specifying that they did not feel safe in the Adult Social Care User Survey, Peterborough led some regional benchmarking into the reasons for this. This benchmarking revealed that for Older People the key reason for feeling unsafe was a fear of falling. This has fed directly into the Better Care Fund (BCF) falls prevention work and ensured that work stream has a higher profile and further investment.

Care and Repair delivered 3,427 handy person cases in 2016/17 and 1,077 Minor Aids and Adaptations to support people to remain in their own homes and an emphasis of preventing falls.

#### 4.4 **Self-Assessment**

Adult Social Care is currently completing the Association of Directors of Adult Social Service (ADASS) self- assessment tool which will be submitted at the end of October 2017. The self- assessment provides self-awareness for Adults and enables risk areas to be identified.

The Local Account for Adult Social Care 2016-17 will be completed by the end of the year.

The service user survey 2016 - 17 is attached below as an appendix.

#### 4.5 **Future Priorities**

The Adult Social Care service has undergone significant change. However, this work is not yet complete and so much of the focus for the coming year will be to continue with this programme. Specifically:

- The integration/alignment of health and social care where it is appropriate and adds value and benefit as part of the BCF/STP
- The delivery of the Transforming Care Programme
- The delivery of Adult Early Help to make it easier for people to access adult social care information and advice, access preventative services and provide support in a timely manner
- The continued development of our relationships with the care provider market and the building of capacity
- The development of our workforce to ensure they are the best they can be
- To continue to strive to improve performance
- Delivering financial efficiencies
- Closer alignment with Cambridgeshire County Council where it is appropriate and adds value and benefit

We also need to consider the impacts of growing demand on our services caused by both population growth and demographic change. This coupled with the impact of the Living Wage and lack of capacity in the system for those with more complex needs adds significant pressure to our services. Throughout 2017/18 we will continue to plan for and mitigate these pressures whilst continuing to support those people most in need and to protect our care market from failure.

### 5. **CONSULTATION**

5.1 Not Applicable

### 6. **ANTICIPATED OUTCOMES OR IMPACT**

6.1 This report sets out details of the Adult Social Care current position and progress against those areas within the performance dashboard that were or continue to be Amber or Red

### 7. **REASON FOR THE RECOMMENDATION**

7.1 Report requested by the Adults and Communities Scrutiny Committee to inform their work programme for the 2017/18 year.

### 8. **ALTERNATIVE OPTIONS CONSIDERED**

8.1 N/A

### 9. **IMPLICATIONS**

#### 9.1 **Financial Implications**

N/A

9.2 **Legal Implications**

The report evidences how Adult Social Care complies with its statutory duties as determined by the Care Act 2014.

9.3 **Equalities Implications**

N/A

9.4 **Rural Implications**

N/A

**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 - Performance Dashboard - September*  
*Appendix 2 - Service User Survey 2016-17 Public Report*