

<b>ADULTS AND COMMUNITIES SCRUTINY COMMITTEE</b>	AGENDA ITEM No. 6
<b>14 NOVEMBER 2017</b>	<b>PUBLIC REPORT</b>

Report of:	Executive Director People and Communities Cambridgeshire and Peterborough Councils	
Cabinet Member(s) responsible:	Councillor Wayne Fitzgerald, Deputy Leader and Cabinet Member for Integrated Adult Social Care and Health	
Contact Officer(s):	Will Patten, Director of Commissioning	Tel. 07919 365883

**IMPACT OF TRANSFORMATION AND SAVINGS PROGRAMME ON ADULT SOCIAL CARE SERVICE USERS**

<b>R E C O M M E N D A T I O N S</b>	
<b>FROM:</b> Executive Director People and Communities Cambridgeshire and Peterborough Councils	<b>Deadline date:</b> N/A
It is recommended that the Adults and Communities Scrutiny Committee notes the contents of this report for information.	

**1. ORIGIN OF REPORT**

1.1 This report is submitted to the Adults and Communities Scrutiny Committee at the request of the Committee.

**2. PURPOSE AND REASON FOR REPORT**

2.1 This report is being presented to provide information on the transformation and savings programme and the associated impact on vulnerable members of the community who qualify under the Care Act for support with their social care needs

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.

2.4 This transformation and savings programme aligns to the Council's Medium Term Financial Strategy.

**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 response to significant reductions in central government funding and unprecedented increases in demand, Peterborough has engaged in delivering a comprehensive programme of adult social care transformation and savings initiatives that contribute to balancing the Council's budget. Consideration has been given to the following set of principles when identifying key initiatives.

- **Demand management** - we will prioritise the commissioning of services and solutions that will prevent or delay escalating support and service needs;
- **Efficient and effective** - we will take an evidence based approach to commissioning services and solutions that demonstrate efficient and effective use of resources. Services and solutions will be commissioned on the basis of best value;
- **Value for money** - We will commission on the basis of a clear, whole-life costed benefits realisation for service users, Peterborough City Council (PCC) and other stakeholders. This will include analysis of the value of social and environmental outcomes;
- **Market Development** - We will work with providers and partners to ensure that activity across health and social care is coordinated and best value and outcomes are delivered;
- **Statutory duties** - We will ensure PCC complies with its legal duties within the statutory legislative and policy framework;
- **Policy** - Commissioning activity will take account of and be sensitive to national and local policy drivers; and
- **Collaborative commissioning** - We will work to commission services and co-produce solutions with service users and strategic partners where this best delivers PCC outcomes and objectives.

The programme has impacted on service users in a number of ways and the below provides an overview of the specific initiatives and their impacts:

**1) Increased provision of free-of-charge early and preventative care services - including significantly more reablement and early-help therapy services to maximise independence and minimise demand for care.**

**Impacts:**

Increased numbers of people are being helped to live at home to maintain their independence, with numbers almost doubling from 500 people in 2014/15 to 845 people in 2016/17. As a consequence, in 2017/18 year to date, 71% of those who received up-front, free-of-charge early support, did not have long term care needs. This represents improved performance from 65% in 2016/17. The number of longer term council-funded care packages has remained broadly stable at 1,400 per annum despite increased demographic pressures. Peterborough was listed by the 2016 Centres for Cities report 'Cities Outlook 2016' as the third-fastest growing city in the UK (behind Slough and Milton Keynes) and this presents unique opportunities and challenges for us as a Unitary Authority, particularly considering the number of people over the age of 65 within the city is expected to grow substantially over the next few years. The over 65 population in Peterborough is predicted to grow to 31,000 by 2020, just under half will be over 75, which is an 11% increase since 2015. Between 2016 and 2036 the 85+ population is forecasted to double. Programmes aimed at reducing funded care packages have been more closely targeted at meeting assessed needs and agreed outcomes in a personalised way. Numbers in care homes continue to remain at comparatively low levels (302 per 100,000 of population over 18, compared to 584 per 100,000 for the eastern region), as more people are supported to continue living in the community, and care home admissions are reserved only for those with the most serious/complex needs.

**2) Increases in client contributions towards the cost of Adult Social Care (ASC) services, following a review of the Council's care charging policy**

**Impacts:**

The introduction of the revised charging policy where previously disregarded disability benefits are now taken into account has resulted in a significant number of individual client charge

increases, equating to an additional estimated forecast of £81,300 in 2017/18. A very small number of home care service users have chosen to cancel their care packages and have opted to either arrange and pay for care themselves, draw support from their own family/support networks, or in some cases consciously choose to go without care at all. Numbers have been very low and represent less than 5% of the cohort. Follow up contact is made with clients who opt to cancel care, to ensure that the financially assessed charge has taken all relevant factors into account and is genuinely affordable, and that where possible their actions will not render them unsafe.

Charge increases have prompted a small number of complaints about the financial assessment (fewer than 10 since the introduction of the revised charging policy 2 years ago) and these have all been resolved to the satisfaction of the clients concerned. There has also been increased welfare benefit take-up, particularly disability benefits such as Attendance Allowance and Personal Independence Payments, and increasing numbers of entitlement to NHS funding of care packages.

There is an acknowledgement that where people are not eligible for financial assistance towards their care and support, and they choose not to involve the council in their care arrangements, we have limited ongoing knowledge of their care arrangements. In response to this, we are developing a Self-funder Strategy to reach out to individuals and to strengthen our understanding and knowledge.

**3) Intensive review of care packages and costs has reduced the level of support some service users receive** - this has been achieved through an intensive programme working with care providers and service users to ensure care packages meet needs more effectively, negotiate better care rates, make use of shared hours, deploy a range of assistive technology, and make greater use of the voluntary sector and informal support networks to maximise abilities and independence.

**Impacts:**

Service users continue to receive the care they require to meet their assessed needs and achieve agreed outcomes in accordance with the statutory requirements of the Care Act 2014. However, this support is delivered in a more targeted way; accessing voluntary and community support provision where available and making best use of individual's abilities to keep people as independent for as long as it is safe to do so. Due to the challenging financial environment, care providers nationally and locally have had to generate efficiencies. However, provision and capacity within Peterborough remains broadly stable.

**4) Increased demands on informal care/family support, but Council offer increased support for carers**

**Impacts:**

The burden on informal carers and recognition of the benefits they bring to the care economy were recognised within the Care Act, which created new rights for carer assessment and eligibility and entitlement for resources to support carers. In the last three years the numbers of Carers assessed and reviewed has more than doubled to over 900 a year. We are currently forecasting an estimated pressure to the Council for an additional £12,000 in 2017/18 as a result of additional carer package costs. These new assessments have prolonged the ability of carers to provide support, supporting carers who may have faced strains in their caring role.

## **5) Increased online/digital access to information, advice and initial support**

Although there is an emphasis to provide more information through digital means, we are very careful to offer a variety of options best suited to meet the needs of individuals, including digital inclusion training for vulnerable people, to ensure people are not digitally excluded.

### **Impacts:**

Requests for long term social care support have remained stable as a result of our universal and early intervention services, despite local demographic demands and increased demand on our front door services, indicating that we are managing contacts more effectively.

- As indicated by our recent annual Adult Social Care Survey, 78.6% of service users found it 'very' or 'fairly' easy to find information and advice about support, services or benefits. This is better than the England average of 73.5%. The Council is addressing this through the continued roll out of digital inclusion workshops to vulnerable people and further work to enhance the website and digital options to ensure client needs are being addressed.

### **Performance indicators:**

The below performance indicators provide a high level overview of customer satisfaction.

- The majority of our clients are extremely or very satisfied with the care and support they receive, as indicated by our recent Annual Adult Social Care Survey where 65.5% of responders indicated so (the England average was 64.7%).
- 70.9% of people who use services report that they feel safe (the England average was 70.1%). An additional question was included in the recent Annual Adult Social Care Survey, which asked people the question: 'If you worry about your safety, what things concern you most?'. The main reasons given were 'falling over inside the house', 'falling over outside the house' and 'uneven dangerous pavements'. The Council, working jointly with health, is investing in the enhancement of local falls prevention services.
- 80% of people consistently say that services have made them feel safer.
- Safeguarding referrals increased significantly after the Care Act became law in April 2015 due to increased public awareness and more onerous reporting responsibilities. Since April 2015, safeguarding referrals have increased from an average of 70 a month to an average of over 160 a month, although the number that progress to full investigations /enquiries have fallen in recent months to around 15 a month. Strengthened quality improvement systems within the Council have improved the effectiveness and speed of response to care quality issues and there have been no large scale safeguarding investigations undertaken by the Council since 2015/16 and the Council continues to be vigilant of local issues.

## **5. CONSULTATION**

5.1 Regular consultation is undertaken via the following forums:

Care Homes Forum

Older People's Partnership Board

Carer's Partnership Board

Learning Disabilities Partnership Board

Winter Pressures meeting has been established with home care providers to develop a joint approach to system demands/pressures.

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

6.1 Not applicable. The contents of this report provide an update for the Board to note.

**7. REASON FOR THE RECOMMENDATION**

7.1 The report is to provide information to the Adult and Communities Scrutiny Committee.

**8. ALTERNATIVE OPTIONS CONSIDERED**

8.1 Not applicable.

**9. IMPLICATIONS**

**Financial Implications**

9.1 The transformation and savings programme is a critical element for delivering the Council's Medium Term Financial Strategy.

**Legal Implications**

9.2 There are no legal implications related to this report. The Care Act 2014 provides the legal framework for the provision of Adult Social Care services.

**Equalities Implications**

9.3 There are no equalities implications related to this report.

**Rural Implications**

9.4 There are no rural implications related to this report.

**10. BACKGROUND DOCUMENTS**

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

10.1 N/A

**11. APPENDICES**

11.1 N/A

