

DECISION-MAKER: HEALTH OVERVIEW AND SCRUTINY PANEL
SUBJECT: ADULT SOCIAL CARE PERFORMANCE
DATE OF DECISION: 27 OCTOBER 2016
REPORT OF: ACTING SERVICE DIRECTOR, ADULTS, HOUSING AND COMMUNITIES

CONTACT DETAILS

AUTHOR/ACTING DIRECTOR: Name: Paul Juan Tel: 023 8083 2530
E-mail: paul.juan@southampton.gov.uk

STATEMENT OF CONFIDENTIALITY

None

BRIEF SUMMARY

This report outlines the recent management restructure in Adult Social Care, describes performance as at September 2016 against an updated set of indicators, and describes some key issues for the service, which will form the basis of a transformation plan.

RECOMMENDATIONS:

- (i) That the Panel notes performance as at September 2016 against an updated set of indicators for Adult Social Care.
- (ii) That the Panel considers and agrees whether there are any recommendations that it wishes to make in respect of matters arising from this report.

REASONS FOR REPORT RECOMMENDATIONS

- 1. To provide the Health Overview and Scrutiny Panel with an update on current performance in Adult Social Care and information about the emerging transformation plan.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

- 2. Not applicable.

DETAIL (Including consultation carried out)

- 3. The second phase of the council's management restructure came into effect on 1 October 2016, following the merger of Adult Social Care with Housing Services. At this time, the Director of Adult Social Services (DASS) role was moved to the Integrated Commissioning Unit (ICU), with the Service Director, Adults, Housing and Communities having an operational focus. The new structure is attached at Appendix 1 and these arrangements will be reviewed in six months, to see how well they are working.
- 4. The Council's Strategy Unit has developed a monthly dataset for Adult Social Care that, from this month, is being used to monitor performance and help plan ahead. The indicators attached at Appendix 2 show performance as at September 2016, with a backwards look over the last year and some further analysis, including service demands. The graphs in Appendix 3 show trends over the last year.

5. A transformation plan for Adult Social Care is being developed. At the heart of this will be the implementation of the Care and Support Planning Policy that was approved by Cabinet on 20 September 2016, alongside an Adult Social Care Charter. This fresh approach will be underpinned by a comprehensive staff training and development programme, to ensure that Social Workers and Care Managers consistently support people to achieve independence and the best outcomes through the use of the support available in people's own networks and communities, care technology, Direct Payments and the increased use of extra care housing and Shared Lives schemes, wherever appropriate.
6. Following a successful pilot of a project to tackle the backlog of overdue Adult Social Care reviews, delivered in partnership with Capita, the Transformation and Improvement Board has recently approved the roll out of the full project, which will address all overdue reviews (including those arising) over the next six months. In the longer term, it is proposed that the assessment capacity freed up by the digital transformation programme, through the use of mobile devices and more efficient processes, will help ensure that regular and timely reviews are carried out on an ongoing basis.
7. Individuals receiving Direct Payments as a percentage of all eligible service users dipped to 17.2% in September, which is a cause for concern, not least because increasing this percentage is a key priority for the council. A recent visit to Brighton and Hove Council highlighted areas of good practice and a taskforce is being established to urgently implement actions that will improve performance in this area. This will include the trial of a new website, Choose Care, which is expected to make the process much more straightforward for individuals and their representatives to use. Payments would be made via an online account with the ability to link to a digital marketplace, matching people to the care and support that they need. Support for payroll could also be included. The results of the trial will be used to inform the improvement plan.
8. Plans for further integration with health, building on the success of the integrated Community Independence Service, continue to be developed through Better Care Southampton and the work taking place on the Sustainability and Transformation Plan (STP) for the Health and Care System in Hampshire and the Isle of Wight. This includes work that focusses on improving patient flow and reducing delayed transfers of care from hospitals, exploring new models of delivering integrated care and support (for example through a multispecialty community provider) and improving the quality of, capacity in and access to mental health services. The STP will be the subject of a report to Panel in December.
9. Following the implementation of a new adults safeguarding module in the Paris case management system, there is greater assurance that safeguarding alerts are now being recorded, triaged and dealt with appropriately, which has resulted in an apparent increase of 256% in the number of alerts when compared with the position in September 2015. The additional senior manager post in the new structure is currently being recruited to and will bring extra capacity to focus on adult safeguarding and adult mental health. Resources in the council's Approved Mental Health Professional (AMHP) team and the arrangements in place with Southern Health NHS Foundation Trust are currently being reviewed to ensure they are at a level that supports safe, high quality services. A plan to join health and social care services for

individuals living with a learning disability is also being progressed.

RESOURCE IMPLICATIONS

Capital/Revenue

10. The Housing and Adult Care Portfolio is currently forecast to overspend its revenue budget at year end. Corrective action plans that address this overspend are being developed. These include tracking the benefits that have been realised through current savings programmes, including the use of Erskine Court extra care housing scheme and increased referrals to Connected Care, the council's enhanced telecare service. An update on the financial position will be considered by Cabinet on 15 November 2016.

Property/Other

11. None.

LEGAL IMPLICATIONS

Statutory power to undertake proposals in the report:

12. Not applicable

Other Legal Implications:

13. Not applicable

POLICY FRAMEWORK IMPLICATIONS

14. These performance indicators are aligned to the following outcome, contained in the Southampton City Council Strategy 2016-2020:
 - People in Southampton live safe, healthy and independent lives

KEY DECISION No

WARDS/COMMUNITIES AFFECTED: None directly as a result of this report

SUPPORTING DOCUMENTATION

Appendices

1. Adults, Housing and Communities Structure Chart
2. Adult Social Care Monthly Dataset – September 2016
3. Adult Social Care performance - graphs

Documents In Members' Rooms

1. None

Equality Impact Assessment

Do the implications/subject of the report require an Equality and Safety Impact Assessments (ESIA) to be carried out. No

Privacy Impact Assessment

Do the implications/subject of the report require a Privacy Impact Assessment (PIA) to be carried out. No

Other Background Documents

Equality Impact Assessment and Other Background documents available for inspection at:

Title of Background Paper(s)	Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)
1. None	