

DECISION-MAKER:	HEALTH OVERVIEW AND SCRUTINY PANEL		
SUBJECT:	ADULT SOCIAL CARE PERFORMANCE		
DATE OF DECISION:	30 AUGUST 2018		
REPORT OF:	SERVICE LEAD, ADULT SOCIAL CARE IMPROVEMENT		
<u>CONTACT DETAILS</u>			
AUTHOR:	Name:	Lee Femandel, Service Lead, Adult Social Care Improvement and Principal Social Worker for Adults	Tel: 07968 834085
	E-mail:	lee.fermandel@southampton.gov.uk	
SERVICE DIRECTOR:	Name:	Paul Juan	Tel: 023 8083 2530
	E-mail:	paul.juan@southampton.gov.uk	
STATEMENT OF CONFIDENTIALITY			
None			
BRIEF SUMMARY			
This report outlines current performance in Adult Social Care and provides an update on implementation of a new operating model, embedding strengths-based practice.			
RECOMMENDATIONS:			
	(i)	That the Panel notes improvement in a number of Key Performance Indicators (KPIs) as evidenced in the Adult Social Care Outcomes Framework (ASCOF) and Adult Social Care Performance Dashboard.	
	(ii)	That the Panel notes an update on the implementation of the target operating model, embedding a strengths-based approach to social work practice.	
	(iii)	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 implementation of the target operating model (strengths-based approaches), at the request of the Chair.		
ALTERNATIVE OPTIONS CONSIDERED AND REJECTED			
2.	Not applicable.		
DETAIL (Including consultation carried out)			
ADULT SOCIAL CARE OUTCOMES FRAMEWORK (ASCOF)			
3.	Appendix 1 sets out the draft performance of Adult Social Care services in Southampton for 2017/18, using the national reporting framework.		

4.	The Council is required to submit key Adult Social Care Outcome Framework (ASCOF) performance measures to NHS Digital (the national information and technology partner to the health and care system).												
5.	Locally, the ASCOF provides councils with robust information that enables them to monitor the success of local interventions in improving outcomes, and to identify their priorities for making improvements. Local Authorities can also use ASCOF to inform outcome-based commissioning models. Locally, it is also a useful resource for Health and Wellbeing Boards which can use the information to inform their strategic planning and leadership role for local commissioning.												
6.	<p>Of the 21 measures where the outcome is known in Southampton:</p> <ul style="list-style-type: none"> • 12 (57 %) have shown improvement over the previous year's figures, • 7 (33 %) have shown no change, and • 2 (10 %) have declined. 												
7.	Progress has been particularly noted for the number of older persons' admissions (improved by 13%), admissions of younger adults (improved by 26 %) and social care-related quality of life. The number of delayed transfers of care per capita has also improved.												
8.	<p>The ASCOF Satisfaction Survey has also shown improvement, in particular, 91.3% of people who use services reported feeling safe and secure as a result of those services, as set out in figure 1 below.</p> <table border="1" data-bbox="368 1167 1378 1509"> <thead> <tr> <th data-bbox="368 1167 938 1256">Measure</th> <th data-bbox="938 1167 1070 1256">2017/18 (draft)</th> <th data-bbox="1070 1167 1203 1256">2016/17</th> <th data-bbox="1203 1167 1378 1256">England average</th> </tr> </thead> <tbody> <tr> <td data-bbox="368 1256 938 1384">Overall satisfaction of people who use services with their care and support</td> <td data-bbox="938 1256 1070 1384">67.2%</td> <td data-bbox="1070 1256 1203 1384">65.9%</td> <td data-bbox="1203 1256 1378 1384">64.7%</td> </tr> <tr> <td data-bbox="368 1384 938 1509">Proportion of people who use services who say that those services have made them feel safe and secure</td> <td data-bbox="938 1384 1070 1509">91.3%</td> <td data-bbox="1070 1384 1203 1509">88.9%</td> <td data-bbox="1203 1384 1378 1509">86.4%</td> </tr> </tbody> </table> <p data-bbox="485 1554 1238 1588"><i>Figure 1: ASCOF Satisfaction Survey 2017/18 (draft)</i></p>	Measure	2017/18 (draft)	2016/17	England average	Overall satisfaction of people who use services with their care and support	67.2%	65.9%	64.7%	Proportion of people who use services who say that those services have made them feel safe and secure	91.3%	88.9%	86.4%
Measure	2017/18 (draft)	2016/17	England average										
Overall satisfaction of people who use services with their care and support	67.2%	65.9%	64.7%										
Proportion of people who use services who say that those services have made them feel safe and secure	91.3%	88.9%	86.4%										
LOCAL PERFORMANCE INDICATORS													
9.	Appendix 2 sets out the monthly scorecard for Adult Social Care, showing trends over the last 12 months.												
IMPLEMENTATION OF TARGET OPERATING MODEL													
10.	Phase three of the operating target model was rolled out over April and May 2018. This has put the structures in place and spans of management control. There are a number of staffing vacancies being recruited to, the gaps of which have impacted on embedding the changes. Further work is being undertaken												

	to improve systems and processes as well as support staff within the new teams/structures.
11.	<p><u>Strengths-based Social Work Practice</u></p> <p>Local authorities are required to assess adults' social care needs. Strengths-based practice will not only ensure that we are able to meet the statutory duties detailed in the Care Act but also ensures a focus on evidence based assessments that are asset, rather than deficit based and which fully utilise all the resources available to the person. It includes in depth discussions during the support planning process with the person and their family and a less service oriented approach to support planning.</p>
12.	This approach will foster an ownership and independence culture with people and families and within the social care workforce. It is assumed that this approach will lead to a reduction in cost of community based care packages whilst still achieving positive outcomes for people and meeting their identified needs.
13.	This Adult Social Care Development Plan will assist staff in embedding the culture and approaches required to support the implementation of strength base practice.
14.	<p>It is also important to recognise that as well as improving quality and outcomes for individuals, a strengths-based approach to assessments and reviews is likely to decrease the cost of personal budgets/care packages and this project will therefore contribute to the overall business plan and financial savings targets for adult social care. The phrases 'strength based approaches' and 'asset based approaches' are often used interchangeable. The term 'strengths' refers to different elements that help or enable the person to deal with challenges in life in general and in meeting their needs and achieving their desired outcomes. These elements include:</p> <ul style="list-style-type: none"> • Personal resources, abilities, skills knowledge, potential etc • Social network and its resources abilities, skills etc • Community resources also known as 'social capital' or 'universal resources'
15.	The service is addressing the following areas as part of an Adult Social Care Development Plan, being coordinated by the Service Lead, Adult Social Care Improvement and Principal Social Worker for Adults, a new post in the structure.
16.	Workforce – Through training and mentoring, developing a culture that embraces the concept of strength based approaches; a training needs analysis is currently being undertaken to inform the development of a Social Care Learning and Development Framework.
17.	Policy – Developing a policy framework to provide staff and customers with a clear understanding of what strength based approaches mean in Southampton.
18.	Systems including IT – Creating a suite of templates for staff to record and evidence strength based conversations, assessments and reviews. The new Care Works, client case management system that has been selected following a recent procurement will support strengths-based practice.

19.	Adult Social Care Connect “Front Door” – Review to further strengthen the front door to more effectively manage demand ensuring peoples’ needs/problems are dealt with by the right people, at the right time, and in the right place. This means a greater focus on prevention and early intervention, creating more capacity in community reablement so that all people access reablement before assessing eligibility for longer term care and support.
20.	Creating wellbeing clinics so that people can obtain information, advice and short term support right in the heart of their communities instead of going through a time consuming, local authority assessment process for services, often then having them for a long time / or life. The first clinic is launching on the 11 September 2018 as a pilot with a view to supporting people to remain independent for as long as possible.
21.	Communication and Engagement – A Conference to launch Southampton City Council’s vision and framework for strength based practice is due to take place in October 2018. A communications plan is being developed that will aim to engage the public, provide clear messages about the Council’s role in supporting people, who also have responsibilities to support themselves.
RESOURCE IMPLICATIONS	
<u>Capital/Revenue</u>	
22.	As at 30 June 2018 (quarter 1), the Adult Social Care budget is forecast to overspend by £1.99M in 2018/19. Full implementation of strengths-based approaches will continue to address this and delivery of savings plans is being supported by the Council’s Intensive Support Budget Recovery Process.
<u>Property/Other</u>	
23.	None.
LEGAL IMPLICATIONS	
<u>Statutory power to undertake proposals in the report:</u>	
24.	Not applicable
<u>Other Legal Implications:</u>	
25.	Not applicable
POLICY FRAMEWORK IMPLICATIONS	
26.	The performance indicators and strengths-based practice model 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. | Adult Social Care Outcomes Framework (ASCOF) |
| 2. | Adult Social Care Performance Dashboard |

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
---	----

Data Protection Impact Assessment

Do the implications/subject of the report require a Data Protection Impact Assessment (DPIA) 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 |
|----|------|