

Report of: Head of Service, Transformation

Report to: Interim Director of Adult Social Services

Date: 5th March, 2015

Subject: Care Act Staffing Resources

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. In order to meet new statutory duties set in the Care Act in respect of self-funders and carers, a number of permanent additional posts for assessment and customer services are required.

The Care Act 2014 implementation will commence in April 2015 with the Social Care Reforms, followed in April 2016 with the full implementation of the new financial regulatory changes.

In order to meet the new statutory duties in respect of carers and self-funders, additional assessment resources will be required.

Recommendations

2. The Interim Director of Adult Social Services is recommended to approve the establishment of the posts outlined below. Job descriptions are attached as Appendices; Appendix 1. Customer Services officer Job Description, Appendix 2. Social Worker Job Description, Appendix 3. Social Work Assistant Job Description, Appendix 5. Occupational Therapist Job Description.

Occupational Therapists (increased demand)	2.5	C3
*Transitions Team - Social Worker	2	PO1
Carers Assessment/Direct Payment Scheme - Social Worker Assistant	1	C1
Carers Assessments/Direct Payment scheme Social Worker	1	PO1

Carers Assessments - Social Work Assistant	2	C1
Social Work Assistant (increased demand)	6	C1
Customer Support Officer (CSO)	2	C1

*Transitions Team - Children's Servicing Funding 50%

- 2.1 The proposed timescale for the implementation of the decision is April 2015.
- 2.2 The Head of Service, Transformation will implement this decision directly after it has been taken, subject to the necessary clearance process being completed.

1 Purpose of this report

- 1.1 To seek agreement to the permanent establishment of the posts outlined.

2 Background information

- 2.1 The Social Care reforms as outlined in the Care Act are implemented in April 2015. The Act gives people who currently find their own care and carers new rights and entitlements. It is anticipated that 3111 existing self-funders will present themselves for assessment and support in 2015/16. In addition an unknown figure ranging from a minimum of 1,000 to a maximum of 4,500 carers may also present themselves for assessment and support.

3 Main issues

- 3.1 Adult Social Care in Leeds are already struggling to meet demand for assessment for people with potential social care needs, this includes people requiring complex equipment and adaptations. There are in excess of 300 social work assessments outstanding and over 500 Occupational Therapy assessments outstanding.

To address the 500+ Occupational Therapy assessments and the ongoing upward trend, 2.5 O.T's are required. In respect of outstanding social work assessments, 6 unregistered Social Work Assistant posts are required. This work will be completed between May and November, leaving capacity after November to address additional self-funder assessments.

The Care Act introduces a new duty to provide support for carers. According to the 2011 census, over 70,000 people in Leeds identified themselves as carers. Carer Leeds have 8,500 carers registered with them.

Therefore trying to anticipate new demand for carer assessments is challenging. However, if we assume 10% of carers known to Carers Leeds present this means an additional 850 assessments.

To address additional carer assessments, validation and management of the carers Direct Payment Scheme. 1 registered social worker and 1 unregistered social worker is required. In respect of additional assessments 2 further unregistered Social Work Assistant posts are needed. These post will also give additional support to Carer Leeds, where a significant increase in information and advice is expected.

The 'lifetime' cap on care costs for people funding their own care will be implemented in April 2016. However the Department of Health estimate that 50% of self-funders will start to request assessments from autumn 2015.

In Leeds there are approximately 3,111 self-funders who will require an assessment.

In order to maximise efficiencies and ensure compliance with the Act work has been undertaken to reconfigure the care pathway and arrangements at the Gateway/Contact Centre.

From April 2015 Customer Service Officers, supported by registered social workers and nurses will be undertaking initial contact assessments and eligibility determinations. This is a significant shift from current practice and will increase the Adult Social Care call handling times at the contact centre.

As a result of introducing new pathways for Integrated Health and Social Care Neighbourhood Teams it is anticipated that a significant number of professional calls will be diverted away from the contact centre. This should mitigate some of the additional pressures and increase Customer Service Officers availability on the telephones.

However, there will be a transitional period where extra capacity will be required in-order to embed the new pathways and to validate the conclusions about diversion of professional callers. Two additional Customer Service Officer post are required in the first instance. Day one monitoring will be in place to measure demand. If the anticipated diverted calls are achieved and an exit strategy been agreed with the Chief Officer, Contact Centre. If necessary these posts will be deleted through vacancy management.

Similarly, in the unlikely event that demand for social work assessment and services does not materialise, posts will be deleted using vacancy management. Access and Care turnover rate is approximately 8% per year.

4 Corporate Considerations

4.1 Consultation and Engagement

- 4.1.1 There has been extensive consultation and engagement on the new statutory duties. Revision to processes and operations have been developed in co-operation with service users, carer representatives, elected members, Trade Unions, NHS, other council departments and internally, Adult Social Care frontline workers, Managers and colleagues within Resources and Strategy.
- 4.1.2 The Trade Unions received a copy of the report on 19th February and have raised no objections.

4.2 Equality and Diversity / Cohesion and Integration

- 4.2.1 An Equality Impact Assessment Screening Tool has been completed for this report and is included as Appendix 4.

4.3 Council policies and City Priorities

4.3.1 The additional resources will ensure compliance with primary legislation and contribution to the delivery of the Leeds Joint Health and Wellbeing Strategy priority of increasing the number of people who have choice and control over their health and social care.

4.4 Resources and value for money

4.4.1 Based on current work to prepare for implementation of the Care Act, it is suggested that the additional requirements are affordable within the £4.4m funding available from the Better Care Fund which is the new money provided by the Government for the implementation of the Care Act.

Service/Post type	No. Of FTEs	Grade	Cost per employee (2015-16 Prices)	Total Cost Per Annum	Note	Comments
			£ '000	£ '000		
Occupational Therapists	2.5	C3	29	72	Grade cost at mid-point (SP 27)	
Transitions Team - Social Worker	2	PO1	36	72	Grade cost at mid-point (SP 34)	Salary point assumed from budget working papers
Transitions Team - Childrens Servicing Funding				(36)	Assumption : 50% funding	
Carers Assessments - Social Worker	1	PO1	36	36	Grade cost at mid-point (SP 34)	Salary point assumed from budget working papers
Carers Assessments/Direct Payment Scheme	1	C1	26	26	Grade cost at mid-point (SP 24)	
Carers Assessments - Social Work Assistant	2	C1	26	52	Grade cost at mid-point (SP 24)	Salary point assumed from budget working papers - See notes below to illustrate the strategy for managing additional assessments
Self Funder Assessments - Social Work Assistant	6	C1	26	156	Grade cost at mid-point (SP 24)	Salary point assumed from budget working papers - See notes below to illustrate the strategy for managing additional assessments

Customer Support Officer (CSO)	2	C1	28	56	Grade cost at mid-point (SP 26)	Exit strategy agreed, if required.
Total				470		

4.5 Legal Implications, Access to Information and Call In

4.5.1 The decision has been placed on the list of forthcoming key decisions and is subject to call in. The report does not contain any exempt or confidential information.

4.6 Risk Management

4.6.1 Day one monitoring of pressures brought about by the Care Act and demography will enable mitigating action once the initial demand has presented. Any oversupply of staff will be addressed by annual turnover.

5 Conclusions

5.5.1 The Care act 2014 has provided an opportunity for Adult Social Care to refresh it's approach to the assessment and provision of care and support to those in need. The duty to integrate has been embraced and has led to the reshaping of social work services into Neighbourhood Teams which are integrated with Leeds Community Health Nursing Services.

5.5.2 A single point of contact for community nursing and social care will go live at the end of March. These developments will help deliver the requirements within the Act. However, new rights for self-funders, carers, prisoners and young people will result in increased demand for services. It is clear that existing resources will be unable to meet these demands.

6 Recommendations

6.1 The Interim Director of Adult Social Services is recommended to approve the establishment of the posts outlined below. Job descriptions are attached as Appendices; Appendix 1. Customer Services officer Job Description, Appendix 2. Social Worker Job Description, Appendix 3. Social Work Assistant Job Description, Appendix 5. Occupational Therapist Job Description.

Occupational Therapists (increased demand)	2.5	C3
*Transitions Team - Social Worker	2	PO1
Carers Assessment/Direct Payment Scheme - Social Worker Assistant	1	C1
Carers Assessments/Direct Payment scheme Social Worker	1	PO1
Carers Assessments - Social Work Assistant	2	C1
Social Work Assistant (increased demand)	6	C1
Customer Support Officer (CSO)	2	C1

*Transitions Team - Children's Servicing Funding 50%

6.2 The proposed timescale for the implementation of the decision is April 2015.

6.3 The Head of Service, Transformation will implement this decision directly after it has been taken, subject to the necessary clearance process being completed.

7 Background documents¹

None

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.