

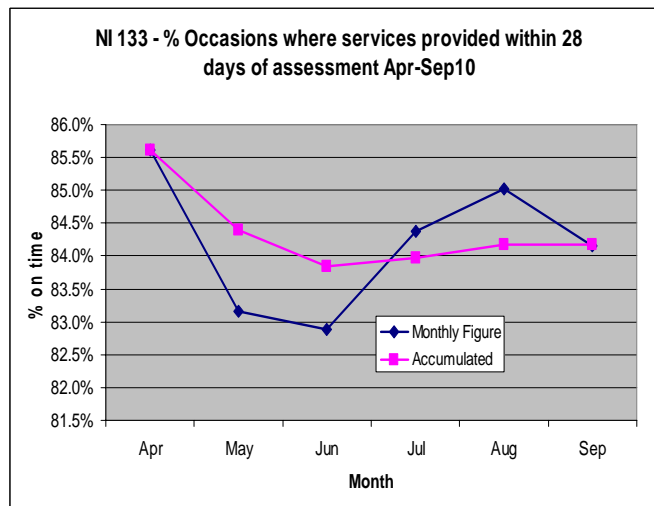
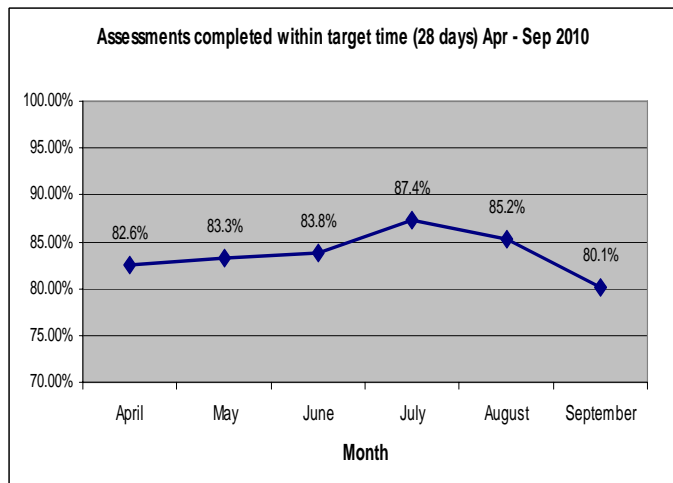
Improvement Priority – HW-1e. Improve the assessment and care management of children, families and vulnerable adults

Accountable Officer – John Lennon / Michele Tynan



Why is this a priority

To ensure that children, families and adults who are in need of social care receive the right service(s), in a timely manner and efficient manner. Assessments and support plans focuses on the whole person's needs, those of their carers and the family. Support plans should enable them to meet individual needs



Overall Progress to date and outcomes achieved April 2010 to September 2010

Overall Summary

Leeds has been working to improve the timeliness and quality of community care assessments through introducing revised business processes within Adult Social Services. These will enable people with social care needs to choose and control services which are tailored to meet their individual needs and circumstances. These processes were introduced at the start of the current financial year and became fully operational in August 2010. This has, however, impacted negatively upon the timeliness of assessments during the first half of the financial year. This is thought to result from staff adjusting to the adoption of new working practices and the impact of this is expected to diminish over the remainder of the year. However, the impact of the introduction of the new processes has reduced the forecasted outturn for timeliness of assessments to a level 3% below last years performance. Leeds performance is however likely to remain well above the national and comparator authority averages for this indicator.

Similarly, there has been a 2.7% reduction in the timeliness of care packages delivered during 2010/ 11 in comparison to last year. Although a detailed review of the causes of this has yet to be completed, recording issues have been identified as a significant contributor to this apparent fall in performance. An exercise to clean up the data and improve recording has commenced.

An increasing number of people are receiving personalised social care services in Leeds. At the end of September, a total of 3382 people received a self directed support care package. This is an increase from last year when at the end of September 2009 Leeds had 1435 receiving Self Directed Care. Leeds currently provides self directed support to 19.6% of service users and carers and is forecasting achieving its 30% target by the end of the financial year.

Surveys of service users during the year show increasing levels of satisfaction in the quality of their care package. 85% of service users surveyed reported that they felt they had control over there daily life in a survey undertaken during 2010/11, an increase of 8% over similar surveys undertaken in 2009/10.

Achievements since the last report

The independent Living Project (ILP), Private Finance Initiative (PFI Scheme) is now operational and the 2009/10 revenue budget includes investment of £0.8m for support to people who live in their own homes during 2009/10. Strategies to reinvest funding have resulted in a £60 million PFI to develop supported living services for people with learning disability and mental health needs. As part of the overall project some people are being supported to move into mainstream pre-existing housing. Individuals with learning disabilities are also being supported to take up Shared

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Ownership which has enabled them to own their home rather than to be tenants.

- At the end of Phase 8 of the 12 phased programme
 - 48 people with learning disability moved from hostel accommodation to their own tenancy, in the last six months which bring the total to over 198 in the project to date.
 - 20 people were supported to access mainstream ALMO property.
 - Assisted 3 people in buying their own home under shared ownership scheme.
- Work on Developing the 14 to 25 Transitions team continued through the established 5 work streams and continued to be overseen by the Transitions Project Board. On 1st April 2010 the newly created Transitions Team transferred to be line managed under the LD service within Adult services. Using funding from adult services the team has now doubled in size. The whole team underwent a two week induction starting 1st April 2010
- Work continues to be undertaken to promote and publicise the new Transitions team :
 - Transition pages on the family hub - are now up and running.
 - Information on the Transition Team and process has and are due to appear in children and adults publications.
 - Multi agency training days have and are being planned re. Involvement in year 9 reviews.
 - 3 leaflets explaining the Transition Team and transition process have been produced.
 - An official launch of the team occurred at Pudsey Civic on 5th October 2010.
 - Attendance at the Regional Transition Forum is ongoing. This will ensure that any nationally set performance targets are incorporated into the Operations Group and hence the key objectives of the team. The Operations Group will also monitor the success in achieving these.
- The operational policy of the team is up and running including the development of a Transitions panel which meets monthly.
- Following closedown of the project the Transition Board has changed into a multi agency Operation Group. The first meeting of this group was on 8th September 2010. It will be the function of the multi agency group to develop an action plan which will outline the key objectives and targets for the team and to monitor the progress in the achievement of these.
- In August a successful bid was made to the National Transition Support Team and £10k were awarded, to aid in developing the following projects:
 - Develop Person Centred Planning as a tool to be used in year 9 transition reviews.
 - Develop a Transition Peer Support Group.
- Support Planning using Self- Directed Support has commenced within (Joint Care Management Team, Learning Disability) JCMT LD, with good support for staff from the (Personalisation Implementation Support Group) PISG . An SDS champion has been identified from within the Teams.

Challenges/Risks

- The challenging economic situation and impending Comprehensive Spending Review require all services to be able to demonstrate they are value for money in its broadest sense of economy, effectiveness and efficiency. The challenge is to ensure that joint working across the health and social care sector, including the 3rd sector, becomes embedded to enable services to be provided in the most streamlined, cost effective and efficient manner to meet the needs of the population of Leeds without duplication. This will be explored in discussions about the future of daytime activities for those who need these Services .
- The development in 2011 of a new LD Initial Response function, to ensure timeliness of social care assessments and packages

<u>Council / Partnership Groups</u>			
<u>Approved by</u> <i>(Accountable Officer)</i>		<u>Date</u>	
<u>Approved by</u> <i>(Accountable Director)</i>		<u>Date</u>	

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Key actions for the next 6 months October 2010 to March 2011				
	Action (Desired Achievements)	Contributory Officer / Partner	Milestone / Actions	Timescale
	Improve access to services from the first point of contact. This will extend access hours from 8am to 8pm over 7 days, and align the out of hours and emergency services to ensure a high quality and consistent response. A more efficient customer relationship is being developed by moving our screening by social care professionals closer to the first point of contact. This will reduce unnecessary referrals and assessments and allow time and resources to be redirected to those who need it most.	Vincent Kelly/Julia Suddick Customer Services/ Children and Young People's Social Care	The proposal to second DST staff to the Contact Centre will be the first stage of this process and allow DST staff who are not seconded to focus on improving the timescales for assessments and delivery of more complex services including re-ablement	April 2011
	Continue the implementation of the Review Action Plan to ensure timeliness of reviews improved.	Vincent Kelly	Action plan completed and timeliness of review improved.	
	Further embedding of Single Assessment Process across health organisations and specialist health pathways.			
	Adult Social Care will improve the percentage of assessments and care packages completed within national timescales by investing £300K in additional front line social work posts in order to ensure that the available resource size reflects that of best practice authorities and so that officers can respond to the additional activity generated by the significant increase in safeguarding referrals.	John Lennon	The investment proposal is currently being worked through to establish the secondments described above and to improve the business support function supporting delivery of the improvement in PI's. There has been improvement during the first quarter and early part of the second quarter. Some areas of more recently declining performance are under review.	
	Continue to roll out the use of the SDAQ for new assessments and commence using a version at review	Michele Tynan		

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	Embed person centred thinking in each stage of process and further develop outcome focussed approach.	Michele Tynan		
	Review the role and function of Assessment and Care Management services for people with learning disability.	Head of Service, Assessment and Care Management	Review completed and Report with recommendation made to DMT	Nov 2010
	To develop a model for all Learning disability, Assessment and Care Management Service that links with citywide access to services and care management pathways.	Head of Service, Assessment and Care Management	Report to DMT	Oct 2010

Performance Indicators

Performance indicators aligned to the Improvement Priority

Reference	Title	Owner	Frequency & Measure	Rise or Fall	Baseline	2009/10 Result	2010/11 Target	2010/11 Quarter 2	Current Predicted Full Year Result	Data Quality
NI 132	Timeliness of social care assessment (all adults)	Access & Inclusion	Quarterly %	Rise	76.0% (2006/07)	91.0%	90.0%	83.8%	88.0%	No concerns with data quality
NI 133	Timeliness of social care packages following assessment (all adults)	Social Services for Older People	Quarterly %	Rise	85.0% (2006/07)	86.9%	92.0%	84.2%	86.9%	No concerns with data quality
2PDO14.0	Average length of waiting times form major adaptations from assessment to work beginning	Access & Inclusion	Quarterly Weeks	Fall	13.3 (2006/07)	19.6	Not set	17.4	17.4	Not completed
2PDO15.0	Average length of waiting times for minor adaptations from assessment to work beginning	Access & Inclusion	Quarterly Weeks	Fall	6.3 (2006/07)	1.7	Not set	1.87	1.87	Not completed