



**Stockton-on-Tees**  
BOROUGH COUNCIL

# Adult Services Update

**CASSI Select Committee**  
**9<sup>th</sup> March 2010**

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INVESTOR IN PEOPLE



CUSTOMER SERVICE EXCELLENCE



2007-2008  
Emergency Planning

# *Putting People First*

## *focusing services in the community*

- **Universal services**
  - (transport, leisure, education, health, housing, community safety, access to information & advice)
- **Early Intervention & Prevention**
  - (e.g. Support to recover from illness, managing LTCs, home maintenance)
- **Social Capital**
  - (Being linked into the community, support from families, friends and neighbours)
- **Choice & Control**
  - (self-directed support)



# So What is Personalisation?

Simply – enabling people to exercise *choice and have control* over how their social care needs are met.

But – actually *totally transforming* the way the Council delivers social care services! (it's a national cultural shift)

# Exercising Choice and Control Requires:

- Advice, Information, easily available to everyone
- Facilitated or supported assessment
- Help for people to devise their 'Support Plan'
- Help for people to access the services they want to implement their support plan
- Direction to Social Care providers so they are offering the right types of service, in sufficient volume to meet need / demand (managing the market).

# Transforming Adult Social Care Milestones

1. Effective Partnerships
2. Self Directed Support & Personal Budgets
3. Prevention & Cost-Effective Services
4. Information & Advice
5. Local Commissioning and Market Development

# What has been achieved?

- Resource Allocation System (RAS)
- Personal Needs Questionnaire (PNQ)
- SDS system – live across all teams
- Marketing materials (client / practitioner packs)
- Website info (being developed)
- Practitioner training & support
- Specialist Transformation Team (appointments)
- Link to new ACMS

# What is proving more difficult?

- Market development (supporting providers to change approach)
- Engaging with Service users
- Confidence in RAS (different outcomes from traditional approach)
- Supporting carers
- Improving performance (targets being achievable)
- Encouraging 'financial contributions' from clients
- Link to regional work through JIP/RIEP (timescales)

# Emerging Issues?

- Planning for Support Planning (event 18/19<sup>th</sup> March)
- Development of web-based Adults Directory
- Tender for DP/PB Support organisation
- Developing emerging User Led Organisations
- Meeting targets – NI130, 132, 133 (but getting support from regional team)
- Framework agreements – new contracts
- De-commissioning of existing services? (i.e. day care)
- Personal Health Budgets (pilot)
- Right to Control (joining funding from different sources)



# Service Reviews

## **Day care services**

- Development of Alma Centre and Halcyon Centres
- Consultation on future of Parkside Day Centre
- Review of STEP's services

# Council provided care homes

## **Blenheim House**

Consultation on future provision for residents

## **Rosedale**

Integrated intermediate care centre

# Council provided home care

Enablement service; home care for specific client groups

## **Fair Access to Care Services**

Consultation on eligibility criteria

# Learning Disabilities and Mental Health services

Care Services Efficiency Development:

Housing based support model for people with learning disabilities

Year 2 Efficiency Improvement and Transformation review

# Performance Headlines

- 'Performing Well' rating in annual assessment (but have been for a number of years).
- Relatively low spender on Adult Social Care (but have been catching up).
- Traditional reliance on residential provision (regional issue).
- High proportion of low level needs responded to.
- History of partnership / joint working.

# Doing well.....

- Promoting and encouraging healthy lifestyles.
- Developing End of Life care.
- More services for carers.
- Access to community based leisure / learning opportunities.
- Engaging with and involving people in service development.
- Developing focus on volunteering.
- Provision of information about services.

## ....doing well.....

- Community safety initiatives so vulnerable people feel safe at home.
- Joint approach to health and care needs – avoids formal disputes.
- Targeted support for those needing financial advice and support.
- Employment support for those with disability.
- Local and sub-regional coordination of safeguarding work.

# Areas for attention.....

- Greater choice to enable people to remain independent at home.
- Helping people to help themselves through improved information, advice and signposting.
- Local supported living for those with more complex needs.
- Timely assessment of care needs and agreement of self-directed support.
- Employment support for carers.
- Ensuring safeguarding training for all sectors.