

Report to: **Scrutiny Committee for Adult Social Care**

Date **10 June 2010**

By: **Director of Adult Social Care**

Title of report: **Care Quality Commission - Outcomes from the East Sussex Adult Social Care Action Plan for 2008/09**

Purpose of report: **To provide Scrutiny Committee an update on the outcomes from the Action Plan following the Care Quality Commission Assessment for Adult Social Care for 2008/09**

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## **RECOMMENDATIONS**

**The Adult Social Care Scrutiny Committee is recommended to:**

- 1. Note the action being taken to meet the majority of the targets within the CQC action plan; and**
  - 2. Consider and comment on actions being taken to address the five targets which have not yet been met.**
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### **1. Financial Appraisal**

1.1 There are no costs directly associated with this report.

### **2. Background**

2.1 The Performance Assessment Notebook (PAN) was produced by the Care Quality Commission (CQC) following the annual review meeting held in July 2009. The PAN is a record of evidence considered by CQC in determining our performance rating. The PAN highlights areas of strengths and areas for development.

2.2 In response to the PAN an action plan was developed. The key areas for development from the CQC Action Plan are shown below, with the full action plan attached in Appendix 2:

- To improve Transport, particularly in rural areas to reduce social isolation;
- To further improve the number of assessments for people with mental ill health leading to a provision of a service;
- To improve the use of Telecare as a preventative measure;
- To feedback to people we have consulted and engaged with the outcomes from the Consultations;
- To improve the interface with Health partners, and self funders on Safeguarding, and to raise public awareness; and
- Improve partnership working with Health particularly regarding continuing health care.

2.3 This report outlines some of the key achievements from the CQC Action Plan, and identifies those areas where the target has not been achieved, and associated next steps to ensure that these areas are taken forward.

### **3. Supporting Information**

3.1 There are a total of 147 targets contained within the CQC Action Plan. 142 targets were met; 5 were not met within 2009/10 and plans are in place to meet these in 2010/11. Appendix 1 shows all the targets that have not been achieved.

### 3.2 Key achievements in 2009/10 include:

- £200,000 provided by the Council as a one-off grant to kick start Community Transport schemes or improve existing provision;
- Re-commissioned mental health residential services to promote skills development and greater independence;
- Improved helped to live at home activity and providing alternatives to residential care. As at end of 2009/10 there are 808 working age adults with mental health needs helped to live at home, compared to 722 in 2008/09: an increase of 12%;
- 3,614 new service users aged 65 plus have had Telecare installed to enable them to live independently;
- 5,300 people's views have helped to shape service improvements;
- Raised awareness of Safeguarding with 4,200 older people;
- Safeguarding Referrals from the NHS have increased from 194 in 2008-09 to 270 (an increase of 39%);
- Prevention of hospital admissions and facilitation of early discharge through the new Integrated Community Access Point (ICAP);
- An Independent Panel has been successful and has led to a revised Continuing Health Care (CHC) Panel process. Procedures have been reviewed and new documents have been adopted.

### 3.3 Targets not achieved during 2009/10 from the CQC Action Plan are:

- Achieving independence for older people through rehabilitation/ intermediate care. (NI 125)
- Improving the way we report on carers experience by incorporating carer's views into "Listening and Responding" report,
- Supporting Older People's Directly Provided Services to evidence how services have changed as a result of feedback from Service User forums.
- Supporting at least 12 people with mental health needs to move towards settled accommodation.
- Determination of revenue transfer amount and agreement of this between East Sussex County Council and the PCT for Valuing People Now (VPN).

Details of these targets can be found in Appendix 1.

## 4. Conclusion and Reason for Recommendation

4.1 Adult Social Care have successfully delivered 97% of the targets contained within the CQC Action Plan. There are clear actions in place for the 5 targets where achievement was not possible within 2009/10.

4.2 The Department has recently submitted its Self Assessment Survey for 2009/10 to CQC. The Self Assessment is a summary of evidence about how a council is improving outcomes for people and is intended to complement a continuous process of evidence gathering throughout the year. A summary of the Self Assessment Survey for 2009/10 was produced (attached in Appendix 3).

KEITH HINKLEY

Director of Adult Social Care

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Local Members: All

Background Documents: None

## 2008/09 Annual Performance Assessment Notebook (PAN) Exceptions Report

Measure	Action Plan Ref	Timeframe	Reason for not meeting target	Actions taken to improve target
<b>OUTCOME 1 – IMPROVED HEALTH AND EMOTIONAL WELL-BEING</b>				
1.2 e) Achieving independence for older people through rehabilitation/ intermediate care. <b>(NI 125)</b>	1.2	March 2010	<p>End of year outturn is 85.5%.</p> <p>This indicator measures the number of people who move from an acute hospital bed to intermediate care / rehabilitation, who are at home three months later. As rehabilitation and intermediate care is being offered to an increased number of older people with higher dependencies, rehabilitation will not always be successful.</p> <p>Despite this, performance is still comparatively high nationally. Current comparative data shows East Sussex to be above the average of 78.8%.</p> <p>The numbers of Service Users accessing the rehabilitation service continues to increase: during a six month period from April to September in 2009 there were 735 people discharged home, whereas comparing to the same period in 2008 there were 618.</p>	<p>The performance this year will be used to develop a more realistic target for next year, taking into account the higher level of dependency of the service users and rates of attrition.</p> <p>The target will also be considered alongside other related indicators to gain an understanding of the other services on this indicator and visa versa.</p>
<b>OUTCOME 2 – IMPROVED QUALITY OF LIFE</b>				
2.1 a) Improve the way we report on carers experience by incorporating carer's views into "Listening and Responding" report. The information will be shared with the Carers	2.1	March 2010	Further developments to this measure have required the target to be revised and extended to incorporate wider developments in the use of clients views.	Rather than looking at this in isolation, the reporting of user feedback including carers views is being reviewed and improved across all services using a mixed model of feedback to include questionnaires, service user and

Measure	Action Plan Ref	Timeframe	Reason for not meeting target	Actions taken to improve target
Development Group.				carer interviews and streamlining with national surveys.
2.2 a) To support at least 12 people already identified as able to move towards settled accommodation to do so, in addition to supporting new people placed and those who already have an exit plan	2.2	March 2010	<p>This target has not been achieved due to the impacts of capacity issues and external pressures on this challenging target.</p> <p>The Community Mental Health Teams have revised this figure down and are forecasting only one person is actively resettled from residential care. The remaining 8 people are offered active case work to progress their resettlement.</p>	<p>Additional staff have been allocated to review these cases and reduce the capacity issues.</p> <p>An alternative process for supporting resettlement is being commissioned.</p> <p>Additional options alongside residential care are being invested in.</p> <p>ASC are linking in with the strategic development of settled accommodation.</p> <p>Peer support workers are being engaged with.</p>
<b>OUTCOME 3 – MAKING A POSITIVE CONTRIBUTION</b>				
3.1 a) Support to Older People's Directly Provided Services to develop effective Service User forums. Evidence that Services have changed in response to feedback	3.1	March 2010	Further developments to this measure have required the target to be revised and extended to incorporate wider developments in the use of clients views.	Rather than looking at this in isolation, the reporting of user feedback including carers views is being reviewed and improved across all services using a mixed model of feedback to include questionnaires, service user and carer interviews and streamlining with national surveys.
8.2 b) Determine revenue transfer amount and agree this between ESCC and PCT procedures, with a view to making this area of case management more effective. <b>PAN</b>	8.2	November 2009	The revenue transfer has been agreed in principle but the complexities have resulted in delays.	As part of the Valuing People Now transfer of commissioning and social care responsibilities from health to local authorities, 24 properties will be transferring to ASC, which will provide a significant boost to the capital asset base for the long term development of services.

**East Sussex Adult Social Care Action Plan  
2008/09 Annual Performance Assessment Notebook (PAN)**

***This plan contains specific actions in response to recommendations and areas for development, it is not a comprehensive list of all the work being undertaken by Adult Social Care in these areas.***

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
<b>OUTCOME 1 – IMPROVED HEALTH AND EMOTIONAL WELL-BEING</b>				
<p>Performance in undertaking reviews has improved, but work is needed to ensure that these are done to a consistent quality standard. Quality monitoring systems currently in place are not sufficiently robust to achieve this and practice also varies</p> <p><b>2008 APA report</b></p> <p><i>The council have agreed with partners to refresh commissioning strategies in line with 'PPF' and to include SMART targets. Scrutiny and lead member assess and monitor SMART approaches to business planning and delivery of targets. Feb 2009 RBM</i></p> <p><b>Jul update:</b> Year end performance improved from 87% to 89% and better than comparator average</p>	1.1	<p>a) Adults and older people receiving a review as a percentage of those receiving a service <b>(PAF D40)</b></p> <p>b) Assessment and Care Management - Draft a Performance and Quality Assurance Framework Action plan for the service area.</p> <p>c) LD DPS - 80% of people accessing services to have a detailed R2 support profile (statement of need) (within 2 weeks of service start date) by December 2009</p>	<p>March 2010</p> <p>June 2009</p> <p>March 2010</p>	<p>Performance is 83.9%. Performance has decreased from 2008/09 although this is still within the highest performance range (based on the previous PAF indicator). <b>GREEN</b></p> <p>Performance and Quality Assurance Framework drafted and included in service plan. <b>GREEN</b></p> <p>Time frame amended to 4 weeks. PATH model introduced into services for R2 and My Action Plan. A programme of awareness delivered through meetings and events. <b>GREEN</b></p>
<p>Some case records fail to identify or address wider social and prevention issues</p> <p><b>2008 APA report</b></p> <p><i>Case management improving and range of wider social and preventative services continues to increase</i></p>	1.2	<p>a) Proportion of people whose transfer of care from all care in all hospitals is delayed. <b>(NI 131)</b></p>	<p>March 2010</p>	<p>Performance against NI 131 is 14.8. The weekly average of all delayed transfers of care is 60, this is broken down by an average 14 delays per week due to Social Services reasons and an average 46 delays per week due to Non Social Services reasons.- <b>GREEN</b></p>

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
		<p>b) Increase the number of adults and older people helped to live at home to 3126.71 <b>(NI 136)</b></p> <p>c) Maintain the percentage of people who are supported to maintain independent living at 98.34% or more <b>(NI 142)</b></p> <p>d) Percentage of vulnerable people who are supported to achieve independent living <b>(NI 141)</b></p> <p>e) Achieving independence for older people through rehabilitation/ intermediate care. <b>(NI 125)</b></p>	<p>March 2010</p> <p>March 2010</p> <p>March 2010</p> <p>March 2010</p>	<p>Performance against NI 136 at March 2010 is 3521.92 against a target of 3007.75. The number of people currently supported to live at home is 15,630. <b>GREEN</b></p> <p>Quarter 1 = 98.81%, Quarter 2 =98.75%, Quarter 3 = 98.4%, Quarter 4 = 99.14%. Therefore this target has been exceeded through all four quarters this year. This is carefully monitored and any drop in performance with an individual provider is highlighted to Contract Officers and followed up with the provider. <b>GREEN</b></p> <p>Quarter 1 = 86.4%, Quarter 2 =87.1%, Quarter 3 = 81.16%, Quarter 4 = 85.95%. Therefore this target has been exceeded through all four quarters this year. This is carefully monitored and any drop in performance with an individual provider is highlighted to Contract Officers and followed up with the provider. <b>GREEN</b></p> <p>End of year outturn is 85.5%.</p> <p>The guidance for the returns has just been released, and this indicator takes its data between 1 July to 31 December 2009. Performance for this period is 85.5%. Although the target has not been met, performance is still comparatively high nationally. Current comparative data shows East Sussex to be above the average of 78.8%.</p> <p>This indicator measures the number of people who move from an acute hospital bed</p>

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
		<p>f) Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care <b>(PAF C72)</b></p> <p>g) Adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care <b>(PAF C73)</b></p>	<p>March 2010</p> <p>March 2010</p>	<p>to intermediate care / rehabilitation, who are at home three months later. As rehabilitation and intermediate care is being offered to an increased number of older people with higher dependencies, rehabilitation will not always be successful. However, it is very important that the risk to return someone to independence is taken where possible; other options would include continuing care or permanent residential or nursing care. These practice issues are also being explored by other Authorities nationally.</p> <p>The numbers of Service Users accessing the rehabilitation service continues to increase: during a six month period from April to September in 2009 there were 735 people discharged home, whereas comparing to the same period in 2008 there were 618. The reason for the current performance is attrition rate. <b>RED</b></p> <p>Between 1<sup>st</sup> April 2009 and 31<sup>st</sup> March 2010 a total of 788 new permanent admissions of older people were made to residential or nursing care, this a reduction from 822 new permanent admissions in 2008-09 (a reduction of 34 people (4%)). <b>GREEN</b></p> <p>Between 1<sup>st</sup> April 2009 and 31<sup>st</sup> March 2010 a total of 45 new permanent admissions of working age adults were made to residential or nursing care, this a reduction from 63 new permanent admissions in 2008-09 (a reduction of 18 people (29%)). <b>GREEN</b></p>

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
		h) Peer Review will include looking at case records to review whether they identify and address wider social and prevention issues	March 2010	The request to include this aspect came half way through the Peer Review Programme which started in October 2009 and, due to unforeseen circumstances, the completion of the 2009/10 Peer Review has been delayed. To get a complete picture all cases included in the review (53 so far) are being looked at on Carefirst to see how well they identify and address wider social and prevention issues and the results will be included in the final report to be completed by July 2010. <b>GREEN</b>
<p>The council audits reviews of people in receipt of services to ensure they are of a consistently acceptable quality and individuals living in the community are reviewed by community teams, the quality of this work is monitored through peer review and overall performance is better than the average of similar councils.</p> <p><b>However, the council must improve the timeliness of reviews offered to people with a learning disability.</b></p> <p><b>PAN</b></p>	1.3	a) Percentage of working age adults with a learning disability receiving a service in year who received a review	March 2010	Percentage of working age adults with a learning disability receiving a review has increased from 69.2% in 2008/09 to 82.1%. <b>GREEN</b>
<b>OUTCOME 2 – IMPROVED QUALITY OF LIFE</b>				
<p>Staff are aware of services available for carers and performance in undertaking carers assessments had improved significantly, however, experience of carers remained patchy and they identified that finding out about services and entitlements was the main barrier to access</p> <p><b>2008 APA report</b></p> <p><i>Jun update: Significant improvement</i></p>	2.1	<p>a) Improve the way we report on carers experience by incorporating carer's views into "Listening and Responding" report. The information will be shared with the Carers Development Group.</p> <p>b) <b>(NI 135)</b> - Carers receiving needs assessment or review and a specific carer's service, or advice and information. 2009/10 LAA target = 19.03% (although this is lower than 2008/09 out-turn of</p>	<p>March 2010</p> <p>March 2010</p>	<p>Target not achieved within this year, but now incorporated as an action in the capturing customer experience project. <b>RED</b></p> <p>Performance against NI 135 is 23.3%. The number of carers receiving a specific carers service in 2009-10 has increased from 2111 in 2008/09 to 2147 in 2009/10 (an increase of 2%). The numbers of carers receiving</p>



Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
<p><i>achieved. NIS outturn similar to comparator average</i></p>		<p>22.1%)</p> <p>c) Undertake the voluntary 2009-10 User Experience Survey of Carers to gain wider feedback and views from Carers</p>	<p>March 2010</p>	<p>information and advice has increased from 1395 in 2008/09 to 1570 in 2009/10 (an increase of 13%). <b>GREEN</b></p> <p>The data for the Carers Survey was signed off by the Performance Board and returned as per guidelines. The analysis of the findings is being incorporated into the other user surveys: 127 and 128. This will be reported to the Performance Board alongside a communication plan. <b>GREEN</b></p>
<p>Services for people with mental health issues have improved, although this is an area that could be improved further <b>2008 APA report</b></p> <p><i>Refer to analysis – still an area requiring further development</i></p>	<p>2.2</p>	<p>a) To support at least 12 people already identified as able to move towards settled accommodation to do so, in addition to supporting new people placed and those who already have an exit plan</p> <p>b) No more than 12 new permanent admissions to residential or nursing care of working age adults in year.</p> <p>c) Re-commission mental health residential services to promote skills development and greater independence. Re-specify residential services and tender</p> <p>d) Number of adults with mental health needs helped to live at home.</p>	<p>March 2010</p> <p>March 2010</p> <p>March 2010</p> <p>March 2010</p>	<p>The Community Mental Health Teams have revised this figure down and are forecasting only one person is actively resettled from residential care. The remaining 8 people are offered active case work to progress their resettlement. A revised position and action plan has been proposed for 2010/11. <b>RED</b></p> <p>Numbers reduced significantly since last year. 10 new permanent admissions of working age adults with mental health problems made in year. Systems to ensure accurate recording of placements and effective care planning effective. <b>GREEN</b></p> <p>Residential services re-commissioned. Active work with providers on the framework and current providers now wishing to be on the framework. <b>GREEN</b></p> <p>Work continues to improve helped to life at home activity and to provide alternatives to residential care. As at end of 2009/10 there are 808 working age adults with mental</p>

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
		<p><b>Mental Health day opportunities</b></p> <p>e) New contracts for 3 years to commence with new outcomes specified and agreed.</p> <p>f) Monitoring established to agreed outcomes monitoring framework as per the contract.</p>	<p>July 2009</p> <p>June 2009</p>	<p>health needs helped to live at home, compared to 722 in 2008/09. (An increase of 12%). <b>GREEN</b></p> <p>New contracts commenced 1st July 2009. Second set of monitoring reviews (end of financial year) have been completed. Service user representation at reviews has been found very helpful for getting a rounded picture. Monitoring framework has been revised in line with provider comments to become more user-friendly and is giving useful outcome-focussed contract information. Providers are performing well under the new model of Day &amp; Vocational services and service user feedback is positive. Five issues of the Newsletter have gone out and this is a useful medium to allow people to comment, update and spread news to all areas of the county. Service users encouraged to more independence by new services and this is evidenced by positive outcomes of the IPS (Individual Placement Support) employment services which has very encouraging results with continuous improvement after 2 quarters. Day services equally have encouraged people to become more self-determined in managing their wellbeing and this is evidenced in a reduction in reliance on 'attending a centre 5 - 7 days per week' to more sessional attendance interwoven with peer-led community activities and a big reduction in reliance on 'patient transport' with people using public transport instead. <b>GREEN</b></p>

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
		g) Include Service users in monitoring systems through implementing 'recovery star' tool which takes monitoring to the level of the individual	March 2010	Uptake of Recovery Star is still patchy, and perhaps it was overly optimistic to introduce a new service model, new contract monitoring and a new way for individuals to work all at one time. The Recovery Star is used in places but providers report back that not all service users have taken to it. Also, the philosophy of 'Wellbeing Tools' is that they are personal to the user, and need not be shared. For all of these reasons the Recovery Star as such has not been widely enough adopted to provide a meaningful number to collate as a meaningful monitoring exercise. However, the ESCC monitoring spreadsheet which is based on the CSIP Mental Health Outcomes Framework has been successfully implemented, and this, alongside service user representation at all contract reviews, has given a robust way of including service users meaningfully in contract monitoring of all current WAA MH services. The RAG has therefore been scored 'green' as target has been achieved but by different means. <b>GREEN</b>
<p>Council continues to provide Telecare services to individuals. However, services provided in partnership or independently by other agencies reduced considerably this year</p> <p><b>2008 APA report</b></p> <p>New users aged 65+ provided / to be provided with one or more items of telecare equipment from the council increased from 525 to 1250 Dec 2008</p>	2.3	<p>a) A Telecare strategy will be developed to support a mainstreamed approach to ongoing use of telecare to maximise independence.</p> <p>b) Number of new service users aged 65 and over provided / to be provided with one or more items of Telecare equipment in their own homes (or equivalent, such as extra care / warden housing) – <b>ASC</b></p>	<p>October 2009</p> <p>March 2010</p>	<p>A charging report was agreed by DMT and Lead Member on October 2009. Telecare Strategy is now completed and is out for consultation. Charging for telecare commenced in January 2010. <b>GREEN</b></p> <p>The number of new services users in 2009/10 is 1770, compared to 1768 in 2008/09. Although the number of new service users aged 65 and over provided with one or more items of Telecare equipment in their own</p>

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
<p>(138% increase). Planned expenditure on telecare equipment has increased by £490,000. Key DoH and LAA targets achieved. Telecare is now embedded as a mainstream service and focus has been on agreeing drivers for future investment of telecare as a preventative service and establishing a stable referral pattern in line with increasing popularity and the corresponding need to ensure ongoing affordability. Independent telecare evaluation commissioned to support the business case for the sustainability of telecare on an ongoing basis.</p> <p><b>Feb 2009 RBM</b></p> <p>Jul update: The provision of telecare has improved during the year and performance is better than the average of similar councils</p>		<p><b>alone</b></p> <p>c) Number of new service users aged 65 and over provided / to be provided with one or more items of Telecare equipment in their own homes (or equivalent, such as extra care / warden housing) – <b>ASC in partnership with other agency</b></p> <p>d) Number of new service users aged 65 and over provided / to be provided with one or more items of Telecare equipment in their own homes (or equivalent, such as extra care / warden housing) – <b>Other agencies without ASC input</b></p>	<p>March 2010</p> <p>March 2010</p>	<p>home by ASC alone is still high, and is consistent with the numbers of new Telecare users in 2008/09, the 2009/10 plan figure of 1968, as previously submitted in the 2009 Self Assessment Survey has not been achieved. This is due to the implementation of charging for Telecare in last quarter of 2009/10. <b>GREEN</b></p> <p>The number of new services users in 2009/10 is 747, compared to 614 in 2008/09. An increase of 22%. <b>GREEN</b></p> <p>The number of new services users in 2009/10 is 1097, compared to 857 in 2008/09. An increase of 28%. <b>GREEN</b></p>
<p>Reducing falls continues to be the top priority within the 'Healthier Communities and Older People' part of the Local Area Agreement (LAA), however the number of falls continues to rise</p> <p><b>2008 APA report</b></p> <p><i>Community Falls Response Service piloted in Eastbourne (funded by LAA pump-priming monies). During the pilot, 713 ambulance attendances were avoided due to CFRS intervention and following evaluation of the service, a revised service model was agreed. In</i></p>	2.4	<p>a) Number of falls in Older People Directly Provided Services centres</p> <p>b) Number of chair based exercise classes carried out in Older People Directly Provided Services centres</p> <p>c) Evaluate effectiveness of 'Forward from 50' handbook (which contains a section specifically related to falls prevention advice) to ensure information and signposting to advice and support for</p>	<p>March 2010</p> <p>March 2010</p> <p>March 2010</p>	<p>There have been 871 falls reported. Following the fall, all service users had an updated Falls risk assessment completed.</p> <p>There are approximately 684 classes that have been carried out in DPS service centres Homefield also carry out an individual muscle strengthen exercise class on a daily basis.</p> <p>An evaluation of this booklet involved 22 evaluators including volunteers from organisations including the seniors' forums, Disabled Peoples Participation Group, Hastings &amp; Rother Rainbow Alliance, Age</p>

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
<p><i>addition to the falls response service a care home intervention programme has been introduced, supported by £30,000 of council funding and run by the PCT. Aim of the project is to provide slippers and hip protectors for residents and is currently being piloted in five care homes. New multi agency Falls Strategy available March 2009.</i></p> <p><b>Feb 2009 RBM</b></p>		<p>older people is updated and relevant.</p>		<p>Concern, Care for the Carers and Bourne Out. The evaluators developed and distributed a questionnaire to their local areas. 182 responses were received and the approach enabled the council to reach areas of the county they might not have accessed. This information will inform future publications. <b>GREEN</b></p>
<p>The council are aware through an extensive consultation and engagement process that people with an autistic spectrum disorder were poorly served and the development of specialist services in this area is a focus for 2008/09</p> <p><b>2008 APA report</b></p> <p><i>During the year the council spent £1,100,516 on people with an autistic spectrum disorder. However this does not include the services provided through Southdown Housing, Directly Provided Services, and Independent Residential providers. Current recording systems record individuals needs and services provided, rather than conditions. This has made it difficult to ascertain the numbers of people receiving services. Changes are being made to recording systems to ensure this information is collected in the future and informs commissioning decisions, as a matter of urgency.</i></p>	<p>2.5</p>	<p>a) Explore options to capture data on autistic spectrum disorder and other conditions such as dementia and long term illness, to inform commissioning decisions.</p>	<p>March 2010</p>	<p>This has been explored and the result is that the facility on Carefirst exists to record this data. This will feed into Departmental strategic work on this.</p> <p>Work is currently being undertaken to review all equalities data capture, and this will form a part of that work. <b>GREEN</b></p>

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
<p>The number of individuals accessing low level support services that encourage people to remain living independently has increased significantly and overall performance is now better than the average of similar councils. However this scenario does not apply to people with a learning disability and is an area of activity the council must address.</p> <p><b>PAN</b></p>	2.6	<p>a) Number of people with a learning disability in receipt of grant funded services at November 2009 per 1,000 population aged 18 - 64</p> <p>b) Develop and implement clear protocols for training opportunity at the Martins</p> <p>c) Provide short term skills training intervention for people with mild learning disability</p> <p>d) Prioritise cross service resources to maximise opportunities for developing / maintaining independence skills</p> <p>e) Increase alternatives to residential respite support (supported living options)</p>	<p>March 2010</p> <p>September 2009</p> <p>December 2009</p> <p>December 2009</p> <p>March 2010</p>	<p>Number of people with learning disabilities in receipt of grant funded services per 1,000 population aged 18-64 has increased from 0.16 in 2008/09 to 0.42 in 2009/10. This equates of an increase from 31 people in 2008/09 to 123 in 2009/10 (an increase of 92 people). <b>GREEN</b></p> <p>Target Met - clear protocols in place. Monitoring &amp; Development of the service will be ongoing, including the use of REACH to review the service in the later part of 2010. <b>GREEN</b></p> <p>The Key moves independence skills training programme is being used as a tool to help develop independence skills. This is now embedded as part of core business via single referral point. <b>GREEN</b></p> <p>Locality Management has been implemented and supports this initiative. The single referral access point into LD DPS enables cross service utilisation of resources. <b>GREEN</b></p> <p>Further supported living respite options at Greenwood approved. Further work to be undertaken which is now part of the business plan for 10/11. Building work planned Autumn/Winter 10. <b>GREEN</b></p>
<p>The council encourage people living in the community to access day opportunities through the procurement of transport. However, a concern for older people in East Sussex is the equity of services, particularly in rural areas. The council acknowledges this and it is an</p>	2.7	<p>a) Re-commissioning of Isobel Blackman Centre to be undertaken, including review of provision of transport options</p>	March 2010	<p>50 Users have been relocated from Isobel Blackman Centre to the Moreton Day Centre whilst the Isobel Blackmen Centre is re-developed as a community hub with the voluntary sector. Transport options reviewed and accessible transport will be put in place. <b>GREEN</b></p>

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
ambition of the LAA to improve social inclusion and engagement of people living in rural areas <b>PAN</b>		b) Continue to support ESSA Transport theme group by highlighting relevant consultations/information/advice on transport issues.	March 2010	ESSA Transport Theme Groups continue to meet bi-monthly and meetings scheduled for 2010. Rupert Clubb, Director of T & E attending in May to have a Q & A session with ESSA representatives and he has agreed to make this a regular event. <b>GREEN</b>
		c) Develop a project to review the transport arrangements for ESCC directly-provided services, and recommend how these can be used more efficiently.	March 2010	A review of transport for ASC's Directly Provided Services was conducted through late '09, early '10 with recommendations for improvements presented to the Transport Board at the end of January and to DMT in March. A number of tactical solutions have been implemented already. Strategically it was agreed in principle:- - To centralise ASC transport sourcing and arranging - who provide a brokerage service and procure the most appropriate mode of transport. - That service users can fund transport from their personal budgets where transport is necessary to meet social care needs. - To maximise utilisation of the in-house fleet This project continues into 2010. <b>GREEN</b>
		d) NI 175 - Access to services and facilities by public transport, walking and cycling (Proportion of the total population within 30 minutes access by public transport (bus) for an arrival at a key centre between 07:00 – 10:00 and for the return journey from that centre between 16:00 – 19:00). <b>(T&amp;E)</b>	March 2010	Passenger numbers for 2009/10 will be available in June 2010. Currently it is unclear whether the past trend of increasing passenger numbers has been sustained
		e) BVPI 102 - Increase the number of bus passenger journeys by 5% by 2010/11, based on 2003/4 levels <b>(T&amp;E)</b>	March 2010	See 2.7d above

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
		<p>f) Increase bus patronage in Hastings by 12% between 2004/05 and 2010/11 <b>(T&amp;E)</b></p> <p>g) Increase bus patronage in Eastbourne by 12% between 2004/05 and 2010/11 <b>(T&amp;E)</b></p> <p>h) Deliver an improved transport infrastructure which addresses rural transport matters - Develop, consult and publish a Community Transport Strategy and a Bus Strategy <b>(T&amp;E)</b></p> <p>i) Deliver local transport services and improvements through the Integrated Transport and Road Safety capital programmes in accordance with objectives in Local Transport Plan 2 <b>(T&amp;E)</b></p> <p>j) Consult with partners and stakeholders on the development of the 3<sup>rd</sup> Local Transport Plan</p>	<p>March 2010</p> <p>March 2010</p> <p>March 2010</p> <p>March 2010</p>	<p>See 2.7d above</p> <p>See 2.7d above</p> <p>To fill the gaps, new ideas are being considered following discussions with those who currently run the schemes. The draft bus strategy was launched on 23 September and consultation closed on 23 December. 96% of respondents agree broadly with the proposals. <b>GREEN</b></p> <p>The Local Transport Plan 2 indicators are reported through an annual progress report. <b>GREEN</b></p> <p>Two workshops have taken place with members of the East Sussex Strategic Partnership to discuss issues and priorities. An initial report has been taken to T&amp;E Scrutiny and their involvement agreed. A newsletter has been produced and distributed to over 350 stakeholders and responses are coming in with contributions regarding people's priorities and issues they would like to see addressed. Following this consultation and evidence gathering phase, the LTP3 Project Board has given a clear steer on the choice and prioritisation of objectives for the</p>



Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
				draft strategy. The Scoping Report for the Strategic Environmental Assessment (SEA) is now out for consultation with the statutory environmental bodies and is available on the ESCC website. A consultant has been engaged to continue with subsequent stages of the SEA which will be developed in tandem with the LTP3 Strategy to enable consultation on both the Strategy and SEA Environmental Report in June 2010. <b>GREEN</b>
<b>OUTCOME 3 – MAKING A POSITIVE CONTRIBUTION</b>				
<p>The council is placing an increasing emphasis on measuring the quality of user satisfaction with service and generally feedback was positive and there was some evidence that feedback influenced services, although this requires further development</p> <p><b>2008 APA report</b></p> <p><i>The council has undertaken a strategic review of user / carer 'engagement', including:</i></p> <ul style="list-style-type: none"> <li>• <i>Setting strategic objectives for consultation, engagement and involvement of users, carers, providers, stakeholders and local people in policy and service design, development and evaluation</i></li> <li>• <i>Establishing audit trails to demonstrate connection between user / carer feedback and service development</i></li> <li>• <i>Launch of disabled persons reference group</i></li> <li>• <i>User and Carer membership on strategic boards (where users and carers are not already present)</i></li> </ul>	3.1	<p>a) Support to Older People's Directly Provided Services to develop effective Service User forums. Evidence that Services have changed in response to feedback</p> <p>b) Baseline to be established for self reported experience of social care users <b>(NI 127)</b></p> <p>c) Baseline to be established for user reported measure of respect and dignity in their treatment <b>(NI 128)</b></p>	<p>March 2010</p> <p>March 2010</p> <p>March 2010</p>	<p>Specific project not achieved due to sickness of OD DPS manager. Work now will be part of new capturing the customer experience process. <b>RED</b></p> <p>This indicator is calculated from the question 'How has the equipment/ minor adaptation affected the quality of your life?' and is based on all respondents who stated that the service has made their life much better, as a percentage of all those who responded. Results from this year's survey show performance at 64.7%. <b>GREEN</b></p> <p>This indicator is calculated from the question 'How happy were you with the way those who discussed your needs treated you?' and is based on all respondents who stated that they were very happy with the way that they were treated as a percentage of all respondents who discussed their needs (12 respondents said that they did not talk to anybody and are discounted from the indicator). Results from this year's survey show performance at 89.2%. <b>GREEN</b></p>

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
<ul style="list-style-type: none"> <li>• <i>Establishing robust mechanisms for user and carer involvement to directly influence investment and commissioning decisions</i></li> <li>• <i>Development and delivery of a programme of inclusive participation training</i></li> <li>• <i>PPF programme work is engaging all groups related to ASC planning structures, including, 'closer to home' events, older peoples forums, carers strategy group and commissioning sub-group, BME outreach and engagement project and provider forums</i></li> </ul> <p><i>Examples of user / carer influence over service development include:</i></p> <p><b>Older People</b></p> <ul style="list-style-type: none"> <li>• <i>Continued engagement with the East Sussex Older Peoples Forums and East Sussex Seniors Association to influence policy and service development. There are seven older people's forums across the county with a membership of around 3,540</i></li> <li>• <i>Members of Older Peoples forums elected onto the East Sussex LINK</i></li> </ul> <p><b>Physically Disabled</b></p> <ul style="list-style-type: none"> <li>• <i>Disabled persons participation group launched Feb 2009. The groups role is to enable disabled people to develop, challenge, design and shape services to improve health and social care.</i></li> <li>• <i>Ten disabled people recruited as volunteers to mystery shop the Social Care Direct service, June 2008.</i></li> </ul> <p><b>Mental Health</b></p>		d) 70%+ people feel supported through changes made to their service	March 2010	This question is being asked as part of the evaluation of the changes to DPS services. Data is not yet available. <b>GREEN</b>
		e) Assessment and Care Management user experience surveys: Increase user satisfaction levels to greater than 80% for 'satisfaction with assessment' and 'overall satisfaction with adult social care'	March 2010	Overall satisfaction across the year was 91%. <b>GREEN</b>
		f) Support To Access Care Services (STACS): Maintain percentage of service users who felt that the information received from STACS had allowed them to make an informed choice at 80%+.	March 2010	94.75% of service users who used Support To Access Care Services (STACS) felt that the information received from STACS had allowed them to make an informed choice. <b>GREEN</b>
		g) Older People's Directly Provided Services : Explore how SU would like to be engaged and consulted about their service.	March 2010	LINK have explored consultation methods in day care services and the results of this will feed into any changes. The service user feedback form, which is sent to all users of our DPS services asks this question and any comments received are taken into account and any changes made. This will also be incorporated into the capturing customer experience project. <b>GREEN</b>
		h) Occupational Therapy User Experience Survey: Increase the percentage of users who felt their life has improved as a result of equipment / adaptations, to greater than 80%	March 2010	95% of Service users stated that as a result of receiving a piece of equipment / and or adaptations their quality of life was excellent, good or satisfactory. <b>GREEN</b>
i) Advisory Group developed by September 2009	September 2009	The IAG has met 7 times this year. Subjects covered since Quarter 3 include Day Opportunities developments, JAIP roadmap, IL Leaflets, Buy Support with Confidence, ASC priorities for the E+D implementation		

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
<ul style="list-style-type: none"> <li>• <i>Carer assessment practice changed as a result of MH carer feedback</i></li> </ul> <p><b>Learning disability</b></p> <ul style="list-style-type: none"> <li>• <i>Learning Disability Partnership Board Service User Reference Group developed effective ways of involving more people with learning disabilities in work.</i></li> <li>• <i>Reference Group seeks views of people with learning disabilities to ask them what makes them Glad, Sad and Mad and the support they receive. So far 250 responses received. The information is used to improve services and lives of people with learning disabilities.</i></li> </ul> <p><b>Feb 2009 RBM</b></p>		<p>j) The Disabled Peoples Participation Steering group will meet quarterly to involve disabled people in consultation and forward planning of services</p>	<p>March 2010</p>	<p>plan 2010-13, St David's Court, SDS and CMDE progress and user involvement in 2010/11. An evaluation is underway, with members having given their feedback and suggestions for manager's feedback questions. Planning to continue with 6 further meetings in 2010-11. Intention is to expand membership slightly to include people with a wider range of impairments and backgrounds. <b>GREEN</b></p> <p>The DPPG continue to meet quarterly, and have been involved in the Launch event, Participation training, DPPG Steering group, Improving Life Chances Partnership Board, the Adult Social Care Inclusion and Advisory group, personal budget pilots, user led organisation demonstrator site, forward from 50 evaluation, PCT Mental Health tendering, PCT AGM and PCT Expert Patient recruitment. <b>GREEN</b></p>
		<p>k) Service User Feedback forms being upgraded to ensure consistent across service areas, and to ensure that questions are phrased appropriately for relevant client group</p>	<p>March 2010</p>	<p>Report outlining how to capture the customer experience approved by Performance Board in April 2010. <b>GREEN</b></p>
		<p>l) Number of members of BME forums</p>	<p>March 2010</p>	<p>43 members countywide. <b>GREEN</b></p>
		<p>m) Following feedback from the 'Strong voices Big Ears' involvement project the involvement matters team will work in partnership with local agencies and community partners (including Police and Victim support and ESCC safer</p>	<p>March 2010</p>	<p>Conference was held 30th Oct. An action plan was devised and outcomes of the plan are being pursued through various work streams concerned with Safer Communities. <b>GREEN</b></p>

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
		<p>communities) to hold a conference to raise awareness of peoples experience of hate crime and hate incidents in east sussex. It will seek to build partnerships between key agencies (including education, public transport, housing, trading standards) in order to drive up reporting and raise community awareness and to develop a forward plan to address issues raised. The event will be informed by and be in response to the feedback the Involvement Matters Team have received from numerous groups and individuals with learning disabilities across East Sussex.</p> <p><b>See also 2.1c re Carers Survey</b></p>		
<p>Ensuring people involved in larger scale consultation and engagement activity get regular feedback has been an area of work requiring further development, particularly as engagement activity has been a growth area. To help address this particular issue, the council recently appointed additional communications staff.</p> <p><b>PAN</b></p>	3.2	<p>a) Clear protocols in place to effectively respond to issues raised by the East Sussex LINK and develop target response times and outcome measures</p> <p>b) Ensure that feedback following major departmental consultations or engagement activity is sent to participants</p> <p>c) Leaflet of feedback from Home Care User Survey developed and sent to those respondents who requested feedback.</p>	<p>December 2009</p> <p>March 2010</p> <p>November 2009</p>	<p>Target achieved - ASC protocols template for other agencies to respond to LINK. Quarterly reports identifying issues and briefings produced. New piece of protocol required in response to receipt of reports currently being worked on. <b>GREEN</b></p> <p>Quarterly feedback is provided to those involved in consultations or engagement. Quarterly report provided by the Information and Communications Team is shared at all engagement groups. <b>GREEN</b></p> <p>Partnership boards were updated on action taken in response to their feedback on the ASC priorities for 2010/11. <b>GREEN</b></p>

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
		<p>d) Following Older People's Engagement Day, feedback report to be developed and circulated.</p> <p>e) Following Older People's Engagement Day, develop action plan, which will be consulted on with stakeholders and members of the 7 Older People's forums.</p> <p>f) The involvement matters team will take part in the 'Keeping Safe' LD workforce development partnership, sharing the feedback received from people with learning disabilities in east sussex, about Hate Crime and bullying within the community and in services. The Involvement Matters Team will play a part in hosting the event and in presenting.</p> <p>g) Use Closer to Home Events to feedback on last year's Closer to Home events and actions that have been undertaken since.</p>	<p>September 2009</p> <p>January 2010</p> <p>March 2010</p> <p>January 2010</p>	<p>This is now part of a wider set of feedback to service users. <b>GREEN</b></p> <p>Feedback summary report of Older People's Engagement Day circulated in September 2009. Time of our Lives action plan finalised and ratified by the Older Peoples Interdepartmental Working Group (OPSIWG) in January 2010. There are now two ESSA representatives on OPSIWG. Action plan being monitored quarterly with regular progress updates with RAG ratings to highlight outcomes achievements and where progress is required. <b>GREEN</b></p> <p>Conference was held 11th Nov 09. The event went well and the IMT received positive feedback from attendees about the impact of their feedback. Event was attended by LD housing staff, providers, parent carers and CQC. <b>GREEN</b></p> <p>Actions undertaken as a result of 2008 events were fed back at the Nov/Dec 2009 events. Actions from the 2009 events will be fed back by report in April 2010 (report currently being drafted). <b>GREEN</b></p>

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
<b>OUTCOME 4 – INCREASED CHOICE AND CONTROL</b>				
<p>The council has in place a publicised compliments and complaints procedure, although some older people remain reluctant to complain or had experienced poor outcomes to complaints. <b>2008 APA report</b></p> <p>Improved Quality Monitoring processes exist to increase overall quality of service provision and takes account of complaints, reviews and safeguarding issues. Council have improved their understanding of issues relating to older peoples confidence in reporting concerns through:</p> <ul style="list-style-type: none"> <li>• Specific work with service providers to identify and understand the level and nature of concerns being raised.</li> <li>• Deliver awareness raising sessions to the Health and Community Theme Group of the Older Peoples Forums.</li> <li>• Deliver awareness raising sessions to each of the East Sussex Older Peoples Forums and through Carers forums</li> </ul> <p>Outcomes achieved include:</p> <ul style="list-style-type: none"> <li>• Complaints about older peoples services increased from 176 in 2007/08 to 236, 34% increase, Dec 2008</li> <li>• Baseline and protocol agreed with the independent sector for monitoring concerns</li> <li>• Contract management system went live, Dec 2008, and is now being developed to provide information for</li> </ul>	4.1	<p>a) Deliver awareness raising sessions to the Health and Community Theme Group of the Older Peoples Forums, on systems for reporting concerns by September 2009</p> <p>b) Planned and targeted initiatives with the independent sector to develop older peoples confidence in systems for reporting concerns about independent providers. <b>TARGET AMENDED TO -</b> Planned and targeted initiatives with the independent sector to develop older peoples confidence in systems for reporting concerns about independent providers"</p> <p>c) Explore options of a reconfiguration within Performance and Engagement Unit, to provide a more inclusive, Customer Relations Team to meet the needs of the personalization agenda</p>	<p>September 2009</p> <p>March 2010</p> <p>December 2009</p>	<p>Briefing paper on the changes to the complaints procedure was shared with ESSA for the all the older peoples forums respective Newsletters; the DPPG reference Group newsletter and LINKs letter. There was a 29% increase in complaints compared to last year. Those relating to older people increased by 20%. This is attributed to an increase in complaints about external providers (114%) and assessment and care management (36%). This is positive and service user feedback indicates that the system is accessible and trusted. <b>GREEN</b></p> <p>Complaints Manager attended Home Care providers forums to update them on the new complaints process. 114% increase in complaints recorded about external providers suggesting that people feel more confident in following concerns up if dissatisfied with agencies response. <b>GREEN</b></p> <p>Following a period of Consultation, the Performance and Engagement Unit was reconfigured to create a Community Relations Team, which pulls together the Complaints Unit, Older People's Engagement and Equalities and Diversity into one team. The Community Relations Team was set up 4th January 2010, and are working together to make voices heard. <b>GREEN</b></p>

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
<p>quality monitoring of contracted services</p> <p><b>Feb 2009 RBM</b></p> <p>Jun update: Activity captured within analysis</p>				
<p>The council has implemented the single assessment process, although an electronic summary is currently only available to professionals across the council</p> <p><b>2008 APA report</b></p> <p><i>The council is in the process of evaluating pilots, which will extend the use of SAP to other agencies including GP surgeries - GP SAP pilot went live 17 Sep 2008. The council are also exploring further the sharing of info electronically with health colleagues including the set up of NHS mail accounts for council employees as part of the CSIP Joint Care Management pilot. The DoH CAF bid was unsuccessful due to the high number of bids.</i></p> <p><b>Feb 2009 RBM</b></p> <p>Jun update: Activity captured within analysis</p>	4.2	<p>a) Evaluate pilots to extend use of SAP in wider agencies (including GP surgery and Person Held Record pilots. Evaluation complete by 30/05/09.</p> <p>b) SAP/CAF use will be broadened and enhanced (electronically where possible) to facilitate information sharing with health colleagues by 30/3/2010</p>	<p>May 2009</p> <p>March 2010</p>	<p>Pilot evaluation complete. Lessons learned from PHR pilot to be applied to work now being undertaken through Essence of Care Project. Work to try and extend GP SAP use re-starting as soon as opportunity arises to attend GP system user groups. <b>GREEN</b></p> <p>e-Referral system between wards at EDGH and Conquest and ASC hospital implemented. <b>GREEN</b></p>
<p>The council recently completed a review of current information provision and identified weaknesses in providing information and access for black minority ethnic and other non-mainstream groups. The council is currently in the process of addressing these deficits through a recently established information and</p>	4.3	<p>a) New complaints leaflets in accessible formats are available and distributed – Easy read, large print, audio.</p>	March 2010	<p>First print of new complaints leaflet and easy read format published, for review in September to ensure the information is accurate and accessible. Requested translation for complaints leaflet and easy read leaflet into Cantonese undertaken. Complaints Manager attended Information / Leaflets Board to agree changes to the leaflet</p>

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
communications team. <b>PAN</b>		<p>b) Public provided with clear and simple information on Social Care Services, through overhaul of Information Leaflets, which are agreed with focus groups, and disseminated across the county</p> <p>c) Demonstrated organisational and provider learning from BME reference group and Advisory Group feedback</p> <p>d) Joint Information and Access Project meets targets as identified in the Project Plan, including wider provision to self-funders, an improved searchable database of services and refreshed printed information available in diverse formats and settings</p> <p>e) Number of people accessing translating and interpreting services</p>	<p>May 2009</p> <p>March 2010</p> <p>March 2010</p> <p>March 2010</p>	<p>at next re-print. Complaints leaflet has been revised for re-print in April 2010. <b>GREEN</b></p> <p>Information leaflets updated by end of May 2009 and available on website. Approximately 40,000 copies of Information Leaflets posted out to approximately 251 locations - GPs, Hospitals, Independent Providers, Directly Provided Services centres, Community and Voluntary organisations, Community Help Points and Citizens Advice Bureaus. <b>GREEN</b></p> <p>First round of BME Community Engagement (BME Reference Groups) events held July / August 2009. Meetings now held across East Sussex. BME Health and Social Care Practitioners Group also now up and running. Will review issues raised to feed into new Equality and Diversity Improvement Plan 2010-2013. <b>GREEN</b></p> <p>Audit of existing web-based info resources completed with proposals for improvements made. Improved system for distribution, display and maintenance of public leaflets and the new jointly branded 'signpost device' designed for Board approval. <b>GREEN</b></p> <p>50 people accessed the Southeast Interpreting and Translating Service to get translations and interpreting of our publications in other languages. <b>GREEN</b></p>



Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
		f) Numbers of people accessing advocacy through FFT and Sompriti contracts  <b>See also 3.1i and 3.1j re Advisory Group and Disabled Peoples Participation Steering Group</b>	March 2010	58 people have been supported to access services with advocacy from Friends, Families and Travellers (FFT) and Sompriti. <b>GREEN</b>
An area of specific concern relates to the provision of a service following assessment for people with mental health problems. The associated performance, although improving, remains below the average of similar councils. <b>PAN</b>	4.4	a) Percentage of assessments of working age adults with mental health needs leading to provision of service  <b>Please also see 2.2 – mental health services</b>	March 2010	Percentage of assessments for people with mental health needs leading to provision of service is 52.3%. This data is no longer reported nationally. <b>GREEN</b>
<b>OUTCOME 5 – FREEDOM FROM DISCRIMINATION AND HARRASSMENT</b>				
Equality issues were not well embedded in assessment and care management processes, strategic planning or commissioning <b>2008 APA report</b>  <i>Council reviewed their management and reporting arrangements for equalities to ensure the delivery of:</i> <ul style="list-style-type: none"> <li>• <i>Inclusive and robust decision making and communication structures for equality and diversity issues</i></li> <li>• <i>Promotion of learning opportunities for staff, users and carers</i></li> <li>• <i>Refreshed Equality impact assessment approach to be inclusive</i></li> <li>• <i>Revised commissioning and operational process and practice in accordance with EIA recommendations</i></li> </ul>	5.1	a) Strategy & Commissioning managers and supervisors to have undertaken equalities toolkit training as per agreed timetable by March 2010  b) Ensure that, once completed, the Joint Strategic Needs Assessment (JSNA) informs future commissioning activity and service development.  c) As appropriate complete EIAs and establish plans with new providers to meet the needs of under-represented	March 2010  March 2010  March 2010	All Team members have used Equality & Diversity workbooks to record their evidence of undertaking training, delivery and knowledge of the standards. This includes the provision of a specific group event to consider case studies and other materials in January 2010. <b>GREEN</b>  Continued involvement in the JSNA Steering Group and Development Groups. Current activity focusing on the Scorecards and on having clear links between East Sussex in Figures and the JSNA via the ESCC Website. Discussions as to further Comprehensive Needs Assessments are underway. <b>GREEN</b>  EIA for Carers Joint Commissioning Strategy completed. EIA for Improving Life Chances strategy is complete and signed off. Actions

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
<ul style="list-style-type: none"> <li>• <i>Disabled Persons Participation Group launched February 2009 and participation training for 20 members of the group</i></li> <li>• <i>Joint Health and Social Care meetings with the LINK to agree work programme and ensure inclusive approach to engagement</i></li> </ul> <p><b>Feb 2009 RBM</b></p>		diverse groups		<p>will be embedded into the ILC implementation plans.  Draft EIA for Homecare has been to Inclusion Advisory Group.  EIA's for St David's Court, Older People Day Opportunities and Downlands Court completed and signed off. Use of Inclusion Advisory Group within this process.  Beginning to audit delivery/action plan for Downlands Court Extra Care Scheme. Health Partners undertook the EIA for Falls Prevention and Bone Health Joint Strategy.  <b>GREEN</b></p>
		d) Equalities and Diversity Tool Kit training is rolled out to managers and supervisors and that compliance with these standards are evidenced in supervision and annual appraisals.	March 2010	<p>Training completed. Staff working towards achieving the standards. <b>GREEN</b></p>
		e) All PPE managers and supervisors have undertaken Equality and Diversity Toolkit training	March 2010	<p>All PPE managers and supervisors have attended standards/toolkit training and are working towards achieving the standards. The training has come through a mix of attendance of the two half day training sessions and through working through aspects of the toolkit during management team meetings. <b>GREEN</b></p>
		f) All Finance and Business Support managers undertaken Equality Toolkit training	March 2010	<p>Toolkit training took place throughout the year. <b>GREEN</b></p>
g) Ensure disability equality is taken into account when contracting services from other organisations through reviewing	March 2010	<p>Equalities Impact Assessment completed on Contracts and Purchasing Unit procurement services. While services are taking into</p>		

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
		<p>information given to potential contractors and how their work is assessed</p> <p>h) Monitor disability equality in contracted services</p>	March 2010	<p>account disability equality issues, actions have been identified to further promote this. The issue of Equalities in Procurement is recognised as a Council-wide procurement issue for 2010 with an EIA being completed centrally on the Council's procurement activity. <b>GREEN</b></p> <p>Equalities Impact Assessment completed on CPU's contract management services. While services are taking into account disability equality issues, actions have been identified to further promote this. The issue of Equalities in Procurement has been identified as a Council-wide issue for 2010 with an EIA being completed centrally on the Council's procurement activity. <b>GREEN</b></p>
<p>There is little information about or prominence given to the needs of people from lesbian, gay, bisexual and transgender groups</p> <p><b>2008 APA report</b></p> <p><i>To ensure people including gay, lesbian, bi-sexual and transsexual groups feel their needs are reflected in strategies and service developments the council agreed a new Care Equality and Diversity Board with external representation.</i></p> <p><b>Feb 2009 RBM</b></p>	5.2	<p>a) Identify specific targets relating to gay, lesbian, bi-sexual and transgender groups for inclusion in the 3 year Equality and Diversity Plan</p> <p>b) Signposting to Bourne Out and Hastings and Rother Rainbow Alliance as appropriate.</p>	<p>March 2010</p> <p>March 2010</p>	<p>There is a specific target in the 3 year Improvement plan to gather monitoring information on the number of LGBT service users accessing services. This will enable ASC to identify a baseline of engagement from which further targets can be set. There is also an action to review the model of engagement with LGBT groups and individuals to ensure that what is being done is effective and meets service user needs. <b>GREEN</b></p> <p>ASC now has representation on Hastings and Rother Rainbow Alliance committee. Outreach work is taking place with Bourneout with the objective of establishing an Older People's LGB forum. Both formal and informal links with these two organisations has continued to develop. Good working</p>

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
		<p>c) Older People LGBT awareness training at Hastings and Rother Rainbow Alliance</p> <p>d) Older People LGBT representation at Older People's Engagement Day.</p> <p>e) Plan future consultations with LGBT people</p> <p><b>See also 3.1i re Advisory Group</b></p>	<p>October 2009</p> <p>June 2009</p> <p>March 2010</p>	<p>relationships are being built. <b>GREEN</b></p> <p>Equalities Officer attended the half day training. It was informative and had attendees from various backgrounds and fields (eg. East Sussex Adult Social Care dept, PCT, the police, voluntary organisations). <b>GREEN</b></p> <p>BourneOut sent representation to the Older People's Engagement day. Also a number of LGBT individuals were identified through their contribution to the day. <b>GREEN</b></p> <p>BourneOut and Hastings and Rother Rainbow Alliance have been targeted for outreach work with a view to establishing one or more forums to represent the views of LGBT people on ASC services. Work has taken place with BourneOut and Hastings and Rother Rainbow Alliance. Work with BourneOut is on-going, with a number of meetings having taken place and the objective still being to establish an Older People's LGB forum. Work with Hastings and Rother Rainbow Alliance has centred around having representation from the group on the IAG and through ASC being represented on the organisation's steering group with a commitment to continued attendance. <b>GREEN</b></p>
<p>People who were deaf or deaf / blind experienced greater challenge in accessing services</p> <p><b>2008 APA process</b></p> <p><i>The council have trained 6 people to</i></p>	5.3	<p>a) Ensure people with sensory loss, in particular those with dual sensory loss or sign language [BSL and SSE] users, are able to contact the ASC through locality teams instead of SCD. We will consult residents with sensory impairments and</p>	March 2010	<p>Provision has been made for locality based interview space and the Community Voluntary Services (CVS) have been informed. Work has also been undertaken to commission CVS organisations to train some staff as deaf-blind communicator guides. Part</p>

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
<p><i>communicator guide status working across 5 sensory societies who have supported at least 18 people each since starting Jan 2009. The council advise they are the only Shire Authority to have the RNIB logo on their website. When a website displays an RNIB See it Right logo, it indicates the site has been carefully checked, assessed and independently verified to ensure it meets a high level of web accessibility. This means it will not present barriers to information for people with disabilities and it will be easier for all site visitors to find information and use site functions. Information can be produced in audio mp3, large print, braille, audiotape, CD and other languages.</i></p> <p><b>Feb 2009 RBM</b></p>		<p>their organisations; and sensory Impairment specialists within ASC on the suitability of this solution and to identify any obstacles still existing and eliminate them.</p> <p>b) ASC to put in place training and induction for staff that will ensure they are confident in establishing customers preferred communication methods and language needs.</p> <p><b>See also 4.3d – Joint Information and Access Project</b></p>	<p>March 2010</p>	<p>of this role is to support access to Adult Social Care. <b>GREEN</b></p> <p>A 'Preferred method of contact' question was added to Carefirst for referrals after the last Equalities Impact Assessment.</p> <p>Preferred communication and language awareness has been covered in the Equality &amp; Diversity toolkit workshops that the Social Care Direct team has been doing. Preferred communication methods and language needs is covered in Social Care Direct induction and training. <b>GREEN</b></p>
<p>The percentage of clients assessed in the year whose ethnicity was not stated is significantly higher than the average of similar council.</p> <p><b>PAN</b></p>	<p>5.4</p>	<p>a) Percentage of adults assessed in the year where ethnicity 'not stated'</p> <p>b) Percentage of adults with one or more services in year where ethnicity 'not stated'</p>	<p>March 2010</p> <p>March 2010</p>	<p>The Equality and Diversity Standards for Adult Social Care includes a standard on data collection. All staff collecting data will be required to demonstrate that they understand why they collect the data and how it can be used to measure performance. 120 Managers have been trained on rolling out the Standards.</p> <p>Performance is monitored through the Performance Board.</p> <p>For the percentage of clients assessed in year whose ethnicity is not stated : performance is 4.6%. The target is 5%, performance in 2008/09 was 6.0%.</p> <p>For the percentage of clients receiving a</p>

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
				<p>service in year whose ethnicity is not stated : performance is 2.4%. The target is 5%, performance in 2008/09 was 4.1%.</p> <p>Therefore for both indicators we have improved significantly on our 2008/09 performance. <b>GREEN</b></p>
<b>OUTCOME 6 – ECONOMIC WELLBENG</b>				
<p>There are protocols in place between the council and the PCT to deal with difficulties arising from disputes for NHS continuing care funding, although data is not consistently collected by the PCT and therefore information on patterns of issues is not fully available. The council also have concerns about the quality of care management provided by the PCT for people who receive a service in this area. Progression of this work is dependent upon sufficient PCT capacity</p> <p><b>2008 APA report</b></p> <p><i>Joint Continuing Health Care (CHC) protocols have been agreed with Health colleagues including assessment and disputes processes and there are monthly joint management meetings in place and the council is in the process of recruiting a CHC co-ordinator.</i></p> <p><i>June update: refer to issues under outcome 5</i></p> <p><b>Feb 2009 RBM</b></p>	6.1	<p>a) To improve understanding and approach to areas of dispute by March 2010</p> <p>b) To improve data collection by PCT to enable better performance management of CHC by December 2009.</p> <p>c) PCT care management capacity improved in late 2008 and will be reviewed in 2009/10</p>	<p>March 2010</p> <p>December 2009</p> <p>March 2010</p>	<p>Independent Panel process used to consider and decide escalated disputed cases. This was successful and has led to a newly designed CHC Panel process. <b>GREEN</b></p> <p>A shared database has been implemented. The CHC development team have access to the PCT database and a finance protocol has been developed that is linked to the ASC checklist database which enables the ability to track each checklist from date of referral to outcome and record any finance or cost savings and potential risks to the department. <b>GREEN</b></p> <p>The PCT now have their own case managers. Case management responsibility moves to PCT when somebody becomes eligible for CHC. The PCT have recently restructured their team to ensure more time and response to CHC referrals. <b>GREEN</b></p>
<p>The Sussex Partnership Trust vocational team working on behalf of people with a mental health problem has had a less positive out turn during the year and is partly explained by recent changes in the</p>	6.2	<p>a) Commission a vocational service based on the Independent Placement Scheme model and monitor outcomes as specified. Contact in place by July 09.</p>	July 2009	<p>New countywide vocational service contract commenced 1st July 2009. Contract monitoring has taken place with good user involvement and positive feed back achieved. <b>GREEN</b></p>

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
<p>economy. A new provider has been identified and will take over and provide the Individual Placement Support service from July 2009 and it is hoped that more people with mental health needs will in future benefit from accessing employment services.</p> <p><b>PAN</b></p>				
<p>The council is in the process of developing an IT solution that will enable them to better evaluate and monitor activity linked to carers and employment.</p> <p><b>PAN</b></p>	6.3	<p>a) Increase the number of carers supported to continue in their employment or return to work: Baseline for 2009/10 to be established following implementation of IT solution.</p> <p>b) Gather data on employment status through voluntary Carers Survey</p> <p>c) Gather data on combining work and caring through voluntary Carers Survey</p>	<p>March 2010</p> <p>March 2010</p> <p>March 2010</p>	<p>Baseline established through Carers Survey (see below). 145 carers were in some form of employment or doing voluntary work. IT solution implemented. <b>GREEN</b></p> <p>20% of carers who responded to the User Survey were in paid employment or self employed. This equates to 112 people. 5.8% of respondents were doing voluntary work. This equates to 33 people.</p> <p>17.2% of carers who responded to the User Survey said they were not in paid employment due to their caring responsibilities.</p> <p>The largest proportion of respondents the survey (53.2%) were retired. <b>GREEN</b></p>
<b>OUTCOME 7 – MAINTAINING PERSONAL DIGNITY AND RESPECT</b>				
<p>The council have in place the PAN Sussex Safeguarding Adult procedures. Although, the profile of safeguarding within health settings is less well developed, the East Sussex Hospitals NHS Trust and Sussex Partnership Trust each have their own safeguarding policy and procedures and each have a safeguarding steering committee. There are links between these committees and</p>	7.1	<p>a) There are currently multi-agency policy and procedures in place. These will be reviewed PAN Sussex for endorsement by partner organisations.</p> <p>b) Increase safeguarding referrals from Home Care agencies from 80 in 2008/09</p>	<p>March 2010</p> <p>March 2010</p>	<p>This review is now underway and a web based manual is being developed across Sussex. The first draft will be available in June with the formal launch in the Autumn. <b>GREEN</b></p> <p>The number of safeguarding referrals from Home Care agencies has increased throughout the year and has exceeded the 2008/09 baseline. <b>GREEN</b></p>

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
<p>the safeguarding adults boards chaired by adult social care. The purpose and benefits of having separate policy and procedures were unclear. The effectiveness of these arrangements and reporting lines would benefit from review across partners</p> <p><b>2008 APA report</b></p> <p><i>The council have worked hard to improve the safeguarding vulnerable adults (SVA) interface with Health partners. Improvements include a review of local inter-agency SVA protocols to help promote consistency. The SVA Board work programme has been created including a joint safeguarding working group. Resulting outcomes achieved include:</i></p> <ul style="list-style-type: none"> <li>• <i>Consistent application of policies and procedures</i></li> <li>• <i>Increased engagement at a strategic level</i></li> <li>• <i>Improved practitioner awareness and engagement</i></li> <li>• <i>Improved patient outcomes at hospital interface inc A&amp;E</i></li> <li>• <i>18% increase in the number of reported health safeguarding referrals, up from 164 2007/08 to 194 Dec 2008.</i></li> </ul> <p><i>Revised governance arrangements introduced included a review of the SVA Board and a rationalised / representative membership. Four topic focussed SVA sub-groups were created and a work programme developed. Quarterly</i></p>		<p>c) Number of safeguarding referrals made by NHS</p> <p>d) Promote awareness of Safeguarding Vulnerable Adults Strategy for East Sussex through planned multi-agency initiatives on training older people and consulting people on their priorities for the SVA Board to consider. <b>TARGET AMENDED TO</b> - Promote awareness of Safeguarding Vulnerable Adults Strategy for East Sussex through planned multi-agency initiatives on training older people and undertaking a general publicity campaign to raise awareness following the release of the 'No Secrets' consultation, anticipated May 2010.</p>	<p>March 2010</p> <p>March 2010</p>	<p>Safeguarding referrals from the NHS have increased to 270 from 194 in 2008/09. An increase of 39% (76). <b>GREEN</b></p> <p>Raising awareness campaign on target for September 2010. Communications and Raising Awareness Three year strategy signed off by the Safeguarding Board on 29 April 2010. Work is underway by the three safeguarding boards in Sussex to create a single web based manual that will be up to date in content and functionality with the ability to create separate links for local protocols and forms / appendices. SVA training programme for East Sussex Seniors Association, Older People's Forum, Disabled Persons participation Group and Inclusion Advisory Group will take place between June 2010 and March 2011. <b>GREEN</b></p>



Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
<p>reporting to lead member and scrutiny is now embedded. Central management of SVA coordinators and internal safeguarding steering group arrangements implemented. Outcomes achieved include a clear multi-agency governance for safeguarding, collaborative working in key areas, increased accountability for improved outcomes including the enhanced involvement of members and a members SVA panel created. In summary the council is able to demonstrate:</p> <ul style="list-style-type: none"> <li>• Higher profile of SVA – now seen as core business by staff</li> <li>• Clear strategic approach to SVA</li> <li>• Robust multi-agency governance arrangements</li> <li>• Increased management oversight including a revamped safeguarding board</li> <li>• Casework more accurately reflects service user involvement</li> <li>• Improved consistency of practice</li> <li>• Improved quality of practice means people are safer</li> <li>• Terms of reference for Safeguarding board reviewed and updated. DASS now Chairs the Board.</li> </ul> <p><b>Jan 2009 RBM</b></p>				
<p>Overall number of alerts received, from those who self fund has reduced to just 6%. This continues to be area for development.</p> <p><b>PAN</b></p>	7.2	a) Of the total referrals of people whose circumstances make them vulnerable, the percentage that were buying their own care without financial support from the council	March 2010	The percentage of people buying their own care without financial support has been maintained at .6% of referrals for safeguarding relate to self funders. See 7.2b below for future actions. <b>GREEN</b>

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
		b) Performance and Quality Assurance SVA workstream will review recording and raise awareness of recording self funding status at point of SVA referral	March 2010	Work has been undertaken to review the recording and raise awareness of recording self- funding. Going forward from April 2010 Care Assess includes recording for self funding. This will be monitored through the minimum data set for Safeguarding. <b>GREEN</b>
<p>Some people are able to express their sexual preferences and are free to form relationships in a safe and non-judgemental environment.</p> <p><b>2008 APA report</b></p> <p><i>The council have focused attention on this area to improve outcomes for people by providing an equality and diversity standard tool-kit for staff to use.</i></p>	7.3	<p>a) Demonstrate organisational and provider learning from BME reference group and Advisory Group feedback</p> <p>b) Standards and toolkit launched and used by managers across all ASC service areas</p> <p>c) 4 training sessions for managers on the standards and toolkit held</p>	<p>March 2010</p> <p>March 2010</p> <p>March 2010</p>	<p>First round of BME Community Engagement (BME Reference Groups) events held July / August 2009. Meetings now held across East Sussex. BME Health and Social Care Practitioners Group also now up and running. Will review issues raised to feed into new Equality and Diversity Improvement Plan 2010-2013. <b>GREEN</b></p> <p>Further training has now been delivered to managers and staff teams. All ASC areas now have managers trained in the standards and use of the toolkit. The training delivered has been a mix of external and internal sessions. All teams should be in a position to be working on the standards using the toolkit. <b>GREEN</b></p> <p>A total of fifteen sessions have been delivered this year, far exceeding the measure. <b>GREEN</b></p>
The council and partners remain committed to developing an information and publicity strategy to further raise the public awareness of safeguarding and to promote the prevention of abuse. This is particularly relevant considering the reducing and low level of safeguarding alerts received in respect of those who	7.4	<p>a) Safeguarding Vulnerable Adults information provided through at least 3,500 ESSA newsletters</p> <p><b>See also 7.2 - referrals from Self funders, and 7.1 – raising awareness</b></p>	December 2009	ESSA Newsletter with SVA article published and printed and sent out to 4,200 people with seniors' forums newsletters in December 2009 / January 2010. In addition to the newsletters an Introduction to Safeguarding workshop was attended by 22 older and disabled people on 22 January 2010. Information was distributed and this to be

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
<p>individuals who choose to self fund their social care. This is an area of work that the council must address swiftly.</p> <p><b>PAN</b></p>				<p>cascaded to local networks. 1,000 safeguarding leaflets also being distributed. Follow-up workshop in the autumn to be held.</p> <p><b>GREEN</b></p>
<p>All relevant council staff receive training that addresses work with adults whose circumstances make them vulnerable, although the percentage of trained staff employed by the independent sector, despite improving, is significantly lower than the average of similar councils and remains an area for further development.</p> <p><b>PAN</b></p>	7.5	<p>a) Increase the percentage of staff from independent sector providers receiving safeguarding adults training from 36% in 2008/09 to 38% in 2009/2010</p>	March 2010	<p>48% of staff from independent sector providers have received safeguarding adults training. This has significantly exceeded the target. <b>GREEN</b></p>
<b>OUTCOME 8 - LEADERSHIP</b>				
<p>The council must continue to sustain and further improve the levels of performance demonstrated during 2007/08</p> <p><b>2008 APA report</b></p> <p><i>Council agreed with partners to refresh commissioning strategies in line with PPF and to include SMART targets. Scrutiny and lead member assess and monitor SMART approaches to business planning and delivery of targets. PI evidence of sustained / further improved performance:</i></p> <ul style="list-style-type: none"> <li>• NI 132. Timeliness of social care assessment has improved from 85.34%, Dec, to 87.19%, Jan.</li> <li>• NI 135. Number of carers receiving a carers service or advice and information following assessment or review has increased by 353 since Dec and performance has improved</li> </ul>	8.1	<p>a) NI 132 – Timeliness of social care assessments</p>	March 2010	<p>Performance is 88.2%, maintaining last year's high performance and improvement on the 2007/08 performance. Although the target of 90% has not been achieved, East Sussex sits in the range of 'performing well' on this indicator.</p> <p>Work has been undertaken to improve performance, working alongside operational teams to improve both practice and recording processes. The indicator represents an average for the whole year: performance throughout the year improved significantly and performance for the last quarter alone exceeded the target.</p> <p>Adult Social Care is confident that the processes and practice currently in place will ensure that service users are assessed and supported in the quickest possible way.</p>

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
<p>from 12.69% to 14.53%.</p> <ul style="list-style-type: none"> <li>NI 136. People supported to live independently, through ASC, has increased by 174 since Dec. Performance has improved from 3009.32 to 3051.23.</li> <li>Percentage of assessments leading to provision of service improved from 66.12% in Dec to 66.30% in Jan.</li> </ul> <p><b>Feb 2009 RBM</b></p>		<p>b) NI 133 – Timeliness of care packages following assessment</p> <p>c) NI 130 - Social care clients receiving Self Directed Support</p> <p><b>See also 1.2b – NI 136, 1.2e – NI 125, 2.1b – NI 135</b></p> <p><b>PPF milestones</b></p> <p>d) The council and PCT have commissioning strategies that address the future needs of their local population and have been subject to development with all stakeholders especially service users and carers; providers and third sector organisations in their areas.</p>	<p>March 2010</p> <p>March 2010</p> <p>April 2010</p>	<p><b>GREEN</b></p> <p>Performance is 95.08%. Performance has significantly improved since 2008/09 performance of 90.5%. East Sussex continues to be in the top performance banding for this indicator. <b>GREEN</b></p> <p>Performance is 19.98%, exceeding the target of 19%. <b>GREEN</b></p> <p>A joint commissioning strategy for disabled people and people with sensory impairments - Improving Life Chances was launched in November 2009 after extensive engagement with disabled people, carers and service providers in the independent and voluntary sector. A joint strategy for carers underwent consultation in the reporting period. A joint strategy is in place for people with mental health problems. The joint older people's commissioning strategy 2007/10 been updated to take into account changes in both local and national circumstances and initiatives. Partners and older people and carers have been actively involved in both the implementation and updating of the 2007/10 older people's commissioning strategy into a five year strategy from 2010. Views have been sought through partnership meetings, engagement and consultation events. In</p>

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		<p>e) These commissioning strategies take account of the priorities identified through JSNAs</p> <p><b>See also 9.4</b></p>	April 2010	<p>2009, this has included Supporting People cafes, Older People's engagement event, locality Health and Social Care Closer to home events, Putting People First brokerage workshops.</p> <p>The joint strategy for people with learning disabilities is being renewed with the full involvement of people with learning disabilities; a new forum for engaging with learning disability service providers was launched in December 2009. <b>GREEN</b></p> <p>In the reporting period, the Improving Life Chances Strategy and the refreshed draft Joint Older People's Commissioning Strategy have been drafted making full use of JSNA data as well as other sources of data relevant to the client groups. <b>GREEN</b></p>
<p>Partnership working with the PCT on Continuing Health Care (CHC) and the Learning Disability Transfer, has proved very challenging over the last twelve months for the council and the council have scheduled to review the CHC assessment process and surrounding procedures, with a view to making this area of case management more effective.</p> <p><b>PAN</b></p>	8.2	<p>a) Establish a project group to meet the VPN requirements</p> <p>b) Determine revenue transfer amount and agree this between ESCC and PCT</p>	November 2009	<p>Project Group established. <b>GREEN</b></p> <p>Agreed in principle. Will be finalised at Cabinet on 8<sup>th</sup> June 2010. Before the VPN transfer can be fully completed there remains an outstanding issue in relation to NHS Pension liabilities. If the County Council and PCTs are unable to agree a position in relation to the potential NHS Pension liability, there may be a need to seek facilitative</p>

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
		<p>c) Determine capital / property transfer and related revenue and agree this between ESCC and PCT</p> <p>d) CHC assessment process/procedures will be reviewed and agreed processes outlined in a revised Joint CHC Assessment Process document/s.</p>		<p>mediation in line with DoH guidance. <b>RED</b></p> <p>Agreed in principle. Will be finalised at Cabinet on 8<sup>th</sup> June 2010. <b>GREEN</b></p> <p>Completed and new CHC process documents now circulated and in use. <b>GREEN</b></p>
<p>A key objective for the council is to fully embed the developing and improving performance culture beyond senior staff and managers and ensure sign up by front line staff.</p> <p><b>PAN</b></p>	8.3	<p>a) Embed a performance culture across the department through holding a minimum of three Performance workshops across the department to increase understanding of National Indicator Set and Care Quality Commission</p> <p>b) Undertake first stage of Management Information Pack (MIP), project to research what information exists and in</p>	<p>March 2010</p> <p>March 2010</p>	<p>Three Performance Workshops have been held with LD DPS as part of their Locality Workshops and business planning workshops. These were very successful. The feedback from these workshops is positive and will enable us to continue to improve workshops for the future. Analysis is in progress. Two workshops were held with OT Services as part of their Team meetings as designed with the Management Team. These were less successful and include comments such as "this should have been done as a training morning not part of a Team meeting". This is valuable feedback and will be used in the next discussions with the Management Team regarding how to take this forward. Discussions have been held with ACM, LD ACM and Mental Health and this will be revisited after May, at their request, due to the Carefirst changes rollout and other training. A full briefing will be prepared after the end of year returns have been completed. <b>GREEN</b></p> <p>Project documentation is in place and the plan is in progress and on target. The first phase of changing three layers of information</p>

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
		<p>what format, and to compare this with what information is needed and in what format.</p> <p>c) As part of MIP project, InfoView reports will be available for Practitioner, team and service level reports.</p> <p>d) Management Information Pack will be available for service level and departmental level reports.</p> <p>e) At the conclusion of the MIP project, systems will have been set in place to ensure that management information continues to develop and be fit for purpose on a non-project basis as part of the cycle of continuous improvement.</p>	<p>April 2011</p> <p>April 2011</p> <p>April 2011</p>	<p>which were previously in the MIP to be available on InfoView has been completed. The prototype for the top two layers has been completed and is being populated with data as an example. This will be presented to the next MIP Project Team meeting for feedback and input prior to meeting with all Heads of Service to see if it fulfils their requirements. This is the beginning of phase two. <b>GREEN</b></p>

#### OUTCOME 9 – COMMISSIONING AND USE OF RESOURCES

<p>There was mixed experience of consultation and partnership working by external partners. While consultation was improving and increasingly effective, this remained an area for development, and some stakeholders were unsure of the extent of their influence or impact of their views</p> <p><b>2008 APA report</b></p> <p><i>The council recently held five staff / stakeholder events held Nov 2008 to outline developments across health and social care and to invite views about future plans including 'Putting People First'. Each event had between 40 to 60 participants. The resulting findings will be presented to the joint ASC and PCT</i></p>	<p>9.1</p>	<p>a) Set up and deliver annual Older People's Engagement Day with 75 people plus attending, representation from Seniors Forums. Black Minority Ethnic (BME) Older People, Lesbian, Gay, Bi-Sexual and Trans-gender (LGBT), Adult Social Care and other county council directorates, voluntary organizations, councillors.</p> <p>b) East Sussex Adult Social Care, NHS Hastings and Rother and NHS East Sussex Downs and Weald will hold the third annual "Closer to Home" engagement events. This year there will be four events. These events are for statutory, voluntary, independent and user representation groups</p>	<p>June 2009</p> <p>January 2010</p>	<p>Older People's Engagement Day delivered on 25 June 2009 with 150 delegates attending. Representation from wide range of groups including seniors' forums, BME, LGBT groups etc. Summary report written up and distributed highlighting topic discussions and areas of high priority for older people. Next Engagement Day will be February/March 2011. <b>GREEN</b></p> <p>Four 'Closer to Home' engagement events completed in Nov/Dec 2009. Actions taken as a result of these events will be collated into a report in April 2010. Discussions with PCT for 2010 2011 events about to start. <b>GREEN</b></p>
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Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
<p><i>management team meetings where the plan for future joint engagement arrangements will be agreed.</i></p> <p><b>Feb 2009 RBM</b></p> <p><i>Refer to analysis</i></p>		<p><b>See also 3.2 and 9.3</b></p>		
<p>Transport remains a complex issue in rural areas, which the council must address to help reduce the burden of social isolation.</p> <p><b>PAN</b></p>	9.2	a) Improved integrated transport services including Community Transport	2010	<p>Community Transport (CT) is the term used to describe a range of non-profit passenger transport services which have been developed within local communities to provide transport for people who, for a variety of reasons, find it difficult or impossible to use conventional transport. Locally owned CT schemes can provide transport options where the public transport network has gaps. The County Council has £200,000 of financial support available which will be provided by way of once off grant funding to kick start schemes or improve existing CT provision. A steering group incorporating Action in rural Sussex (AirS), T&amp;E, ASC and PCTs are responsible for driving, facilitating and helping deliver the CT schemes.</p> <p>The project is well underway. Nearly £100,000 is already spent on 8 new or expanded CT schemes e.g. a dial-a-ride service in Uckfield, run by CTLA on the back of an ASC day centre contract. The team continues to work with communities to identify further schemes and issue kick start funding.</p> <p>A new CT Directory was published late Jan '10 (Leaflet valid from 1st Feb '10 and online from Mar '10). All 5,000 copies from the first print of the CT Directory were distributed in under a month; an update and reprint are currently taking place.</p> <p>CT has been identified as a key priority</p>





Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
		<p>c) Pilot Learning Disability Provider Forum to work with providers of learning disability services on personalisation. Utilise learning to inform wider provider engagement development in (a) above.</p> <p>d) Working regionally and locally develop a market development strategy to help service providers understand the opportunities and position themselves in the market.</p> <p>e) Explore approaches to commissioning</p>	<p>December 2009</p> <p>October 2010</p> <p>March 2010</p>	<p>Supporting People Provider Forum, Voluntary Organisations Supporting Older People, Mental Health Residential Services meeting. <b>GREEN</b></p> <p>Achieved. A successful first event has been held. This was attended by some 60 people representing 30plus organisations from across residential, accommodation, domiciliary, day, vocational and advocacy services.</p> <p>Agreement has been secured with providers of learning disability services to meet on a regular basis in 2010 as a Learning Disability Provider Forum. A second meeting is planned for May 2010. <b>GREEN</b></p> <p>Achieved. ESCC ASC is actively playing into regional contracts and commissioning work sponsored by ADASS SE and IESE. We are the lead for the regional Market Intelligence Demonstrator Project which is using a specific commissioning and contracting exercise to develop an intelligence tool for use within market development and shaping strategy work (to be delivered by July 2010). ESCC is also one of the lead authorities for the ADASS SE/IESE market shaping project which includes a template market development strategy. <b>GREEN</b></p> <p>Achieved Research report into VCS Contracts for Services completed and delivered.</p> <p>Outcomes of research used to inform</p>

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
		and procurement with third sector providers to (1) ensure that social capital is encouraged and supported in local communities, and (2) create sustainable levels of choice in the market for personalised services. Undertake research into VCS Contracts for Services (reporting October 2009). Use outcomes of research to inform consideration of commissioning with third sector organisations for personalisation. Explore options fully with commissioning and procurement colleagues. Initiate early-stage engagement with strategic VCS partners to establish		<p>consideration of commissioning with third sector organisations for personalisation with commissioning and procurement colleagues in ASC and corporately (two meetings held, follow up meeting planned after further evidence-gathering has taken place). Early-stage engagement workshop with strategic VCS partners undertaken as part of VCS Liaison Group meeting in December, to gather views.</p> <p>Agreement secured to pilot commissioning prospectus model in two service areas in 2010/11: older people's day opportunities and carers services based on using the National Audit Office Decision Support Tool which helps commissioners to decide on appropriate funding routes in relation to the desired outcomes. Agreement to produce Lead Member report to support setting up a competitive process through ring-fenced grant making. <b>GREEN</b></p>
<p>The council continue to have a high number of individuals placed in care settings with a quality rating of poor or adequate. It is observed a number of these placements refer to long standing arrangements. Recent temporary placements reflect the intention of the council to place with better quality services.</p> <p><b>PAN</b></p>	9.4	<p>a) All service users offered at least 1 bed based placements with a 2* provider</p> <p>b) Full adherence to policy on use of placements with 1* homes</p>	<p>May 2009</p> <p>May 2009</p>	<p>This target has been achieved. Service Placement Team always forward a 2 star option. <b>GREEN</b></p> <p>Target achieved. The SPT adheres to this policy by alerting frontline staff when a placement option is with a 1 star provider. The SPT record details of placements made with 1 star providers and the reasons given by Ops for funding these placements above other 2 star options. (A more detailed report covering this will be forwarded to Senior Management) The main reasons given for continued 1 star placements are client and</p>

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
		<p>c) No placements with 0 rated homes</p> <p>d) Improve quality of bed based care purchased by the Council through implementation of new Preferred Providers Scheme with increased use of 2* and over homes by 5%</p>	<p>May 2009</p> <p>July 2010</p>	<p>family preference. All these placements are approved by Operations Managers which means they are following the procedure. <b>GREEN</b></p> <p>In 2009/10 three placements were funded in 0 star rated homes, both related to clients already living in the homes. There have been 2 new placements into 0 star rated homes in the year, these were both due to family choice, and the arrangements were made before the home dropped to 0 star. <b>GREEN</b></p> <p>Implemented new Preferred Providers Scheme increased use of 2* and over homes has exceeded the 5% target. <b>GREEN</b></p>
<p>The Improving Life Chances Strategy for disabled people and those living with long-term conditions is currently out for consultation, although the delivery of this strategy has been delayed due to reasons of capacity within the PCT's, which needs to be addressed.</p> <p><b>PAN</b></p>	9.5	a) Improving Life Chances Strategy to be developed by December 2009	December 2009	<p>The Improving Life Chances Strategy has been completed and agreed by Cabinet and PCT Boards. Summary of Improving Life Chances consultation and strategy has been distributed to all stakeholders including people involved in the consultation. <b>GREEN</b></p>
<p>The strategic framework for day opportunities for older people highlights the need for significantly increased community involvement and this theme is being developed through day opportunities for older people and also for people with learning disabilities and mental health problems.</p> <p><b>PAN</b></p>	9.6	<p><b><u>Day Opportunities</u></b> :</p> <p><b>Older People</b></p> <p>a) Completed re-commissioning of day services for current clients from Grangemead and Gilda</p>	March 2010	<p>Tender process carried out to identify new provider for day service for Grangemead and Gilda service. Unfortunately unable to award contract as provider did not meet quality and financial criteria.</p> <p>Contingency arrangements of DPS</p>

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
		<p>b) Develop and obtain sign up to care specification for day opportunities</p> <p>c) Agree options for future of stand alone day centres</p>	<p>March 2010</p> <p>March 2010</p>	<p>continuing to provide service and identify new venue explored. Agreed in principle that day services for current clients at Grangemead and Gilda will move to Hailsham East Community Centre. Successful consultation meeting held with representatives from local community. Aim for new service to be place by September 2010. <b>GREEN</b></p> <p>Day care specification was completed for re-provisioning of day care services from Grangemead and Gilda day centres in May 2009 in line with procurement timescales. New model of day opportunities service is being developed by partnership of ESCC, Age Concern East Sussex and Newhaven Community Development Association for new 'community hub' at the Isabel Blackman Centre (to open in July 2010). Components of service include community café, care managed service, information and advice and range of activities which will promote physical and mental well being for older people and the wider community. Commissioning prospectus approach has been adopted for future commissioning of day opportunities from voluntary sector which will include non building based day opportunities. This approach is being informed by services for non building based day opportunities being piloted for adults with physical disabilities. <b>GREEN</b></p> <p>Options for future of stand alone day centres were agreed. Report presented to lead member panel in November 2009 with recommendation for preferred option to</p>

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
		d) Re- commissioning of day services currently provided with the voluntary sector	March 2010	<p>develop community hub in partnership with voluntary sector, to develop IBC first so that this would inform future development of day opportunities at other centres, Charter and Phoenix and Moreton Day Centres and explore alternative options at the Uckfield Club. This recommendation was agreed. Partnership established between ESCC, Age Concern East Sussex and Newhaven Community Development Association to develop community hub at IBC and approach to developing day opportunities. IBC project group set up and project plan agreed with key workstreams and timescales to achieve opening of centre in July 2010. Draft plan for building agreed, development of model of service being progressed and effective on going engagement with service users, carers, staff and wider community. Alternative options explored for Uckfield club, included identifying access to other services, unfortunately these were not successful. Other option was to identify resource to enable discussions with clients on self directed support and alternative ways of meeting their needs. Unable to identify staffing resource until June 2010. In short term improvements made to services at the Uckfield Club. <b>GREEN</b></p> <p>Provisional agreement to adopt commissioning prospectus approach for day opportunities from the voluntary sector. This enables ring fencing of funding, involvement of potential providers in informing outcomes, more effective use of resources, opportunity offer personalised day opportunities e.g non</p>

Area for development	Action Plan Ref	Measure	Timeframe	Update (as at March 2010)
		<p data-bbox="779 858 1066 887"><b>Learning Disabilities</b></p> <p data-bbox="779 927 1279 987">e) Develop service specification for LD day opportunities</p> <p data-bbox="779 1062 1256 1123"><b><i>See also 2.2g – i regarding Mental Health day opportunities.</i></b></p>	<p data-bbox="1355 927 1509 956">March 2010</p>	<p data-bbox="1543 181 2141 612">building based. Individual meetings held with current providers of day opportunities, Age Concern East Sussex and ARRCC in March. Event to be held with potential providers in April 2010. Meetings to be held with current service users at all centres in Breed, Heathfield, Hurst Green, Peacehaven , Newhaven and Rye. To obtain approval from Lead member panel in May 2010 to adopt approach. Aim to send out prospectus by end of May, award contract/ SLA by October 2010 and new services to be in place by January 2011.</p> <p data-bbox="1543 655 2074 716">To obtain approval to extend current day service contracts until December 2010.</p> <p data-bbox="1543 724 1648 753"><b>GREEN</b></p> <p data-bbox="1543 826 2125 956">A draft service spec for LD day opportunities has been developed and will be discussed with key ESCC and partners stakeholders during spring and summer 2010.</p> <p data-bbox="1543 999 2136 1158">Procurement issues around day services are being discussed and developed as part of the LD Commissioning and Procurement Steering Group and the PPF Choice and Market Development Steering Group.</p> <p data-bbox="1543 1166 1648 1195"><b>GREEN</b></p>

# Adult Social Care Self Assessment 2009-2010

<b>Contents</b>	<b>Page</b>
Introduction	2
Improved health and wellbeing	4
Improved quality of life	5
Making a positive contribution	7
Increased choice and control	8
Freedom from discrimination and harassment	9
Economic wellbeing	10
Maintaining personal dignity and respect	12
Leadership	13
Commissioning and use of resources	15



# Introduction

The self assessment framework is based around ‘*Our Health, Our Care, Our Say*’ (2006), a Department of Health white paper, which sets out a vision to provide people with good quality social care and NHS services in the communities where they live.

The Care Quality Commission (CQC) awarded East Sussex Adult Social Care an individual service grading of “performing well” for 2008-2009, meaning that we provide: “A service that consistently delivers above minimum requirements for people, is cost-effective and makes contributions to wider outcomes for the community.”<sup>1</sup>

The overall judgement is broken down across the seven outcomes from *Our Health, Our Care, Our Say* white paper, as listed below:

1. Improved health and emotional well-being	Performing Well
2. Improved quality of life	Performing Well
3. Making a positive contribution	Performing Well
4. Increased choice and control	Performing Well
5. Freedom from discrimination or harassment	Performing Well
6. Economic well-being	Performing Well
7. Maintaining personal dignity and respect	Performing Well

In addition, Adult Social Care is judged for their performance against the two ‘domains’ of leadership and use of resources and commissioning. No overall rating is given for these domains, instead evidence from CQC is transferred to the Comprehensive Area Assessment (CAA).

For 2008/09 CQC recognised the strong leadership within Adult Social Care: “People from all communities are engaged in planning with councillors and senior managers. Councillors and senior managers have a clear vision for social care. They lead people in transforming services to achieve better outcomes for people. They agree priorities with their partners, secure resources, and develop the capabilities of people in the workforce”.

CQC concluded that “People who use services and their carers are able to commission the support they need. Commissioners engage with people who use services, carers, partners and service providers, and shape the market to improve outcomes and good value”.

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<sup>1</sup> Definition for “performing well”, taken from the Care Quality Commission’s Commissioner Assessment Guide – “The grading framework and guidance used to judge the performance against outcomes for each council with responsibility for commissioning adult social services.”

Engagement with our service users and residents has shown that a key issue for older people is social isolation; CQC noted “The people of East Sussex are offered widespread opportunities and support to take part in community life and feedback from people who use services is routinely undertaken and can be linked with service improvements.”

In addition, CQC noted the following improved outcomes for people in 2008-09:

- We strengthened working with Health in avoiding unnecessary hospital stays.
- People were supported to live independently with the use of Telecare.
- More people were supported with Direct Payments providing more choice about how they purchase their care.
- The Single Assessment Process (SAP) provided a more seamless assessment process for people.
- We supported people with learning disabilities to access training and employment.
- We supported carers to access training and employment.
- We were revising Safeguarding publicity, public awareness campaigns and processes.

A copy of Adult Social Care’s Annual performance Assessment for 2008-2009 is available on the Care Quality Commission’s website:

[http://www.cqc.org.uk/db/documents/east\\_sussex\\_APA\\_report\\_2009.pdf](http://www.cqc.org.uk/db/documents/east_sussex_APA_report_2009.pdf)

For our assessment of services in 2009-2010 we want to know your views on our self assessment, this informs our ongoing commitment to improving the quality of services. This leaflet sets out a summary of our achievements this year and our priorities to continue improving outcomes for people.

If you would like to comment on the achievements or priorities identified here, please contact:

Louisa Havers, Head of Performance and Engagement on 01273 482117 or email [asc.performance.team@eastsussex.gov.uk](mailto:asc.performance.team@eastsussex.gov.uk)

# Outcome: Improved health and wellbeing

This year we have:

## Fewer people needing care homes or hospitals

We have **reduced permanent admissions** to residential care by 29% for working age adults and 6% for older people.

	2008/09	2009/10	% change
New permanent admissions of older people	822	769	-6%
New permanent admissions of working age people	63	45	-29%

We have **increased the number of people being supported to live at home**, with 1,372 people supported through the 'Living at Home Service'– a reablement service which helps people improve their independent living skills.

The number of Living at Home service users who **no longer require ongoing care has improved**, at 457 users for this year compared to 373 last year.

**Prevented hospital admissions and supported early discharge** through a new Integrated Community Access Point (ICAP). Using the service, medical practitioners, health professionals, Assessment and Reablement teams, South East Coast Ambulance Service and voluntary services, can recommend people for Intermediate Care, bed-based units and the Living at Home service. Since September 2009 to the end of March 2010 the **ICAP service** received **6,876 referrals**.

## Improved distribution of information

Improved distribution of information to keep people well informed through the Joint Access to Information Project with **40,000** copies of information leaflets distributed to 250 locations

### Our priorities for next year include...

- Involving a LINK representative on the Improving Life Chances Board and the End of Life Care Board.
- Linking the 'End of Life Care Strategy' to the Dementia Care Pathway.
- Improving the monitoring to improve the meals and food quality in care homes.

## Outcome: Improved quality of life

This year we have:

### Provided access to support and prevention services

**1852 people** have accessed the '**Home Works**' service, part of the Supporting People programme. Home Works provides housing related support to help vulnerable people keep their accommodation or successfully move into new accommodation.

**950 people** have accessed the '**Independent Living Service**'/ '**Navigator Service**'. This is an East Sussex wide signposting service for moderate needs including exercise, wellbeing, carer and handyperson grants.

We have distributed approximately **5,000 community transport maps** to improve access to services and social opportunities.

**Eight** new or expanded **pilot Community Transport schemes** were implemented within East Sussex through the ‘Down Your Way’ project.

## **Provided carers’ emergency respite**

**Over 1,900 carers** have registered with the **Carers Respite Emergency Support Service** (CRESS). CRESS provides the carer with peace of mind by ensuring that alternative short-term, home-based care can be put in place in the event of an emergency.

## **Care homes, nursing homes and adult placements**

Services commissioned by Adult Social Care perform well against the key national minimum standards relating to quality of life, with inspected services rating as follows:

- **90.8%** met the standard on **choice and control**.
- **92.7%** met the standard on **daily life**.
- **81.9%** met the standard on **independence**.
- **93.5%** met the standard on **personal support**.
- **82.6%** met the standard on **conduct and management**.
- **83.5%** met the standard on **activities**.
- **93.5%** met the standard on **social inclusion**.

### **Our priorities for next year include...**

- Developing “community hubs” in supported housing, for a community resource.
- Reducing the numbers of people needing residential care by improving options for people with care and housing support needs.
- Extending the hours for directly provided services day care to support carers with flexible working and provide more choice.

# Outcome: Making a positive contribution

This year we have:

## Supported people to take part in community life

**181 people over 50 attended free courses** of creative writing, IT, music technology and web design. One outcome is an interactive website, supported by East Sussex County Council, available from March 2010 to everyone over 50 in the county to post creative pieces of work.

**3,165 people took part in 175 'Exploring East Sussex' events.** In addition 224 people have completed 28 cycle rides in East Sussex.

## Supported active voluntary organisations

A consortium of **11 organisations** established to look at the needs of organisations of and for disabled people to enable them to progress towards **being 'user led' and build capacity within the sector.**

**68 third sector contracts** with a current value of £5.4 million, following the principles of **Putting People First and an outcomes focussed approach.**

## Used people's experiences and views to shape service improvements

**5,300 people's views** have helped to shape service improvements.

**150 delegates** at the **Older People's Engagement Day** informed the 'Time of Our Lives' Action Plan for 2009-2011.

**187 delegates** at the **Supporting People Cafes** told us what housing support services older people need.

## Our priorities for next year include...

- Implementing a revised, mixed model of measuring the customer experience across all service areas, to include service user interviews, feedback forms and case file audits and a measure of delivery of culturally sensitive services.
- Responding to, sharing and implementing the recommendations from the Strategic Review of Engagement.
- Implementing recommendations from the review of third sector contracts including the ability of voluntary organisations to build social capital in communities.

## Outcome: Increased choice and control

This year we have:

### Self Directed Support

**1,715 service users** and **1,664 carers** supported through **Self Directed Support**.

### Information and knowledge

**100 organisations** attended the brokerage **conference**.

**40,000 information leaflets**, explaining the services offered by Adult Social Care, were **posted to 250 locations**, including GP's surgeries, hospitals and Community Help Points.

We learned from complaints, with **16 complaints** resulting in organisational learning and **changes to services**.

## Support for service users

**150 personal assistants** have been **trained to support people** with individual budgets.

We have supported **150 people** through **three advocacy pilots**. The outreach advocacy was provided through three surgeries at local directly provided services venues. We have also worked with local Black and Minority Ethnic (BME) focused providers to increase the uptake of advocacy in BME communities.

### Our priorities for next year include...

- Developing a centralised brokerage function for transport.
- Vetting and approving personal assistants for service users as part of the 'Support with Confidence Scheme'.
- Developing a user-led organisation toolkit.

## Outcome: Freedom from discrimination and harassment

This year we have:

### Trained staff

We have created an **Equality and Diversity Toolkit** to help Adult Social Care understand and guide good equality and diversity practice. **120 managers** have completed the training.



**10 members of staff** have completed training to be **deaf and blind communicators**.

### **Our priorities for next year include...**

- Working towards all staff in Adult Social Care completing the Equality and Diversity Standards.
- Implementing the recommendations from the comprehensive health needs assessment of BME groups, undertaken as part of the 'Equality and Diversity Improvement Plan 2010-13'.
- Disability awareness training for health and social care to be delivered by user-led organisations.
- Signposting the public and service users to the 'Independent Living Service'.

## **Outcome: Economic wellbeing**

This year we have:

### **Supported mental health service users**

We have developed services to support people in **returning to work**.

**11 peer-support workers** have been employed to support mental health service users **back to work**.

From July to December 2009, mental health individual place support has **helped people into work and education** as follows:

- Paid employment: 17 people.
- Voluntary work: 6 people.

- Work experience: 1 person.
- Education: 13 people.

## Supported self-funders

**632 self-funders** have been supported through the '**Support to Access Care Services**'. The team works with people who are required to fund their own care, helping them to commission an appropriate service.

## Supported carers

We have helped carers use their individual carer support grants to **pay for respite care** so the carer can access employment or training. **33% of grants** have been used in this way.

### Our priorities for next year include...

- Supporting working carers or those wishing to return to work through the creation of a 'Carers Charter' for local employers.
- Hosting a learning disability employment conference aimed at local employers.
- Ensuring people are getting the benefits they are entitled to receive.

# Outcome: Maintaining personal dignity and respect

This year we have:

## Reduced risks and prevented or responded to abuse through the safeguarding partnership

The number of **referrals** received in 2009-10 has **increased** by 438 or **34%** since 2008-09.

**Referrals** from the **NHS** have **increased** from 194 in 2008-09 to **270**.

**Raised awareness** of Safeguarding with **4,200 older people**.

## Ensured personal care respects dignity, privacy and personal preferences, and human rights are upheld

**158 Deprivation of Liberty** safeguards assessed by the joint Adult Social Care and Primary Care Trust team to ensure good outcomes for people.

**Over 96% of service users** feel that they have been **treated with dignity and respect**.

**3,614 new service users** aged 65 plus have had **Telecare installed** to enable them to live independently.

**950 people** have accessed the **Navigators** and Independent Living Service.

## Treated family members and carers as partners

Learning from **32 interviews** shared with practitioners and managers.

**58% carers** said they **always or usually felt involved or consulted in discussions** about the support or services provided to the person that they care for (Carers User Survey). **79% carers** said they were **always treated with courtesy and respect**.

### **Our priorities for next year include...**

- Implementing robust governance and quality assurance arrangements to achieve key outcomes of keeping people safe through a new risk management process for safeguarding referrals.
- Training staff on carers' issues and treating them with dignity and respect, focusing particularly on carers for mental health, young carers of substance misusers, and parent carers.
- Establishing an easy to access consistent community alarm service for older people in East Sussex.
- Growing the 'Support with Confidence' scheme, which launched in April 2010, in conjunction with Trading Standards. This is an accreditation scheme for care and support providers delivering services to both self and state funded consumers. People will have access to high quality accredited services and have more confidence and protection in the services they purchase.

## **Domain: Leadership**

This year we have:

### **Engaged with people in all communities**

Councillors and senior managers attended the **Older People's Engagement Day** and the **Supporting People Engagement Day**.

**203 representatives** from statutory, voluntary, independent and user representation groups attended four joint Adult Social Care and Primary Care Trusts '**Closer to Home**' engagement events in December 2009.

## **Service users & carers involved in developing services**

Lessons from Putting People First and the Self Directed Support Demonstrator Sites informed the development of a **quicker assessment process** for those in **urgent need or crisis**.

**Three advocacy pilots** for older people, disabled people and carers have **informed the re-commissioning of services**.

**User involvement standards** developed by users have been used in the **commissioning** of Mental Health Day Services.

## **Priorities are informed by analysis of population needs**

**The BME joint needs assessment** has informed **targets** within the Equality and Diversity Improvement plan for 2010-2013.

**14 Equality Impact Assessments completed** with recommendations included in the Business Plans to ensure delivery.

## **Delivering improved outcomes with key partners**

**48.5% independent sector staff trained in safeguarding**. Numbers of independent sector staff accessing e-learning packages: 64 for Deprivation of Liberty Standards; 121 for Mental Capacity Act; and 128 for Safeguarding Vulnerable Adults.

**Internal Audit** gave substantial assurance that the programmes workforce and training arrangements were adequate to enable Adult Social Care to **implement the SDS pathway by April 2010.**

## **Good performance management**

**The Integrated Health, Social Care and Wellbeing plan 2010-2015**

reinforces the agreed commitment to the delivery of existing commissioning strategies and plans to ensure **effective services** for health, social care and wellbeing in East Sussex.

Reconciling policy and resources and business planning were **aligned** to ensure agreed **priorities were allocated resources.**

### **Our priorities for next year include...**

- Reviewing the extent to which the benefits of Putting People First have been achieved. The review will be undertaken at the end of the programme (March 2011).
- Providing annual updates on the delivery of the Equality Improvement plan to the Lead Member and Scrutiny.
- Complete Integrated Local Area Workforce Strategy with PCTs and other key partners.

## **Domain: Commissioning and use of resources**

This year we have:

**Actively engaged with all communities**

**284 organisations** responded to the **Improving Life Chances Strategy consultation** and **200 members** of the Disabled People's Participation Group and health user bank attended **consultation events**.

**22 carers** involved in **Putting Plans into action** for the Joint Commissioning Strategy for Carers 2010-2015.

### **Used shared knowledge of local population needs**

**60 people** representing 30 organisations attended the first **Learning Disability Provider Forum**.

**2,000 small businesses** invited to take part in a **questionnaire on market development**.

### **Invested with partners to achieve priorities**

Re-commissioned carers' respite service which has **saved** approximately **£200,000** which will be **re-invested** in more **carers' respite services**.

**£200,000** provided by the Council as a **one-off grant** to kick start **Community Transport schemes** or improve existing provision.

#### **Our priorities for next year include:**

- The foundations have been set to deliver Putting People First, and planning has included taking into account the increasing demand for services and the financial pressures faced.
- Re-tendering the Integrated Community Equipment contract to deliver efficiencies and better outcomes for users.
- Using a Commissioning Prospectus approach for voluntary sector services, a phased approach with older people contracts, Home Improvement Agencies, and carers contracts.
- Re-tendering home care provision to deliver efficiencies and better outcomes for users.