

Report to: **Adult Social Care and Community Safety Scrutiny Committee**

Date: **8 September 2011**

By: **Chief Executive**

Title of report: **Reconciling Policy, Performance and Resources (RPP&R)**

Purpose of report: **To enable the Committee to consider and comment on the detailed planning for 2012/13 and beyond as outlined in the State of the County report.**

RECOMMENDATIONS: The Scrutiny Committee is recommended to:

- (1) Inform Cabinet of any comments or changes it wishes to propose to the policy steers and Council Promise and their contribution to the objectives of the Council;**
 - (2) Establish a scrutiny board to act on behalf of the Committee to provide ongoing input into the RPP&R process until March 2012, and in particular to consider the detailed departmental portfolio plans when available; and**
 - (3) Identify any issues to include in the Committee's future work programme.**
-

1. Background

1.1 The State of the County 2011 report was presented to Cabinet on 26 July 2011. That report outlined the national and local context providing an overview of the main issues which will affect the County Council in the coming year. Cabinet has approved some changes to the Reconciling Policy and Resources (RP&R) process and has agreed:

- That the Council should plan on the basis of a three year budget based on the proposed cash limits;
- To review the capital programme to ensure that the best use is being made of resources to support the Council's priorities;
- To set cash limits on the basis of *service areas* identified for the creation of stronger links between financial and performance information at lower service levels;
- That the process is renamed *Reconciling Policy, Performance and Resources* (RPP&R) to mark the more holistic approach the Council will be taking to its planning processes
- Provisional cash limits for 2012/13 to 2014/15 for the purpose of modelling savings and has asked Chief Officers to report progress in October 2011; and
- That Lead Members would review with chief officers, scrutiny committees and other relevant partners, the Council's Promise and policy steers in the light of the changing local and national circumstances.

1.2 The County Council's *Promise* and supporting *Policy Steers* for each portfolio area act as a guide to business and financial planning. The current Policy Steers have been allocated to new portfolios which the Leader of the Council announced at the County Council meeting in May 2011. Appendix 1 summarises the current policy steers arranged against the new Cabinet portfolios.

1.3 Appendix 2 details the policy steers falling within the remit of this scrutiny committee indicating for each: a) what we set out to achieve; b) where we are now, and c) our key areas for

improvement. The Committee may find this helpful when considering any revisions to the policy steers.

1.4 Appendix 3 sets out the draft policy steers for 2012/13 on which the views of the committee are specifically invited.

2. Scrutiny's role in Reconciling Policy, Performance and Resources

2.1 Scrutiny's engagement in the RPP&R process is important as scrutiny Members bring to bear the experience that they have gained through their work during previous years. It is also an opportunity for the Scrutiny Committee to highlight any issues to include in its future work programme.

2.2 The Scrutiny Committee is asked to review and comment on the proposed policy steers and the *Council Promise* which lie within the Committee's remit. Policy steers should:

- Describe what we can expect to achieve over the medium term (2 – 3 years);
- Incorporate sufficient clarity to be able to determine whether they will have been, or are being, delivered by, for example, ensuring that appropriate measures and targets can be set against them;
- Have resources attached to them;
- Help to build a picture, either explicitly or implicitly, of non priority services or functions.

2.3 The Committee might also wish to bear in mind the following pointers during the later stages of the process as well as when reflecting on departmental activities linked to the policy steers:

- Policy steers need to reflect the severity of the economic outlook and emerging local priorities.
- Scrutiny commentary is particularly valuable where there is a particular tension between 'universal' services and 'targeted' services – either within a service or between departments.
- Scrutiny is invited to make judgements about value for money for areas of above average costs, and to provide challenge to ensure return on investment by increased performance.
- Scrutiny is invited to question the extent to which the key 'areas for improvement' identified in the portfolio report (appendix 2) are still valid and relevant.

3. Next steps

3.1 Cabinet will meet on 11 October 2011 to consider scrutiny's comments and agree the policy steers for 2012/13.

3.2 The Committee's RPP&R Board will meet on 22 December 2011 to consider the detailed portfolio and budget plans and the emerging savings strategy. It will comment in detail upon whether the amended policy steers are reflected satisfactorily within the proposed key areas of budget spending for 2012/13 and beyond. It will seek to ensure that all possible efficiencies are identified and will comment on the likely impact of those savings on services provided by the County Council and its partners.

BECKY SHAW
Chief Executive

Contact Officer: Paul Dean, Scrutiny Manager (01273 481751)
Local Member: All

Background Documents

None

PROMISE AND POLICY STEERS 2011/12

The Promise

We will, in partnership, make the best use of resources to:

- help make East Sussex prosperous and safe
- support the most vulnerable people
- improve and develop roads and infrastructure
- encourage personal and community responsibility
- deliver the lowest possible Council Tax
- be a voice for East Sussex, listening and answering to local people.

Below are the 2011/12 policy steers arranged against the new Cabinet portfolios in place from May 2011 and the relevant scrutiny committee (in brackets).

Strategic Management and Economic Development (SMED) Portfolio

(Audit, Best Value and Community Services Scrutiny Committee (ABV) and Economy, Transport and Environment Scrutiny Committee (ETE))

1. Raise the prosperity of East Sussex through a sharp focus on employment, skills and infrastructure. **(ETE)**
2. Create sustainable communities by providing strategic leadership, empowering people, recognising the different needs of communities across the county, delivering locally and helping to ensure that public services in East Sussex, especially across the three tiers of local government, are commissioned and delivered effectively. **(ABV)**
3. Lead the delivery of the Council's policy steers and improvement of services through effective policy development and performance management. **(ABV)**
4. Support Members to fulfil their role as community leaders, in scrutiny and as the democratic voice of local people. **(ABV)**
5. Continue to improve equity and equality of opportunity for all through our service delivery and as an employer. **(ABV)**
6. Ensure that residents, staff and key stakeholders are engaged in and informed about the key changes impacting on them. **(ABV)**

Community and Resources Portfolio

(Audit, Best Value and Community Services Scrutiny Committee)

1. Ensure the Council matches available resources to its key priorities and delivers the lowest level of council tax consistent with those priorities.
2. Ensure efficient and effective strategic and operational financial management across the Council.
3. Maintain and improve high standards of governance, internal control and risk management.
4. Deliver top class procurement practice to support top class commissioning across the Council.
5. Ensure the Council has the right property resources to support effective service delivery.
6. Make best use of available capital resources and ensure effective delivery of capital projects.
7. Reduce carbon emissions and adapt to climate change.
8. Ensure that we have the right staff, with the right skills, supported by fit for purpose personnel policies and procedures.

9. Improve access to services for residents and maximise how ICT can help the whole Council operate more efficiently for the benefit of our council tax payers.
10. Provide front line staff with the best tools possible so they can be as effective as possible in meeting the needs of service users.
11. Continuously ensure maximum security and resilience of data and networks.
12. Public health:
 - a) arrangements for integration of services **(ABV)**.
 - b) Public health targets **(Health Overview and Scrutiny Committee)** in due course.

Community Services Portfolio

(Audit, Best Value and Community Services Scrutiny Committee)

1. Work with the voluntary and community sector to build capacity.
2. Embed the Library Service in its communities to: reflect the expressed needs of the customer; encourage people to get the skills they need for employment; promote learning/literacy and improve access to services.
3. Ensure that the promotion of culture within East Sussex is embedded in the work of the County Council to maximise the attraction of investment and visitors to the area.
4. To seek out and preserve the original documents which record the history of East Sussex, its people, communities and organisations; and to make them available to present and future generations for inspiration, research and lifelong learning.
5. To modernise delivery of the Registration Service.

Economy, Transport and Environment Portfolio

(Economy, Transport and Environment Scrutiny Committee)

1. Improve the condition of our road and rights of way network.
2. Plan and prioritise the infrastructure needed to support the county's prosperity.
3. Achieve a fair balance between economic growth and the protection of our urban, rural and coastal environment.
4. Minimise the amount of the county's waste sent to landfill or landraise.
5. Make our roads safer.
6. Improve transport access to services.
7. Reduce the risk and impact of local flooding in East Sussex.
8. Promote informed, successful businesses in a fair and safe trading environment; encourage informed, confident consumers, protect vulnerable consumers.
9. Work with partners to strike a balance between the needs of the settled and Gypsy and Traveller communities with the reduced level of funding available.

Children's and Adults' Services Portfolio

(Adult Social Care Scrutiny Committee)

1. Provide the strategic leadership required across the county to ensure that continued improvements in the full range of the community safety agenda are maintained through the spending reductions and organisational changes over the next 3 years.

Children and Families Portfolio

(Children's Services Scrutiny Committee)

1. Promote good health for children and young people and reduce health inequalities.

2. Protect children and young people from harm and neglect.
3. Develop resilience in families to help reduce dependency on public services by enhancing their capacity to resolve their own problems.
4. Improve outcomes for Looked After Children and Care Leavers, as well as improving support to children and young people on the edge of care.
5. Promote the benefits of young people making a positive contribution to their community and decisions affecting their own lives.

Learning and School Effectiveness Portfolio

(Children's Services Scrutiny Committee)

1. Support and challenge schools to raise educational achievement and aspirations at all key stages and target interventions at those most vulnerable to under achievement.
2. Work with partners to minimise the number of young people who are not in employment, education or training.

Adult Social Care Portfolio

(Adult Social Care Scrutiny Committee)

1. Make a strategic shift in Adult Social Care resources towards Older Peoples Services over the next five years, to reflect our demography and to ensure our resources are fairly and equitably distributed.
2. Improve information and advice to enable people to make the right choices about the support they need, at the right time, irrespective of their ability to pay.
3. Improve people's choice and control about how their needs are met by making best use of family and community support networks, and by developing the range of support and services available.
4. Ensure Adult Social Care support is accessible, proportionate, and that in partnership, we will protect vulnerable adults from harm.
5. Continue to invest in prevention and early intervention to keep people healthy and to maximise opportunities for rehabilitation and recovery.

Adult Social Care

1. Introduction by Lead Member

Adult Social Care in East Sussex strives to deliver personalised services to maintain the independence and wellbeing of local vulnerable adults. Year on year we continued to support people to remain living independently in their own homes with increasing levels of choice and control over the support they receive.

We will continue to develop personalised services despite the challenging financial circumstances that we currently face. To do this, we have become more innovative in the way that we provide services. For example, with the rising demand and recent reductions in public funding we are improving universal access to information, advice and support through implementing schemes such as Support With Confidence and a new web-based resource directory.

We are also supporting more people to access the benefits that they are entitled to so that they can support themselves instead of being reliant on publicly funded social care. We will work with our statutory, independent, voluntary and community sector partners to provide the best possible support for local people, within our collective resources, and where we need to commission services they will be needs based, efficient and effective.

The Government's 'Vision for Adult Social Care: Capable Communities and Active Citizens' (November 2010) provides the strategic direction and performance framework for our service. With this, we welcome the shift from national to local accountability, bringing greater challenge to our performance from the citizens of East Sussex.

Within East Sussex, the older population continues to grow and people are living longer. To ensure that the support is there to improve or retain their independence, quality of life and personal dignity, we recognise the need to make a strategic shift in resources towards Older People's services over the next five years.

Despite this shift, we remain committed to investing in prevention and early intervention to keep people healthy and to maximise opportunities for rehabilitation and recovery. Voluntary organisations have a key role to play in improving health, social care and wellbeing in communities. Adult Social Care and the local NHS have jointly made funding available through the new Commissioning Grants Prospectus for low level targeted preventative wellbeing services. These services will also provide more personalised care and support to improve the health, social care and wellbeing of our local communities.

During our last inspection in 2009/10, we were judged by the Care Quality Commission (CQC) as 'performing well' overall. Six of the seven outcomes that we were measured against were rated as performing well however we were judged as performing excellently in the outcome of 'Making a positive contribution', reflecting our commitment to involve users and carers in shaping our policies and services, and the continuous improvement we make each year in improving outcomes for the people of East Sussex.

From May 2011, Community Safety joined the Adult Social Care department. Community Safety is a priority across East Sussex County Council and its focus will remain across all age groups. The move to Adult Social Care provides the opportunity to further develop commissioning arrangements for community safety services and the natural linkages with mental health and substance misuse services across health and social care.

Both nationally and here in East Sussex, the scale of the challenge facing Adult Social Care is unprecedented. We are currently implementing a LEAN approach to the way we work, which will ensure our processes and procedures are customer focussed, minimising duplication and overlap. Alongside this, during 2011/2012, we will be reviewing our organisational structure to ensure we are delivering timely and appropriate levels of information, advice, support and services.

We know that transforming Adult Social Care within the national and local context outlined above will be challenging. The remainder of this document sets out the policy steers and describes performance, challenges and priorities for improvement.

2. Improving our use of resources

- ❖ Policy Steer - Make a strategic shift in Adult Social Care resources towards Older Peoples Services over the next five years, to reflect our demography and to ensure our resources are fairly and equitably distributed.

2.1. What are we trying to achieve?

We aim to distribute our resources fairly and equitably across the range of people in need of support from Adult Social Care. This supports the Council's strategic view that where departments spend above average levels compared with other counties, or other benchmarking data shows that unit costs are high, action will be taken to reduce spend and deliver efficiencies to bring spend in line with national benchmarking data. The department's objectives will be achieved by realigning resources to older people services, providing increased opportunities for community based services and developing supported housing options.

A new contract has been launched with older people's residential and nursing care home's which specifies the outcomes people expect, service standards and quality. To tie in with this a collaborative programme of work is being undertaken with care homes to explore how personalised services can be delivered in the care home setting and support good practice. Homes are also working with us to develop proportionate approaches to monitoring performance in relation to quality.

The Supporting People commissioning strategy will increase funding for Older People's services in 2011/12, with the aims of doubling the number of people supported, commissioning a floating support service to enable older people to live independently and increasing the availability of the service to owner-occupied and private tenants.

A £5 million project is currently underway to develop Warwick House, an existing library into a hub of community services, including the library service, an older people's day service, and supported housing for people with learning disabilities.

2.2. Where are we now?

NATIONAL INDICATOR	2009/10 OUTCOME	2010/11 TARGET	2010/11 OUTCOME
Percentage of vulnerable people achieving independent living	85.24%	70.73%	85.30%
Percentage of people who are supported to maintain independent living	98.78%	98.34%	98.97%

We have a number of service review programmes in place to ensure we deliver quality services that provide value for money, and are able to meet the increase in demand on services. This includes reviewing high cost contracts in place for working age people with Learning Disabilities and Mental Health problems to look at whether there is a more cost effective service to meet the needs of service users. Where there is a more cost effective option, consideration will be given to moving the service user to that provision.

In November 2010, Margaret House, an extra care scheme in Uckfield was completed. Older people were involved throughout the development of the scheme and the residents are now involved in the development of activities at the site.

The Isabel Blackman centre opened in Hastings in August 2010 and provides day care services for people who need support to live independently. Since opening, a café has been opened and a community hub has been developed which can be used by the public to access information and advice and take part in activities such as exercise classes and IT lessons.

Through the Supporting People programme, a new contract has been introduced for 76 sheltered housing services to provide an on site presence and offer a range of activities to benefit residents and people living in the wider community.

2.3. What are our key areas for improvement?

The Medium Term Financial Plan (MTFP) for 2011/12 to 2013/14 reflects the strategic direction of Adult Social Care. 2011/12 saw a 2.1% reduction in the department's cash limit budget to £168.68m, whilst future years have been projected on the basis of a fixed cash limit. The MTFP is reflective of service pressures (£34m over three years) arising from inflationary and demographic pressures together with increasing demand for services. The savings required to meet these pressures will derive from improvements in procurement, service developments, including the realignment of resources from Working Age Adult to Older People, in addition to the ongoing review and development of Directly Provided Services and efficiencies of systems and processes.

The former County Council offices in Pembury Road, Eastbourne, and the site of an obsolete sheltered housing scheme in Faversham Road, Langney, are being combined to create 'Cranbrook', the fifth Extra Care Housing scheme in East Sussex. Due to open in January 2012, Cranbrook will provide 62 modern apartments of Extra Care Housing, all for rent.

A Market Development for Personalisation strategy will be developed. This strategy will ensure that providers of care and support services will have a clearer understanding about how the market should be looking, respond and diversify in relation to demand for services in the county.

We will review our directly provided services, and where appropriate, recommission services in the independent sector, to ensure high quality services are provided that also offer value for money.

To support more people at home, £192,000 will be allocated in 2011/12 through the Housing Strategy for Older People to the continuation of the Handy Person scheme that has previously been run by Supporting People. This has been a very popular scheme which helps with the smaller tasks that can make all the difference to that older person's experience of living independently in the community. The service provides minor repairs, home security and garden tasks to ensure the older persons' homes are fit for their needs and the risk of accidents and injuries at home are minimised.

One of the aims of the second phase of the Supporting Commissioning Strategy is to establish a Floating Support service for older people which will allow them to continue to live independently. £1.3m has been earmarked for this project which will be introduced in the forthcoming year.

3. Access to services

- ❖ Policy Steer - Improve information and advice to enable people to make the right choices about the support they need, at the right time, irrespective of their ability to pay.

3.1. What are we trying to achieve?

In accordance with the Personalisation agenda, we are working towards providing universally accessible information, advice and advocacy service for people needing services and their carers irrespective of their eligibility for public funding.

Following the four 50+ Focus events that were held around the county in 2010/11, one of the key priorities for citizens is access to information, not just about traditional social care services but also about wider subjects such as volunteering and housing options. We are currently developing an online resource directory. The directory will provide a one stop shop for services enabling service users, carers, self funders, East Sussex County Council staff, agencies and organisations to search for a range of local services and support. It will also give providers the opportunity to market their services directly.

Working together with East Sussex County Council Children's Services and our local Health partners we have developed a joint service aimed at making the transition to adult life easier for young people who are disabled. A Transitions Service Manager has been appointed, there has been extensive consultation with parents and young people, an action plan has been developed and the new service (for 16-25 years olds initially) will be launched in September 2011.

To support the development of the Self Directed Support process, a number of service user fact sheets are in the process of being developed. These will help service users to understand how to get in touch, estimate their personal budget, plan their support, and find out further information.

3.2. Where are we now?

As part of implementing self-directed support (SDS) we have run a pilot scheme for service users to get access to independent help with support-planning and finding services. Between September 2010 and January 2011, approved independent support-planners worked with 35 service users, and with care managers to construct creative support plans. During 2011/12 we'll continue to refine the offer of independent support-planning and brokerage to service users and carers who qualify for a personal budget. We'll also explore ways of making this kind of service available to people who pay for their own care and support.

The foundations of universal provision of health and social care information and advice were laid through the Joint Access to Information Project (JAIP). The aim of this project was to join up information between health, social care and other key partners (for example housing) and to make this information more accessible to all citizens. Some of the outcomes of this project include:

- Systematic distribution and updating of information at over 250 sites;
- Creating branded display units to ensure core information is displayed neatly and appropriately and to establish a brand identity;
- Creating A5 flyers with contact information for the NHS, Adult Social Care, Family Information Service, Sussex Mental Healthline and District and Borough housing services; and
- The creation of a translation facility (and mechanism for translation requests) on our website.

In addition:

- 80% of respondents to the Adult Social Care Survey which was undertaken in February 2010 found it either very easy or fairly easy to find information and advice about support, services or benefits;
- Over 250 people have accessed the Interpreting and Translating Services to get translations of our publications in other languages and to be able to attend and participate in forums and consultation events; and
- 917 Carers have been provided with information and advice about support that is available to them.

A number of organisations have been supported to become more user-led through developing and disseminating a User Led Organisation (ULO) Support Pack in partnership with East Sussex Disability Association (ESDA). As a result, seven organisations have changed their constitution to become a ULO. ESDA were commissioned to run a ULO capacity building network which was attended by five local voluntary groups.

Following feedback from service users about how they are consulted with, a customer experience project was initiated. The main outcomes of this project were the development of a consistent approach to seeking service user and carer feedback across all service areas, a shift in focus towards service user outcomes and the creation of a rolling quarterly programme of surveys to ensure service users aren't overburdened with satisfaction questionnaires. In addition, participants are now offered an 'individual interview'. Eleven volunteers undertake these interviews and the outcomes are used to gain more detailed insight into the individual's personal experience. This allows better judgements to be made with regards to service developments in the future.

We have continued to develop our relationships with minority communities in East Sussex, and the Equality and Diversity Steering Group as well as advise and promote taking forward the Adult Social Care Equality and Diversity policies and practices. The Steering Group is supported by the Inclusion and Advisory Group who act as a group of "critical friends" to advise Adult Social Care managers during the process of equality impact assessments of services and new developments.

This year fifteen impact assessments have been completed and recommendations have been included in the Adult Social Care Business Plan. A review of the impact assessment of residential/ nursing placements and community care packages took place in February 2011 and focused on the impact of Adult Social Care policy on rural service users and how rurality impacts access to services. As a result, the policies for homecare support packages and transport for community based activities have been amended to ensure that service users are not disadvantaged because of where they live.

We have 120 members of 3 Black and Minority Ethnic Health and Social Care forums across the county, members meet quarterly to discuss issues that are of concern to them and to be informed about service developments such as personalisation.

3.3 What are our key areas for improvement?

We will develop an online resource directory to improve access to information about social care support and services, navigation around the options available and interaction with the care and support providers market.

Now that the foundations of the Joint Access to Information have been set up, the next step will be to improve the Health and Social Care information that is available on the East Sussex County Council website, ensuring that the information is more joined up across Health and Social Care, and is more customer focused.

We will review our engagement groups to inform our adult social care engagement strategy for 2012-14, and ensure that the views of a wide range of people are informing our future policies and service developments.

4. Choice and control

- ❖ Policy Steer - Improve people's choice and control about how their needs are met by making best use of family and community support networks, and by developing the range of support and services available.

4.1. What are we trying to achieve?

During 2010/11 we implemented the Self Directed Support Pathway, this system enables service users to be at the centre of their support planning and give them more choice and control over the services they receive through receiving a personal budget. Ongoing work to create a diverse market for social care includes:

- Refreshing our Joint Commissioning Strategies and implementation plans for Carers, Older People and for People with Learning Disabilities.
- Working closely with Housing partners to develop a range of housing options that provide high quality, choice, and independent living, reducing the reliance on long term /permanent residential care.
- Modernising day opportunities by providing a broad range of services which fulfil current and future needs and expectations.

We will also increase options for social care and support by creating alternative ways for service users and carers to meet their needs. This will include supporting more micro providers (less than 5 paid employees) and Personal Assistants to enter the social care market, and working with voluntary organisations in the county. We will also continue to work with existing providers of care and support such as homes and agencies to deliver flexible and responsive personalised services.

We are currently piloting a scheme called 'Homeshare'. The Homeshare scheme is a simple way for people to help each other out by matching people who need help at home with those who need somewhere to live and can help in return. Homeshare does not involve providing personal care but is about providing friendship, mutual respect and support. The costs are minimal, and both parties gain security and independence.

We will continue to support the voluntary sector which is uniquely placed to deliver on social capital and increases choice and the potential of the market to deliver personalised support. The voluntary sector also provides community representation, particularly through user led organisations, which are key to delivering the strategic priorities around engagement.

The Adult Social Care capital programme for 2011/15 will provide continued funding to support choice and control. This will include:

- An investment of £880,000 into the delivery of supported accommodation for individuals with learning disabilities at Gilda Crescent in Polegate and Battle Road in Hailsham.
- £773,000 investment to support accommodation for individuals with mental health and physical disabilities at Old London Road in Hastings and St Anthony's Court in Eastbourne.
- £1million has been earmarked for potential investment into the delivery of extra care housing in Battle Road, Hailsham. These investments will improve the accommodation options available and promote a better quality of life for the residents. It will also support the ongoing realignment of resources from working age adults to older people's services.

The views of service users and carers are at the heart of everything we do. We will continue to work with all our stakeholders through the strategic partnership boards that make up our joint planning framework with health, so that we are accountable to service user and carers from the decision-making stage through to the implementation and delivery of services. To support this, we now have service user and carer representation on all partnership boards.

Throughout 2011/12, the Race Equality in Mental Health Team will be developing a peer support training programme for Black and Minority Ethnic service users. It is anticipated that this will be available by September 2011. The team will also be working with two GP services to look at the barriers that affect access to mental health services for minority groups. As well as looking at the language barriers that the service users face, it will also consider the barriers faced by the practitioners.

4.2. Where are we now?

NATIONAL INDICATOR	2009/10 OUTCOME	2010/11 TARGET	2010/11 OUTCOME
Social care clients receiving Self Directed Support	19.98%	30%	41.98%
Carers receiving needs assessment or review and a specific carer's service	23.31%	22%	22.04%
Adults with Learning Disabilities in settled accommodation	52.4%	58%	55.57%
Adults with Learning Disabilities in paid employment	4.43%	7%	6.11%

The introduction of personalisation over the last three years through the Putting People First programme has brought about considerable improvements in the choice and control that service users have over the care that they receive. In particular, the development of Self Directed Support.

Self Directed Support can be provided through a Direct Payment, a service commissioned by the Council or through a mixture of both. Of those 5,700 service users in receipt of Self Directed Support in 2010/11, 74% opted to have a Council managed budget, 18% to have a mixture of a Direct Payments and Council commissioned services and 8% Direct Payments only.

One of the key Putting People First milestones was for 30% of service users to be in receipt of Self Directed Support. Between April 2010 and March 2011 a total of 5,700 service users received self directed support. This has increased by 3,800 people from the 1,900 clients in 2009/10. In addition 1,654 carers received Self Directed Support. This means that 41.98% of service users received Self Directed Support, exceeding the 30% target.

All new service users and carers with eligible ongoing support needs are allocated a personal budget. All existing service users who are eligible for a personal budget (i.e. those with ongoing support needs) are allocated a personal budget at point of review. As at 31 March 2011, of those clients reviewed and were not already on the Self Directed Support pathway, 37% were eligible and have been transferred onto the Self Directed Support pathway and are now in receipt of a personal budget. Plans are in progress to transfer all others eligible for a personal budget at point of review.

To ensure that service users and their carers were able to contribute their views and influence about Self Directed Support and Personalisation in East Sussex, a service user and carer panel was established. Among other achievements, one of the key outcomes of the group was the re-design of the tools (documents, letters and information for the public) that supports the Self Directed Support pathway.

As a result of the contributions that the panel made to the personalisation agenda, it was agreed that the panel would be retained to contribute to the development of personalisation services in 2011/12 as well as advise on consulting with service users and carers about their experiences of the LEAN prototype which is currently being implemented to ensure our processes and procedures are customer focussed and minimise duplication and overlap.

Another key milestone was to have at least one user led organisation in place based on the Centre for Independent Living model, which contributes to the transformation to personal budgets. We have worked closely with East Sussex Disability Association, a local ULO to help other organisations become more user led. In addition, a user led Centre for Independent Living is being commissioned which will provide independent advice and support for daily living including demonstrating equipment, aids and other assistive technologies for disabled people and those with Long Term Conditions .

In order to give service users and carers more choice and control about the services we develop and commission, it is essential that they are involved in decision making about policy and service developments. To support this, all of the partnership boards have service user and carer representation.

In March 2011, 360 people attended four '50+ Focus' events, the outcomes of which will be used to refresh the 'Time of our Lives' strategy. This strategy focuses on improving and promoting quality of later life in East Sussex. The events were used to find out about what is important to people. 89% of the feedback rated the events as being good or very good.

A total of 728 working age adults with a learning disability are currently recorded as being in settled accommodation (following assessment or review in year) compared with 698 in 2009/10. In addition, 80 working age adults with a learning disability are currently recorded as being in paid employment (following assessment or review in year) compared with 59 in 2009/10.

The "Valuing People Now" transfer of commissioning and social care responsibilities for adult with learning disabilities from Health to Local Authorities has now been completed. This has resulted in 24 properties being transferred to Adult Social Care, providing a significant boost to the capital asset base for the long term development of services.

Working with our local health partners we have developed a more joined up approach across East Sussex to ensure that all adult patients diagnosed with a life limiting illness have equal access and choice of all services for end of life care. Achievements include developing end of life care training opportunities for health and social care workers and setting up a care home support team working in conjunction with PCT Urgent Care Programme Lead. Both of these initiatives will be implemented from 2011, and will contribute to helping patients to have their preferred place of care and death, and reduce inappropriate and avoidable hospital admissions.

In 2011, one of the Council's Meals on Wheels managers won a top industry Award from Cost Sector Catering for services to the community. The 'Social Award' recognises improvements in services and was awarded for the range of initiatives implemented to improve quality of life for people that receive the service.

In February 2010, the Race Equalities Mental Health Team held a conference "Improving Wellbeing in BME communities" to raise awareness and to engage with the communities on the priorities of the team. There were 116 delegates and 25 speakers, facilitators, staff and musicians who attended. The feedback from the conference was used to establish the priorities for the Race Equalities Mental Health Service's action plan. Other outcomes include:

- Providing mental health awareness training to Chinese, Muslim, Polish and Bengali members of the community;
- Producing 'Mind Your Head' in partnership with NHS East Sussex Healthcare Service. 'Mind Your Head' is a booklet that has been developed for people from a Black and Minority Ethnic background (although it could be applied to anybody) which provides information on self help steps to dealing with life's challenges as well as contact details for organisations that can provide support.

4.3. What are our key areas for improvement?

We will continue to increase the options for service users with regard to social care, support, and employment and improve access to a diverse social care market for service users and carers.

We will further improve the number of adults with a learning disability who are supported to live at home, with a newly commissioned supported housing scheme for learning disability and with revised criteria for accepting admissions into residential care.

During 2011/12, we will review how we are structured to ensure we have the right support in the right place throughout the Self Directed Support pathway. This will help us to increase the number of adults, older people and carers receiving self-directed support in the year from 41.98% to 50%.

5. Providing Support at the right time and protecting adults at risk

- ❖ Policy Steer - Ensure Adult Social Care support is accessible, proportionate, and that in partnership, we will protect vulnerable adults from harm.

5.1. What are we trying to achieve?

Adult Social Care services will be accessible and available at the right time. We will work in partnership to safeguard vulnerable adults.

In line with the Government's policy to prevent and reduce the risk of significant harm to vulnerable adults from abuse or other types of exploitation, East Sussex Adult Social Care and its partners have made considerable efforts to raise local awareness about safeguarding and ensure that people are aware of the support that is available and who they can contact if they have any concerns. We are aware however that there is always more that can be done to further improve this.

Some of the tasks that will provide these improvements include:

- Ensuring that appropriate support is in place to prevent abuse from occurring;
- Ensuring that all agencies and organisations work together to safeguard adults at risk;
- Implementing any improvement plans that arise from serious case reviews; and
- Ensuring people involved in safeguarding adults have the appropriate knowledge and skills to undertake their responsibilities.

Over the past few years, a key focus has been to ensure that people who come to Adult Social Care and are eligible for support, are provided with an assessment and services as quickly as possible. This has led to over 91% of assessments being completed within 28 days of first contact and over 90% of care packages being implemented within 28 days of the assessment. We aim to maintain this performance as we move forward.

5.2. Where are we now?

LOCAL INDICATOR	2009/10 OUTCOME	2010/11 TARGET	2010/11 OUTCOME
Percentage of adults (18+) assessed in the year whose ethnicity was 'not stated'	4.6%	Less than 5%	3.7%
Percentage of adults (18+) with one or more services in the year whose ethnicity was 'not stated'	2.4%	4% or less	1.0%
Percentage of assessments that are completed in a timely fashion (within 28 days)	88.2%	90%	91.47%
Percentage of care packages that are provided in a timely fashion (within 28 days)	95.08%	90%	90.47%
Adults and older clients receiving a review as a percentage of those receiving a service	84.01%	90%	82.1%

We are committed to ensuring equal access to services, regardless of an individual's background. Over the last few years, we have made significant improvements in the information that we hold about service users. For example, the two ethnicity indicators above show that we have a much better idea of the ethnicity of service users. By collecting this information, we are able to identify any groups that are under represented and ensure that there are no barriers that prevent them from receiving services.

In 2010/11, review activity focussed on complex cases to ensure that these service users were receiving appropriate support for their needs. These reviews are more resource intensive to undertake, affecting the volume of reviews the department has been able to complete. As a result of this focussed activity, we did not achieve the target that was set at the beginning of the year.

To give people confidence about choosing different types of support, the Support With Confidence scheme has been set up by East Sussex County Council Adult Social Care and Trading Standards. The scheme helps people to find care and support services that have been vetted and approved on the grounds of quality, safety and training. The scheme is accessible to everybody regardless of whether they receive financial support from Adult Social Care or purchase services privately.

A Safeguarding Adults Board is in place within East Sussex to raise awareness about safeguarding issues and ensure that local partners work in a consistent manner to ensure that vulnerable adults are safeguarded. The Board is chaired by the Director of Adult Social Care to oversee the programme of work and ensure we continuously improve outcomes in this area.

The “Speak up, Speak out” raising awareness campaign was carried out in 2010/11. The campaign was designed to promote understanding on how to recognise adult abuse and where to report it. The campaign included posters, adverts in county transport and radio items. The main outcomes of the campaign included:

- Identifying Neighbourhood Watch (a network of approximately 5,000 in East Sussex) as a previously unused resource;
- The development of a role-play through the East Sussex Seniors Forum which has been requested at a range of events.
- A substantial increase in potential alerts raised by Social Care Direct from 23 in May 2010 to 103 in February 2011. This is a positive result as it highlights an increase in awareness of abuse and has encouraged people to report their suspicions.

Following awareness raising campaigns such as Speak Up Speak Out and targeted awareness raising sessions with particular client groups, the number of safeguarding alerts received increased from 2,117 in 2009/10 to 2,818 in 2010/11. This increase in alerts shows that people are more aware about issues relating to abuse and that they are clearer about how to report their concerns.

To ensure that staff are capable of dealing with safeguarding issues, 100% of relevant adult social care staff in post as at 31 March 2011 received training addressing work with vulnerable adults. Staff skills are developed through a range of Safeguarding competencies, including managers and back office staff. We have also significantly increased the percentage of staff from independent sector providers who received safeguarding adults training from 48.5% in 2009/10 to 63.6% in 2010/11.

5.3. What are our key areas for improvement?

Following the closure of the Putting People First Programme at the end of March 2011, we reviewed our Self Directed Support Pathway utilising the principles of LEAN methodology to improve our efficiency and timeliness of assessments. This will be piloted in Hastings during the summer of 2011 before being rolled out across the County. Improvements will include greater choice over when they receive financial and social care assessments, and reduced waiting time for funding for personal budgets and direct payments.

Following the publication of the Department of Health’s guidance on Autism called “Implementing Fulfilling and Rewarding Lives”, East Sussex Adult Social Care and the Primary Care Trusts have commissioned a comprehensive needs assessment to be undertaken by the National Development Team for Inclusion. This will:

- deliver improved information about the incidence and prevalence of adults with Autism in East Sussex;
- look at what services are currently available for adults with Autism in East Sussex;
- glean the experiences and views of local stakeholders; and
- suggest recommendations for the future.

We will develop a Prevention Strategy to ensure that safeguarding is at the heart of both ours, and our partner's strategies and plans. It will bring together existing work that is being undertaken on the prevention of abuse to develop responsibility at both an individual and community level as well as between partner organisations.

To support the transition of young people from Children's services to Adult Social Care, we will develop a parent and carer's charter and an evaluation process that will be co-designed by parent's carers and young people.

Following the introduction of Support with Confidence, we will boost the levels of application to the scheme to provide local residents with access to a broader range of services and ensure that the people can be confident that the services they receive can be trusted.

We will increase the number of adults and older people who receive a review whilst they are receiving a service to ensure that the services that they are receiving are still appropriate and meet the individual's needs.

6. Prevention and early intervention

- ❖ Policy Steer - Continue to invest in prevention and early intervention to keep people healthy and to maximise opportunities for rehabilitation and recovery.

6.1. What are we trying to achieve?

Our investment in preventative and reablement services continues to be a priority for 2011/12. Reablement is the active process of regaining skills, confidence and independence. This is intended as a short term, intensive input and may be required following an acute medical episode or to reverse or halt a gradual decline in functioning in the community.

This priority will ensure that wherever possible, people will remain independent and the demand on residential care, nursing care and other resources will be reduced.

We have worked with our local Health partners to develop a more integrated approach to commissioning and providing health and social care services for people with dementia and their carer's. Achievements include tendering for a new Enhanced Dementia Advisor (EDA) service, identifying resources to commission alternative and additional day opportunities, and developing a new support service for care homes. All of these services will be launched in 2011, as well as work with GPs to reduce the use of anti-psychotic medication.

We will improve the uptake of the Living at Home Service, our in house reablement service by amending the pathway to ensure that reablement is the first consideration through the Self Directed Support pathway, and undertaking consultation and communication activities within Adult Social Care to ensure that staff are aware of what is available and how referrals can be made.

6.2. Where are we now?

NATIONAL INDICATOR	2009/10 OUTCOME	2010/11 TARGET	2010/11 OUTCOME
Intermediate care (The proportion of older people who are discharged from hospital to rehabilitation/ intermediate care and who are still at home 91 days later)	85.92%	85%	86.44%
Delayed Transfers of Care (Patients who are ready for transfer from an acute or non acute hospital bed but are still occupying such a bed due to both social services and non-social services reasons)	14.7 per 100,000 population	16 or less per 100,000 population	14.1 per 100,000 population

The Integrated Plan for Health, Social Care and Wellbeing (April 2010 - March 2015) reinforces our commitment to the delivery of existing commissioning strategies and plans and commits to significant joint working that will ensure effective services for health, social care and wellbeing in East Sussex. The plan focuses on key priority areas for integrating service delivery, sharing back office approaches and workforce planning across the County Council and health that will have greatest impact.

We have made significant progress through The East Sussex Intermediate Care Framework, outcomes.

- Between October 2010 and April 2011, the Integrated Community Access Point (ICAP) received 9,789 referrals, of which 2,856 were admission avoidance. In the same period, 1,474 referrals were taken at night through the Integrated Night Service (INS) and Havens. 1,432 of these were categorised as admission avoidance.
- The number of people supported through the Living at Home Service (a reablement service which helps people improve their independent living skills) in 2010/11 was 1,384, of these, the number who no longer required ongoing care has improved, at 557 (40.2%) users for 2010/11 compared with 457 (33.6%) in 2009/10.
- In 2010/11 326 people (90%) responded to a user satisfaction survey for the Living at Home Service stating that their quality of life had improved as a result of the service and 343 people (93%) stated that the service had enabled them to live independently.

The joint Health and Social Care Intermediate Care Programme Board are aiming to deliver the vision of an integrated, prevention focused intermediate care system in East Sussex that is patient centred, equitable and makes best use of health and social care resources. A six month pilot has been undertaken in Eastbourne, Hailsham and Seaford which will inform the future pathways and commissioning of community based intermediate care.

There have been improved outcomes for carers who can access a range of well developed support, ranging from the Carers Respite Emergency Support Service (CRESS) to one off payments to enable carers to balance their caring role with a life of their own.

CRESS now has nearly 2,800 carers registered compared with 1,900 in 2009/10. The service offers short-term, home-based care and carers will identify three people/care providers who will step into the caring role at short notice and in an emergency. In addition we are funding the local voluntary sector to provide Carer Alert Cards, for carers who do not wish to access CRESS via Social Care but can simply carry a card for reassurance.

In 2010/11 a total of 3,434 carers were assessed or reviewed, of which, 3,329 received a service following assessment or review (96.9%).

Between April 2010 and March 2011, the Home Works service provided support to 4,162 people and signposted a further 460 people to other services. This service is a short-term floating support service for people aged 16 to 64 who are homeless or could be at risk of losing their home and need support to live independently.

East Sussex County Council and the local NHS have developed a new approach to the way we fund services to improve the health, social care and wellbeing of communities in East Sussex.

The Commissioning Grants Prospectus for Health, Social Care and Wellbeing sets out where voluntary organisations are best placed to support a range of targeted preventative wellbeing services across the spectrum of need to improve the health, social care and wellbeing of our local communities. It builds on the views of local people which have shaped the priorities published in our Joint Commissioning Strategies and in the East Sussex PCTs' Strategic Commissioning Plan 2010-2015. It also builds on the Equalities Impact Assessment on Third Sector Commissioning, and the 2010 Joint Strategic Needs Assessment for East Sussex, which has evidenced local need and informed the Prospectus.

Telecare is a community alarm service that uses sensors placed in a person's home, to detect things like fires and smoke, bogus callers and falls. In June 2011, Telecare users, local residents and organisations, were asked for their views on the Telecare service to inform a plan that will be used to improve the service over the next three years.

6.3. What are our key areas for improvement?

A delayed transfer of care (or delayed discharge) occurs when a patient is ready for transfer from an acute or non acute hospital bed but is still occupying such a bed. Performance in relation to delayed transfers of care is best when low as it measures the impact of hospital services and community-based services in facilitating timely and appropriate transfer from hospital. Since 2008/09, we have reduced our delayed transfers of care from 15.1 per 100,000 to 14.1 per 100,000 in 2010/11. This currently reflects an average of 57 delays per week (due to both social care and non social care reasons) out of a population of 405,994 aged 18 and over in East Sussex. We aim to further reduce our delayed transfers of care to 10.0 per 100,000 which equates to an average of 41 delays per week.

We will maintain the proportion of older people who are discharged from hospital to rehabilitation/ intermediate care and who are still at home 91 days later above 86%.

The delivery of key targets identified in the Integrated Health, Social Care and Wellbeing plan will ensure that services are commissioned and procured efficiently and provide value for money. The integration of health and social care community services for adults will be scoped out, and following consultation in October 2010, the Integrated Community Equipment Service will be recommissioned to ensure a sustainable equipment service model that reflects joint requirements.

For adults with dementia and their carers, the priority is to implement a dementia pathway across Health and Social Care. This will include reviewing and re-specifying the dementia day support services to help prevent any unnecessary residential care admissions and to build on the outcomes that have placed East Sussex as a model of good practice for dementia care.

Community Safety

1. Introduction by Lead Member for Children's and Adult's Services

Ensuring people and communities are safe and secure remains a top priority for East Sussex County Council and the East Sussex Strategic Partnership.

Over the last year, East Sussex community safety partnership performance has been strong, with overall crime falling significantly faster than the national and regional average. East Sussex was the best performing county area in the South East (and 2nd best overall) in the three year targets to reduce British Crime Survey comparator crime. Acquisitive crime has fallen substantially over the last 5 years and the county compares favourably with the most similar areas.

The East Sussex Safer Communities partnership has identified the following priorities which are reflected in the countywide Community Safety Agreement:

- Reducing drug misuse
- Reducing the harms caused by alcohol (including violent crime)
- Reducing anti-social behaviour
- Communications and confidence
- Road safety
- Reducing domestic abuse
- Reducing re-offending

Thematic groups have been set up to oversee activity and outcomes are monitored by the partnership steering group.

The partnership recognise that there is still more to be done to ensure that crime and the fear of crime in East Sussex falls especially during challenging economic times and the reduction in Government funding for Community Safety. In response to this, the partnership commissioned an independent review of the functioning and affordability of community safety arrangements and staffing at county level in East Sussex. The review considered the efficiency and effectiveness of current arrangements to deliver countywide community safety priorities in the light of the current financial pressures and its recommendations are now being implemented.

In addition, there are a number of complimentary agendas which impact on community safety and to which community safety makes a significant contribution. The partnership are keen to exploit opportunities for enhanced partnership working and the assignment of Public Health into the County Council in April 2011, for example, creates greater opportunities for more effective partnership working across the overlapping agendas of crime, social exclusion and health inequality.

Looking forward, the coalition Government's plans for crime and community safety include a number of policy shifts which will need to be addressed in the work of the partnership and includes the following;

- Considering how partnership relationships would change with the arrival of directly elected Police Crime Commissioners at Sussex-wide level

- Reviewing performance management arrangements for tracking progress against targets
- Making sure we are engaging with and responding to our communities

The remainder of this document describes the performance, challenges and priorities for improvement for the East Sussex Safer Communities Team, and sets out its role in delivering the community safety agenda across East Sussex.

2. Community Safety

- ❖ Provide the strategic leadership required across the county to ensure that continued improvements in the full range of the community safety agenda are maintained through the spending reductions and organisational changes over the next 3 years.

2.1 What are we trying to achieve?

The Safer Communities Team co-ordinates the work that the Council undertakes in partnership with statutory agencies, the East Sussex Safer Communities Partnership and the five Crime and Disorder Reduction Partnerships to create safer communities. This is done by:

- Ensuring that best practice is shared across the County and that economies of scale for service provision are realised;
- Reassuring the public through communicating the low levels of crime in East Sussex;
- Promoting joint working through the Drug and Alcohol Action team to reduce health issues for individuals and the impact on society.

The document 'Pride of Place' sets out a long term vision for improving people's quality of life in East Sussex and identifies a number of long term goals. Community safety is identified as an important priority with the aim to build safe communities through specific programmes of work, particularly in high crime areas.

To support the achievement of these goals, a number of work areas have been identified which include:

- Implement the findings of the Community Safety Partnership review in order to make more efficient use of financial resources and deliver better outcomes for the communities of East Sussex;
- Reducing the harm caused by alcohol by implementing the actions in the partnership Alcohol Harm Reduction Strategy and the NHS Commissioning Strategies for adult alcohol treatment services;
- Reducing the number of incidents and the impact of Anti-Social Behaviour (including where it is motivated by hate) on victims and communities by improving the partnership response to Anti-Social Behaviour (ASB);
- Reducing domestic abuse and the risks faced by those experiencing domestic abuse by supporting more people to break the cycle of abuse and improving targeted interventions for perpetrators to prevent them from causing harm to others;
- Reducing the harm caused by drugs by reviewing the structures and processes of the Drug and Alcohol Action Team, Implementing the Intensive Drugs Intervention

Programme in Hastings & Rother and promote communities of recovery that provide peer based aftercare support;

- Improving communications and perceptions of Community Safety by establishing a partnership communications group to co-ordinate campaigns across the County.

2.2 Where are we now?

The East Sussex Community Safety Team co-ordinates, supports and makes a significant contribution to the delivery of the strategic work of the East Sussex Safer Communities Partnership and the East Sussex Drug and Alcohol Action Team. A quarterly performance report is presented to the Safer Communities Partnership and this has shown a sustained reduction in total crime levels and improved performance against a range of local and national indicators over recent years.

Crime in East Sussex by District

In 2010/11, the total number of crimes recorded in East Sussex was 28,203, a reduction of 6% when compared with the previous year. This equates to 55.075 crimes per 1,000 population, which places the county 7th in its Most Similar Group¹ (MSG) and better than the group average of 58.293 crimes per 1000 population.

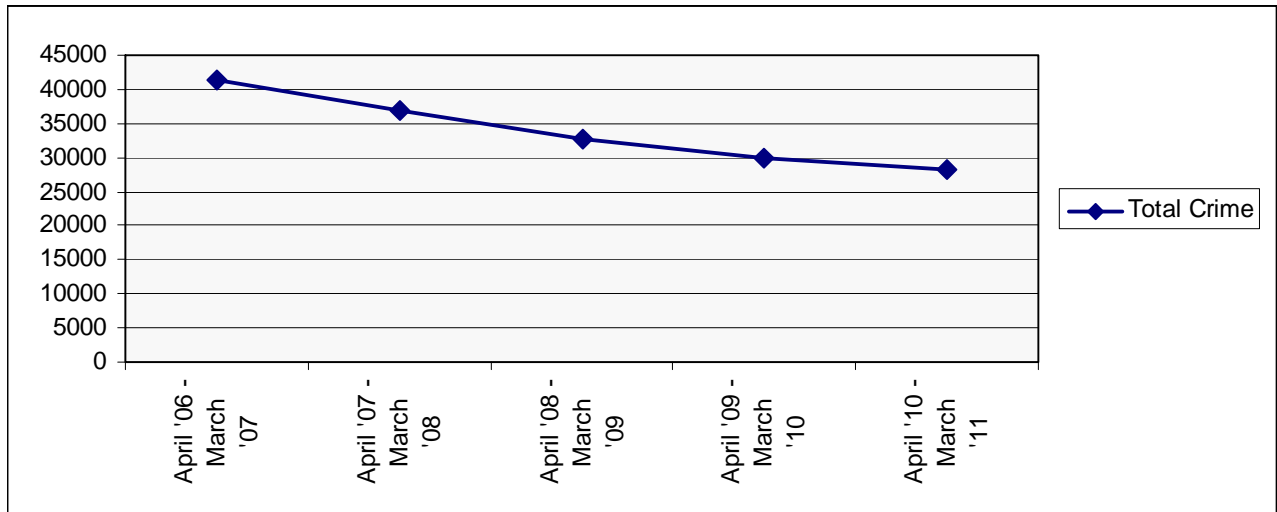
District	April '09 - March '10	April '10 - March '11	Difference to 2009/10	% Difference to 2009/10
Eastbourne	7,568	7,640	+72	+1%
Hastings	8,294	7,468	-826	-10%
Lewes	4,706	4,287	-419	-9%
Rother	4,156	4,050	-106	-3%
Wealden	5,238	4,758	-480	-9%
Total	29,962	28,203	-1,759	-6%

Although Eastbourne is the only district to see an increase in the 12 months to March 2011, the district is 2nd in its MSG with 79.236 crimes per 1,000 population, and is significantly better than the group average of 95.346. In contrast, Rother is 9th in its MSG and Hastings is 7th, while Lewes and Wealden sit 3rd and 4th respectively.

The graph below shows the reduction in total crime in East Sussex over the last five years from April 2006 – March 2011:

¹ Peer comparisons in iQuanta are made using 'Most Similar' comparison groups. These groups provide a benchmark for comparison of crime rates and other indicators with similar areas elsewhere in England & Wales

Total Crime in East Sussex



Key achievements to date include:

- Total crime has been reduced by 6% when this rolling year is compared with the previous, building on significant reductions in the last 5 years.
- The county has seen a 10% reduction in the most serious cases of violence when compared with the same period in the previous year.
- The 2010/11 Multi Agency Risk Assessment Conference (MARAC) repeat rate was 17.6%; meeting the year end target of no more than 28% of cases being reviewed
- In collaboration with the Local Safeguarding Children's Board, a broad ranging programme of domestic abuse training was delivered to staff across the spectrum of health, social care and criminal justice service providers. This resulted in improved identification of abuse and increased referral rates to services
- Secured long-term funding for domestic abuse services following the completion of a domestic abuse and sexual violence needs assessment.
- Reducing Serious Acquisitive Crime by 10% when compared with the previous rolling year and working with partners to launch the Integrated Offender Management Scheme across East Sussex
- At November 2010, the number of problem drug users recorded as being in effective treatment had already exceeded the year end target by 18.9%
- The Home Office has granted the East Sussex Drug Alcohol Action Team (DAAT) partnership 'Drug Intervention Programme (DIP) Intensive Area' status in Hastings and Rother on a self-funded basis due to their levels of serious acquisitive crime. This initiative went live on the 1st April 2011. The Eastbourne, Wealden and Lewes area will remain 'non-intensive', which means that individuals arrested for the same offences in this part of the county will not be required to undergo a drug screen and subsequent referral to treatment.
- Working with partners to raise awareness and improve recording practices to address previous poor performance in East Sussex with regards to reducing emergency hospital admissions caused by unintentional and deliberate injuries to children and young people.

During January – November 2010 the Safer Communities Partnership conducted the online survey ‘Community Safety in Your Area’ to identify public perceptions around community safety issues in the county (there were 290 responses). The results of the survey were used to inform the Partnership Strategic Intelligence Assessment and to set the priorities for the East Sussex Safer Communities Partnership. These included:

- 57% of respondents felt very safe or fairly safe when outside in their local community after dark and 88% felt very safe or fairly safe during the day.
- 74% of respondents felt that the three most important crime types for the Safer Communities Partnership to tackle were Anti Social Behaviour (47%), road safety (14%) and burglary (13%).
- 53% of people felt that alcohol related Anti Social Behaviour (27%), anti social driving (14%) and verbal abuse or intimidation by groups of young people (12%) needed to be addressed.
- Collectively 60% of respondents felt that the main causes of anti social behaviour were poor parenting (28%), lack of police or other uniformed presence on the streets (17%) and the availability of alcohol (15%).
- 53% considered there to be about the same level of anti social behaviour, when compared with the previous 12 months.
- 42% of respondents stated they had been a victim of crime or ASB in the last two years.
- 40% of respondents strongly agreed or tended to agree that the police and other local public services were successfully dealing with crime and ASB in their local area.

The Partnership also use Service User survey cards in the services we commission and deliver (the results of which are detailed in our quarterly performance reports) which consistently show high levels of satisfaction with our services. In addition to this we facilitate Service User events and groups to ensure views can be directly fed back.

2.3 What are our key areas for improvement?

Following the recent review of central services across the partnership, a number of recommendations have been made to build on existing successes and ensure that partnership arrangements are organised to best effect to deliver the following priorities within reducing resources:

- Reduce the incidents and impact of anti-social behaviour (including where it is motivated by hate) on victims and communities in East Sussex – According to the ‘Community Safety in Your Area’ survey, 42% of respondents stated they had been a victim of crime or ASB in the last two years.
- Improve communications and perception of Community Safety – 59% of respondents felt there was about the same amount of crime in their local area compared with the previous 12 months.
- Reduce the harm caused by alcohol
- Reduce domestic abuse and the risks faced by those experiencing domestic abuse
- Reduce the harm caused by drugs
- Prevent and reduce re-offending

Draft Policy Steers 2012-2013

Adult Social Care Portfolio

2011-2012 Policy Steers	Proposed 2012-2013 Policy Steers
Make a strategic shift in Adult Social Care resources towards Older Peoples Services over the next five years, to reflect our demography and to ensure our resources are fairly and equitably distributed.	Continue to make a strategic shift in Adult Social Care resources towards Older People's Services over the next five years (2010-2015), to reflect our demography and to ensure our resources are fairly and equitably distributed.
Improve information and advice to enable people to make the right choices about the support they need, at the right time, irrespective of their ability to pay.	Improve user and carer choice and control about how their needs are met, irrespective of their ability to pay.
Improve people's choice and control about how their needs are met by making best use of family and community support networks, and by developing the range of support and services available.	Commission collaboratively to stimulate a diverse local market and ensure that services are developed and improved in response to locally identified needs.
Ensure Adult Social Care support is accessible, proportionate, and that in partnership, we will protect vulnerable adults from harm.	Improve protection for vulnerable adults at risk from harm by working in partnership, continuously building the skills of the workforce and through by prevention and early intervention.
Continue to invest in prevention and early intervention to keep people healthy and to maximise opportunities for rehabilitation and recovery.	Continue to invest in prevention and early intervention to keep people healthy and to maximise opportunities for rehabilitation and recovery.
	Ensure appropriate support for children and young people with disabilities, and their families, including supporting young people aged 16-25 with complex special needs to make a smooth transition into adult life

Children's and Adults' Services Portfolio

2011-2012 Policy Steer	2012-2013 Policy Steers
Provide the strategic leadership required across the county to ensure that continued improvements in the full range of the community safety agenda are maintained through the spending reductions and	<i>It is proposed that this policy steer be amended to make reference to joint working with the Police and Crime Commissioner.</i>

organisational changes over the next 3 years.	
---	--