

## **CABINET MEMBER FOR ADULT SOCIAL CARE**

**Venue: Town Hall,  
Moorgate Street,  
Rotherham. S60 2TH**

**Date: Monday, 23rd July, 2012**

**Time: 10.00 a.m.**

### **A G E N D A**

1. To determine if the matters are to be considered under the categories suggested in accordance with Part 1 (as amended March 2006) of Schedule 12A to the Local Government Act 1972.
2. To determine any item which the Chairman is of the opinion should be considered later in the agenda as a matter of urgency.
3. Apologies for absence.
4. Minutes of the previous meeting held on 9th July, 2012 (Pages 1 - 3)
5. Day Service Review Proposals - Learning Disability Services (Pages 4 - 8)
6. Day Service Review Proposals - Transport Services (Pages 9 - 19)
7. Adult Social Care Year End Performance for 2011/12 (Pages 20 - 30)
8. Date and time of the next meeting: -  
Monday, 10th September, 2012, to start at 10.00 am in the Rotherham Town Hall.

**CABINET MEMBER FOR ADULT SOCIAL CARE  
Monday, 9th July, 2012**

Present:- Councillor Doyle (in the Chair); Councillors Gosling, P. A. Russell and Steele.

**H11. MINUTES OF THE PREVIOUS MEETING HELD ON 25TH JUNE, 2012.**

Consideration was given to the minutes of the previous meeting held on 25<sup>th</sup> June, 2012.

Resolved:- That the minutes of the previous meeting held on 25<sup>th</sup> June, be approved as a correct record.

**H12. ADULT SERVICES REVENUE BUDGET MONITORING REPORT - 2012-13.**

Consideration was given to a report, presented by the Finance Manager (Adult Services), which provided a financial forecast for the Adult Services Department within the Neighbourhoods and Adult Services Directorate to the end of March, 2013 based on actual income and expenditure to the end of May, 2012.

It was reported that the forecast for the financial year 2012/13 was a balanced budget against an approved net revenue budget of £74.567M.

It was explained that there were a number of underlying budget pressures which were at present being offset by a number of forecast underspends:-

The latest year end forecast showed a number of underlying budget pressures which were being offset by a number of forecast underspends:-

- A forecast on Adults General Maintenance and Training mainly due to savings on charges for postages, telephones and printing
- Forecast overspends within Older People's services on In-House Residential Care, further increase in demand for Direct Payments and on In-House Transport offset by underspend on Enabling Care, Independent Sector Home Care, less clients for independent residential and nursing care and slippage in developing Dementia Services within Community Mental Health budgets
- Within Learning Disabilities an overspend on Residential Care budgets, recurrent budget pressure on Day Care Transport, additional high cost placements receiving Independent Sector Day Care Provision, increased demand for Direct Payments offset by underspend within Independent Sector Supported Living Schemes
- A Forecast overspend on Direct Payments within Mental Health services due to increased demand wasa offset by slippage in developing Supported Accommodation within Community Support Services
- Continued pressure on Independent Sector Domiciliary Care, increase in demand for Direct Payments, forecast overspend on Residential and Nursing Care offset by underspend on Community Support contracts and slippage in developing alternatives to residential provision were the main variations within Physical and Sensory Disability services.

- Slight underspend on employee budgets within Adults Safeguarding
- Efficiency savings in Supporting People contracts

Total expenditure on Agency staff for Adult Services so far was £40,376 compared with an actual cost of £40,050 for the same period last year. The main costs were in respect of assessment and care management staff to cover vacancies and sickness. There had been no expenditure on consultancy to date.

There had been £40,580 spend up to the end of May, 2012, on non-contractual overtime for Adult Services compared with expenditure of £49,884 for the same period last year.

Discussion ensued on the report with the following issues raised/clarified:-

- The increase in the number of Direct Payments due to a number of clients wishing to retain their existing provider
- Continuing Health Care funding

Resolved:- (1) That the latest financial projection against budget for 2012/13 be noted.

(2) That the work being undertaken on developing a joint protocol between the Council and NHS Rotherham, light of the Health Select Commission's Review findings, on Continuing Health Care be noted.

### **H13. EXCLUSION OF THE PRESS AND THE PUBLIC.**

Resolved:- That, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 (as amended March 2006) (information relating to the financial or business affairs of any person (including the Council)).

### **H14. REVIEW OF ENABLING SERVICE.**

The Director of Health and Wellbeing submitted a report and business plan outlining the proposed new service arrangements for the Enabling Service in light of the review of the budget, operational management and direction of the in-house domiciliary care service.

The business plan set out the new service arrangements developed from an analysis of the established demand/need patterns.

Consultation would take place with staff to ensure that the final proposals reflected their views and experiences.

Resolved:- (1) That consultation commenced on the basis of the staffing proposals set out in Section 4 of the business plan submitted.

(2) That the budget proposals, as set out in the report submitted, be approved.

[3] That further work be undertaken on the financial implications to employees.

[4] That upon completion of the consultation process a report be submitted to Cabinet.

**(THE FOLLOWING TWO ITEMS HAD PREVIOUSLY BEEN DISPLAYED IN THE OPEN PART OF THE AGENDA BUT, FOLLOWING DISCUSSION, IT WAS FELT THAT THEY SHOULD BE CONSIDERED IN THE PRIVATE PART DUE TO CONTRACTUAL ISSUES/STAFF NEGOTIATIONS)**

**H15. DAY SERVICE REVIEW PROPOSALS - LEARNING DISABILITY SERVICES.**

Resolved:- That this item be deferred until the 23<sup>rd</sup> July meeting.

**H16. DAY SERVICE REVIEW PROPOSALS - TRANSPORT SERVICES.**

Resolved:- That this item be deferred until the 23<sup>rd</sup> July meeting.

<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS</b>
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1	<b>Meeting:</b>	<b>Cabinet Member for Adult Social Care</b>
2	<b>Date:</b>	<b>23rd July 2012</b>
3	<b>Title:</b>	<b>Day Service Review Proposals – Learning Disability Services</b>
4	<b>Directorate:</b>	<b>Neighbourhoods and Adult Services</b>

### 5 Summary

RMBC provides a range of day care services for adults and older people with a learning disability. The Cabinet Member for Adult Social Care report 'Day Services Review' dated 13 February 2012 outlined savings targets for RMBC day care services which included a £150,000.00 savings target for Learning Disability day care services.

This report identifies options to achieve the £150,000 savings target for Learning Disability day care services and outlines the need for further work in respect of the longer term personalisation of Learning Disability day care services; ensuring they align to local and national strategic direction and are providing value for money.

### 6 Recommendations

- **Note the background and history to this report.**
- **Agree to the proposals to achieve in year savings.**
- **Agree to the commencement of the 12 week consultation programme with customers in line with the recommendations within this report.**
- **Agree to accept a follow up report outlining the longer term strategy for Learning Disability Day Services.**

## 7 Proposals and Details

### 7.1 Background

The net annual spend on buildings based day services in Rotherham is £4.2m. Learning Disability day care services represent 68% of this spend; £2.87 million.

At present there are three adult Learning Disability day care services in Rotherham; Addison Resource Centre at Maltby, with a small outreach service at Kiveton, Oaks Day Service at Wath, and Reach day care service based at Badsley Moor Lane with an outreach service at Maltby (Maple Avenue). Traditionally customers with complex needs have attended the Reach day care service and as a result Oaks and Addison Centres have been able to diversify their services; exploring employment and educational opportunities with their customers.

The Autumn Service provides day care services to older people with a learning disability in Rotherham. This service is provided at Park Hill Lodge in Maltby and at Charnwood in Swinton, where services for older people with social needs and older people with learning disabilities are delivered jointly.

The table below shows the number of customers accessing Learning Disability day care services in Rotherham:

Day Service	Number of customers	Number of customers attending:					
		5 days	4 days	3 days	2 days	1 day	Weekend
<b>Addison</b>	129	61	17	19	19	12	0
<b>Oaks</b>	97	63	14	12	8	0	0
<b>REACH</b>	49	40	2	3	3	1	0
<b>Autumn</b>	37	14	6	11	4	2	0

275 customers attend our adult learning disability day care services. 65% of which attend 5 days a week; 58% more than in older people's services. The majority of older people attend only one day per week; 76%. Local demographics and identification of future transitional customers from Children and Young People's Services suggest that demand will increase over the next 5 years and it is unlikely current service delivery will be able to meet this need.

A separate report will be produced to identify how Learning Disability day care services will transform in the future to meet demand, customer need and align with strategic objectives. It is envisaged that services will become more fluid enabling a throughput of customers; reducing dependency on statutory services and increasing independence through employment and education.

This report outlines options which will achieve the in year savings agreed for Learning Disability day care services of £150,000.00.

## 7.2 Options recommended for consultation with customers

### 1) Relocation of Autumn Service

The Autumn Service provides day care services for older people with a learning disability. The service is delivered at Charnwood, Swinton and has a small outreach centre at Park Hill Lodge, Maltby. Best practice has been highlighted at Charnwood, Swinton where older people with social needs mix with older people with learning disabilities. In contrast the service provided at Park Hill Lodge is specifically for older people with a learning disability and there is no integration with other service users.

It is recommended that Autumn Service customers who attend Park Hill Lodge are transferred to Copeland Lodge, Thurcroft. This would create savings in staff resources as customer groups and staff establishments could be merged and benefits of economies of scale realised. It would also present opportunities for the future re use of the building should proposals to close Older People day care centres be agreed following consultation.

At present the toilet facilities at Park Hill Lodge are not suitable and require renovation works to ensure they meet minimum standards. The majority of the customers who attend the Autumn Service already travel from the South of the borough and therefore re-location to Copeland Lodge will realise additional transport savings.

### 2) Cease catering arrangements currently provided at Addison and Oaks Day Service

Four cooks are employed to deliver catering services across Oaks and Addison day centres equating to 148 hours per week. An income stream of £149,320.00 has been incorporated into the day care services budget however demand for catering services has been low as a result of people making the choice to bring in their own meals and income levels last year were £93,062.00 less than budget. This loss in income has been represented in the outlined savings of ceasing catering arrangements.

At present the catering arrangements across the Learning Disability day services differ in practice, and it is therefore recommended that catering arrangements cease and the dining hall space and kitchen facilities are maximised by customers to develop basic catering skills which would benefit them in moving forward into employment and towards independent living. It is also recommended that customers provide their own packed lunch, which would include customers who attend from respite provision and are in receipt of a free meal.

**In year saving 2012/13**

**£28,321.00**

### 7.3 Options not requiring consultation

#### 1) Utilise current vacant posts

Day care services have operated with vacant posts since the corporate recruitment freeze and therefore it is recommended that these vacant posts are disestablished and contribute to the savings target.

Salary cover budget:

Oaks	£77.00
Addison	£10,606.00
Reach	£7,263.00

Vacancies:

Oaks: 4 x Day Centre Officer (18.5 hours, band D)	£36,724.00
Addison: 2 x Day Centre Officer (42 hours, band D)	£22,235.00
Autumn: 1 x Senior Officer (30 hours, band H)	£24,846.00
Autumn: 2 x Day Centre Officer (15 hours, band D)	£15,402.00
Potential savings	<b><u>£117,153.00</u></b>

#### 2) Acceptance of VER Requests

The following voluntary severance application from the Autumn Service has been agreed. These savings have been ring fenced against NAS budgets and will not be used to contribute to corporate savings.

1 x Day Centre Officer (18.5 hours, Band F)	<b><u>£12,997</u></b>
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### 7.4 Options recommended for consultation with staff

#### 1) Internal Day Care Staff Structure Review (Band F and Band D Posts)

At present there are inconsistencies in the service in relation to the number of Band F and Band D posts within centre establishments. It is proposed that consultation with staff is initiated with the view to changing current staffing structures in order to achieve greater consistency and flexibility across services, whilst realising savings.

### 7.5 Consultation

In line with corporate guidelines and best practice it is proposed a 12 week consultation exercise is undertaken with all stakeholders in respect of the proposals made in section 7.2 of this report. Formal consultation will start on the 23<sup>rd</sup> July 2012 and end on the 15<sup>th</sup> October 2012. This will be a planned consultation exercise, as set out in the attached Consultation Plan (Appendix 1), offering advice and support from social care professionals and management to customers, carers and family members.

The review of day care service staff structures will be undertaken in line with corporate guidelines and include an appropriate consultation period with stakeholders. The length of which will be dependent on the number of staff members affected.



## 8 Finance

### 8.1 Options to achieve savings targets

The total savings for learning disability day care services is £150,000.00; to be delivered in the year 2012/13. The table below identifies the savings options, outlined in section 7 of this report, which will achieve these savings.

<b>Learning Disability Options</b>	
Cease catering arrangements	£28,321.00
Utilise existing vacancies	£117,153.00
Acceptance of VER Requests (Learning Disability)	£12,997.00
<b>Total</b>	<b>£158,471.00</b>

Savings proposals identified in this report are in excess of the savings required by £8,471.00. It is proposed these additional savings are used to contribute to the Older People's day care savings target for 2012/13.

## 9 Risks and Uncertainties

- 9.1 Utilising vacant posts to meet the savings target could increase risk to customers as staff ratios increase. It is therefore likely that the range of activities and visits outside the centres will reduce in order to manage the reduction in staff.
- 9.2 Where staff are at risk of compulsory redundancy attempts will be made in partnership with Strategic HR to seek alternative employment opportunities through the Talent Pool, however where this is not possible/successful this would lead to a 12 week notice period for termination of employment.
- 9.3 The Council may receive negative media attention and increased complaints from customers and other stakeholders. A comprehensive communication and consultation plan has been developed to mitigate this risk.

## 10 Policy and Performance Agenda Implications

- Presentation to Cabinet Member, November 2011, Day Services – The Challenge
- Community Care Act, 1990
- Our Health, Our Care, Our Say White paper, January 2006
- Putting People First; a shared vision and commitment to the transformation to adult social care, December 2007
- Corporate Finance has verified and supports all financial information.

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<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS</b>
------------------------------------------------------

1	<b>Meeting:</b>	<b>Cabinet Member for Adult Social Care</b>
2	<b>Date:</b>	<b>23rd July, 2012</b>
3	<b>Title:</b>	<b>Day Service Review Proposals – Transport Services</b>
4	<b>Directorate:</b>	<b>Neighbourhoods and Adult Services</b>

## 5 Summary

Neighbourhood and Adult Services provide an in house transport service. This service primarily provides transport for customers to access adult social care services such as in house day services and respite units however is also utilised by external organisations and other Council Directorates to transport their customers; generating income.

The Cabinet Member for Adult Social Care report 'Day Services Review' dated 13 February 2012 outlined savings targets for RMBC day care services. This report identifies options to achieve these savings specifically for Transport Services and requests approval to commence formal consultation with customers on the new revised transport criteria.

## 6 Recommendations

- **Note the background and history to this report**
- **Agree the revised transport eligibility criteria which is attached to this report**
- **Agree to the commencement of the 12 week consultation programme with customers in line with the recommendations within this report.**
- **Agree to accept a follow up report outlining the longer term strategy for Transport Services**

7 **Proposals and Details**

7.1 **Background**

RMBC provides a range of day care services for adults with learning disabilities and those who have social care needs due to old age. Customers access these services following social care assessment. As well as providing day care services Rotherham Council also provides transport services for customers from their home to their chosen day centre. Transport is provided using a mixture of in house vehicles and contracted private providers. Customers contribute £1 per day towards the cost of this transport despite the actual cost being £39.10 per week for in house provision and considerably more for private hire taxis although due to the differing capacity of vehicles Finance have been unable to provide a fixed unit cost to aid comparison.

Day Care and Transport Services were set a savings target of £615,000.00 in 2010/11 as part of the medium term financial planning process. Transport Services will contribute £219,817.82 towards this savings target to be achieved in 2013/14. The remaining £395,182.18 will be achieved across learning disability and older people's day services.

Learning disability day services will contribute £158,471.00 in 2012/13 as outlined in the Cabinet Member for Adult Social Care report 'Day Service Review Proposals – Learning Disability Services' dated 9<sup>th</sup> July 2012. Older people's services will contribute £117,228.23 in 2012/13 and £146,360.00 in 2013/14 subject to a future report 'Day Service Review Proposals – Older People Services'. Although Older People's services have not met their savings target for 2012/13, increased savings in 2013/14 will off set this whilst still providing increased savings of £26,877.05.

7.2 **Options for consultation with customers**

1) **Review Transport Eligibility Criteria**

In September 2006 a report was submitted to the Cabinet Member for Adult Social Care proposing new transport eligibility criteria (minute number 51), a follow up report on the implementation of the eligibility was submitted in October 2006 (minute number 58). This report outlines how further savings can be achieved by further strengthening the transport eligibility criteria and eligibility form. Draft Transport Eligibility Criteria (Appendix 1) and Transport Eligibility Form (Appendix 2). The principles and exclusions within the amended criterion are supported by Legal Services.

It is anticipated the adoption of this new criterion will reduce eligible customers by 75; as customers in receipt of mobility allowance are expected to use these funds or their mobility vehicle to travel to day care services.

Potential savings **£76,321.70**

It is recommended that the reviewed transport eligibility criteria will apply regardless of whether the service is provided in-house or commissioned externally. Therefore commissioned services that currently arrange and provide transport will be reviewed and consulted inline with the principles set out in this report.

2) **Utilise In House transport services (Transport)**

The unit cost of in house transport is calculated at £39.10 per week per customer which demonstrates cost effectiveness against private providers. It is proposed that capacity created within NAS transport as a result of the new eligibility criteria is utilised by eligible customers using more expensive private providers. An initial review indicates that 47 customers could transfer from private providers to NAS transport.

Potential savings **£83,656.44**

3) **Review current arrangements with other travel providers (Transport)**

Other travel providers are used by a number of customers to attend day services, we will review these arrangements.

Potential savings **£21,559.79**

4) **Review arrangements with Independent Sector day service**

At present the one external day care provider contracts 3 NAS transport service buses to take customers from their home to the day service utilising funding provided by the LA as part of the contract. It is proposed that this arrangement is ceased and the 3 buses used by this day service are instead used to transport customers accessing in house services using more expensive private providers.

The buses are under utilised transporting only 4 customers per bus when capacity is 15 seated or 6 seated with 3 wheelchair users. This is due to the geographical range of customer pick up points. There may be opportunities to lease additional vehicles in order to continue to provide this service. The annual fee would need to be reviewed to ensure the income met the cost of provision at a lower cost.

Potential Savings: **£38,279.89**

### 7.3 Customer Consultation

In line with corporate guidelines and best practice it is proposed a 12 week consultation exercise is undertaken with all customers and stakeholders from June 2012 with a view for completion and re-submission to Cabinet Member with consultation outcomes in September 2012. Communication plan attached (Appendix 3).

## 8 Finance

### 8.1 Options to achieve savings targets

The total savings target for transport services is £219,817.82. The table below outlines the options to deliver this savings target, as outlined in section 7.2 of this report.

<b>Transport Options</b>	
Review Transport Eligibility Criteria	£76,321.70.
Utilise NAS transport services	£83,656.44
Review arrangements with Independent Sector Travel	£21,559.79
Review arrangements with Independent Sector day service	£38,279.89
<b>Total</b>	<b>£219,817.82</b>

## 9 Risks and Uncertainties

- 9.1 The proposed changes to the transport criteria would reduce customer eligibility for transport services. It is very likely that customers and their carers will be unhappy with this change as many would be expected to arrange and pay for their own transport.
- 9.2 The utilisation of NAS transport rather than more expensive private hire taxis would reduce our need to contract with private providers. This could have a negative impact on the local economy; although minimal.
- 9.3 The Council may receive negative media attention and increased complaints from customers and other stakeholders.

## 10 Policy and Performance Agenda Implications

- Presentation to Cabinet Member, November 2011, Day Services – The Challenge
- Community Care Act, 1990
- Our Health, Our Care, Our Say White paper, January 2006
- Putting People First; a shared vision and commitment to the transformation to adult social care, December 2007

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## Appendix 1: Draft Transport Eligibility Criteria

### Eligibility Criteria

**Only where there is no alternative means of travel for a service user should the use of transport, provided or arranged by the council, be considered.**

Customers are eligible to access the council's transport services if they meet the following criteria:

1. The customer is assessed as having a substantial or critical need under the Fair Access to Care Services (FACS) framework and not meeting this need would produce an unacceptable level of risk to the customer and/or the recognised carer;
2. The customer has no access to transport and is unable to use public transport without putting themselves at an unacceptable risk;
3. There is not an alternative method of meeting the customer's assessed need which does not require transport services;

Where transport is to be provided by the local authority the Council's Eligibility Criteria Form must be completed and approved by a Team Manager / Budget Holder.

### Exceptions

The Council **will not** provide transport services in the following circumstances:

- 1. The customer has chosen to attend a service outside of their locality when a suitable service is available more locally;**

Notes:

Under no circumstances will transport be provided to a service where there is a suitable service available that meets the needs of the customer and is closer to the customer's home.

- 2. The customer is able to walk to the service;**
- 3. The customer is able to use public transport;**

Notes:

Consider if the customer could use public transport following a period of reassurance, support, enablement or transport training? This might be after a period of support has been provided by Occupational Therapists. Therefore transport may be provided on a temporary basis and reviewed when the service user is able to use public transport. In this circumstance a review date must be identified and recorded on SWIFT.

Carers supporting the customer to use public transport may be eligible for a free bus pass.

- 4. The customer lives in a residential or nursing home and has access to appropriate transport;**

**5. The customer is in receipt of the mobility component of Disability Living Allowance;**

Notes:

If the service user is not in receipt of mobility allowance, and the carer feels that they should be, then support should be provided to make an application.

**6. The customer has a mobility car provided by the Mobility Scheme;**

Notes:

It will not be acceptable for family members or carers to claim priority over the use of such vehicles.

**7. The customer has a family member or friend who is able to provide transport;**

**8. The customer is funded by another local authority to attend services in Rotherham.**

**CHARGING FOR TRANSPORT**

Charges for transport services are set by Cabinet Members and are subject to a process of regular review by Elected Members. Charges are in line with national guidance on charging policies.

## Service User Eligibility Criteria for Transport Services

The customer must have been assessed using an individual social care assessment and meet the eligibility criteria as set out in the Council's Transport Eligibility Criteria before completion of this form.

### SECTION A: Customer Details

<b>SERVICE USER NAME:</b>		<b>DOB:</b>		<b>SWIFT NO.:</b>	
<b>ADDRESS:</b>		<b>Service Area Assessing:</b> (Older People, Learning Disability, Physical Disability, Mental Health).			
<b>POSTCODE:</b>					

### SECTION B: Eligibility Criteria

QUESTIONS	YES/NO	COMMENTS/DETAILS
Is the customer able to walk to the Service, either alone or with assistance?		(If <b>No</b> , please explain why)
Does the customer have a car provided under the Mobility Scheme?		(If <b>No</b> , please explain why)
Does the customer receive the mobility component of Disability Living Allowance?		(If <b>No</b> , please explain why)
Is the customer able to use public transport either independently or with assistance?		(If <b>No</b> , please explain why)
Can the Service User be transported by a carer, family member or friend?		(If <b>No</b> , please explain why)
Is there a service nearer the service users home which would meet their needs?		(If <b>No</b> , please explain why)
Does the Service User live in a setting that has been commissioned by the Local Authority where transport can be arranged by a Service Provider?		(If <b>No</b> , give details why the Provider can not arrange the transport) (If <b>Yes</b> , ensure the Provider is aware of the transport requirements of the Service User )

Where **YES** is answered to any of the criteria above then transport **will not** be provided by the council. The customer will be expected to make their own transport arrangements but should be offered the support of their Assessing Officer to do so. Section C part 1 should be completed.

Where **NO** is answered to all of the criteria above then transport can be provided by the Council. Section C part 2 should be completed.



**SECTION C: Assessing Officer's Recommendation**

**TRANSPORT REFUSED**

1. Following the outcome of an individual social care assessment and by applying the above criteria, I recommend that Transport **is not** provided by the council for the above customer.

**Signed:** ..... **Name:** ..... **Date:** .....  
(To be completed by the Worker undertaking the assessment)

**TRANSPORT RECOMMENDED**

2. Following the outcome of an individual social care assessment and by applying the above criteria, I recommend that Transport **is** provided by the council for the above customer.

**Signed:** ..... **Name:** ..... **Date:** .....  
(To be completed by the Worker undertaking the assessment)

**SECTION D: Team Manager Decision**

In my capacity as Team Manager I confirm that I have reviewed the customer's individual social care assessment and as a result feel that transport provided by the council should be:

**TRANSPORT REFUSED**

**Signed:** ..... **Name:** ..... **Date:** .....  
(To be completed by the Team Manager)

**TRANSPORT RECOMMENDED**

**Signed:** ..... **Name:** ..... **Date:** .....  
(To be completed by the Team Manager)

**Once completed and authorised the following should be undertaken:-**

1. The Worker should inform the Service User of the outcome as part of the assessment;
2. A copy of this document should be associated to AIS along with the ISCA and Support Plan;
3. Where the outcome has been for Transport to be arranged or provided the Assessing Officer should make the necessary arrangements with the transport service.

### Appendix 3

#### Day Centre and Transport Service Review Consultation Plan (23.07.12 – 15.10.12)

**Stakeholders:** Service Users, Carers, Relatives, Friends, Day Centre Staff, Service Managers, Assessment and Care Management Staff, Unions, Commissioners, HR, Local community, Social care providers, domiciliary care providers, Direct Payments Team, Elected Members

No.	Communication Method	Location	Date	Consulted Stakeholders
1	Proposal details displayed on the internet	Council website	27.07.12	ALL
2	Comment facility on the internet	Council website	27.07.12	ALL
3	Comment boxes in all day care centres and on in house transport vehicles	Oaks Day Centre Addison Day Centre Reach Day Centre Maple Avenue Kiveton Park Charnwood Copeland Lodge Park Hill Lodge In house vehicles	27.07.12	Service users, day centre staff
4	Email and postal comment methods	N/A	27.07.12	ALL
5	All information released to customers to be agreed with the Learning from customer forum or Speak Up	N/A	23.07.12	Service users, carers, relatives, friends
6	Key information displayed in all day centres and in house transport	Oaks Day Centre Addison Day Centre Reach Day Centre Maple Avenue Kiveton Park Charnwood Copeland Lodge Park Hill Lodge In house vehicles	27.07.12	Service users, day centre staff, carers, relatives, friends
7	Team meetings with all centre staff to ensure consistent messages to customers	Oaks Day Centre Addison Day Centre Reach Day Centre Maple Avenue	25.07.12	Day centre staff, senior managers, unions, HR

		Kiveton Park Charnwood Copeland Lodge Park Hill Lodge		
8	Key messages and FAQ's distributed to all staff to ensure consistent messages to customers	Individual workplaces	25.07.12	Day centre staff, senior managers, service users, carers, relatives, friends
9	Letter to every service user advising of the changes	N/A	25.07.12	Service users, carers, friends, relatives
10	Day centre meetings to outline potential changes	Oaks Day Centre Addison Day Centre Reach Day Centre Maple Avenue Kiveton Park Charnwood Copeland Lodge Park Hill Lodge	02.08.12	Service users, carers, friends, relatives
11	One to one meetings offered to service users and relatives/carers	Individual preferences	25.07.12	Service users, carers, friends, relatives
12	Press Release to local media	N/A	25.07.12	ALL
13	Scenario based direct payment information available to customers	N/A	25.07.12	Service users, carers, friends, relatives, Assessment and Care Management staff, day centre staff
14	Regular staff briefing emails and bulletins	N/A	25.07.12	Day centre staff, unions, Assessment and Care Management staff
15	One to one staff meetings with HR, unions and managers	Individual preferences	15.08.12	Day centre staff
16	Email to all assessment and care management staff advising of the changes and facilitating comment	N/A	08.08.12	Assessment and Care Management Staff, senior managers
17	Information and support available at Rotherham Carers' Corner	Rotherham Carers Corner	25.07.12	Carers, friends, relatives, service users
18	Open day at Rotherham Carers' Corner	Rotherham Carers Corner	31.08.12	Carers, friends, relatives, service users

19	Meeting with commissioners	Riverside House	24.08.12	Commissioners, adult social care providers
20	Attendance at domiciliary care provider forum	Domiciliary Care Provider Forum	31.08.12	Adult social care providers, Commissioners, Assessment and Care Management staff
21	Attendance at Rotherham Carers Forum	Rotherham Carers Corner	30.09.12	Carers, relatives, friends, service users
22	Attendance at specific service area Carers Forums	Learning Disability, Older People and Physical Disability Carers Forums	30.09.12	Carers, relatives, friends, service users
23	Unions informed of all changes affecting staff	N/A	27.07.12	Unions, day centre staff, senior managers
24	Monthly email briefing to Elected Members	N/A	27.07.12	Elected Members, senior managers
25	Consultation closure meeting at each day centre	Oaks Day Centre Addison Day Centre Reach Day Centre Maple Avenue Kiveton Park Charnwood Copeland Lodge Park Hill Lodge	05.10.12	Service users, carers, friends, relatives

**OPEN**

<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS</b>
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<b>1</b>	<b>Meeting:</b>	<b>Cabinet Member for Adult Social Care</b>
<b>2</b>	<b>Date:</b>	<b>23rd July, 2012</b>
<b>3</b>	<b>Title:</b>	<b>Adult Social Care Year End Performance Report for 2011/12 and revised 2012/13 performance reporting requirements</b>  <b>All Wards Affected</b>
<b>4</b>	<b>Programme Area:</b>	<b>Neighbourhoods and Adult Services</b>

**5 Summary**

This report outlines the 2011/12 Key Performance Indicator (KPI) results for the Adult Social Care elements of the Directorate.

Despite over £6m reduction in funding in 2011/12 we managed to achieve improvement in 100% of Health and Wellbeing Indicators compared to 2010/11. This represents our best ever outturn performance for Adult Social Care.

**6 Recommendations**

- **That Cabinet Member is asked to note the year end performance results and the 2012/13 performance requirements.**

## 7 Proposals and Details

At the beginning of 2011 we carried out an end to end review of adult social care looking at the customer experience from accessing the service to receiving a package of care. We reviewed and streamlined all processes, reduced bureaucracies in the system and put in place a new structure for assessment and care management to focus on delivering what matters for customers. This has resulted in significant improvements in performance in the following areas:-

- We have reviewed almost 7,500 (93%) customers, 400 more than last year and most on a face to face basis, improving the percentage of people reviewed by almost 6%. This included almost everyone possible who was living in 24 hour residential type care services at the time and the majority were undertaken by staff from the new end to end residential team that was in place from September 2011.
- Of people receiving services from us last year, almost 5,750 (77%), were able to do so having had the opportunity to access services of their choice via a personal budget. This is over 1,600 more people than the previous year.
- During the twelve months leading up to 31 March 2012, we assessed over 5,000 new people who required care and support, increasing the number assessed from across all services, using new procedures. We assessed more of these people within our target of 28 days (83%). Most services are achieving above 95%. Plans have been put in place to improve standards in two areas - Mental Health Service and the Occupational Therapists Service.
- We have improved by 362, the number of people (up 3% to 97.5%) that received their care services within 28 days following assessment. By assessing and putting packages of care in place early, we are able to better support customers to delay or reduce the need for longer term care and support. Revised end to end practices assisted this improvement and the achievement was possible even though the number of people we saw, also increased by over 300 people during the year.
- The new enabling service formed as part of the end to end review proposals has also demonstrated early achievements in its first year. Intensive support over a four week period has enabled people to regain their independence fully and helped them remain in the community, reducing the need for long term care. We have supported over 600 people to do this and through customer feedback have improved the way we review people on this service to ensure everyone is seen in the first 4 weeks.
- The Council has seen a marked 10% improvement over the last year in the support provided to meet the needs of carers, which includes providing them with information, advice or services. The Council have

supported over 500 more carers (2,829 in total) this year. Rotherham is one of the top performing local authorities in the country this year.

- The Council improved performance in acting quickly to reported safeguarding concerns, 98.5% of alerts have been assessed within 24 hours, compared to 84% last year.
- The raising of safeguarding awareness in 2011/12 has had a major impact, with the number of reported alerts increasing by approximately 14% (1213), 170 more than last years total. Our campaigns on raising awareness of financial abuse has increased alerts by 36%. There was 55% reduction of repeat referrals of abuse into the safeguarding team.
- Our Home from Home scheme which assesses the quality and standards of residential homes in Rotherham, in conjunction with Age UK, has contributed to a reduction of 7% of abuse in these settings.

The following performance measures have achieved improvement from last year.

2011/12 is the first year of publication for activity indicators in the new Adult Social Care Outcomes Framework. Results are shown below and these indicators are all prefixed 'ASCOF'.

**ASCOF 1Ci Proportion of people using social care who receive self-directed support, and those receiving direct payments (77.1%)** - This has **improved** on last year's score of **50.45%** and is the **best score** in our comparator group

- All customers are routinely given a personal budget in relation to the cost of their care package and in 2011/12, 5,726 were in receipt of a personal budget compared to 4,061 the year before.
- Any customers who did not receive a personal budget in 2011/12 were either admitted into residential care, ceased service, or died in year.

**ASCOF 1Cii Proportion of people using social care who receive direct payments (10.3%)** - This has **improved** on last year's score of **8.7%** and is rated **upper middle quartile**.

- Direct payments are offered to all customers at the point of assessment. During 2011/12, an additional 57 customers received a direct payment.
- This figure is set to increase dramatically for 2012/13 as more customers take the option to purchase their personal care services via direct payments with an additional 93 customers being given a direct payment this year so far.

**ASCOF 1G Proportion of adults with learning disabilities who live in their own home or with family (76.44%)** – This has achieved its year end target of 75%. It has **improved** on last year's score of **72.46%** and is rated **lower middle quartile**. We are rated upper middle quartile nationally.

- During 2011/12 we reduced the number of people with a learning disability supported in permanent residential/nursing care by 14.

**ASCOF 2B Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services (85.51%)** – This has achieved its year end target of 85%. It has **improved** on last year's score of **85%** and is rated **upper middle quartile**.

- For 2011/12 the definition of this indicator was changed to include all customers who received enablement service following hospital discharge as well as intermediate care customers.
- Performance on intermediate care alone achieved 87.76%. This improvement has been achieved as a result of improved discharge arrangements from hospital into intermediate care and increased capacity as a result of improved discharge arrangements from the intermediate care service. The average length of stay in an intermediate care bed over the last four years has reduced from 38 to 16 days.
- We are planning to enhance the performance of the enabling service during 2012/13 through the development of a local performance indicator suite aimed at measuring outcomes for our customers.

**ASCOF 2Cii Delayed transfers of care from hospital per 100,000 population (4.77)** - This has achieved its year end target of 10. It has **improved** on last year's score of **4.8** and is rated **top quartile**.

**ASCOF 2Cii Delayed transfers of care from hospitals which are attributable to adult social care per 100,000 population (1.22)** - This has **remained the same** as last year's score and is rated **top quartile**.

- The transfer of customers from the hospital to community has been enhanced this year through the 24 hour discharge scheme to the enabling service.

**ASCOF 1E Proportion of adults with learning disabilities in paid employment (4.77%)** - This has achieved its year end target of 4.5%. It has **improved** on last year's score of **4.1%** and is rated **lower middle quartile**.

- As at the end of March 34 people were supported in employment compared to 29 the previous year. The additional people were supported into employment this year through our in-house Adpro and Project 400 services.



**NAS1 Percentage of clients receiving a review (93.07%)** - This has **improved** on last year's baseline of 87.31%, it is our **best ever** score and is rated **top quartile** coming in at 3<sup>rd</sup> position nationally and 1<sup>st</sup> position in our comparator group.

- The end-to-end review carried out in 2011/12 led to older people teams being reconfigured with specific teams being created to undertake planned reviews in the community and in residential care.
- The Performance & Quality team worked closely with managers in all reviewing teams throughout the year to ensure this indicator hit target. Monthly control targets were set and discussed at SMT meetings and regular performance clinics were held throughout the year to manage individual worker performance against these targets.
- As a result of this, the majority of people who received services last year received a review of their care with the only exceptions being people who died during the year.

**NI135 Carers receiving needs assessment or review and a specific carer service, or advice and information (41.51%)** - This has **improved** on last year's baseline of 31.69% and is rated **top quartile**.

- 2,829 carer assessments were completed in 2011/2 compared to 2,302 in the previous year. The majority of these were carried out as joint assessments by the social work teams at the same time as assessing the customer.

**NI 132 Social care assessments completed within 28 days from receipt of contact year end (83.21%)** - This has **improved** on last year's baseline of 81.55% and is rated **upper middle quartile**.

- The Performance & Quality Team worked closely with RFT to reduce the backlog of assessments in the Community Occupational Therapy service. As a result the backlog was **cleared** by end of December and OT performance on waiting times has since operated at **99%**.

**NI133 Acceptable waiting times for care packages year end (97.5%)** - This has **improved** on last year's baseline of 94.51%, it is our **best ever** score and is rated **top quartile**.

- Timely care packages were put in place by the brokerage team to ensure performance targets were met. This indicator has been managed throughout the year with exception reports being produced by Performance and Quality team and taken to health and wellbeing SMT on a weekly basis.

The following performance measures are new and therefore were not monitored during the year as part of the NAS suite of key performance measures however we have been asked to supply data to the Department of Health. Both of these indicators have been looked at in Performance Clinics

within the Directorate and plans are in place to improve performance during 2012/13;

**ASCOF 2Ai Permanent admissions to residential and nursing care homes, per 100,000 population of people aged 18-64 (25.69)** – Looking at national benchmarking data this would place us in the **bottom quartile**

**ASCOF 2Aii Permanent admissions to residential and nursing care homes, per 100,000 population of people aged 65 and over (953.54)** - This has **deteriorated** against last year's score of **854.5** and is rated **bottom quartile**

- Although admissions are significantly higher, the number of people resident at 31<sup>st</sup> March is down by 40 compared to the same time last year. This means that people admitted in 11/12 are not staying in care for as long.
- Reasons for the increase in admissions are as follows:-
  - Increase in demographics (accounts for approx. 10 admissions)
  - Increase in LD due to transitions from CYPS (number of 18 to 64 year olds went up from 29 to 40)
  - 40% increase in admissions to Nursing Care – 26 more people – this is most likely to be affected by CHC and could be because we haven't challenged assessments as robustly.
  - Change in policy to allow people to choose rescare (this was a budget setting target to save £1m over 3 years)

### **Adult Social Care User Survey**

The Adult Social Care User Survey asks service users about their quality of life and their experiences of the services they received. This is the second year this survey has been completed.

The survey was sent to people who were receiving care and support services on **31 December 2011**, these included service users in residential care and the community, learning disability; and mental health service.

A total of **1333** customers received a survey and **611** returned the survey, **45.8%** response rate.

A number of ASCOF indicators are taken from the Adult Social Care User Survey and these are summarised below. The results are a comparison between this year and last year's results. It should be noted however that this year's results are now weighted and also include Mental Health service users which were not included in last year's survey. This has resulted in this year's results being slightly lower than they would have been if calculated the same as last year. Even taking this into account we have still managed to improve on five indicators out of six.

**Social care related quality of life (ASCOF Indicator 1A)**

- This is an average score of answers to the eight questions below:-
  - Q3a - Which of the following statements best describes how much control you have over your daily life?
  - Q4a - Thinking about your personal care, by which we mean being clean and presentable in appearance, which of the following statements best describes your situation?
  - Q5a - Thinking about the food and drink you get, which of the following statements best describes your situation?
  - Q6a - Which of the following statements best describes how clean and comfortable your home is?
  - Q7a - Which of the following statements best describes how safe you feel?
  - Q8a - Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?
  - Q9a - Which of the following statements best describes how you spend your time?
  - Q11 - Thinking about the way you are helped and treated and how that makes you think and feel about yourself, which of these statements best describes your situation?
- Calculated score for 11/12 is **19.10**. This has **improved** on last year's score of **19.08** and is rated **top quartile**.

**Q3a - Which of the following statements best describes how much control you have over your daily life? (ASCOF Indicator 1B)**

- Calculated score for 11/12 is **76.7%**. This has **improved** on last year's score of **76.6%** and is rated **upper middle quartile**.

**Q1 - Overall, how satisfied or dissatisfied are you with the care and support services you receive? (ASCOF Indicator 3A)**

- Calculated score for 11/12 is **72.4%**. This has **improved** on last year's score of **70.16%** and is the **best score** in our comparator group

**Q12 - In the past year, have you found it easy or difficult to find information and advice about support, services or benefits? (ASCOF Indicator 3D)**

- Calculated score for 11/12 is **75.8%**. This has **improved** on last year's score of **74.6%** and has improved from bottom quartile to lower middle quartile. We are **upper middle quartile** nationally. Top Quartile is 80.4%.
- A focused piece of work is planned to be carried out on this that will contribute to further improvements being made for 2012/13.

**Q7a - Which of the following statements best describes how safe you feel? (ASCOF Indicator 4A)**

- 1) I feel as safe as I want
- 2) Generally I feel adequately safe, but not as safe as I would like
- 3) I feel less than adequately safe
- 4) I don't feel at all safe

Calculated score for 11/12 is **60.7%**. Last year's score was **63.1%**, this is a **deterioration** of **2.4%** and is rated **bottom quartile**. The score this year without mental health service users was **66.9%** (top quartile). The direct comparison with last year's results therefore indicates that mental health services users scored lower against this question. There is only 1.9% between top quartile and bottom quartile. Nationally we are rated at lower middle quartile but through benchmarking we know that others are not including their full mental health customer population.

Also, all service users who replied as feeling less than adequately safe were followed up with a telephone call from the safeguarding team. As a result of this it was found that none of the concerns were in relation to adult safeguarding.

**Q7b - Do care and support services help you in feeling safe? (ASCOF Indicator 4B)**

- Calculated score for 11/12 is **77.8%**. This has **improved** on last year's score of **66.2%** and is rated **lower middle quartile** in our comparator group. We are rated upper middle nationally.

Improvement plans are in place on all questions utilising the feedback given by customers, which will ensure areas of dissatisfaction are addressed and put right. The national survey will run again in the New Year. Local satisfaction testing has been put in place to ensure we track a positive direction of travel on these measures.

**Revised 2012/13 performance reporting requirements**

For the year 2012/13 the suite of indicators has been revised. Work is currently ongoing with services to fully establish the suite and targets to take into account the recently published ASCOF benchmarking data and changes in definitions. There are currently 21 indicators which make up the NAS Suite. As at the end of May 17 (81%) of indicators are on target.

Future reports will focus on the full suite of ASCOF measures.

**Local Account**

Rotherham's first local account "Rotherham people calling the shots" was published on the council website from early December 2011 and promoted by Councillor John Doyle, Cabinet Member for Adult Independence, Health and Well Being (Lead Member for Adult Social Care). An executive summary "Snapshot", easy read version and 2012 monthly updates have been added

subsequently. Additionally the snapshot was circulated to all councillors and Rotherham's 3 current MP's.

Rotherham's local account has been identified as the benchmark from review undertaken by Jonathan Phillips for Y& H region / ADASS has also been favourably received by national contacts. Cabinet Member received a report on the local account on 5<sup>th</sup> December, 2011.

We have also as part of our sector led improvement work, led on the production of local account guidance within Yorkshire and Humber region and are preparing the 2012 local account for publication in September. This data will feature with the local account for 2011/12.

### **Zero Based Review**

The ongoing work on the zero based review of social care information is nearing a conclusion. The original concept of the Zero Based Review, as set out in the Governments Transparency in Outcomes document, was to reduce the burden on local authorities with regards to data collection, it is clear that this has not happened. We are already seeing proposals which have increased the number of data returns and changed the way we need to record and interpret data.

The Zero Based Review has a major impact on the information we report to central government and locally it will mean changes to our social care and financial reporting systems and the performance measures we report in the ASCOF. This is now open to consultation with a deadline of 3<sup>rd</sup> August. Full details of all changes will be published in September and it is expected that changes will be put into place from April 2013. ADASS are leading on providing a regional and national response to this and we have been involved in the Yorkshire and Humber group work. Our main issues are as follows:-

- The timeframe for the consultation is not long enough.
  - The consultation document is massive with 192 questions included and lots of input needed from a wide range of people and organisations to make an informed response.
  - There is not enough detail included in the consultation documents and some of the changes are of a very technical nature.
- Costs are attached to making proposed changes.
  - Making the proposed changes will incur costs from systems suppliers as systems will need updating to make them work.
  - It will use a significant amount of staff resources at a time when we have reduced resources in line with budget cuts and the government promise to reduce the burden.
- This does not promise to reduce the burden.
  - The number of measures has increased.
  - New ASCOF measures are proposed increasing the burden of performance management.

- Some information is proposed for deletion but is still of value locally and will need to be retained for cabinet member reporting.
- User surveys are proposed to be widened
  - The value of the current survey has been questioned by councils and some of the results are ambiguous.
  - It is implemented differently by different authorities.
  - A lot of effort would be required to make this happen.
- Full implementation of the national requirements by April 2013, will be extremely challenging.
  - Some good ideas are presented but would be difficult to implement, especially in the short term.
  - Changes to financial collection would require significant changes to financial coding and reporting.

### **8 Finance**

As outlined above, the proposals put forward in the zero base review will have implications on the council's finance and social care systems which will be difficult to achieve within the proposed timeframes.

Following the publication of the Health and Social Care Act, the next comprehensive spending review in 2015 will inform the future funding for Adult Social Care. Proposals included the implementation of a universal deferred payments scheme so that nobody is forced to sell their home (Rotherham already have a deferred payments scheme), introduce a national minimum eligibility threshold to help remove variation in access to care depending on where people live, portable care assessments so people can move easily between Councils, improving the rights of carers and capping the cost of care packages at £35,000.

Until the final details behind the proposals are made available it is difficult to identify the full implications to the Council, however, it is clear that if additional resources are not made available by Central Government to fund these proposals in the next Comprehensive Spending Review this will further increase the financial pressures on Adult Services budgets.

### **9 Risks and Uncertainties**

The consultation on zero based review is a huge risk to resources within Performance & Quality and Health & Wellbeing teams as this will have major implications for the ways in which data is collected and reported. Initial feedback from ADASS suggests they will recommend a phased approach to this work. We will know the full scale of this work in October following the publication of the September letter by the NHS Information Centre.

This report includes revised 2012/13 performance reporting requirements which highlight the challenges faced by the Directorate and the Resources Performance & Quality team to effectively support Adult Social Care to improve on performance and meet national collection and reporting demands,

at a time when central Performance and Quality staffing resources have been reduced. The impact of implementing the consultation changes linked to the Zero Based Review will in effect increase costs and the collection burden of the council. Rotherham will be submitting a local authority response to this effect as well as contributing to a Yorkshire and Humber ADASS regional response.

### **10 Policy and Performance Agenda Implications**

The 2012/13 suite of indicators has been revised. New indicators have been included to measure performance in the following areas:-

- Waiting times for completion of unplanned reviews
- Admission rates to permanent residential/nursing care

The Performance & Quality team are currently working with colleagues in Health & Wellbeing to put into place targets and action plans for these. Future reports will include these new indicators.

The zero based review is also making proposals to increase the number of national indicators monitored in the Adult Social Care Outcomes Framework. New indicators have been proposed for in the following areas:-

- Effectiveness of long term services in supporting people to achieve personal outcomes
- Effectiveness of long term services in maintaining and improving independence
- Effectiveness of short term services in preventing the need for long term support
- Effectiveness of short term services in supporting people to achieve personal outcomes
- The quality of safeguarding practice

### **11. Background Papers and Consultation**

The report has been shared with the Director of Health and Wellbeing.

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