

## 10. Adult Social Care Portfolio

### How we will deliver our priorities

Policy Steer 4.1 Improve how we plan and commission services with Health and Housing to promote quality, better outcomes, improved customer care and cost-effectiveness				
Performance Measures	Our result for 2009/10 was:	Our target for 2010/11 is:	Our target for 2011/12 is:	Our target for 2012/13 is:
a) Proportion of people whose transfer of care from all care in all hospitals is delayed. <b>(NI 131)</b>	14.7	<16	To be set pending 2010/11 outturn	To be set pending 2011/12 outturn
b) Older People Extra Care schemes – Develop up to four new extra care housing schemes with housing and health partners	N/A	1 scheme completed by October 2010  HCA funding to be confirmed for 3 schemes by March 2011	To be set pending 2010/11 outturn	To be set pending 2010/11 outturn

Policy Steer 4.2 Improve how people access information, advice, help and support through joint work with partners				
Performance Measures	Our result for 2009/10 was:	Our target for 2010/11 is:	Our target for 2011/12 is:	Our target for 2012/13 is:
a) Develop and roll out the Joint Access to Information Project (JAIP) with an information hub as a 'first stop' for information	N/A	March 2011	To be set pending 2010/11 outturn	To be set pending 2010/11 outturn
b) Local people are clear about how and where to access advice and information about care and support needs across the local health and social care economy <b>(Putting People First milestones)</b>	N/A	N/A	April 2011	To be set pending 2011/12 outturn

<b>Policy Steer 4.3</b>				
<b>With Health and Housing, develop the assessment and management of people's care that focuses on their individual needs, circumstance and personal preferences, taking into account the development of Individual Budgets and Self Directed Care</b>				
Performance Measures	Our result for 2009/10 was:	Our target for 2010/11 is:	Our target for 2011/12 is:	Our target for 2012/13 is:
a) Proportion of adults and older people receiving self directed support <b>(NI 130 - LAA2) (Putting People First milestones)</b>	19.98%	30%	To be set pending 2010/11 outturn	To be set pending 2011/12 outturn
b) All new service users and carers (with assessed need for ongoing support) are offered a personal budget <b>(Putting People First milestones)</b>	N/A	Implementation by October 2010	100%	100%
c) All service users, whose care plans are subject to review, are offered a personal budget <b>(Putting People First milestones)</b>	N/A	Implementation by March 2011	100%	100%

<b>Policy Steer 4.4</b>				
<b>Fully involve our users, their carers and the wider community in planning, developing, and reviewing strategies and services to meet the needs of local people</b>				
Performance Measures	Our result for 2009/10 was:	Our target for 2010/11 is:	Our target for 2011/12 is:	Our target for 2012/13 is:
a) Self reported experience of social care users <b>(NI 127)</b>	64.7%	Greater than or equal to 64.7%	To be set pending 2010/11 outturn	To be set pending 2011/12 outturn
b) User reported measure of respect and dignity in their treatment <b>(NI 128)</b>	89.2%	Greater than or equal to 89.2%	To be set pending 2010/11 outturn	To be set pending 2011/12 outturn
c) Increase opportunities for Black and Minority Ethnic and other minority groups of older people to engage on ESCC and PCT policies and strategies	N/A	Increase opportunities by March 2011	To be set pending 2010/11 outturn	To be set pending 2010/11 outturn
d) Involve older people in the development of new Extra Care Housing schemes – specifically, Margaret House, Uckfield and Langney in Eastbourne	N/A	Involve older people by March 2011	To be set pending 2010/11 outturn	To be set pending 2010/11 outturn

<b>Policy Steer 4.4</b> <b>Fully involve our users, their carers and the wider community in planning, developing, and reviewing strategies and services to meet the needs of local people</b>				
Performance Measures	Our result for 2009/10 was:	Our target for 2010/11 is:	Our target for 2011/12 is:	Our target for 2012/13 is:
e) East Sussex has at least one user-led organisation which is directly contributing to the transformation to personal budgets. <b>(Putting People First milestones)</b>	N/A	N/A	At least one user led organisation by April 2011	To be set pending 2011/12 outturn
f) Engage with older people in the design and operational aspects of new residential care premises, e.g. Age Well.	N/A	Engage older people by March 2011	To be set pending 2010/11 outturn	To be set pending 2010/11 outturn
g) Local service users understand the changes to personal budgets and that many are contributing to the development of local practice <b>(Putting People First milestones)</b>	N/A	October 2010	To be set pending 2010/11 outturn	To be set pending 2010/11 outturn
h) Utilisation of Disabled Peoples Participation group to provide input for service developments in regard to the Improving Life Chances Strategy. <b>(Improving Life Chances Strategy Equality Impact Assessment)</b>	N/A	March 2011	To be set pending 2010/11 outturn	To be set pending 2010/11 outturn
i) Provide a range of Disability Awareness Training (general and specialist) for health and social care staff delivered by user led organisations. <b>(Improving Life Chances Strategy Equality Impact Assessment)</b>	N/A	March 2011	To be set pending 2010/11 outturn	To be set pending 2010/11 outturn

**Policy Steer 4.5****Improve significantly how we safeguard vulnerable adults in partnership with health services and the police**

Performance Measures	Our result for 2009/10 was:	Our target for 2010/11 is:	Our target for 2011/12 is:	Our target for 2012/13 is:
a) Increase the percentage of staff from independent sector providers receiving safeguarding adults training	48%	60%	To be set pending 2010/11 outturn	To be set pending 2011/12 outturn
b) Raise awareness of safeguarding to service users, carers and the wider community; particularly targeting: <ul style="list-style-type: none"><li>o Homecare agencies</li><li>o Hospital</li><li>o Police</li><li>o Self funders</li><li>o Carers</li></ul>	N/A	Results to be reported by March 2011	To be set pending 2010/11 outturn	To be set pending 2010/11 outturn
c) Ensure feedback from vulnerable adults and carers is routinely used to inform and influence practice and learning	N/A	March 2011	To be set pending 2010/11 outturn	To be set pending 2010/11 outturn
d) Residents of East Sussex can access information about local safeguarding arrangements	N/A	Proportion to be reported by March 2011	To be set pending 2010/11 outturn	To be set pending 2010/11 outturn

<b>Policy Steer 4.6</b>				
<b>Support more older people and vulnerable adults to live safely in their own homes and local community</b>				
Performance Measures	Our result for 2009/10 was:	Our target for 2010/11 is:	Our target for 2011/12 is:	Our target for 2012/13 is:
a) Number of adults and older people helped to live at home <b>(NI 136 - LAA2)</b>	3537.59	LAA target: 2863.73  Local target: 3800	Review after LAA2 outturn	Review after LAA2 outturn
b) Percentage of people who are supported to maintain independent living <b>(NI 142 - LAA2)</b>	98.78%	LAA target: 98.34%	Review after LAA2 outturn	Review after LAA2 outturn
c) Percentage of vulnerable people achieving independent living <b>(NI 141)</b>	85.24%	Currently being set pending 2009/10 outturn	To be set pending 2010/11 outturn	To be set pending 2011/12 outturn
d) Percentage of carers receiving a 'carer's break', specific carers' service, or advice and information <b>(NI 135 - LAA2)</b>	23.31%	LAA target: 22.00%	Review after LAA2 outturn	Review after LAA2 outturn
e) Adults with learning disabilities in settled accommodation <b>(NI 145)</b>	52.44%	58%	To be set pending 2010/11 outturn	To be set pending 2011/12 outturn

<b>Policy Steer 4.7</b>				
<b>Improve opportunities for vulnerable people to engage positively with their communities and further encourage participation in local services and activities</b>				
Performance Measures	Our result for 2009/10 was:	Our target for 2010/11 is:	Our target for 2011/12 is:	Our target for 2012/13 is:
a) Adults with learning disabilities in employment <b>(NI 146)</b>	4.43%	7%	To be set pending 2010/11 outturn	To be set pending 2011/12 outturn
b) Open the Isobel Blackman Centre as a community hub for older people in the Hastings area.	N/A	Open - July 2010; Delivery of full programme - September 2010; Evaluate model of service to inform other developments - March 2011	To be set pending 2010/11 outturn	To be set pending 2010/11 outturn

<b>Policy Steer 4.8</b>				
<b>Develop disability and mental health services that ensure the effective transition of young people from children's services to adult social care</b>				
Performance Measures	Our result for 2009/10 was:	Our target for 2010/11 is:	Our target for 2011/12 is:	Our target for 2012/13 is:
a) Satisfaction and evaluation process co-designed and co-produced by parents, carers and young people will be produced	N/A	To be delivered by March 2011	N/A	N/A
b) We will develop a parents / carers charter	N/A	To be delivered by March 2011	N/A	N/A

<b>Policy Steer 4.9</b>				
<b>Lead improvements to the well-being of local communities across East Sussex through joint working with partners</b>				
Performance Measures	Our result for 2009/10 was:	Our target for 2010/11 is:	Our target for 2011/12 is:	Our target for 2012/13 is:
a) Achieving independence for older people through rehabilitation/ intermediate care <b>(NI 125)</b>	85.51%	85%	To be set pending 2010/11 outturn	To be set pending 2011/12 outturn
b) Deliver the Time of Our Lives Action Plan	N/A	Action plan to be delivered by March 2011 and future actions reviewed	To be set pending 2010/11 outturn	To be set pending 2010/11 outturn

Policy Steer 4.10 Continue to improve equity and equality of opportunity for all through our service delivery and as an employer				
Performance Measures	Our result for 2009/10 was:	Our target for 2010/11 is:	Our target for 2011/12 is:	Our target for 2012/13 is:
a) Equality toolkit and standards embedded in appraisal process to up-skill staff to ensure continuity of culturally appropriate service provision	N/A	Monitoring and reporting process to be established by March 2011	To be set pending 2010/11 outturn	To be set pending 2010/11 outturn
b) Increase the percentage of BME service users accessing the complaints process	N/A	Baseline to be established and data to be fully analysed by March 2011	To be set pending 2010/11 outturn	To be set pending 2010/11 outturn
c) Offer training to stakeholders on cultural, faith/belief, gender, transgender, sexual, age and disability issues ( <b>Time of our Lives Strategy Equality Impact Assessment</b> )	N/A	Training offer to be monitored and reported by March 2011	To be set pending 2010/11 outturn	To be set pending 2010/11 outturn
d) Review the Time of our Lives Strategy and ensure that robust account is taken of religious, cultural and ethnic needs, gender and sexual orientation ( <b>Time of our Lives Strategy Equality Impact Assessment</b> )	N/A	Measuring process to be established by March 2011	Report to be available by March 2012	To be set pending 2011/12 outturn