

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 2008/09 was: | Our target for 2009/10 is: | Our target for 2010/11 is: | Our target for 2011/12 is: |
| a) Proportion of people whose transfer of care from all care in all hospitals is delayed (per 100,000 pop 18+) (NI 131) | 16 | <16 | Under review | Under review |
| b) Develop Joint Procurement with the Primary Care Trust in order to improve market management of nursing care (minimum requirements, consistent fee rates, better identify service gaps) and establish joint brokerage to promote single point of contact for purchasing. Joint brokerage to be established during 2009/2010 | N/A | March 2010 | N/A | N/A |
| c) Develop and implement commissioning and procurement model. Strategy completion by 31/03/2010 | N/A | Strategy completed by March 2010 | N/A | N/A |
| d) Review partnership arrangements with provider agencies to improve departmental / provider relationships. Options appraisal to cover home care, residential and voluntary organisations | N/A | March 2010 | N/A | N/A |

| Policy Steer 4.2 | | | | |
|---|-----------------------------|----------------------------|----------------------------|----------------------------|
| Improve how people access information, advice, help and support through joint work with partners. | | | | |
| Performance Measures | Our result for 2008/09 was: | Our target for 2009/10 is: | Our target for 2010/11 is: | Our target for 2011/12 is: |
| a) Public provided with clear and simple information on Social Care services, through overhaul of Information Leaflets, which are agreed with focus groups and disseminated across the county | N/A | May 2009 | N/A | N/A |
| b) Hold a countywide advocacy event to look at advocacy in relation to Self Directed Support, personalisation and quality | N/A | September 2009 | N/A | N/A |

Policy Steer 4.3

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.

| Performance Measures | Our result for 2008/09 was: | Our target for 2009/10 is: | Our target for 2010/11 is: | Our target for 2011/12 is: |
|--|-----------------------------|----------------------------|----------------------------|----------------------------|
| a) Percentage of assessments that are completed in a timely fashion (NI 132) | 88.2% | >90% | Under review | Under review |
| b) Percentage of services that are provided in a timely fashion. (NI 133) | 90.5% | >90% | Under review | Under review |
| c) Social care clients receiving self directed support (NI 130 - LAA2) (08/09 - per 100,000 population) (09/10 onwards - %) | 598.5 15.3% | 19% | 30% | Review after LAA2 outturn |

Policy Steer 4.4

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.

| Performance Measures | Our result for 2008/09 was: | Our target for 2009/10 is: | Our target for 2010/11 is: | Our target for 2011/12 is: |
|--|-----------------------------|--|----------------------------|----------------------------|
| a) Self reported experience of social care users (NI 127) | N/A | Baseline to be set May 2010 | To be set | To be set |
| b) User reported measure of respect and dignity in their treatment (NI 128) | N/A | Baseline to be set May 2010 | To be set | To be set |
| c) User/Carer representation on all strategic boards by 31/12/09 and extended involvement in service development and evaluation | N/A | December 2009 | N/A | N/A |
| d) Systematic engagement of service providers through Putting People First Choice, Market Development and Engagement workstream | N/A | Establish and develop engagement mechanisms during 2009/2010 | N/A | N/A |
| e) Support To Access Care Services (STACS): Maintain the good practice percentage of service users who felt that the information received from STACS had allowed them to make an informed choice at 80% or above | 89.25% | > = 80% | > = 80% | > = 80% |

| | | | | |
|--|-----|----------------|-----|-----|
| f) Deliver awareness raising sessions to the Health and Community Theme Group of the Older Peoples Forums, on systems for reporting concerns by September 2009 | N/A | September 2009 | N/A | N/A |
|--|-----|----------------|-----|-----|

| Policy Steer 4.5 | | | | |
|--|-----------------------------|----------------------------|----------------------------|----------------------------|
| Improve significantly how we safeguard vulnerable adults in partnership with health services and the police. | | | | |
| Performance Measures | Our result for 2008/09 was: | Our target for 2009/10 is: | Our target for 2010/11 is: | Our target for 2011/12 is: |
| a) Independent evaluation of Safeguarding Vulnerable Adults Strategy for East Sussex commissioned by partner organisations. Evaluation to include a review of performance indicators and to be completed by October 2010 | N/A | N/A | Evaluation by October 2010 | N/A |
| b) Increase the percentage of staff from independent sector providers receiving safeguarding adults training from 36% in 2008/09 to 38% in 2009/2010 | 36% | 38% | N/A | N/A |
| c) Increase safeguarding referrals from Home Care agencies. 2009/10 targets to be based on 2008/09 baseline | 80 | > 80% | Under review | Under review |
| d) Risk assessments, levels, and protection plans completed for 100% of investigations | N/A | 100% | 100% | 100% |
| e) Promote awareness of Safeguarding Vulnerable Adults Strategy for East Sussex through planned multi-agency initiatives on 'World elder abuse awareness day' | N/A | March 2010 | N/A | N/A |

| Policy Steer 4.6 Support more older people and vulnerable adults to live safely in their own homes and local community. | | | | |
|---|-----------------------------|----------------------------|----------------------------|----------------------------|
| Performance Measures | Our result for 2008/09 was: | Our target for 2009/10 is: | Our target for 2010/11 is: | Our target for 2011/12 is: |
| a) Increase the number of adults and older people helped to live at home per 100,000 population (*based on 2007 population) (NI 136 – LAA2) Please note : targets shown in italics are based on updated population figures | 3189.29 | 2793.10* 3007.75 | 2863.73* 3126.71 | Review after LAA2 outturn |
| b) Maintain the good practice percentage of people who are supported to maintain independent living (NI 142 – LAA2) | 98.83% | 98.34% | 98.34% | Review after LAA2 outturn |
| c) Increase the percentage of carers receiving a ‘carer’s break’, specific carers’ service, or advice and information (NI 135 – LAA2) | 22.1% | 19.03% | 22.00% | Review after LAA2 outturn |
| d) Adults with learning disabilities in settled accommodation (NI 145) | 58.5% | >58.5% | Pending 2009/10 outturn | Pending 2009/10 outturn |

| Policy Steer 4.7 Improve opportunities for vulnerable people to positively engage with their communities and further encourage participation in local services and activities. | | | | |
|---|-----------------------------|----------------------------|----------------------------|----------------------------|
| Performance Measures | Our result for 2008/09 was: | Our target for 2009/10 is: | Our target for 2010/11 is: | Our target for 2011/12 is: |
| a) Adults with learning disabilities in employment. (NI 146) | 8.17% | >8.17% | Pending 2009/10 outturn | Pending 2009/10 outturn |

| Policy Steer 4.8 Develop disability and mental health services that ensure the effective transition of young people from children’s services to adult social care. | | | | |
|---|-----------------------------|---------------------------------------|----------------------------|----------------------------|
| Performance Measure | Our result for 2008/09 was: | Our target for 2009/10 is: | Our target for 2010/11 is: | Our target for 2011/12 is: |
| a) Users and carers are satisfied with their experience of transition | N/A | Baseline to be established March 2010 | To be set | To be set |

| Policy Steer 4.9 | | | | |
|---|-----------------------------|----------------------------|----------------------------|----------------------------|
| Lead improvements to the well-being of local communities across East Sussex through joint working with partners. | | | | |
| Performance Measures | Our result for 2008/09 was: | Our target for 2009/10 is: | Our target for 2010/11 is: | Our target for 2011/12 is: |
| a) Achieving independence for older people through rehabilitation/ intermediate care (NI 125) | 88.16% | >88% | Pending 2009/10 outturn | Pending 2009/10 outturn |

| Policy Steer 4.10 (see also 1.8) | | | | |
|--|-----------------------------|----------------------------|----------------------------|----------------------------|
| Continue to improve equity and equality of opportunity for all through our service delivery and as an employer. | | | | |
| Performance Measures | Our result for 2008/09 was: | Our target for 2009/10 is: | Our target for 2010/11 is: | Our target for 2011/12 is: |
| a) Ensure disability equality is taken into account when contracting services from other organisations through reviewing information given to potential contractors and how their work is assessed | N/A | March 2010 | N/A | N/A |
| b) Monitor disability equality in contracted services | N/A | March 2010 | N/A | N/A |
| c) Train staff involved in contract management in disability equality and how to monitor and review contracted services | N/A | March 2010 | N/A | N/A |
| d) Increase the percentage of staff who state 'My line manager discusses team performance at team meetings' from 60% in 2007 to 65% in 2009 | 60% | 65% | To be set | To be set |