

LOCAL ACCOUNT 2017

How we performed in 2016/17, and our priorities for 2017/18

What we do

The purpose of Adult Services is to ensure that people with care and support needs and their carers are supported. Adult Services have a statutory duty to ensure that vulnerable adults are safe and protected from abuse.

The challenges we face

- East Riding has a growing and ageing population with more complex health conditions
- People want more informed choice about how they live their lives
- There is a national drive to improve the quality of social care services and an increasing focus on the integration of health and social care
- Increasing financial pressures on public services have added to our challenges
- Managing public expectations of our services

Progress since our last Local Account

- Developed an Approved Mental Health Professional and Out of Hours service
- Supported ten newly qualified social workers through the assessed and supported year in employment programme
- Established a Review and Peripatetic Social Work Team to ensure everyone in care homes receives a review
- Successfully managed the unforeseen closure of four care homes, supporting residents to move to new accommodation
- Improved and sustained performance in relation to both completing assessments within 28 days, and people receiving reviews
- Built on the success and development of the Pocklington Multi Agency Integrated Hub to ensure improved integrated services with partner agencies
- Introduced a framework for DoLS, which has helped to manage demand
- Worked with health partners to be recognised as an active partner in A&E Delivery Boards
- Received a positive peer review of our arrangements for safeguarding adults

Sources:

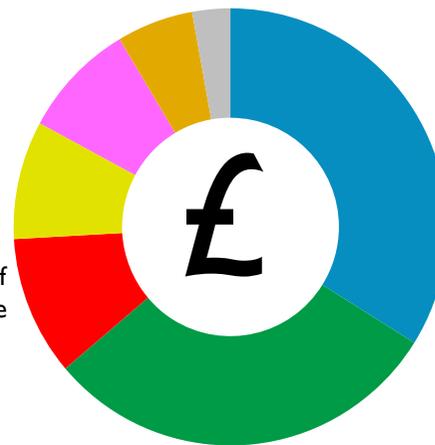
1 – ASC-FR data return, to be published in autumn 2017 by NHS Digital

2 – Adult Social Care Survey 2016/17, to be published later in 2017 by NHS Digital

3 – Survey of Adult Carers in England 2016/17, to be published later in 2017 by NHS Digital

How we spend the money

In the 2016/17 year, our net expenditure on different types of care and support was¹:



£83,137,000

- People with physical needs - £28,177,000
- People with a learning disability - £24,850,000
- On supporting the delivery of adult social care - £8,579,000
- People who are being assessed - £7,287,000
- People with memory loss - £7,134,000
- People who need mental health support - £4,754,000
- Other services - £2,356,000

What we have done well

In 2016/17, we undertook a large survey of people who use our services². The results told us that East Riding has the highest rates of social care related quality of life in the region, and:

- 84%** say they have control over their daily lives;
- 72%** say they are happy with those services;
- 82%** find it easy to find out about services;
- 94%** say the services they receive make them feel safe;

Where we need to improve

We also carried out a survey of our carers³. They told us:

- 43%** were satisfied with the services they receive;
- 70%** find it easy to find out about services;
- 74%** report they have been involved in discussions about the person they care for



Our priorities for 2017/18 include....

Prevention and Wellbeing

Review the prevention offer, including the Connecting Communities Grant, and the promoting independence fund

Why? *To reduce dependency on social care and increase the number of people accessing preventative support*

Work with the Voluntary and Community Service and City Healthcare Partnership to roll out social prescribing and Easycare models across East Riding

Why? *To increase access to community support, and help people better manage long term conditions*

Improve self-service model, including on-line assessments

Why? *Increase the number of people self-serving, and link to the council's Transforming East Riding programme*

Reablement and Recovery

Work with partners to implement projects to support the Better Care Fund

Why? *To improve outcomes for people and ensure best value for money*

Work with City Healthcare Partnership to improve range of assistive technology

Why? *Support our residents to remain at home in their local community as long as possible using latest equipment and technology to manage their own care*

Explore the proportionality of assessment according to need

Why? *To reduce the waiting times for assessments, and to improve processes*

Fully implement, review and monitor a seven day Approved Mental Health Professional and Out of Hours service

Why? *The new service went live in April, and any emerging issues affecting service users can be responded to and inform service development across agencies*

Long Term Support

Review the Best Interest Assessment and Deprivation of Liberty Safeguards processes

Why? *To improve the processes and reduce waiting times*

Implement the policy for an Independent Supported Living model

Why? *To improve outcomes and enable people to live in appropriate accommodation*

External assessment of our services

Safeguarding Peer Challenge

In February, the council received a peer challenge of its safeguarding arrangements. A team of experts were invited to look at our arrangements, and provided a report on what they found. The team were impressed with what they saw, and found that the achievements for safeguarding adults has been the culmination of years of work and engagement, and demonstrates huge commitment to all involved in safeguarding services. The full report is available at www.eastriding.gov.uk/council/performance/council-services/

Mystery Shoppers

Each year, a mystery shopping exercise on social care services takes place in all councils across the region, and feedback is provided on six different scenarios.

The mystery shoppers rated our services as:

- | | | | |
|----------------|-----------|--------------|-----------|
| • Telephone | FAIR | Face to Face | EXCELLENT |
| • Website | EXCELLENT | Reception | EXCELLENT |
| • Out of hours | FAIR | Safeguarding | GOOD |

Adult Social Care Outcomes Framework

All local authorities submit a set of performance measures to the government each year indicating how they have performed across a wide range social care issues. In 2016/17, 20 of our measures were better than the regional average, and 5 were below. The full results for all councils will be published in autumn 2017, and previous years data is available at www.content.digital.nhs.uk/catalogue/PUB21900

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