

COUNTY COUNCIL MEETING – 20 MAY 2011

Statement from: Cllr G A Marsh, Executive Councillor for Adult Social Care

Implementation of the Electronic Social Care Record on Adults Integrated System (AIS)

Last to go live on the electronic AIS recording system for ASC Operations on 9 March 2011 was the North West Area of Adult Social Care, ending over a year long process of planning, training and implementation. Since January 2010 the implementation has been led by a group of operational officers who co-ordinated the roll-out and associated training. I am pleased to say that the project was completed in time.

Improving Access to Adult Social Care

The Customer Service Centre (CSC) has been trialling a new push button selector method for all people telephoning the CSC Adult Social Care team. The purpose of this is to direct calls efficiently to the person with the right skills to help with the query. The trial will give us an opportunity to gauge caller response and to check and adjust the content of the messages. It ran from 1 March for 6 weeks and is now being evaluated.

Personal Budgets

A new leaflet called 'A brief introduction to Self Directed Support - Your Personal Budget for Social Care', has been produced following feedback suggesting the need for a booklet which pulled together the main points that would answer questions about Personal Budgets. 5,000 booklets have been produced, and have been welcomed by people and practitioners to the extent that we are now down to 400. We are now on target for 30% of service users to have Personal Budgets.

Putting People First (PPF) Champions

These are people in ASC teams who have met monthly to ensure that the front line has influenced the roll out of Personal Budgets in Lincolnshire. Champions have been instrumental in communicating what is working, what is not working and what can be improved. For example, Champions helped to develop the Self Directed Support booklet and to design a simple Support Plan Proforma. These two developments have been welcomed by people being assessed as easy to use and informative. The Champions will become members of a Practice Development Group in the new ASC areas from Autumn this year so that their valuable work can continue.

Mental Health Personalisation Project - £30,000 Successful Bid

This work began in December 2010 following a successful bid for £30,000 from the East Midlands Joint Improvement Programme. This was to fund a practitioner to work with older people with dementia and their carers, to support them to use Direct Payments to really tailor support to meet their individual needs.

The appointed practitioner is working in the south of the county and has been well received by people and their carers. So far she has enabled 20 people to have a Direct Payment. The project will run until 30 November 2011.

Supported Housing

The Supported Housing Partnership for Lincolnshire will sign off its new budget for these essential services this month. Significant work has been undertaken to identify how this high performing service can continue to develop under more straitened budget conditions.

Homelessness

Evidence of our ability to manage tight budgets and improve services may have been seen by some of you on Beaumont Fee. The new multi-million pound centre for tackling homelessness in the north of the county has now reached the 1st floor building height and is on track to be open in Spring 2012.