

COUNTY COUNCIL MEETING – 11 FEBRUARY 2011

**Statement from: Cllr G A Marsh, Executive Councillor for
Adult Social Care and Supporting People**

Since we last met, agreement has been reached with partners to formally join up planning for housing and supported housing under the leadership of a single joint member body. Existing bodies will consider arrangements over the coming months and we are hopeful that a first meeting of the new body will take place in April 2011.

Public consultation on planning consent for a new extra care scheme at Skegness has started recently. The proposed new scheme will significantly improve both the accommodation and service flexibility for local older people once completed.

Clients continue to praise Needs Assessment Services

Adult Social Care's Needs Assessment services are continuing to get the thumbs up from the majority of their clients, according to the latest Touchstone Survey. At least 92% of customers were pleased with the way they were treated in the six aspects of the service they were surveyed on. This builds on the findings reported in the previous quarter, as highlighted in the last Putting People First bulletin.

The latest results show:

- 95 % of people fully trust the service
- 93 % have confidence in the service
- 92 % felt fully reassured
- 95 % felt that they were treated with respect and dignity
- 92 % felt that their individual needs were met
- 92 % felt that their expectations were met

Overall, respondents were pleased with their assessors, who they described as being professional, friendly, helpful and polite. Several people said they were impressed with the level of explanation and information provided to them and that they really appreciated leaflets and information packs.

They were also grateful for the help and support they had received from assessors, together with the core packages of care and equipment. All of this had improved their quality of life and made it much easier for them to manage.

Thanks to the findings of the first survey, which highlighted an issue with informing people about the timescales regarding the delivery of equipment, this has now been dealt with. In the latest survey most said they were kept fully up to date with progress.

Key Performance Measures

The Department of Health are consulting Adult Social Care departments about what the key performance measures should be for local authorities delivering services to people for 2011 and beyond. We have been contributing to this work and have attended workshops in December and January to make suggestions. We have made proposals especially around things that matter to people who receive a

service, and are seeking to have measures included which answer two key questions: 'did we treat you well?' and 'have we made a difference?'

Social Care IT Teams

The work of the social care IT teams is being recognised nationally as Lincolnshire is being asked to expand its work with NHS Lincolnshire on behalf of other local authorities and the wider health service. Our staff will be undertaking more work to connect health and social care staff, undertaking joint assessments on people who need services.

Quality Assurance

The latest Quality Assurance information on private and third sector residential care homes indicates that Lincolnshire has over 94% rated as good or excellent against the CQC quality ratings.

Supporting People

The Supported Employment and Transitions Services, in partnership with the Education Business Partnership, hosted a successful one-day Education/Employment conference for Specialist Schools, Colleges and Employers. The event had guest speakers from a range of fields including from Ofsted, Education and Business. The conference considered and reviewed the challenges surrounding student progression to employment and the barriers for employers when engaging with this client group.

The Supported Employment Service is delivering a short term employment project for people who attend the Physical Disability Day Service. The project is to support people whose aim is to return to work, to develop the skills and confidence to return to the labour market. The project has already identified 15 people who wish to be back at work instead of attending day services. The client group includes a range of ages, skills and previous experience including ex managing directors.