
OVERVIEW OF ADULT SOCIAL CARE AND HOUSING PORTFOLIO

Purpose of the Report

1. To inform and update Members on progress within Adult Social Care and Housing since the last meeting of Council. The following are the main areas of work under the Portfolio for Adult Social Care and Housing.

Adult Social Care –Strategic Commissioning

2. Following the scandal at Winterbourne View Hospital, NHS England in partnership with local authorities has developed a change plan called 'Transforming Care'. This is a plan to radically change how people with a learning disability and/or autism who display behaviour that challenges, including those with a mental health condition, are supported. The plan has a number of key outcomes, ensuring those who are still in hospital and don't need to be there are effectively discharged into their local community and ensuring that those who do need to be in hospital are only in their for short periods and that the infrastructure needed to support people in their own communities is in place.
3. To develop thinking across the country, five Fast Track sites have been identified, with the North East and Cumbria being one of these. There is a regional delivery plan that looks at reducing the number of in-patient beds by at least 50 per cent over the next five years and the redistribution of funding to develop local infrastructure. An initial locality plan has been developed for Darlington and Durham as part of the Fast Track process.
4. A regional bid was made to NHS England to access a £10 million Transformation fund. The region secured £1.432 million to support progress around three of the proposed five key areas : -

| Project Management | Workforce Development | Community Service Development | Provider Transitional Support | Capital |
|---------------------------|------------------------------|--------------------------------------|--------------------------------------|----------------|
| 100 | 200 | 1,132 | 0 | 0 |

5. A more detailed delivery plan for the region and the impacts for Darlington will be addressed through the development of a local delivery plan.

Darlington Dementia Action Alliance (DAA)

6. The DAA is continuing to develop and progress has been made in a number of areas, including piloting a Dementia Hub at Crown Street Library. This will provide a permanent information resource for people with dementia and their carers and will also be staffed for half a day per month in the first instance. In addition, Jenny Chapman MP, hosted a public Dementia Friends session which was attended by over 20 people.
7. A Carers' Rights Day event for employers is planned for 20th November. The event will look at the business case for supporting employees who are, or who become, carers, good working practices in relation to supporting carers and provide information about the support that is available locally to both carers and to the people they care for. The target audience is primarily first line managers/senior managers/HR staff.
8. Most people's lives will include at least one episode of caring and already one in nine of any workforce will be caring for someone who is older, disabled or seriously ill. But with the number of carers in the UK set to rise from six million to nine million over the next 30 years, the proportion of carers in the workforce is also likely to increase significantly. Already 90 per cent of working carers are aged 30 plus employees in their prime employment years. The peak age for caring is also 45-64 when many employees will have gained valuable skills and experience. With fewer young people entering the job market, and in the current economic climate, there has never been a more important time to focus on the benefits of retaining skilled workers rather than incurring the costs of recruiting and retraining new staff.'
(Source: Employers for Carers website).

Adult Social Care – Operational Developments

9. Work continues in relation to the Care Act to ensure the Local Authority is meeting its statutory obligations. As we know the funding reforms have been delayed until 2020 and we have now had confirmation this is the same for the appeals system. The Department of Health has requested information to understand the potential impact of withdrawing elements of the implementation funding to local authorities given the delay in the reforms. The feedback from all local authorities, including Darlington, is that this would have a significant impact. Despite the reforms being delayed, we have seen increased costs associated with a number of key aspects of implementing the Act. This includes a noticeable increase in relation to requests for assessment, increased referrals for advocacy and costs associated with the development of our information and advice function. Confirmation is expected in due course.
10. The Department of Health has confirmed the stock takes will continue. The next is due to be completed in November. We understand this will be focusing on the commissioning element including local authorities Market Position Statements. Feedback received from the regional Care Act Lead, from our most recent stock take was positive.

11. There are other key areas of work that are continuing in relation to the Care Act, these include the review of the resource allocation system, the review of the Assessment and Support Plan documentation and the review of the charging Policy. Consultation will be required in relation to all three elements.
12. Work continues to support the replacement of the case management system, staff are currently assisting with a data cleanse exercise and key staff within Adult Social Care have been able to access the system to understand its functionality and assist with the redesign of process and procedures which will support more efficient ways of working.
13. The Council is continuing to work with colleagues from the Clinical Commissioning Group (CCG) and County Durham and Darlington Foundation Trust (CDDFT) in relation to achieving key performance metrics outlined within the Better Care Fund projects. The local authority now has three staff who are working from Darlington Memorial Hospital to assist with timely assessment and facilitating safe discharges from hospital avoiding unnecessary delays. Staff within the community teams continue to support the GP practice, Multi-Disciplinary Teams (MDT's) and the twice weekly MDT's that take place within the Responsive Integrated Assessment Care Team (RIACT). Representatives from the local authority are part of a working group, led by CDDFT which is focusing on reducing delayed transfers of care. A business case has been submitted to the Systems Resilience Group requesting funding to support a multi-disciplinary discharge function across Darlington Memorial Hospital and University Hospital North Durham.
14. Work in relation to managing the cost of care continues, a pilot has been running where those individuals who are eligible, have been able to access assistive technology as part of their offer from RIACT. Individuals have been able to see the benefits of the technology and in some cases agreed to use it in the longer term reducing the need for support. Medication dispensers have been part of the offer and for some these have been very successful. Work continues with local pharmacies in relation to seeking their support with this.

Lifeline Services

15. Lifeline Services is the broad term for a range of services that sustain and support independent living to people in their own accommodation or rented accommodation. The current connections are :-

Lifeline Clients

| | |
|-------|-------------------------|
| 900 | Private Lifeline |
| 157 | Housing Associations |
| 861 | Council Resident Warden |
| 710 | Council (Other) |
| 2,628 | Total |

16. This loss of £0.5m General Fund support and the pressure to remain competitive with the offer available from other providers has required further significant efficiencies to be found. It was anticipated that this reduction in funding and resultant increase in costs for service clients would mean that a significant number may end their contracts. It is pleasing to note that this has not occurred and connections have seen a slight increase.

Activities in Sheltered Housing Schemes

17. Within our Sheltered Housing and Extra Care Schemes there are a range of activities available in the communal facilities, such as, coffee mornings, bingo, art classes, sewing clubs, bowls, lunch clubs, film sessions, gardening and coach trips. There is lots of evidence that people who engage in physical and social activities have good health and well-being and are less likely to suffer from mental ill health and isolation. Therefore, as part of our commitment to ensuring that our offer remains attractive and provides a comprehensive opportunity for both social and physical activities for both the tenants and community, two part time activity coordinators have been financed from the Housing Revenue Account. These Officers will be liaising and working alongside our partners in Health, Leisure Services and the Voluntary Sector to explore new opportunities for shared working, funding and volunteering to support both the delivery of the activities and provide support to those attending.

Sheltered Housing Improvements Roxby Court

18. The Housing Business Plan has historically included substantial investment in Sheltered Housing and improvements costing £500K are currently taking place at Roxby Court on the Firthmoor Estate. The work includes :-

- (a) a new roof, fascia's, soffits, guttering, new cladding and external wall finish;
- (b) new windows and doors, improved footpaths, fencing, and recycling areas;
- (c) the existing electric heating system is being removed and replaced with new energy efficient gas fired central heating system;
- (d) ventilation system to the shower room and kitchen;
- (e) level access shower room with carer screen and shower curtain;
- (f) new kitchens and bathrooms;
- (g) improvements to room layouts and circulation for improved mobility; and
- (h) internal redecoration.

19. The communal areas will benefit from :-

- (a) the removal of the communal bathing areas as each flat has a level access shower;
- (b) upgraded energy efficient heating to all Communal areas. The corridors and communal staircase handrails and balustrading are upgraded to improve safety and enhance appearance;
- (c) communal space is being reconfigured to increase the recreational areas;
- (d) redecoration of the communal areas; and
- (e) upgrading of the Lifeline technology.

Housing Options Service

20. The Welfare Reforms have impacted on demand for social housing in a number of areas in the north east. Analysis of demand and supply in the Darlington area shows a healthy demand for all property types, particularly since last year's review of the age criteria for flats. There are currently some 1670 individuals and families registered on our waiting list seeking rehousing. Of this number, 405 are tenants seeking to transfer to another Council owned property. From April to September 2015 the number of properties advertised was 303. The demand for social rented accommodation has increased steadily from 597 bids in April to 850 in September 2015. The average bid per property has also increased from six in April to 17 in September 2015.

Universal Credit

21. The Universal Credit roll out in Darlington commences on 23 November 2015, and will apply to single jobseekers making a new claim. Due to this narrow criteria it is projected that there will only be a total of 688 claimants until the end of March 2016, the vast majority of whom are expected to require very little advice or support from the Council. The Citizens Advice Bureau service in the Customer Centre will be utilised to provide personal budgeting support for the 35 claimants who are predicted to require this, and training has been provided to relevant frontline staff, local private landlords and those voluntary organisations most likely to come into contact with those affected.

22. I have also :-

- (a) attended an Ageing Well meeting;
- (b) Chaired a meeting of DAWM;
- (c) Attended a meeting of the CDDFT Governing Council;
- (d) attended Dementia Action training;
- (e) visited the community equipment service; and
- (f) attended the Remembrance Day Service

Councillor Veronica Copeland
Cabinet Member with Portfolio for Adult Social Care and Housing