
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. The implementation of a pilot Rapid Response Service, recently commissioned by Darlington Borough Council, but funded by additional monies from the NHS to address the 'winter pressures' is proving extremely effective. The purpose of the service is two-fold, firstly it provides a waking night/crisis response overnight sitting service as well as an evening and weekend domiciliary care response service. The contracted provider is required to respond to requests for the service within two hours, with the aim of either preventing a hospital admission or facilitating an early discharge. The service commenced on 19 December and has very quickly become established, receiving 26 referrals up until 6 February 2017. The scheme is funded until the end of March 2017, when a full evaluation will be carried out and the findings used to develop any future business case.
3. The Direct Payments Support Service has recently been procured, the contract start date is 1 April 2017, and the provider is Darlington Association on Disability, the existing provider. This Service is in place to provide support to individuals needing help to manage their Direct Payment. This includes information and advice, support to pay invoices, recruiting, employing and running a staff team. A key element of the new service is the development and maintenance of a Personal Assistant register, providing a central record of potential staff to enable more effective matching of staff with potential employers.
4. Transfers of care from NHS acute services to the local authority, is a priority area for Adult Services. It is well documented that long stays in hospital can lead to poor outcomes for patients. The aim is always to discharge people in a timely manner following acute treatment and care. Promoting good discharge practice is a system wide issue that involves a range of partners working together to commission and provide appropriate pathways of care. This partnership approach is incorporated within the remit of the Local Accident and Emergency Board (LADB) and the Better Care Fund (BCF). The 'Hospital to Home' programme, within the BCF, is aimed at reducing Delayed Transfers of Care (DTOC). This is being achieved by focussing on avoiding admissions to hospital from care homes, the work of RIACT and a proactive response from assessment teams. Although there are pressures in the system associated with the management of people with multiple long term

conditions, our performance is positive, with very few DTOC being reported that are attributable to Adult Social Care.

Adult Social Care – Operational Services

5. As a way of acknowledging and celebrating service improvements, we have entered a submission to the Municipal Journal Awards under the 'Delivering Better Outcomes' category. The submission recognises the work of the Life Stages Service in enabling individuals to effectively set and achieve outcomes that improve their quality of life by maximising their independence. The service has moved from a risk adverse maintenance model towards a progression model that focuses on people's strengths and adopts a positive risk enablement approach within the workforce. This model has enabled individuals to become more independent, supporting them to the achievement both short term and long term goals. In making these improvements the service has also delivered cost efficiencies.
6. As part of our continuing work to recruit a permanent and stable social care workforce we attended the Compass Jobs Fair in Birmingham on 15 March. Compass provide specialist social work job fairs, targeting a wide range of experienced professionals. We will be presenting a seminar at the event, to showcase the good work in Darlington and to raise the profile of Darlington as a good place to live and work.

Darlington Safeguarding Adults Partnership Board (DSAPB)

7. The last DSAPB meeting was held on 2 February 2017. The Board commissioned lessons learnt review¹ in autumn 2016, which explored multi-agency learning in respect of a case of self-neglect. The Board received the presentation and considered the recommendations and has asked the relevant sub group (Adult Learning and Improvement) to review these and to develop an action plan which is to be presented at the next DSAPB in March 2017.
8. The Board also received a report on the learning from the Joint Safeguarding (Children and Adults) Boards' development day held in December 2016. It was agreed that the actions from the development day be included in the overarching strategic business plan and an extra-ordinary meeting be arranged with the strategic leads from the Board to finalise the Boards Business Plan. The updated Business Plan will be presented at the next DSAPB.
9. The Board hosted its first '[practitioner event](#)' on 13 February 2017 and a subsequent event on 20 March 2017, to promote best practice in safeguarding and focussed on Mental Capacity Act, Deprivation of Liberty Safeguards, including Making Safeguarding Personal and Self-neglect.

¹ Lessons learnt review is a discretionary review which is to promote effective learning and improvement action, through identifying what the relevant agencies and individuals involved in the case might have done differently that could have prevented harm or death. It is not an investigation.

Housing Services

Preventing Homelessness in Darlington

10. Preventing homelessness is a statutory responsibility and one which the Council focuses significant resources on. There are great productive partnerships in place between statutory services and providers to ensure that nobody needs to sleep rough.
11. We are aware that Darlington Town Centre has recently seen an increase in the number of people begging, and this has, understandably, raised concerns from members of the public. We can evidence this through the increased number of calls to 'Streetlink'. All calls have been responded to and, out of the 14 referrals, we found that 13 of these people did have accommodation but were choosing to beg.
12. We have a Housing Options team who work with people who are homeless, threatened with homelessness, or are vulnerable and need support to be able to live independently. People present to the Housing Options team for a number of reasons from financial difficulties, mortgage and rent arrears to domestic abuse, prison leavers and drug and alcohol addictions. A full assessment of the individuals needs is completed and an action plan created tailored to those needs.
13. Where it is identified that the individual needs on-going support they will be referred directly into a support service. We have a number of 'housing related support' services in Darlington from hostels, individual units of accommodation to outreach support and mediation services. These services see and work with a high number of vulnerable people each year. Additionally, First Stop Darlington, have daytime support, washing and shower facilities available.
14. As a snapshot of some overarching figures in 2015/16, 291 individuals were supported in a homeless hostel and 636 received support through an outreach service to support them to remain in their own home. Additionally, 386 individuals were placed in temporary accommodation by the Housing Options team. Projections for 2016/17 show numbers remain at similar levels.
15. To ensure the needs of the individual are met, the Housing Options team and service providers work closely with other organisations such as Probation, Prisons, Police, health services and Adult and Children Services. This ensures that where additional support or resources are required they are easily accessible. When an individual receives support, they are motivated to look at their lifestyle choices and address the issues which have led them to requiring housing support. Providers work with individuals to bring routine into their lives, attend doctors and other appointments, look at education and training opportunities in a hope that through enough support they will be motivated to get into work. Addictions and anger management issues are addressed, alongside health issues, families are mediated back together and independent living skills are developed.
16. The local authority statutory function requires that considerations are made regarding a person's, eligibility, homelessness situation, vulnerability, intentionality

and connection to Darlington. However, where we have temperatures below a certain level, anyone presenting with a housing need will be provided with temporary accommodation for the night.

17. The Housing Options team offer pre-bookable appointments, drop in appointments and an emergency (homeless tonight) service through our Customer Service Team.

Red Hall Regeneration – Healthy New Towns

18. Recently we have been successful in obtaining funding to advance the regeneration of Red Hall. The funding is linked to the objectives of building a healthy, sustainable and resilient community; making Red Hall a place where people want to live:
 - (a) A bid for funding through the Healthy New Towns project to the Department of Health has successfully brought an additional £84K to support a variety of projects, including work to footpaths and the installation of benches along a key walking route to encourage and improve walking. Additional play equipment will be provided in the new play park and funding has been made available for a Bikeability project to be run by the Primary school that will help children to learn to ride by giving them access to bikes and training. Further bridging funding has been made available to help extend the life of the community development project, while £46K has been made available for a number of feasibility studies to support the development of the Healthy New Towns project.
 - (b) We are currently waiting for formal confirmation of a successful bid for funding through the Estate Regeneration Fund. The bid was for £250K. This consists of £136K for various feasibility studies including the road link between Red Hall and the new development proposed for Burdon Hill. The remainder will be spent on commissioning a Community Architect and various design and survey works required to work on the next stages of the development of Red Hall as well as supporting various community development initiatives during the next year.
19. The pace of community development work in Red Hall has continued to increase. Following the success of the Lunch Clubs run during the school holidays a much bigger event was held during half term on 21 February at the Community Centre. The day began with breakfast, followed by children's activities and a session run by Middlesbrough Football Club Foundation aimed at children and encouraging adults who are not in work, education or training to take the first step towards employment. A number of stalls focused on employment and advice. Throughout the day craft and story sessions were run by the Learning and Skills Team.

Hammond Drive

20. Work has recently been completed on the Council's latest housing development at Hammond Drive, Skerne Park. The development consists of 18 spacious two bedroomed apartments built to Lifetime Homes standards with the ground floor being particularly suitable for older people and people with disabilities, including

wheelchair users. Allocations are currently underway.

21. I have also :-

- (a) attended the Tees Valley Armed Forces Forum;
- (b) attended a Health and Well Being Board training session;
- (c) attended a meeting of the Health and Well Being Board;
- (d) attended Council of Governors of the County Durham and Darlington Foundation Trust;
- (e) attended the event of volunteering held in the Dolphin Centre;
- (f) attended the NHS engagement session of the Sustainability Transformation Plans; and
- (g) attended the Council's enquiry in the Sustainability Transformation Plans.

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