
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 Carers Support Services contracts for Adult and Young Carers have recently been re-procured and the contracts started on 1 May 2017. DISC will continue to provide the service for young carers up to the age of 25 and Durham County Carers Support is the new provider of the service for adult carers, including parents of disabled children, which was previously provided by Darlington Association on Disability.
3. The support provided by the Services includes: information, advice and guidance, 1:1 support tailored to individual carers' needs, whole family support; group activities to enable carers to meet others in a similar situation and to take time out from their caring role, individual carer breaks, and awareness raising with health, social care and educational professionals to raise the profile of all groups of carers.
4. As part of Adult Social Care's preventative approach to maintaining and maximising independence, the Council continues to work in partnership with 'Just Checking' to make better use of assistive technology to support individuals.
5. The benefits to the Council of using this assessment tool is to achieve cost efficiencies safely and ensure that individuals are being supported to maximise their independence, achieve their full potential and contribute to the wider community.
6. Following a successful trial within the Lifestages and Responsive Integrated Assessment Care Team (RIACT), where the tool was used successfully to support individuals with a learning disability and those being discharged from hospital to live more independently, it was agreed to roll out the technology to other teams within Adult Social Care.

Adult Social Care – Operational

7. As part of our continuing commitment to recruit a permanent and stable social work team in Darlington, we attended the Compass Manchester Jobs Fair on 8 May

2017. Darlington led a delegation of all the North East Councils to promote the region as a place to move and work.

8. The implementation of Liquid Logic, the new adults social care data base, continues to progress. This is a major work programme for both the service and systems teams. At the present time, we are on course to go live with the new system as planned at the end of June.
9. The service continues to maintain a focus on achieving performance improvements in key areas such as maximising independence and reducing the need for services. In particular, we have achieved good performance in reducing the number of new permanent residential placements compared to 2015/16 figures. This applies to both younger (18 to 54 years) and older adults (over 65 years).

Darlington Safeguarding Adults Partnership Board

10. The last Darlington Safeguarding Adults Partnership Board (DSAPB) meeting was held on 23 March 2017. The Board commissioned a Safeguarding Adult Review (SAR) in Autumn 2016 and received the presentation of the learning from this SAR. A SAR is a statutory review which can only be commissioned by the Safeguarding Adults Board where it has met the criteria as set out in section 44 within the Care Act. This is *'when an adult in its area dies as a result of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked more effectively to protect the adult.'*
11. The Board's Business Plan is being reviewed and updated to reflect the current priorities for the next twelve months. This plan will be available from the Safeguarding Board's website when complete.
12. The Board also produces a 'messages bulletin' after every meeting to inform the general public and practitioners working with adults on the work of the Board. This is available from the Board's website www.darlingtonsafeguardingboards.co.uk.

Housing Services

Big Lottery Reaching Communities Fund: Holiday Hunger Projects

13. Building on the work in Red Hall, a successful bid was made to the Big Lottery Reaching Communities Fund to develop 'holiday hunger' projects in four areas of Darlington; Cockerton, Firthmoor, Northgate and Skerne Park. Out of around 30 bids only 4 were successful. The bid was made by North East Child Poverty Action on behalf of six Local Authority areas. Funding for Darlington is £60,000 for one year. It will include the set up and running of four clubs and funding for activities as well as the provision of food. One of the aims of the project will be to build sustainability so that the projects can continue after the funding has finished.

Coast and Country Housing Association: Empty Properties Funding

14. Coast and Country Housing Association have received funding from the Homes and Communities Agency to bring back into use homes that have been empty for

six months or more. They are funded to purchase 15 homes during the Affordable Homes Programme 2015-18. They have so far purchased eight with another in the process of being purchased. The remaining six will be purchased during 2017-18.

Stock Condition Survey

15. A contract has been awarded for an external contractor to carry out a Stock Condition Surveys on our Council Housing Stock. This will consist of visual inspections of both the internal and external components of the property to determine its condition and what maintenance may be required in the future. The data from the survey is important to validate progress against the decent homes standard target and to tell us where we need to invest, what work we need to do and how much this will cost. We will then identify the priorities for our maintenance programmes over the next couple of years to inform future asset management and investment programmes.

ICT Programme

16. Housing and Building Services have embarked on a programme of improvements to the ICT services that are used to support service delivery. By improving the ICT systems we are able to operate more effectively and efficiently and improve the information we hold to help better inform our future operational activities. This in turn means an overall improvement to the services we provide to our customers.
17. A new Asset Management System has been implemented which holds key information on our Housing Stock. This details various components of each property and identifies lifecycles and replacement costs. The system also contains information relating to asbestos, servicing and surveys. This will enable us to be more proactive, dealing with more work in a planned way, thereby reducing day to day repairs which can cause inconvenience and disruption to our customers.
18. A new scheduling system has been implemented which enables us to more effectively manage the Building Services workforce that are appointed to visit tenants to deliver our repairs and maintenance service. This is closely linked to the Mobilisation and Job Management Project, an on-going large scale project due for completion in Autumn 2017 which will improve the mobilisation of the Building Services workforce and improve Job Management and Costing. This includes an upgrade to the handheld devices, improved integration of data and more effective recharging of job costs. By having more accurate and reliable live data on where operatives are and the issues they are facing on individual jobs at any given time we can use our overall workforce more flexibly and improve the service our customers receive, particularly on responsive work, and keep them better informed.
19. The current handheld devices are outdated and difficult to use by both operatives and customers, particularly in recording customer satisfaction surveys. Understandably, our Tenant Groups place a high level of importance on being able to easily monitor satisfaction levels as well as analyse issues and trends. They also want as many people as possible to complete the surveys in order to get as much robust data as possible. We anticipate achieving this through the new, user friendly devices.

20. I have also attended the 21 Gun Royal Salute on Friday, 21 April 2017, to mark the Anniversary of the Birthday of Her Majesty the Queen at 4th Brigade Headquarters North East, York.

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Cabinet Member with Portfolio for Adult Social Care and Housing