

East Riding of Yorkshire Local Account 2013/14



EAST RIDING

OF YORKSHIRE COUNCIL



Maximising our potential

Working with others to support sustainable economic growth and strong communities, ensuring the East Riding is a great place to invest in, live, work and visit

Valuing our environment

Responding to climate change, developing our infrastructure and safeguarding our heritage

Supporting vulnerable people, reducing inequalities

Supporting in times of need, protecting from harm and improving the quality of life

Promoting health, wellbeing and independence

Helping people to stay healthy, strong and fit for the future

Reducing costs, raising performance

Developing our workforce and working with partners to provide excellent service, effective governance and value for money.

Introduction

Welcome to the East Riding of Yorkshire Local Account, which sets out how well we are doing in meeting the needs of our residents who require care and support. The document explains the progress we made since our last Local Account was published in the summer of 2013.

Social care is in a period of considerable change. The publication of the Care Act provides a renewed focus for delivery of services, with fresh challenges. Our work will be focussed around implementing the key elements of the Care Act, including a greater emphasis on promoting prevention, and a concentration on supporting people who are not eligible for state funded support. The Act introduces limiting the costs of care for people, and a national eligibility criteria, so people receive services based on their need, rather than where they live. There is a greater emphasis on integrating health and social care, building upon our already strong partnerships.

We hope that you find this Local Account interesting, and encourage you to provide feedback. Our contact details are towards the end of this document.

What Is A Local Account?

This report is part of a new approach to assessing and reporting on the effectiveness of Adult Social Care in the East Riding of Yorkshire, following the withdrawal of the Care Quality Commission's Annual Performance Assessment. The Local Account is a report for people who use services, and the wider public about the performance of Adult Social Care. It is at the heart of the Government's new model for sector-led improvement, where organisations are open and transparent about what they do, and can learn from each other.

This is not a statutory document, and there are no specific guidelines about what we should and shouldn't include. We want our Local Account to reflect our priorities for Adult Social Care, which are:

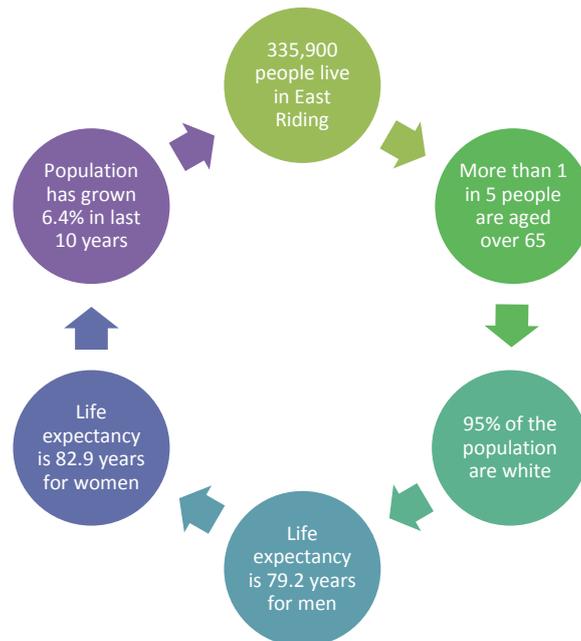
- Prevention;
- Recovery;
- Continued support;

This report covers our progress against these priorities, and what we aim to do in the next 12 months. We've also included some relevant performance data, and information on how we spend our money.

This document is only an introduction to our services. If you require any further information, you can visit our website at www.eastriding.gov.uk, or contact us via telephone or post. Our details are at the back of the Local Account.

Knowing Our Local Area

East Riding of Yorkshire Council covers an area of approximately 930 square miles, making it the largest unitary authority in the country. Bridlington is the biggest town, followed by Beverley, with other large settlements in Goole, and the Haltemprice area to the west of Hull.



Our population is becoming older. The 2011 Census showed an increase of 24% of over 65's since the last Census, whereas the general population increased by a more modest 6.4%. This presents increased challenges for social care delivery, as older people are more likely to make use of social care services. East Riding is a generally affluent area, ranked 219 out of 345 local authorities for being the least socially deprived. There are however pockets of deprivation, in parts of Bridlington and Goole, and south-east Holderness.

Equality and Diversity

The council is committed to eliminating discrimination and promoting equal opportunities for all of our residents, service users and employees, and this commitment is backed by the Equality Act 2010. Full details are available at <http://www2.eastriding.gov.uk/council/plans-and-policies/other-plans-and-policies-information/equalities-and-diversity/>

Our Challenges

As part of a structural reorganisation, from November 2013, the responsibility of Adult Social Care moved from the Children Families and Adult Services Directorate, to the Corporate Strategy and Commissioning Directorate of the Council. We work in partnership with many organisations including health services, independent care providers and the voluntary and community sector.

Changes in the demographics of East Riding, and changes to legislation, in particular the Adult Social Care Reform White Paper and the new Care Act, mean that there are a significant number of challenges facing the local delivery of social care. These include:

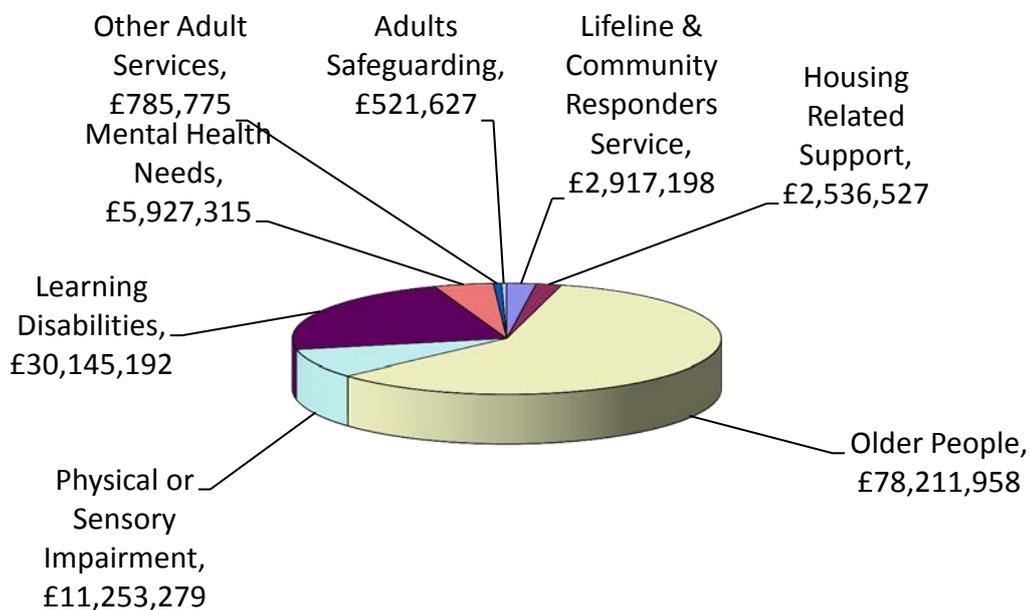
- Responding to the requirements of the Care Act
- Developing and delivering services for people with autism
- Implementing our Dementia Strategy
- Maintaining service delivery in a challenging financial climate
- Developing a longer term plan to respond to an ageing population
- Ensuring that the customer voice is at the heart of our service development
- Utilising the Better Care Fund and integrating with partners in the NHS
- Promoting the health and wellbeing of East Riding residents to minimise the risk of people reaching crisis point
- Facilitating and supporting the development of the health and social care market to ensure that services are available to people who need them
- Ensuring that people have access to information about services by developing and promoting an e-marketplace
- Ensuring that a short breaks service is available for those with dementia and learning disabilities
- Continued implementation of the Mental Capacity Act with all our statutory partners
- Promoting Connect to Support

The Adult Social Care Spend 2013/14

Adult Services - Outturn 2013-14

	Gross Spend	Income	Net Spend
	£	£	£
Lifeline & Community Responders Service	2,917,198	-2,054,630	862,568
Housing Related Support	2,536,527	-51,491	2,485,036
Older People	78,211,958	-41,864,536	36,347,422
Physical or Sensory Impairment	11,253,279	3,172,292	14,425,571
Learning Disabilities	30,145,192	-7,648,843	22,496,349
Mental Health	5,927,315	-1,567,292	4,360,023
Other Adult Services	785,775	-94,368	691,407
Adults Safeguarding	521,627	-100,734	420,893

Grand Total



Adult Social Care Outcomes Framework 2013/14

The Adult Social Care Outcomes Framework (ASCOF) was launched by government in March 2011, introducing a broader outcome focussed approach to presenting information on what adult social care has achieved. It contains a set of performance measures which each local authority in England produces and submits to the government.

The measures contained within the ASCOF have been tested against a series of criteria to assess their suitability for inclusion in the framework. This criteria includes:

- Relevant and meaningful to the public – measures should reflect what matters to people;
- Substantially influenced by social care – measures must be relevant to the work of adult social care to support accountability;
- Can be compared between local authorities and over time – measures must be consistent to support transparency;
- A measure should be able to be disaggregated – measures should be able to be broken down to support a focus on inequalities;

Nationally, the ASCOF will give an indication of the strengths of social care and the success in delivering better outcomes for people who use services. This supports the Government's role in reporting to the public, and will influence national policy development. By doing this, it also helps us to identify trends and highlight risks, and to continually improve our services.

The ASCOF is divided into four key priority areas – domains – and each of these domains has a number of supporting performance measures. This chapter provides information on these domains, and how we have performed in the 2013/14 year.

More information about the Adult Social Care Outcomes Framework, is available at www.nascis.ic.nhs.uk . This site will also publish the data from all local authorities for the 2013/14 year later in 2014.

Domain 1 - Enhancing the quality of life for people with care and support needs

What does this mean?

- Carers can balance their caring roles and maintain their desired quality of life
- People manage their own support as much as they wish, so that they are in control of what, how and when support is delivered to match their needs
- People are able to find employment when they want, maintain a family and social life and contribute to community life, and avoid loneliness or isolation

How are we meeting these outcomes?

Enhancing the quality of life for people with care and support needs			
79.5% of people who use our services say they have control over their daily lives	54.6% of people using social care receive self-directed support	5.7% of adults with a learning disability, and 12.7% of adults in contact with mental health services are in full time employment	65.1% of adults with a learning disability, and 67.1% of adults in contact with mental health services live independently

Domain 2 – Delaying and reducing the need for care and support

What does this mean?

- Everybody has the opportunity to have the best health and wellbeing throughout their life, and can access support and information to help them manage their care needs
- Earlier diagnosis, intervention and reablement mean that people are less dependent on intensive services
- When people develop care needs, the support they receive takes place in the most appropriate setting, and enables them to regain their independence

How are we meeting these outcomes?

Delaying and reducing the need for care and support			
There were 727.9 permanent admissions to residential homes per 100,000 population	88.6% of older people were still at home 91 days following discharge from hospital into rehabilitation or reablement services	On average, only one delayed transfer of care per month is attributable to social care	Over 7,700 people received a community based service in 2013/14

Domain 3 – Ensuring that people have a positive experience of care and support

What does this mean?

- People who use social care and their carers are satisfied with their experience of care and support services
- Carers feel as though they are respected as equal partners throughout the care process
- People know what choices are available to them locally, what they are entitled to, and who to contact when they need help
- People, including those involved in making decisions on social care, respect the dignity of the individual and ensure support is sensitive to the needs of each individual

How are we meeting these outcomes?

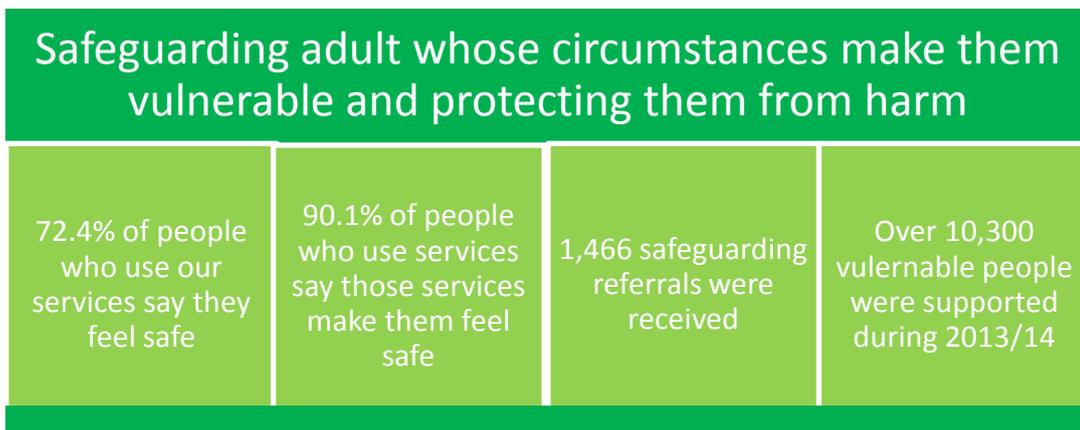


Domain 4 – Safeguarding adults whose circumstances make them vulnerable and protecting them from harm

What does this mean?

- Everyone enjoys physical safety and feels secure
- People are free from physical and emotional abuse, harassment, neglect and self harm
- People are protected as far as possible from avoidable harm, disease and injury
- People are supported to plan ahead and have the freedom to manage risks in the way they wish

How are we meeting these outcomes?



How to contact us

This document provides a snap shot of some of the work we are doing, and some of our achievements.

We welcome your comments and suggestions. If you wish to comment on this report please get in touch using the contact details below:



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This report, together with other key documents and information about adult social care services are available on line www.eastriding.gov.uk

East Riding of Yorkshire Council will, on request, provide this document in Braille, audio or large print format.

If English is not your first language and you would like a translation of this document into any other language, please telephone (01482) 393939