

WIRRAL COUNCIL

HEALTH AND WELL BEING OVERVIEW & SCRUTINY COMMITTEE

13 SEPTEMBER 2011

SUBJECT	DEPARTMENT OF ADULT SOCIAL SERVICES KEY ISSUES
WARDS AFFECTED	ALL
REPORT OF	DIRECTOR OF ADULT SOCIAL SERVICES
RESPONSIBLE PORTFOLIO HOLDER	COUNCILLOR MCARDLE
KEY DECISION	YES

1.0 EXECUTIVE SUMMARY

- 1.1 As part of the 2012/13 Budget Consultation process Cabinet are asking Scrutiny Committees to consider the functions within their portfolio and offer suggestions as to how to close the estimated £25 million budget gap and limit any Council Tax increase in 2012/13.
- 1.2 The responses will be considered along with the responses from the other engagement processes to inform the budget setting process. Further consultation will be undertaken regarding any specific service changes.

2.0 RECOMMENDATION

- 2.1 That the views of Scrutiny Committee are requested.

3.0 REASONS FOR RECOMMENDATION

- 3.1 Cabinet has requested the views of Scrutiny Committees to inform the 2012/13 Budget Consultation process.

4.0 BACKGROUND FINANCIAL PROJECTIONS FOR THE COUNCIL

- 4.1 Cabinet is regularly updated on the financial position of the Council and the latest Budget Projections report was considered on 21 July 2011. The Director of Finance reported that the shortfall between likely spend and likely resources was £25 million for 2012/13 with shortfalls of £31 million and £30.3 million identified for 2013/14 and 2014/15 respectively.
- 4.2 The Government is presently considering options for the future funding of local authorities and the level of any Government Grant support is affected by population numbers. Both could result in further reductions in available resources to the Council. The Leader of the Council requested Members and employees to consider carefully what was included in budgets and let him have any suggestions for making savings.

5.0 OUTLINE TO THE SERVICES PROVIDED BY THE DEPARTMENT OF ADULT SOCIAL SERVICES

5.1 The Department Adult Social Services provides and commissions a wide range of flexible, needs-led social care services for vulnerable adults at risk, including disabled and older people and those who care for them to enhance their quality of life whilst protecting them as far as possible, from danger and harm.

- The Department uses the Fair Access to Care (FACS) criteria as defined by the Department of Health to determine whether they are eligible for care services. The FACS eligibility is based on four bandings – Critical, Substantial, Moderate and Low.
- Access and Assessment Teams (social work qualified staff) conduct assessments, care/support plans and reviews for vulnerable adults at risk with long term conditions, physical disabilities, learning disabilities and older people with personal care needs. This may result in the commissioning of residential, nursing or respite care. The service also provides support for people moving into, through and out of hospital and returning to independent living in the community.
- The Local Authority is the lead agency for safeguarding and is supported through partner agencies contributions who also have a responsibility to safeguard and promote adults' welfare. This includes statutory and non-statutory agencies who alert and refer when there is a concern about an adult at risk. Activity is based on safeguarding and enabling adults to retain independence, well-being and choice and to be able to live a life that is free from abuse and neglect.
- A key role fulfilled by the department is that of early intervention, advice and support. In addition to providing borough wide services designed to help people avoid movement into higher levels of support, these services also include information provision, consultation and welfare benefits advice. The service also helps to enable people to live independently through the provision of a range equipment and technology such as assistive technology, community equipment and adaptations.
- The Council also operates a self directed support process. This is a model of Social Care that ensures every adult who is eligible to receive support, whether provided by statutory services or funded by themselves, will have choice and control over the shape of that support in all care settings. This includes council owned daytime services offering rehabilitation, counselling and activities to maintain people's health and provide the opportunity for companionship and socializing and residential short breaks for people with learning disabilities and mental health difficulties. Social care service users have control over how much money allocated, via a Direct Payment, to their care is spent. Service users have the opportunity to co-design their own care plan and support needs via a person centred self directed support plan.

- The Council underpins the social care activity with strategies that support people's health and wellbeing and endeavour to review and continuously improve services to Wirral citizens. These include:
 - Older People
 - Dementia
 - Carers
 - Safeguarding Adults
 - Supporting People
 - Valuing People Now
 - Mental Health

5.2 Appendix 1 contains a fuller description of the services provided by the Department and the budget allocations to those functions.

6.0 CHALLENGES FACING THE DEPARTMENT

6.1 The key functions, drivers and priority areas for the Department are considered to be:

6.1.1. Key Functions

- Supporting vulnerable adults to enjoy safe, fulfilling lives
- Enabling independent living for people, including early, preventative support
- Supporting families and carers in their work

6.1.2 Key Policy Drivers

- Department of Health, *Prioritising Need in the Context of Putting People First* (2010)
- Department of Health, *A Vision for Adult Social Care* (2010)
- The Law Commission –Adult Social Care- (2010)
- *Healthy Lives, Healthy People-DOH 2011 Think Local, Act Personal: Next Steps for Transforming Adult Social Care, Putting People first 2010 &*
- *'The Vision for Adult Social Care' DOH (2010)*
- Health and Social Care Bill-
 - Increasing numbers of old people living longer with extended periods of morbidity.
 - Increasing numbers of people with learning disabilities living longer through adulthood.
 - Increasing personalisation, choice and a range of alternative options

6.1.3 Key Priority Areas

- Continue to redesign safeguarding, complaints and quality assurance
- Redesign services around personal choice
- Use assistive technology to maintain independence cost effectively
- Move to more locality based working
- Move to more co-location with health
- Become a more "intelligent" commissioner through use of needs assessment information

- Develop further the relationship with the Voluntary, Community and Faith sector and the Independent Sector
- Continue to roll out personalisation and review the operation of Resource Allocation System (RAS)
- Improve early support, information and advice
- Develop the 'personal journey through acute care'

6.1.4 At a practical level we will:

- Analyse what we must do, should do, could do and need to do.
- Plan our expenditure over four years
- Do what we said we would do when we said we would do it
- Invest in and develop our workforce

7.0 KEY DEPARTMENTAL PRESSURES

7.1. In 2010 the Adult Social Services Task Force recommended that budgets should properly reflect demand where the needs of vulnerable people are known. As a result Cabinet agreed to increase the Adult Social Services budget for 2011/12 by £2 million with a further investment of £800,000 for the support of young adults with Learning Disabilities as they make the transition from childhood to adult.

7.2 Whilst the £2.8m budget growth reflected the projected increase in demand for 2011/12 further investment is required if the Department is to meet anticipated demand for services in the future.

7.3 Significant budget pressures of £6 million are being experienced upon the Adult Social Services revenue budget in 2011/12. Underlying pressures from increased demand on older peoples and learning disability budgets account for £3 million. An additional £3 million of pressures has arisen from potential slippage on savings implementation relating to market review contract negotiations and Early Voluntary Retirement / Voluntary Severance savings.

7.4 The following are also seen as Challenges for the Department

7.4.1 Reducing hospital admissions:

- (i) Falls are a major cause of disability and the leading cause of death due to injury in older people over 75. The ageing population will mean an increase in the number of people with long term conditions and a high risk of falls is likely to increase demand for hospital care and supported living.
- (ii) To address this we must ensure that people's needs are assessed as quickly as possible. The Council has already made investment in technology which helps people to live safer, more independent lives in their own homes. Much has already been done to help disabled and older people to live at home more safely and the Council is working with Wirral Partnership Homes and to develop a new, technology based service to do more. This is a significant investment for the Council that we must be sure is appropriate.

7.4.1. Safeguarding services for adults at risk:

- (i) Following the CQC inspection report into safeguarding arrangements and services for those with learning disabilities there has been a systemic review of all arrangements and changes were prioritized within the Improvement Plan. This has been further developed with partners through the Adults Safeguarding Partnership Board and the Directors Management Team with a designated lead Head of Branch for Safeguarding Adults and Children. There is now key priorities agreed with the Board and related work-streams which take forward the areas of work identified in the Improvement Plan. This has required a shift in operational practice, policy and procedure within DASS and throughout the partnership to achieve the milestones necessary

7.4.2 Services for older people:

- (i) In terms of demography Wirral has a relatively high older population and a relatively low proportion of people in their twenties and thirties compared to England and Wales as a whole. The older population (aged 65 years and above) are expected to increase at the fastest rate (than any other age group) over the next two decades. The graph at Appendix 2 shows the estimated increase in the population of Wirral (by age band) from 2008 to 2020. This demonstrates an increase of over 40% in the number of adults aged 85+ by 2020. Delivering services in the same way as we do now to older people is estimated to cost an extra £2 million every year.
- (ii) Providing appropriate services for older people is a key challenge for the Council and will impact on other health, social and care providers. An increasing number of older people are suffering with age related conditions such as dementia. People are living longer with their illnesses, with more complex needs, and with higher expectations, which therefore require more support. The number of people with dementia admitted to residential and nursing care is currently increasing.
- (iii) There are 12,190 current claimants of Attendance Allowance in Wirral. This is a non means tested benefit for which the person must be over 65 years old and in need of 'frequent care and attention' throughout the day or night, or need 'continual supervision'. In 2009-10, there were 7,035 people over the age of 65 in receipt of formal community care services arranged via the Department of Adult Social Services. Therefore, many people who receive Attendance Allowance and people who have low level or occasional support needs do not receive formal community care services.

- (iv) Wirral has a high number of carers registered with the Department or with local voluntary organizations. Many people have caring duties in excess of 50 hours per week but it is known that the majority of carers make their own arrangements for support. Everyone needs to work together to promote awareness of the support available to local people who care for others.

7.4.3 How do we give local people more choice in the services they receive?

- (i) People expect to remain independent for as long as possible and to have choice in how they access services and the future shape of the Council must reflect this. The transformation of social care demands a move away from crisis driven intervention which is professionally led, towards one which sees the person as a citizen in their own right, as a member of a wider community and where people who use services are full partners in the co-production of their own support. A key part of this approach must be ensuring that Council and other services including leisure, adult education, transport, employment, health and well-being and health improvement, housing, information and advice services and community safety are readily accessible.
- (ii) A three year transformation programme was launched in 2008 to put power and choice in the hands of the most vulnerable by allowing people to direct their own care and access services through the use of individual budgets. People have been offered, or signposted to, earlier intervention services aimed at promoting health and well-being and preventing conditions from deteriorating. The evidence from pilot schemes shows that many residents would not choose to spend their day within a traditional day centre setting; instead, they would use their budget to access mainstream activities and facilities. We want people to be independent and enable them to participate as full members of their communities.
- (iii) A major challenge for the Department is ensuring that early intervention and prevention services are maintained in the face of crisis driven interventions which require immediate attention and have a significant impact on the budget.

7.5.4 Mental Health:

- (i) A survey of mental wellbeing in Wirral was undertaken in 2009 and is being acted upon. The number of people with long-term mental health conditions who do not have jobs continues to rise. Figures suggest that around 65% of Wirral's 20,000 incapacity benefit claimants are claiming for a mental health condition. The challenge for partners is to support people with their conditions and provide assistance to encourage them into employment.

- (ii) Other Council services have an important part to play in improving the mental health of local residents. For example the “Get into Reading” project, aims to improve the mental well being of people and build community spirit through shared reading, and which operates in libraries, community centres and day centres across Wirral, has already proved successful and attracted national attention for the benefits it brings to those who take part.

7.5.5 Learning Disabilities:

- (i) There has been a significant growth in the number of adults with learning disabilities in Wirral and the number of younger people with complex needs leaving school. Supporting these young people will cost the Council an additional £0.8 million per year in the future. It is important that we help to support more adults with learning disabilities to live in settled accommodation and to find work. Compared to other areas, the number of people who currently do so is low. A new team, working across children’s and adult social services, has been established to support young people with complex special needs as they become young adults.
- (ii) There is a significant number of people who receive support from parent carers and other family members; some of whom are living independently. Their learning disability will require more intensive family contact and support than would be the case if the person did not have a disability. There is also an immediate pressure in families where the adult still lives at home with increasing elderly parent carers.

7.6 During the past year the Department has faced and addressed the various Options proposed by the Adults’ Social Services Task Force and agreed by Cabinet in December 2010. The following is a summary of the Options (as described by the Task Force):

7.6.1 Option 1

The Council **must** continue to provide support for vulnerable people falling into the Critical* level of need. Over the past year, 2,403 new care packages have been set up (average 200 per month) with 42 being assessed as having a critical need.

7.6.2 Option 2

The Council **should** continue to provide support to people assessed as having Critical and Substantial (Fair Access to Care National Criteria) need. Out of 23 authorities in the North West, 17 provide support to people assessed as having Critical and Substantial need, with another 6 also providing support to people with Moderate and Low need. However, due to the budget situation nationally this is expected to change.

7.6.3 Option 3

Continue to develop and promote personal budgets to support people with Substantial need. Personal budgets enable people to procure their own care and have recently been piloted in Wirral. The Task Force suggests the Council reviews the system for personal budget allocations to determine how costs can be reduced.

7.6.4 Option 4

Develop the voluntary sector to deliver the support needed for people with 'Substantial' and 'Critical' need. It is suggested by the Task Force that the Council and the voluntary sector work together to develop a shared agenda, a Wirral-wide directory of preventative services and seek to develop and bid for external funding to deliver these services.

In addition it was also recommended that particular emphasis must be placed on building the capacity of all partners to enable the delivery of services within the voluntary, community and faith sector.

7.6.5 Option 5

Continue to place an important emphasis on preventative services as these help people to remain living independently and help reduce the costs of care.

7.6.6 Option 6

The Council **must** continue to provide Personal Support, particularly to those people identified as having Critical and Substantial need. The Council purchases this support at a cost of around £12.28 per hour, which is extremely competitive with third and private sector providers.

7.6.7 Option 7

The Council **should** continue to provide and modernise Day Time activities as the disruption from any attempt to reduce current day time provision now would outweigh any potential financial benefit. Day Centre Services account for £7.9m annual expenditure and provide support for 2,617 people.

The Task Force feels that the implementation of Personal Budgets could potentially see a future decrease in demand for day services in their current form but until this happens the services should be continued.

In addition the Task Force recommended an emphasis on continuous monitoring of these services in terms of their suitability and cost-effectiveness.

7.6.8 Option 12

The Council **must** continue to work with vulnerable people to ensure that their benefits are maximised.

It is also recommended that this work should continue be done in partnership with voluntary, community and faith sector partners who provide these services.

7.6.9 Option 13

The Council **must** continue to charge for people supported in residential care.

7.6.10 Option 15

The Council currently charges for Community Meals but this service is also subsidised. The Task Force suggests that this charge **should** be raised to make this service cost neutral.

NB the subsequent Budget Resolution for this Option stated:

Cabinet recognises the value of this service to vulnerable people and does not wish to take this recommendation forward at this time.

- 7.7 The major challenges that have faced the department during the past year can also be considered in the context of the delivery of the 2011/12 budget strategy. Once again these flow from the Options proposed by the Adults' Social Services Task Force and are delivered at the same time as maintaining quality services for all our service users. The following represents a summary of the options, budget resolutions as they impacted on DASS, the progress to date and any underlying challenges that remain.

7.7.1 Option 8

The Department should stop directly providing residential and respite care. It is instead suggested that these services should be procured from the private and voluntary sector, who will be stringently quality controlled in order to provide the service at identical or improved quality, at a lower cost.

RESOLUTION The respite care and interim care currently provided at Maplehome, Pensall, Poulton, Meadowcroft and Fernleigh¹ be reprovided by suitable voluntary, community, faith-based or organisations in the independent sector under the terms of the existing Contract for Residential and Nursing Home Care together with appropriate care for the small number of long term residents in these homes and Manor Road. The Interim Director of Adult Social Services is also instructed to carry out further consultation with service users and their families, and with the small number of long term residents in these homes about the details of that re-provision.

Budget saving: £2,765,750 (included in SCP and EVR/VS savings)

7.7.2 Option 9

The Council should **stop** - The Task Force suggests that the Home Assessment and Reablement Team (HART) should be amended – with the Assessment section retained and the 'Enablement' part of the service procured from the voluntary, community and faith sector.

RESOLUTION The Interim Director of Adult Social Services is instructed to re provide the enablement part of the HART service from the independent sector under the terms of the existing Contract for Domiciliary Care and amend specification to ensure quality of care is maintained and, where possible, enhanced.

Budget saving: £762,314 (included in EVR/VS savings)

7.7.3 Option 10

The Council should **stop** - The Task Force suggests that all Home Care and Supported Living services currently directly provided by the Department of Adult Social Services could be better provided in terms of efficiency and cost effectiveness by external providers and that this option should be seriously considered.

¹ The closure of Fernleigh was later removed from the final paper presented to Cabinet

RESOLUTION The Interim Director of Adult Social Services is instructed to re-provide personal support under the existing Supported Living contract for people currently supported by the Council in private supported living tenancies.

Budget saving: £1,610,650 (included in SCP and EVR/VS savings)

7.7.4 Option 11

The Task Force suggests that the Council stops paying Care Home fees around 10% more than in neighbouring areas. The Task Force recommends reducing these rates to bring them in line with neighbouring Council areas.

RESOLUTION Cabinet agrees with the Task Force that the amount the Council pays to independent care home services should be in line with that paid by neighbouring authorities and welcomes tonight's report on this subject.

Budget saving: £5,368,000 (included in SCP savings)

On 17th March 2011, Cabinet agreed the following (Minute 359 - Contracts for Personal Support)

- (1) That Contracts be awarded to those Providers listed in the appendix (*not attached*) to the report of the Interim Director of Adult Social Services.
- (2) That the closure and re-provision of services currently provided at Maplehome, Pensall House, Poulton House, Manor Road and Meadowcroft in accordance with the planned dates, be noted.
- (3) That the decision to close Fernleigh respite centre be changed, to instead retain the current level of respite and crisis beds provided at Fernleigh respite centre for people with mental health needs.
- (4) That the Director of Adult Social Services be authorised to continue to consult with people who use services and carers about the future provision of mental health services provided at Fernleigh.
- (5) That as the Council's and public interest will be seriously prejudiced due to time restrictions on successful Tenderers needing to organise taking on new work in April 2011, "call-in" be waived, in accordance with paragraph 17 of the Overview and Scrutiny Procedure Rules.

7.8 It should be noted that at this stage no progress has been made on:

7.8.1 Option 14

Continue to charge for people supported in their own home for which discretionary local rules apply. Currently the Council charges 75% of disposable income. However the Task Force has suggested that this should move towards the 100% in line with some neighbouring authorities.

RESOLUTION The interim Director of DASS be instructed to consult with people who use services and their carers and, having regard to the outcomes of the consultation, implement a staged increase in the Fairer Charging Policy, applied to people who are supported to live in their own homes, from 75% to 100% of disposable income over the next three years, to be in line with other local authorities.

Income generation: £200,000

7.8.2 Option 16

The Council should **stop** - The Assistive Technology service is a free, preventative service which provides hi-tech, monitoring of people in their own home. It is currently provided to 1,400 people in Wirral. The Council is investing in the service to take the users up to 14,500 over the next three years. The Task Force suggests that the Council, like other neighbouring authorities, should charge a nominal amount for this service.

This option was upheld by the Task Force as a recommendation to Cabinet. It was also recommended that the Council closely monitors uptake of the service to ensure it is not impacted by the introduction of charging. It was also made clear that the equipment itself is not chargeable, only the monitoring aspect.

RESOLUTION The Task Force recommended that a nominal charge be applied to new users who do not have critical or substantial need and who opt to receive telecare technology to help them stay independent. The interim Director of DASS is requested to carry out the necessary consultations to apply a charge of £4 per week.

NB - As of July 2011 there are over 3,800 people in Wirral Supported by this service. This figure is projected to rise to over 4,000 by October 2011. The vast majority of people using the service are older; most of whom receive other services from the Department. Whilst the Department has not at this stage implemented a charging policy for this service it should be noted that the a Return on Investment (albeit presently non-cashable), of £2.18 for every £1 spent across the health and social care economy was reported

8. SAVINGS OPTIONS

8.1 As part of the 2010/11 budget setting process the Department began to formulate a Medium Term Financial Plan. The following were considered as "Year 2 Items" in the strategy and are put forward as potential options to consider in forming the 2012/13 budget strategy.

8.2 Fees

8.2.1 Reduction in Residential and Nursing Care Fees

- (i) As part of its budget strategy for 2011/12 the Department implemented a 9.5% reduction in fees for residential and nursing care provided by the independent sector, to bring Wirral's fees into line with the average paid by other Local Authorities in the North West. The anticipated savings were £4.4m.

- (ii) A number of North West Authorities also reduced their fees or retained them at the 2010/11 rate and as a result the fees paid by Wirral remain higher than the North West average.
- (iii) The potential risks include:
 - Providers may refuse to sign up to new contract
 - There may be a legal challenge
 - Some homes may become unviable

8.2.2 Reduce Fees paid for Learning Disability Day Care

- (i) The Department currently commissions day services from independent sector providers for 40 adults with Learning Disabilities at an annual cost of approximately £1m. This equates to an average weekly cost per person of over £400.
- (ii) There are no contracts in place with independent sector providers to underpin the current arrangements. More effective commissioning and the introduction of more formal contracting arrangements have the potential to deliver efficiency savings on existing placements.
- (iii) The potential risks include:
 - Providers may refuse to contract with DASS
 - Alternative provision may not be available
 - Legal challenge

8.3 Charges

8.3.1 Meals on Wheels

- (i) As stated above, the Taskforce recommended that the charge for Meals on Wheels be set at full cost recovery. Cabinet recognised the value of this but did not wish to take the recommendation forward at that time.
- (ii) The unit cost per meal is £3.47 and the charge made to the 2,500 people in receipt of this service is £2.60.
- (iii) The potential risks include:
 - Increased debt
 - People may choose not to continue to receive the meals on wheels service
 - Increasing the charge is highly emotive

8.3.2 Increase in Fairer Charging Policy

- (i) Cabinet recommended that the Department consult with people who use services and their carers and, having regard to the outcomes of the consultation, implement a staged increase in the Fairer Charging Policy. As stated above the Department has not yet begun this process.

- (ii) Charges in Wirral are currently based on 75% of an individual's net disposable income. An example of the charges set by other North West Authorities is provided below:

Lancashire County Council	85%
Warrington	80%
Tameside	100%
Sefton	80%
St Helens	100%

- (iii) The potential risks include:
- Impact on service users available resources
 - increased debt through non-payment

8.3 Personalistaion

8.3.1 Transformation and modernisation of day services and daytime services

- (i) There is and will continue to be a need for building based provision. However, there is a significant need to review these services and reconfigure services to meet individual (personalised) needs. The changing landscape across health and social care in terms of personalisation and the demand from people and their carers for increased choice and control, and increasing need to provide a wide range of alternative services and options
- (ii) There are changing demands and expectations of people, carers and families in terms of what they require of modern social care and support services. These changing demands have led to a number of building based services becoming increasingly unviable and unfit for purpose.
- (iii) We need to find a way to deliver and improve an effective, efficient in-house service that can remain competitive, in terms of quality and cost, with the developing external health and social care market. Officers will present a report to Cabinet in September which will outline some of the challenges and opportunities are available that could achieve this.

8.3.2 Change Eligibility Criteria

- (i) The Adult Social Services Taskforce considered the option of providing support to people falling into the Critical level of need only rather than continuing with the current arrangements of supporting people with both Critical or Substantial needs under the Fair Access to Care national Criteria.
- (ii) The Taskforce recommended that the Council should continue to provide support to people assessed as having Critical or Substantial needs. At the time of the consultation exercise of the 23 authorities in the North West, 17 provide support to people assessed as having Critical and Substantial need, with another 6 also providing support to people with Moderate and Low need.

- (iii) The Department currently supports 8,434 people of which 944 are recorded as having Critical needs.
- (iv) The potential risks include:
 - Impact on wider health and social care economy
 - May increase DASS funding in longer term
 - Reputational impact
 - Likely to result in legal challenge
 - Waiting for response to Dilnot report

8.3.3 Resource Allocation System

- (i) Cabinet on 4 November 2010 approved the roll out of the Personal Budgets Phase 3 from 11 November 2010 with a '£ per point' allocation under the Resource Allocation System (RAS) of £1.62. The £ per point under Phase 1 and 2 was £1.88.
- (ii) Within the RAS the total number of points attracting social care funding is 29 per day (203 per week). This gives a total allocation of £328.86.
- (iii) Department is currently undertaking an evaluation and review of Personal Budgets and will report its findings to Cabinet in October. There are a number of potential options including:
 - reduce the number of points attracting social care funding
 - reduce the £ per point
 - change funding allocations for carers
- (iv) The potential risks include:
 - Allocation insufficient to meet an individuals assessed eligible need therefore additional funding required
 - Impact on wider health and social care economy of changes to funding for carers

8.3.4 Extra Care

- (i) Extra care housing schemes offer flexible 24 hour care to people living within their own private flat or bungalow. The schemes offer access to meals, domestic support and leisure and recreation facilities.
- (ii) The schemes providing a 24 hour social care service in Wirral are Granville Court (Wallasey), Harvest Court (Moreton), Cherry Trees (Moreton), Mendel Court (Bromborough) and Willowbank (Wallasey).
- (iii) As Extra Care continues to evolve it provides a real alternative not only to residential and nursing care but also plays a significant role in the avoidance of hospital admissions and early discharge.
- (iv) The Department is looking to explore the options for providing additional Extra Care facilities in Wirral although any additional provision is unlikely to be available before 2013.
- (v) The potential risks include:
 - individual choice on location
 - no suitable site
 - insufficient investment

8.4 Early Intervention and Prevention

8.4.1 Delivery of POPIN service

- (i) Promoting Older People's Independence Network (POPIN) consists of a team of 10 advisors who work across Wirral and visit people aged 65 and over in their own homes. Services provided by the advisors include:
 - Ensuring people are their entitled claiming benefits
 - Providing information and advice for services that help individuals stay safe in their own home for example Handyperson services, falls prevention
 - Support with referrals to Merseyside Fire & Rescue Service for home fire safety checks and smoke alarms
 - Providing information and support with applications for housing, sheltered and extra-care accommodation
 - Providing advice and support to access voluntary / befriending services
- (ii) Individuals do not need to be assessed under the Fair Access to Care criteria to access the service and there is no charge made for the service.
- (iii) In 2010/11 the advisors dealt with, on average, 40 new cases per month, a total of 480 for the year. The cost of directly providing this service is £519,100 including recharges, £329,400 excluding recharges.
- (iv) The Department could seek to re-commission this service from an external provider or social enterprise and efficiencies could be achieved.
- (v) The potential risks include:
 - High reputational risk
 - Risk to valued provision
 - Need to secure early intervention support
 - Potential TUPE implications

8.4.2 Re-Commission Voluntary Sector Activity

- (i) The Department is currently undertaking a review of all voluntary sector contracts and is seeking to re-commission this activity at a more efficient cost.
- (ii) The annual cost of existing contracts with the Voluntary Sector is £2.5m.
- (iii) The potential risks include:
 - Public reaction to decommissioning
 - May make valued services unviable

9.0 RELEVANT RISKS

9.1 A number of risks have been identified in the options set out above. It will be necessary to develop detailed risk assessments as options are taken forward for consideration.

10.0 OTHER OPTIONS CONSIDERED

10.1 The full range of options as considered within the Department's Medium Term Financial Plan has been described.

11.0 CONSULTATION

11.1 Consideration by the Scrutiny Committee is one of the means which is being used to inform the setting of the 2012/13 Council Budget.

12.0 IMPLICATIONS FOR VOLUNTARY, COMMUNITY AND FAITH GROUPS

12.1 The Department works extensively with the voluntary, community and faith sector; a number of options set out above would have a direct impact on the sector. The overall implications will be considered in detail as specific options are further developed.

13.0 RESOURCE IMPLICATIONS

13.1 It is not possible at this stage to discern the resource implications will be considered in detail as specific options are further developed.

14.0 LEGAL IMPLICATIONS

14.1 None have been identified at this stage.

15.0 EQUALITIES IMPLICATIONS

15.1 Detailed Equality Impact Assessments will be produced in due course as the policy implications of any decisions are developed.

16.0 CARBON REDUCTION IMPLICATIONS

16.1 None have been identified at this stage.

17.0 PLANNING AND COMMUNITY SAFETY IMPLICATIONS

17.1 None have been identified at this stage.

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APPENDIX 1 **Descriptions of services provided by the Department of Adult Social Services**

APPENDIX 2 **Population projections for Wirral: percentage increases by age band**

REFERENCE MATERIAL Task Force papers 2010

SUBJECT HISTORY

Council Meeting	Date
None	

Descriptions of services provided by the Department of Adult Social Services

1. Social Work Teams in the Locality

Budget: £33.9 million

Brief service description :

Teams work in partnership with NHS Wirral and other agencies within a defined geographical area to manage the access and assessment to services function; carrying out statutory assessments of need, ensuring people are protected from harm through statutory safeguarding duties, assisting people to develop their support plans, and provide ongoing professional support for people who are eligible to services under the Fair Access to Care (FACS) criteria.

The budgets reflect the cost of social work staffing for people who are over 18 years old, and do not have a severe Learning Disability or enduring mental illness, and cover the net cost of support commissioned from the independent sector to support those people.

2. Short Term Services for Regaining Independence

Budget: £2.3 million

Brief service description

The service provides support for people moving into, through and out of hospital and returning to independent living in the community. This includes access to a full range of short-term assessment, recovery and rehabilitation services such as STAR (Short Term Assessment and Reablement), Intermediate Care, and Rapid Access services.

Dedicated physiotherapy and occupational therapy in these schemes maximise opportunities for people returning home with appropriate support plans and personal budgets.

There is particular focus on frail old people, people experiencing one or a number of health needs including orthopaedic problems, dementia, acute cardiovascular problems and stroke.

3. Support to meet Personal Choice

Budget: £6.6 million

Brief service description

This service helps people to plan how to meet their support needs and to make choices. It ensures that provision of services is in place to meet those needs and choices. This includes council owned daytime services and short break provision.

Daytime services offer rehabilitation, counselling and activities which maintain people's health and provide the opportunity for companionship and socialising. Day services can also provide a break for carers.

Wirral Council currently owns 2 residential homes providing short breaks for people with learning disabilities and mental health difficulties; in addition it also purchases these types of services from the private and voluntary sector.

4. Social Work teams providing Specialist support

Budget: £20.6 million

Brief service description

These teams support people with severe learning disabilities and adults with an enduring mental illness.

Mental health services ensure people with a mental illness live independently with their families and communities. Services include community mental health teams, crisis resolution, respite care and financial help and support.

Learning Disability services supports people with a learning disability from leaving school throughout their adulthood to be as independent as possible.

These specialist teams have mandatory responsibilities to keep people safe under statutory safeguarding duties and are governed by legislation under the Mental Health Act and the Mental Capacity Act.

5. Early Support and Advice

Budget: £6.6 million

Brief service description :

This , provides a borough wide service designed to help people avoid movement into higher levels of support. It includes:

Advice & Information - Information provision, customer feedback, consultation, Welfare benefits advice, Promoting Older People's Independence Network (POPIN) service.

Community Support – Development of services that draw on support from the community to help people to live independently (e.g. voluntary sector, carers, advocacy support).

Practical Support for Independent Living - A range equipment and technology to enable people to live independently (e.g. assistive technology, community equipment, adaptations).

6. Market Management and Development

Budget: £0.2 million

Brief service description

Management of the contractual and business relationship between the Council and independent providers of services to ensure that people's assessed needs are met in a cost effective and high quality way. This includes tendering, contract management and compliance. Quality Assurance in the independent sector ensures that the services in residential care and in domiciliary care are of a suitable standard for vulnerable people and is a key component in the protection of vulnerable people

7. Support for Commissioning

Budget: £3.7 million

Brief service description

Support for the commissioning process including work to identify need and to allocate and control the resources to meet that need. This includes:

Planning & Performance - Integration of social services procedures into the process of strategic planning and performance management across the Council and the provision of management intelligence to inform commissioning decisions

Finance & Resources - Control and management of the use of financial, fixed and human resources to meet the Council's objectives.

Self Directed Support – Direct Payment/Personal Budget advice and support, payment and audit of accounts. Financial Protection (Appointeeships and Court of Protection).

8. Safeguarding Vulnerable Adults

Budget: £0.2 million

Brief service description

This aim of this service is to keep Adults at Risk safe from harm and support Child protection processes. This involves leadership of work across the partnership of public, private and voluntary sector organizations in Wirral, management of the arrangements for safeguarding for the Department of Adult Social Services, Children and Young People's Department and management of the process for investigating and addressing complaints. The work includes compliance with the Mental Capacity Act, relating specifically to the neglect of Adults at risk who lack mental capacity and who are neglected by those identified as the carer for the Adult at risk.

Population projections for Wirral: percentage increases by age band

