

DECISION-MAKER:	HEALTH OVERVIEW AND SCRUTINY PANEL		
SUBJECT:	ADULT SOCIAL CARE PERFORMANCE		
DATE OF DECISION:	26 OCTOBER 2017		
REPORT OF:	SERVICE DIRECTOR, ADULTS, HOUSING AND COMMUNITIES		
<u>CONTACT DETAILS</u>			
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STATEMENT OF CONFIDENTIALITY			
None			
BRIEF SUMMARY			
This report outlines current performance in Adult Social Care and proposals to introduce a new operating model to better align service delivery with local health and social care clusters.			
RECOMMENDATIONS:			
	(i)	That the Panel notes performance as at September 2017 for Adult Social Care.	
	(ii)	That the Panel notes the proposed operating model to better align service delivery with local health and social care clusters.	
	(iii)	That the Panel considers and agrees whether there are any recommendations that it wishes to make in respect of matters arising from this report.	
REASONS FOR REPORT RECOMMENDATIONS			
1.	To provide the Health Overview and Scrutiny Panel with an update on current performance in Adult Social Care and proposals to introduce a new operating model.		
ALTERNATIVE OPTIONS CONSIDERED AND REJECTED			
2.	Not applicable.		
DETAIL (Including consultation carried out)			
3.	The monthly performance dataset for Adult Social Care is attached at Appendix 1.		
4.	The percentage of people using social care receiving their personal budget as a direct payment is a measure contained in the council strategy. A fundamental process redesign is underway and additional resources have been invested in a new approach to increase the number of people receiving direct payments.		
5.	A measure of customer satisfaction is being developed. In the meantime, Adult Social Care Outcomes Framework (ASCOF) measures are being used,		

as set out in figure 1 below. A full report on ASCOF performance will be available when the data have been finalised by NHS Digital.

Measure	2016/17 (draft)	2015/16	England average
Overall satisfaction of people who use services with their care and support	65.9%	66.1%	64.4%
Proportion of people who use services who say that those services have made them feel safe and secure	88.9%	88.0%	85.4%

Figure 1: Customer satisfaction measures

6. The proposed operating model will help deliver a “strengths-based” approach to social work practice. Instead of looking at residents as a collection of needs and problems, the council will view everyone as unique individuals who have strengths, assets, gifts and talents. The council’s aim is to support people to live the best life they can, rather than fitting them into an inflexible range of traditional and expensive services. Appendix 2 explains this in more detail, with an operating model that proposes carrying out assessments, where appropriate, in community cluster hubs. Consultation with staff, trade unions and other stakeholders on a proposed restructure of the council’s adult social care teams to deliver this new way of working is currently underway and closes on 22 November 2017.

RESOURCE IMPLICATIONS

Capital/Revenue

7. The Housing and Adult Care Portfolio is currently forecast to overspend its revenue budget at year end. Corrective action plans are in place and are subject to weekly monitoring. An update on the financial position will be considered by Cabinet on 14 November 2017.

Property/Other

8. None.

LEGAL IMPLICATIONS

Statutory power to undertake proposals in the report:

9. Not applicable

Other Legal Implications:

10. Not applicable

POLICY FRAMEWORK IMPLICATIONS

11. These performance indicators are aligned to the following outcome, contained in the Southampton City Council Strategy 2016-2020:
- People in Southampton live safe, healthy and independent lives

KEY DECISION	No	
WARDS/COMMUNITIES AFFECTED:	None directly as a result of this report	
<u>SUPPORTING DOCUMENTATION</u>		
Appendices		
1.	Adult Social Care Monthly Dataset – September 2017	
2.	Proposed new operating model for Adult Social Care	
Documents In Members' Rooms		
1.	None	
Equality Impact Assessment		
Do the implications/subject of the report require an Equality and Safety Impact Assessments (ESIA) to be carried out.		No
Privacy Impact Assessment		
Do the implications/subject of the report require a Privacy Impact Assessment (PIA) to be carried out.		No
Other Background Documents		
Equality Impact Assessment and Other Background documents available for inspection at:		
Title of Background Paper(s)		Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)
1.	None	