

By: Oliver Mills, Managing Director, Kent Adult Social Services

To: Adult Social Services Policy Overview Committee –
23 September 2008

Subject: **TOWARDS 2010 – SECOND ANNUAL REPORT**

Classification: Unrestricted

Summary: This report sets out the process for finalising the second *Towards 2010* Annual Report prior to approval by County Council on 16 October and attaches a draft of the report (for the five Kent Adult Social Services-related targets) for Members' comment.

FOR INFORMATION

Introduction

1. (1) *Towards 2010* was formally launched in September 2006. Annual reports on progress against all 63 targets are discussed and approved by County Council each autumn.

Format

2. (1) Feedback from Members has been taken into account in finalising the layout of this year's Annual Report and each separate report for each target includes the following elements:

- Status of the target (Either 'More progress needed', 'On course' or 'Done and ongoing')
- List of partners with whom we are delivering this target
- Progress to date
- Work planned between now and 2010
- Measurable indicators (where relevant – as agreed at County Council in December 2007).

Summary

3. (1) Those *Towards 2010* targets relevant to this Committee are shown in the table below together with the relevant status:

| Towards 2010 Target | Status |
|--|---------------|
| Target 52: Increase the number of people supported to live independently in their own homes. This will include: <ul style="list-style-type: none">• encouraging the development of more housing for older people, disabled people and those with special needs• encouraging more people to take control of their care/support through | On course |

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| Direct Payments <ul style="list-style-type: none"> taking advantage of new technologies, such as expanding our TeleHealth and Telecare programmes | |
| Target 53: Strengthen the support provided to people caring for relatives and friends | On course |
| Target 54: Work with our colleagues in the health service to reduce the number of avoidable admissions to hospital and combine resources, where appropriate, to improve the health and well-being of the people of Kent | On course |
| Target 55: Ensure better planning to ease the transition between childhood and adulthood for young people with disabilities and to promote their independence | On course |
| Target 56: Improve older people's economic well-being by encouraging the take-up of benefits | On course |

Please note that where targets are cross-directorate they will be reported to all relevant Policy Overview Committees.

Approval process

4. (1) The draft Annual Report will be discussed at Cabinet on 13 October 2008 prior to approval at County Council on 16 October 2008.

(2) The draft Annual Report will be discussed at the September meetings of all Policy Overview Committees to enable Members to comment on the early draft prior to its finalisation for the Cabinet and County Council meetings.

(3) Each Policy Overview Committee will receive the draft reports on the relevant targets relating to their Committee's accountabilities. Attached, as Appendix 1 is a draft of the reports for the five Kent Adult Social Services-related targets in the above table.

Recommendation

5. (1) Members are asked to COMMENT on the attached drafts.

Accountable Officer:
Nick Sherlock, Public Involvement and Performance Manager,
Kent Adult Social Services
01622 69(6175).

Background Documents: None

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| <p>Target 52: Increase the number of people supported to live independently in their own homes. This will include:</p> <ul style="list-style-type: none"> • encouraging the development of more housing for older people, disabled people and those with special needs • encouraging more people to take control of their care/support through Direct Payments • taking advantage of new technologies, such as expanding our TeleHealth and Telecare programmes | | |
| <p>Lead Cabinet Member: Kevin Lynes</p> | <p>Lead Managing Director: Oliver Mills</p> | <p>Lead Officers: Anne Tidmarsh/Chris Belton/Michael Thomas-Sam</p> |

Status: On course

List the partners with whom we are working to deliver this target:

The success of this target is dependent on working together with a whole range of organisations both in the private and voluntary sector, ensuring that we are working together to promote independence. This target includes a whole range of complex activities all interdependent and all in partnership with others. The new Government Concordat, 'Putting People First' and the Social Care Grant have given this target further impetus. Partners include:

- 12 District Councils
- Health – PCTs and Mental Health Trust
- Voluntary Agencies – who manage many of the support projects
- Private Sector – who, for example are home care providers, and who manage a range of home care services
- Other Statutory Agencies including Police and Ambulance Service
- The public – particularly current users of services who have significantly contributed to the development of new services

Progress to date on delivering this Towards 2010 target:

Work is progressing well on developing more housing for older people, disabled people and those with special needs. Accommodation for older people and for people with mental health problems are areas where we are making particularly good progress currently and there will be schemes developed by 2010 and more planned for development. Based on current work we fully expect there to be at least 417 new housing units built and ready for occupation by 2010. Of these, 40 will be built in 2008/09 and 377 will be built in 2009/10. District Council partners and Kent Adult Social Services continue to work together, even more closely and as a result some excellent developments are planned in the housing growth areas to agreed design standards.

Target 52 is linked closely to the development of Housing Strategies with the District Council and at regional level. Kent Adult Social Services is now represented at the Kent Housing Group and promotes this target with partner Housing Commissioners and providers in Kent.

The Supporting People Programme has made available 1,200 units of short-term accommodation, just under 1,000 units of longer-term supported housing, and a range of 'floating support' services for vulnerable people living in their own accommodation.

Direct Payments are being actively promoted, leading to a significant increase in take up. There are now 1615 (31 March 2008) people using Direct Payments in Kent. The Kent Card is now being used by 225 people as a banking option for Direct Payments.

The Kent TeleHealth pilot was deployed across the county. The target was 250. The pilot is now being mainstreamed in partnership with Health and will contribute to the Local Delivery Plans of the Health Service. The pilot laid the foundations for the Whole Systems Demonstrator.

The Kent Telecare Project has reached 1116 clients across Kent. The service is ongoing in the 6 Districts in which the service has been rolled out, and is viewed locally as a mainstream service option.

Whole Systems Demonstrator (WSD) is a DH programme which will “examine the effect of TeleHealth and Telecare”. The programme is of national significance and will be evaluated by a team of independent academics commissioned by the DH. This is a partnership programme with both West Kent and Eastern and Coastal Kent PCTs and the above mentioned partners. Under this programme there will be 1333 *new* recipients of TeleHealth technology and 1333 *new* recipients of Telecare. The roll out began in April 2008.

The Brighter Futures Group (BFG) is a partnership between KCC, PCTs and voluntary and community organisations aimed at helping older people remain independent. The programme targets those people aged over 75, who are living alone, in poor housing and on a low income. It seeks to reduce the isolation and loneliness that older people can face and help them stay comfortably and independently in their own homes. The programme currently runs in the Ashford, Maidstone, Tunbridge Wells, Tonbridge & Malling and Sevenoaks areas. The interim findings of the formal evaluation from the London School of Economics indicate that the projects are meeting the needs of service users very well.

As outlined in other target sheets, we continue to develop a range of schemes with the NHS which focus on enabling people to live at home independently. An example being ‘INVOKE’ outlined in target 54.

Within West Kent Mental Health Services, a successful model in partnership with the private and voluntary sectors has been developed to maximise employment opportunities. In East Kent, as a result of some extra investment and redesign of services, East Kent will have Vocational Advisors in all Community Mental Health Teams by December 2008.

Work planned between now and 2010:

Further work will be progressed between now and 2010 to both identify new housing developments and refurbish existing housing to meet standards and need. Further specific work between now and 2010 includes delivering a further Housing PFI with four District Councils (Ashford, Dover, Thanet and Tunbridge Wells) for 182 Extra Care and Supported apartments for vulnerable people. We will also work with partners in housing growth areas (Dartford, Gravesham and Ashford) and identify opportunities with other District Councils to maximise the target and pursue joint partnership working opportunities.

April 2008 was the go live date for the Whole Systems Demonstrator. It is planned to roll-out both Telecare and TeleHealth to intervention groups totalling 833 for each and to identify delayed delivery groups totalling 500. The anticipated completion date is July 2009. These will be county wide and will be over and above the figures already receiving the service.

Active Lives for Adults will be a major driver for the future development of direct payments / personalised budgets and the whole personalisation agenda. This is a major cultural change, which will see a shift in emphasis away from ‘managing care packages’ and towards personalisation and self directed support.

A resource allocation system based on self-assessment is being developed, so that people can be told how much money is available to them at the start of the process i.e. at the assessment stage. By knowing how much money is available over the period of a year, people can plan their lives in a better way and achieve identified outcomes.

In addition, we are developing a co-ordination role within Kent Adult Social Services and independent brokerage within the community to support people in planning and managing their personal budget. People can choose to manage the money themselves and therefore receive a Direct Payment or have the money and support managed for them.

Brighter Futures Group. Now sources of funding have been identified through the Social Care Reform Grant, the work will be to evaluate the current schemes to ensure the appropriate level of funding. Furthermore, work will be undertaken to explore the possibilities of developing schemes in Districts which have not yet had the benefit of Brighter Futures Groups. In East Kent consideration will be given to linkages with INVOKE (Partnerships for Older People Project – see target 54 for more detail).

This target is closely linked to the other targets in this section (52-56) and much of the work undertaken within these targets directly contributes to the success of this target and vice versa.

| Measurable Indicator(s) | 2005/06 | 2006/07 | 2007/08 Actual | 2008/09 Target | 2009/10 Target |
|--|----------------|----------------|---------------------------|---------------------------|---------------------------|
| Number of people supported by community based services provided by Kent Adult Social Services (including through voluntary sector funding) to live independently, as at 31 March each year | 31,027 | 31,990 | 32,983 | * | 34,027 |

* Agreed that the focus is the 2009/10 target

Monitoring completed by: Jeremy Blackman, Christy Holden, Jean Penney, Nick Sherlock, Katherine Williams, Chris Belton, Anne Tidmarsh

Date: August 2008

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| Target 53: Strengthen the support provided to people caring for relatives and friends | | |
| Lead Cabinet Member: Kevin Lynes | Lead Managing Director: Oliver Mills | Lead Officer: Emma Hanson |

Status: On course

List the partners with whom we are working to deliver this target:

Children, Families and Education Directorate, Communities Directorate, Kent Children's Fund, Carers Support Organisations, University of Kent, Primary Care Trusts and Independent Providers.

Progress to date on delivering this Towards 2010 target:

The "Carers in Kent", a County Council Select Committee Report, was published in January 2008. Kent Adult Social Services has committed to delivering the report's 14 recommendations in partnership with Children, Families and Education Directorate, Communities Directorate, Carers Support Organisations, Primary Care Trusts, Independent Providers and Partner Agencies delivering 'Every Child Matters' Outcomes.

On 8 July 2008 at the Ramada Hotel in Hollingbourne, we held a Carers Stakeholder Event. We used the event to feedback to a larger group of carers and their support organisations the findings of the Select Committee and some of the work already undertaken focusing on the priorities of the Select Committee. The event was a great success with a wide range of carers from across Kent and representatives from 22 organisations that support carers. The feedback from this session has helped refine our plans and will be published shortly.

The event was also used to launch the successfully completed Young Carers Strategy, 'Invisible People'. Kent Adult Social Services has worked alongside Children, Families and Education Directorate to develop this Strategy which has an agreed Action Plan. Kent Adult Social Services will continue to work closely with Children, Families and Education Directorate to ensure that the Strategy is delivered.

170 anonymous Kent young carers have been identified and their educational achievements and attendance is being tracked. Young carers aged 16+ who remain at school and who attend carers projects are now able to access the Learning Support Grant. A multi-agency training DVD has been commissioned to support all agencies in developing a better understanding of the needs of young carers. Young carers over 11, who attend a local young carers project, will be given the opportunity to have access to a local leisure centre.

Kent Adult Social Services is currently working with the Personal Social Services Research Unit to develop a Carers Survey. This survey will be delivered to a random sample of carers known to Kent Adult Social Services and the Carers support organisations that we work with. The survey will focus on carers' experiences of services and support; it will provide a baseline for future surveys. The DH is extremely interested in the survey and the approach that we are taking. Our learning and experience in Kent will inform the national carers survey planned for Autumn 2009.

We have collected descriptive information about the participating carers, so will be able to describe various characteristics, including age, gender, ethnicity, the needs of the cared for person and the cared for person's experience of help and support. We have recruited 30 carers to take part in the cognitive testing of the Survey questions, which is scheduled to take place during late February – April 2009.

Kent Adult Social Services continues to provide a range of “short breaks” which mutually benefits carers and the people they support. These include day care, support in the home, overnight care, adult placements and emergency breaks.

In Mental Health, a carers support group is funded in each locality in Kent. These provide advice, support and information to carers of people with functional mental health problems. This is both one to one support and also support groups that meet regularly. Carers are also supported to participate in the decision making meetings about the commissioning of mental health services, so that their views are heard and taken account of in planning services. A robust structure to ensure participation has been put in place in partnership with the Kent and Medway NHS and Social Care Partnership Trust.

We have, in partnership with the NHS, developed the role of carers assessment worker within Community Mental Health teams. These workers ensure that carers’ requirements are considered and assessed as part of each service user’s care plan. Carers are put in touch with the carers support service that can arrange respite using specially identified carers breaks money.

An example of the work we do with carers is the Dover District - ‘Carers Support’s Young Onset Dementia Activity Project’. This offers the opportunity to enjoy everyday activities such as gardening, cooking, walking and arts and crafts in a friendly environment with people who understand their situation. It is not a respite service, but an opportunity to support and involve carers, and to help them find ways to deal with some of the problems of dementia; and also help those with dementia to sustain social and daily living skills, thereby boosting their confidence and self-esteem.

We have continued to hold Carers Safeguarding Vulnerable Adults forums twice a year. The aim of the forums has been to help a wide range of people who use or may use services and carers to gain a better understanding of what constitutes abuse, what can be done if abuse is reported, and most importantly to prevent the abuse of vulnerable people happening.

The Supporting Carers Implementation Group, is a countywide group focusing on the needs of carers of people with learning disabilities. The group has a number of projects. An example being:

- Training for carers of people with a learning disability. This is a six-week course covering all aspects of care, topics such as working with your care manager, person centred planning. One block of six weeks has successfully run in Ashford and is due for roll out across Kent in September. It is hoped through these groups to form carers sub groups to inform the District Partnership groups.

KCC has shown its commitment to supporting employees who are carers, by recognising that they may need special assistance from time to time. To enable carers to meet their commitments in and outside work, KCC has put in place a range of measures. A Carer's Leave Pilot, which runs from June 2007 to 31 August 2008, enables carers with their manager’s agreement, to use up to 5 days personal leave (formerly Compassionate Leave) for caring responsibilities. Carers can also work with their managers to agree their needs within a support plan using strategies such as flexible working, changing to part time hours, annualised hours, nine day fortnight or term time only working.

Work planned between now and 2010:

During the next year the focus on work with carers is going to have an even greater profile. The Government have launched a national Strategy for Carers. This has been a major piece of work involving carers and carers organisations across the country, including Kent. The Carers grant will also take on a higher profile. It will be allocated as part of the Area based grant through the Local Area Agreement framework.

- Following the Select Committee a short term working group of Kent Adult Social Services staff and carer support organisations, met and agreed the five key priority development areas for Carers in Kent, which are:
 - Carers Emergency Card
 - A Carers Single Point of Contact/Access
 - Improved range and supply of short-breaks
 - Emergency support
 - Education & Training (caring with confidence)

Work has begun to develop a Kent Wide Carers Emergency Card which will be linked to a 24hr single point of access. This card is designed to provide carers with the piece of mind that should an emergency situation occur, support can be accessed quickly.

The focus of future work will be on these priorities. We will continue to develop services, which meet the needs of carers in line with the Select Committee recommendations.

We will progress the expansion of the “Learning for Living” Programme for Carers which was successfully tested in north west Kent. A multi-agency group has been established to plan, develop and implement the Kent Adult Carers Strategy, which will be informed by the national Carers Strategy.

We propose to set up a Standing Carers Advisory Group to inform service planning and commissioning with the aim of enhancing choice and flexibility for adult carers as part of the personalisation of adult social care. An annual carers report to the Adult and Children’s Policy Overview Committees will be produced to demonstrate the state of carers support arrangements.

We will continuously update accessible information about carers rights and services available to them. Kent Adult Social Services will work together with Health to support carers in delivering requirements of the NHS operating framework. We will also ensure that policy on people who fund their own care reflects carers rights and support, as those financially supported by KCC and the NHS. We will explore how a national information line can link to local carers information sources.

Building on the success of the Young Carers Strategy, Kent Adult Social Services is working in partnership with Children, Families and Education Directorate and Kent Drug And Alcohol Team to develop a multi-agency Hidden Harm Strategy to support the children/carers of parents with problems with substance misuse.

We have been successful in reducing the use of inpatient facilities for people with functional mental health problems, but recognise that people spend more time in the community and this may mean additional burden on carers. We will provide additional funding for carers support services in mental health, so that more carers can be better supported and have greater opportunities for training through carers educational and support programmes.

Between now and 2010 we will also further develop our capacity to offer carers breaks to ensure that a funded carers break can be accessed in all localities in Kent. We will work with the Health Service to produce a joint plan for short breaks for 2009/10 in line with the Carers National Strategy.

This target is closely linked to the other targets in this section (52-56) and much of the work undertaken within these targets directly contributes to the success of this target and vice versa.

| Measurable Indicator(s) | 2006/07 | 2007/08 Actual | 2008/09 Target | 2009/10 Target |
|---|----------------|---------------------------|----------------------------|----------------------------|
| Satisfaction measure being developed – based on user survey | New indicator | New indicator | To be set in December 2008 | To be set in December 2008 |

Monitoring completed by: Michael Thomas-Sam, Emma Hanson

Date: August 2008

Target 54: Work with our colleagues in the health service to reduce the number of avoidable admissions to hospital and combine resources, where appropriate, to improve the health and well-being of the people of Kent

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| Lead Cabinet Member: Kevin Lynes | Lead Managing Director: Oliver Mills | Lead Officers: Anne Tidmarsh/Chris Belton/Jan Harker |
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Status: On course

List the partners with whom we are working to deliver this target:

The main partners in delivery of this target are the NHS in Kent, particularly the 2 PCTs and the Mental Health Trust. However, the voluntary and private sector in managing many of the community based projects and the District Councils all make significant and valuable contributions to this target.

Furthermore the success of this target is closely linked with the performance of other targets in Towards 2010 – particularly those related to health issues in this section.

Progress to date on delivering this Towards 2010 target:

The Directorate has a good record of working with the Health Service as illustrated by the range of joint services we have which fall under the remit of S31 Agreements. One of the major services is the Mental Health Trust. The Trust is currently making application to gain 'Foundation Status'. Should this application be successful it will add another significant dimension in our working relationship with the Health Service.

The Joint Strategic Needs Assessment has been undertaken in partnership with Health to identify the future needs of the population of Kent and thereby facilitate joint planning and commissioning.

The Public Health Department is now firmly established in KCC. A Public Health Strategy and an action plan flowing from it has now been published and this is now being implemented.

As outlined in Target 52, Active Lives for Adults (ALfA) will transform all front line services. Integral to this is the joint work with the NHS.

At an operational level a wide range of initiatives continue to be developed in partnership with Health. These include the following projects and initiatives:

- Close working with Intermediate Care teams across East Kent has ensured that people are able to access therapeutic interventions without hospital admission, either in the Registered Care Units or in their own homes. The Intermediate Care teams now include the Occupational Therapists who work in Recuperative Care.
- Fast Track Assessment and provision of community equipment and minor adaptations provides a quick response to enable people to receive essential services to prevent falls and enable greater independence. Trusted Assessors are trained to allow provision of equipment through one assessment approach.
- INVOKE (Independence through the Voluntary action of Kent Elders) is the project that has been developed out of the successful POPPs (Partnerships for Older People Projects) bid. It is a project that has been developed in partnership with Eastern and Coastal Kent PCT. Community Matrons have a significant role. The project has 18 Community Matron support workers linked to it. The project is designed to give older people greater independence and enhance self-management through increased choice and control. It also aims to reduce

hospital admissions. The feedback from the project, which has been recorded in articles in a range of Newsletters, is very positive.

- The INVOKE project also has Care Navigators (6 across East Kent) and Community Information and Liaison Assistants (6 across East Kent). These posts are working to increase choice and control by delivering local information to communities. They are developing district directories, facilitating health promotion workshops and providing one to ones with clients to enable them to make an informed decision in regards to the best solution for their need.
- The partnership with Health in the investment of the re-imburement grant into preventative community based projects continues to be effective.
- The partnership with Health in developing the Whole Systems Demonstrator, already described in detail in target 52, is another initiative which is supporting the development of this target.
- We continue to work closely with the Health Service in the investment of the re-imburement grant into community schemes to avoid people having to be admitted to hospital. In partnership with Health this has enabled small local, community based schemes to be set up – for example ‘falls schemes’, which support old and disabled people who might well have ended up staying in hospital after experiencing a fall.
- East Kent has been selected as a DH Demonstrator Site for Urgent Care. Again this is in full partnership with the Health Service. The aim of the programme is to treat people closer to home, to prevent hospital and long term care admissions and to provide better, integrated care in a person’s own home. A rollout programme of Intermediate Care for East Kent is part of the project and this again is aimed at providing care and rehabilitation in the person’s own home where possible. This project is now operational and is beginning to have positive outcomes.
- Across East Kent a partnership has developed to promote the links between good physical health and mental health. The partnership includes KCC, District Councils, Health Promotion, independent sector, private sector and secondary mental health services. The partnership has organised a "Physical Health Taster day" event on the 22 July 2008. The event will offer people with mental health difficulties the opportunity to try out a wide range of activities, from aerobics to juggling, at no cost to themselves. The event will bring together service users from all over East Kent and has been co-ordinated by the Mental Health Local Planning and Monitoring Groups. Pfizer, who are providing the facilities for the day, has sponsored the event.

Work planned between now and 2010:

Next year there will be an even greater emphasis on close working with the Health Service. On a National Level there have very recently been a series of publications, i.e. ‘Putting People First’, ‘Transforming Social Care’ and ‘Valuing People Now’ – all of which put a firmer emphasis on the close working relationship with Health. A Carers Strategy has been launched and shortly this will be followed by a new Dementia Strategy.

Within Kent the Joint Strategic Needs Assessment (JSNA) will be a key driver. This was presented to Cabinet in March 2008 and the actions from it will be key to the delivery of this target. For example, the JSNA will be a main driver in future joint commissioning between Health and KCC.

The outcome of the application for ‘Foundation Status’ by the Mental Health Trust will also have an impact on future work with the NHS.

KCC and partners in the NHS and District Councils are developing at least 37 new units of supported accommodation across the county to enable people to receive longer-term community support as an alternative to residential care or hospital. The work has led to extra investment in the social care economy via joint working with District Councils and the private sector and the first of the units of accommodation becomes available for use from October 2008.

At an operational level we will:

- Expand the Fast Track service to the twelve Districts on an ongoing basis and more training of Trusted Assessors will take place between now and 2010
- Continue with the development of INVOKE and Urgent Care Demonstrator
- Continue with the implementation of TeleHealth and Telecare as outlined in target 52
- Continue to develop preventative services, such as providing intensive community support care packages to reduce the number of people going into hospital
- Work with Health to develop joint pathways to ensure an integrated programme for people with a range of long term conditions, including Dementia
- Develop, with the PCTs, services to support carers

A major piece of work for this year, as outlined in 'Valuing People Now', will be the transfer of responsibility of those people with Learning Disability being looked after by the NHS to the Local Authority.

This target is closely linked to the other targets in this section (52-56) and much of the work undertaken within these targets directly contributes to the success of this target and vice versus.

Measurable indicators:

None – This Towards 2010 target has been formally agreed as having an 'aspirational' status and progress is measured via qualitative means.

Monitoring completed by: Jan Harker, Nick Sherlock, Katherine Williams

Date: August 2008

Target 55: Ensure better planning to ease the transition between childhood and adulthood for young people with disabilities and to promote their independence

Lead Cabinet Members:
Kevin Lynes/Chris Wells

Lead Managing Directors:
Oliver Mills/Graham Badman

Lead Officers:
Michael Thomas-Sam/Colin Feltham

Status: On course

List the partners with whom we are working to deliver this target:

Kent Adult Social Services and Children, Families and Education Directorate are leading the partnership that also includes the Kent Learning Disability Partnership Board, Parent Organisations, Primary Care Trusts, Learning Skills Council, Connexions and Schools.

Progress to date on delivering this Towards 2010 target:

The Partnership has developed multi-agency Transition Protocols, which are in the process of being signed off by each organisation. These will ensure that there is a clear process as to what support young people will receive through transition and how the different services will interact.

Work is ongoing in identifying all Kent young people who may need additional support with their transition into adult life. With the young people and their carer's consent, this will link together basic identifying information held by Education, Health and Social Care agencies. It will ensure that no one who needs and wants support through transition will be missed.

KCC has commissioned independent research into young adults and their recent experiences of transition and the quality of the support they received. Nearly 20% of all the young people and their carers who have transferred to Kent Adult Social Services in the past two years agreed to take part and have been interviewed. This will form a baseline for this target. The research will also develop tools that will enable an annual survey to be conducted. This will provide the annual measure of young people's satisfaction with the support they receive during transition.

There are examples of excellent Transition Support for young people, which has led to Kent being selected as a pilot site for the national "Getting a Life" Project. This is a cross-departmental government project, co-ordinated by the Office of Disability Issues, to improve the life chances of young people with learning disabilities. Selection is an indication of how Kent's partnership approach to transition is viewed nationally.

Examples of current best practice include the Person Centred Transition Planning being done by Valence School in partnership with the Kent Learning Disability Partnership Board's Transition Champion, Sheelagh Smith. In Ashford there has been creative use of Learning Disability Development Fund grants to develop summer schemes that involves carers, schools, KCC staff and the community. These, and other local solutions, are crucial in making young people's transition to adulthood a supported and positive experience.

The 2007 curriculum survey of provision in special schools showed the growing number of vocational facilities, promoted by the Kent 14-16 vocational programme, that are being used increasingly by special schools and units e.g. use of the Thanet skills studio for hospitality and catering by The Foreland School, St Anthony's School and the independent Westgate College. Further discussions are taking place across the county to consider how best to extend this offer to all special schools. A project is also being run out of St Nicholas School (school for pupils with profound, severe and complex needs) known as 'person centred planning' which offers direct support to enable the student, parents and carers to develop their ideas towards their future

dreams, careers and prospects for life beyond school. One of many examples is a young man, who left St Nicholas School a few years ago having acquired some basic work experience in catering through the post 16 unit based on the site of Canterbury College. Since leaving, he went on to achieve mainstream qualifications in catering at Canterbury College and is now working and living in his own 'supported living' flat.

Improvement in Transition support is being steered strategically by Oliver Mills and Graham Badman. Kent Adult Social Services and Children, Families and Education Directorate are leading a partnership that includes the Kent Learning Disability Partnership Board, Parent Organisations, the Primary Care Trusts, Learning Skills Council, Connexions, and Schools. The partnership has developed multi-agency Transition Protocols. These have developed from excellent local practices and are ensuring that this becomes available to all Kent young people who need support.

Target 55 is linked closely to the development of Housing Strategies with the District Council and at regional level. Kent Adult Social Services is now represented at the Kent Housing Group and promotes this target with partner Housing Commissioners and providers in Kent.

KCC Members' Select Committee on Transition has held their one-year on meeting to review the implementation of their 12 recommendations. They agreed that 8 have had complete or advanced progress and the remaining 4 have good progress with some further work to do.

Work planned between now and 2010:

Implementation of the Transition Protocols across all agencies will be phased in from April 08, with full implementation by April 09. The annual survey of young people who have gone through transition, based on the research tools developed by the Tizard Centre, University of Kent, will be repeated. This will give a robust measure of satisfaction, by the people who are best placed to say if the support in their transition was good. Work is being done to ensure that as many people as possible take part in this.

We will develop Young People, Carer and Easy-Read Guides to the Transition Process. This will ensure that every young person and their families will know what support they will receive and how to access it. We will continue the encouragement of the take up of Direct Payments for both Young People aged over 16, and for Adults. This increases both flexibility and control for individuals, enabling them to live their lives more independently. With the development of Self Directed Support, this will become the norm for everyone needing support.

The Transition Partnership will be widened to include representatives from the District Councils, Housing Associations and Employment and Training organisations. This will increase the opportunities for young people to move to full adult life with more integrated access to housing and employment opportunities.

We will ensure that the outcomes achieved by this target are supported by other targets:

- Develop multi-agency support to parents and their children (Target 13)
- Listen to young people's views (Target 14)
- Increase the number of people who are supported to live independently (Target 52)
- Strengthen the support to people caring for relatives and friends (Target 53).

| Measurable Indicator(s) | 2006/07 | 2007/08 Actual | 2008/09 Target | 2009/10 Target |
|---|----------------|---------------------------|---------------------------|---------------------------|
| Satisfaction measure being developed – based on user survey | New indicator | New indicator | To be set late 2008 | To be set late 2008 |

Monitoring completed by: Daniel Waller, Policy Manager, KASS **Date: August 2008**
Jo Berry, County AEN Manager

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| Target 56: Improve older people's economic well-being by encouraging the take-up of benefits | | |
| Lead Cabinet Member: Kevin Lynes | Lead Managing Director: Oliver Mills | Lead Officer: Chris Grosskopf |

Status: On course

List the partners with whom we are working to deliver this target:

Pension Service, District Councils, Kent Benefits Partnership and Voluntary Organisations e.g. Age Concern, CAB, Citizens Rights for Older People.

Progress to date on delivering this Towards 2010 target:

Older people receiving social care services are already offered information, advice and, if necessary, assistance by their care manager to claim the relevant benefits. Since April 2007, all areas within Kent Adult Social Services are covered by our new Specialist Finance Teams which include Finance and Benefit visiting officers (FABOs), specially trained to provide benefit advice and assistance with claims. If cases become complex or there is a need to challenge a decision of the Department of Work and Pensions (DWP), service users are referred to one of our 11 Area Benefit Officers (ABOs) who will assist with this including representing service users at appeal tribunals. In the last financial year, the 11 ABOs alone raised nearly **4 million pounds** for their clients, the majority of whom are older people. This is over and above money raised as a result of the work of the FABOs and Care Management (work is underway to determine this amount).

The KCC County Benefit Service also operates a Benefits Helpline and provides training in benefit issues to staff. Both of these services are available to voluntary organisations. They also have a Benefits site on KCC's public website www.kent.gov.uk/benefits-information. This provides information on all the major benefits with links to relevant government and District Council sites.

Kent has been working with the DWP and District Councils and is working towards the creation of joint teams. This should lead to a better experience for service users, who will not need to provide financial information to so many agencies, and a higher take-up of the relevant benefits.

Kent has, with the District Councils and DWP, set up the Kent Benefits Partnership to increase the take up of council tax benefit amongst the older residents of Kent. They are now helping clients to claim other benefits to which they are entitled.

Work planned between now and 2010:

- We will carry out media campaigns to increase take up of specific benefits. Such new avenues as Kent TV will be helpful in this.
- We will build upon the work of the Kent Benefits Partnership to increase the range of benefit advice. We will also build upon the successful Finance and Benefit Teams, for example furthering the development of joint working with the Pension Service and District Councils.
- KASS will be involved with joint take-up campaigns with the voluntary sector.

| Measurable Indicator (s) | Aug 06 | Aug 07 | Aug 08 Target | 2009/10 Target |
|---|---------------|---------------|----------------------|-----------------------|
| Number of older people who are in receipt of /with underlying entitlement to Attendance Allowance | 34,540 | 36,330 | 36,000 | +5% |
| Number of older people who are in receipt of Pension Credit | 70,270 | 70,960 | 72,000 | +5% |
| Number of older people in receipt of council tax benefit | 61,690 | Not available | 63,000 | +5 |

Monitoring completed by: Chris Grosskopf

Date: August 2008