

By: Oliver Mills, Managing Director, Adult Services
To: Adult Services Policy Overview Committee – 8 November 2006
Subject: "TOWARDS 2010"
Classification: Unrestricted

Summary: Enclosed with this paper is the first Annual Report on progress on those Towards 2010 targets that are the responsibility of Kent Adult Social Services

1. The final version of Towards 2010 was published in September 2006. One year on the first Annual Report, outlining progress on T2010, is due to be presented to County Council later this month.
2. Prior to the full Towards 2010 Annual Report being presented to County Council it was agreed that the draft progress reports which are to be presented at County Council would be submitted to the relevant Policy Overview Committees for their comments and inputs.
3. The targets for which Kent Adult Social Services has the lead all come under the theme of 'Improved Health and Wellbeing'. Annex 1 comprises the extracts from the original Towards 2010 report which relate to targets 52-56:

52. Increase the number of people supported to live independently in their own homes. This will include:

- 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

53. Strengthen the support provided to people caring for relatives and friends

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

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

56. Improve older people's economic well-being by encouraging the take-up of benefits

4. Annex 2 sets out the progress reports on the targets for which Kent Adult Social Services has the lead.

Recommendation

5. Members are asked to NOTE and comment on the progress reports.

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Improved Health, Care and Well-being (targets 52-56)
Helping older people and those with disabilities to be independent

“People are living longer. This provides major opportunities as well as challenges. We will encourage people to plan for their health, social and economic wellbeing in old age and champion senior citizens. We will lead by example to promote a positive image of older people and the value their contribution makes to community life.”

“Most older people want to live independently in their own homes for as long as possible and this is also true for younger people with disabilities or mental health problems. We will move away from traditional care models towards providing greater choice and control, giving people the support to lead their lives as they want, in their own homes.”

Kevin Lynes, Cabinet Member for Adult Services

To enable people to lead independent lives, we will:

52. Increase the number of people supported to live independently in their own homes. This will include:

- **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**

Why is this a priority for action?

Promoting independence means that older people, or people with physical or learning disabilities or mental health problems:

- live in their own home (or live as independently as possible within a residential home).
- have a choice over the support or services that they get.
- control how their health needs are met - particularly if they have long-term illnesses or conditions (e.g. diabetes).
- are supported and encouraged to be in paid work, voluntary work, education or training if they are of working age.
- are encouraged to have active lives and be full members of the community.

Although people are living longer, some are not getting the full benefits of a long life because they become ill and dependent. Kent's population is ageing, and by 2010 there will be an additional 27,000 people over 65. Most will be very healthy and independent, but some will need help to stay that way and others will need services. Due to welcome improvements to medical care, the number of people with physical or learning

disabilities living longer is increasing too. When people are helped to live independently, they have a better quality of life. Evidence also shows that people who are helped to stay independent need less support from Health, Adult Social Services and voluntary organisations in the future. This means that promoting independence is good for individuals AND reduces the future burden on taxpayers and communities.

Appropriate housing is vital in promoting independence and wellbeing. Kent County Council will continue to work closely with District and Borough Councils to ensure housing is provided for vulnerable groups with special needs. This links with **Target 40** (ensuring that new housing developments have the right infrastructure), with its emphasis on Lifetime Homes.

Technology to support people with particular needs is developing rapidly and we must continue to make the most of the opportunities that it brings.

What have we done so far?

- Support about 30,000 people to live in the community through providing domiciliary care, day care, respite care and other support through the voluntary sector. In the past many of these people would have had no choice but to go into Residential and Nursing Care.
- Provide 27,000 people with housing-related support.
- Worked with Health and the voluntary and private sectors to develop services which help people:
 - who are coming out of hospital to regain their independence.
 - to be treated at home instead of going into hospital.
 - with increasingly severe and complex conditions to remain in their own homes.
- Developed Direct Payments (where people are given money to buy the support services they want), to give people more freedom, flexibility, choice and control over their lives. We have put enormous effort into making it as easy as possible for people to use Direct Payments. For example, we developed a Client Money Service where KCC manages people's finances whilst enabling them still to have overall financial control. Over 1,000 people in Kent have now taken up Direct Payments.
- Recognised that technology can be used to help people to live independently. For example, we have developed Telecare, which uses technology to alert and call people if a person needs help, and Telehealth, which lets people monitor and look after their illnesses. Telecare reduces the risk for people who want to remain independent at home. Telehealth is an opportunity for people across Kent with a clinical or social care need to get involved with a monitoring system that aims to reduce the number of times they need to visit their GP or go into hospital.
- Through the Supporting People Programme, we have helped develop and fund about 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.
- We are already delivering 344 supported housing apartments for older people, people with learning disabilities and those with mental health problems. This is in partnership with 10 District Councils and one of the most unique PFI projects in the country.

What extra work will be done between now and 2010?

We want to help even more people to gain from the benefits of living independently and to encourage people to do what they can to stay healthy and independent in the future. We will therefore increase the number of people living independently by 3,000 by:

- reducing the number of people going into hospital as an emergency admission.
- further increasing the take-up of Direct Payments.
- giving more disabled people and those with long-term conditions (including mental health problems) the chance of paid employment.
- giving more people the chance to take part in activities they enjoy regardless of their age or impairment.
- making new technology available to more people who would benefit from it.
- expanding delivery of personalised equipment and adaptations to disabled people in their own homes.
- provide preventative services.

How we will do this:

Services to help people live at home

- Provide simple information in easy-to-understand language and in different formats, which is easy to find, so people know where to get help when they need it.
- Work with Health, voluntary organisations and the private sector to develop more services to help people to live at home. In doing this it will be vital that we all work together to find the extra money that will be needed to do this.
- Provide more services to help people recover at home from strokes, accidents and other illnesses including recuperative care within people's own homes.
- Improve support to carers (see **Target 53**).
- Improve the support we give to young disabled people as they leave school and become independent adults (see also **Target 55**).
- Increase the number of people accessing equipment through direct provision.
- Work with the voluntary and community sector and other partners to increase opportunities and support for people to participate in the community, including taking up meaningful employment where desirable, regardless of their age, disability or illness.
- Increase community participation and volunteering so that more active people are encouraged to help those who need support.
- Help people with long-term illnesses and conditions to develop a greater understanding of their illness so that they are not always dependent on professionals to make decisions about their illness.
- Promote the 'social model' approach to disability, which looks at how barriers can be taken away so that people can have equal access to their community and the same opportunities as their non-disabled peers.
- Implement and roll out the Brighter Futures Group project, which encourages active older people to provide support to older people who need it and their carers.
- Improve eligibility criteria to enhance access and target vulnerable people with preventative housing related support services.

More suitable housing

- Increase provision of more stable, longer-term accommodation of a decent standard with flexible support to enable people to participate in the community.
- Work closely with District Councils to encourage the building of new accommodation. Furthermore, through closer links with District Councils and other agencies, develop a more effective usage of existing stock (for example bringing back into use empty homes **Target 39** or private sector leasing).
- Enable/facilitate shared ownership for vulnerable service user groups, e.g. the disabled and those with mental health problems.

New Technology

- Expand Telehealth and Telecare and, given their success, seek new ways of using technology to promote independence.
- As people usually know themselves better than many of the professionals dealing with them, they can assess their own needs at a time and place that suits them. We will do this by expanding and developing the self-assessment website www.kent.gov.uk/selfassessment and other such projects.

Direct Payments

- Launch the Kent Card and continue to make it easier for people to take up Direct Payments (Direct Payments website is www.kentdp.co.uk and telephone number 01304 841987). The Kent Card has been developed with the Royal Bank of Scotland. Money will be loaded on to a Visa card and individuals will be able to use this to purchase support to meet their identified eligible need.
- Develop 'In-Control' (an approach to enabling the individual to have control across all the resources available to them so that they decide how to access any support they need) and other ways of giving people greater control across a wider range of services.

What will it mean for you?

More older people and disabled people enjoying a happier, healthier life in their own homes, contributing to community life, and planning for a secure old age.

For further information, please contact our Heads of Adult Services - Chris Belton (01732 525221) or Anne Tidmarsh (01233 652130) or Jan Harker, Head of the Occupational Therapy and Disability Sensory Unit (01622 221835).

Proposed Performance Indicators

PAF C32 (BVPI 54, LAA target) Older people helped to live at home per 1,000 population aged 65 and over (adjusted to include the voluntary sector)

This is a current Performance Assessment Framework Indicator already reported upon in a report before the Committee.

PAF C51 Direct Payments per 100,000 population or Direct Payments as absolute numbers.

This is a current Performance Assessment Framework Indicator already reported upon in a report before the Committee.

Number of people supported through Telecare/Telehealth.

This will be a new indicator for the purpose of T2010 based upon information currently held.

Number of new units of accommodation for extra care (household units)

This will be a new indicator for the purpose of T2010.

53. Strengthen the support provided to people caring for relatives and friends

Why is this a priority for action?

Carers provide unpaid care for partners, relatives and friends who need help because they are ill, frail or disabled. A substantial amount of care is provided in Kent by both adult and young carers. Whilst many receive some support, others do not, so it is crucial that we carry out assessments for carers at an early stage and then provide the support needed, either directly or by signposting them to other agencies.

To ensure the right support is provided we must involve carers in the planning and design of services and encourage and facilitate other statutory and voluntary sector organisations to do the same.

What have we done so far?

We have recognised the critical importance of carers. We have begun developing support services which offer carers such things as 'short breaks'. In developing services for carers, our close work and investment in the voluntary sector has been and will continue to be crucial.

Young carers have played an active part in not only developing a multi-agency young carers strategy, recently launched for consultation, but also the launch event itself. Carers and carer support organisations regularly meet to discuss Adult Protection issues and are involved in a variety of consultation events. Carer support organisations regularly ask for feedback via carers forums and questionnaires, passing this information to us.

What extra work will be done between now and 2010?

We will:

- improve the information we give to carers. We will be clear about what support is available where, for whom and by whom. Information will be accessible and available via websites as well as leaflets. Carers will be signposted in the right direction.
- pilot the City and Guilds "Learning for Living" Programme for carers. This is an e-learning programme aimed at breaking down the barriers to learning and work for unpaid carers. The pilot is between Kent Adult Education, Adult Social Services Directorate, North West Kent Carers Support and Dartford, Gravesham and Swanley MIND.
- develop the Expert Patient Programme (EPP) and "Looking after Me" programme for carers. The EPP is a course for anyone with a long-term health condition and aims to help them take more control over their health and therefore manage their condition better. The "Looking after Me" programme is a similar course for people with long-term health conditions and who also care for a relative or friend with a disability or illness.
- implement the Kings Fund Quality Standards for Local Carer Support Services. These standards, developed with carers and based on carers' views of quality, are designed for services aimed at supporting carers. They include information, providing a break, emotional support, support to carers, maintaining carer's own health and having a voice.
- involve and regularly consult with carers, evidencing how the consultation and their involvement has made a difference.

This Target is linked with other targets including: through our Kent Supporting Independence Programme, work towards reducing the number of people dependent on welfare benefits (**Target 9**), continue to offer and develop further multi-agency support to parents by helping them with the problems they and their children face in everyday life (**Target 13**), listen to young people's views and opinions and develop their ideas to improve life in Kent (**Target 14**), support and encourage the large number of local and voluntary groups in Kent (**Target 28**) and expand the Kent Volunteers Programme (**Target 63**), increase the number of people supported to live independently in their own homes (**Target 52**), work with colleagues in the health service to reduce the number of avoidable admissions to hospital and combine resources, where appropriate, to improve the health and wellbeing of the people of Kent (**Target 54**) and improve older people's economic well-being by encouraging the take-up of benefits (**Target 56**).

What will it mean for you?

Carers will be assessed and receive a range of support services to help them in their caring roles.

For further information, please contact Barbara Bradley, Policy Manager for Carers in Adult Services (01622 696344)

Proposed Performance Indicators

Carers satisfaction

This will be measured through a survey of carers which is currently being developed.

PAF C62 Carers Services

This is a current Performance Assessment Framework Indicator already reported upon in a report before the Committee.

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.

Why is this a priority for action?

We want to improve the level of care in the community and the quality of services and to increase people's choice over how and where they receive support. The NHS and the social care sector in Kent need to work closely to:

- share resources and thus free up resources to re-invest in frontline care.
- ensure that people are treated in the most appropriate place and only those that need to go to hospital do so.
- help people to leave hospital as soon as possible once they are ready to be discharged.

In order to ensure that effective discharge of patients takes place at all times, joint working will address the risk of bed blocking and prolonged hospital stays.

What have we done so far?

KCC and the NHS in Kent already have a very good record of working closely together, for example, we have:

- implemented an integrated Mental Health Service.
- implemented an integrated Learning Disability Service.
- jointly worked in preventative services, such as providing intensive community support care packages to reduce the number of people going into hospital.
- appointed a seconded Director of Public Health with commitments to a permanent appointment.

What extra work will be done between now and 2010?

We will:

- develop a still wider range of services. For example, work with GP's to make 'practice based commissioning' a success. This in effect will mean working with GP's to ensure that commissioning of primary care services take into account the social care needs of patients.
- jointly work with the Primary Care and Acute Trusts, GP practices, the voluntary and community sector, Districts and Borough Councils. This will ensure that the relevant

specialist equipment is available to health and social care practitioners, ultimately making the equipment available to the people who need them.

- work with Children, Families and Education and the drug and alcohol services to ensure that vulnerable young people receive the support, advice and counselling required whilst providing Education, prevention and treatment.

What will it mean for you?

More people treated in their home or in the community, rather than in hospital, and people having the right level of support, based on need, to prevent admission to hospital or ensure they make a full and rapid recovery upon discharge.

For further information, please contact our Heads of Adult Services - Chris Belton (01732 525221) or Anne Tidmarsh (01233 652130) or Jan Harker, Head of the Occupational Therapy and Disability Sensory Unit (01622 221835).

Proposed Performance Indicators

Adult Protection

Performance Assessment Framework indicator being developed by DoH / CSCI which will be used in relation to this target.

Unscheduled hospital beds. Emergency acute bed days people aged 75 and over. LPSA 11

Information we are already trying to collect from Health in relation to the Kent Agreement.

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

Why is this a priority for action?

Growing up, leaving school and learning to become independent is a challenge for all young people. For young people with disabilities it can be harder still and we need to ensure that the right support is available to enable them to be as independent as possible. If we get it wrong, there is a danger that they will not achieve their potential or the quality of life that they are capable of having. We want to make the transition experience better and to enable young people to live as independent adults.

What have we done so far?

We have strong processes in place for transition planning but feedback from our service users demonstrates that transition planning needs to be further improved for young people with disabilities and their families. The following are now in place:

- We have established a working group which involves Health, Education, Social Care, Connexions and the Learning and Skills Council to improve service planning and the delivery of educational, social care and health services.

- All the partner organisations have signed up to a common set of key principles and values which will inform how we would improve services for young people with disabilities.

What extra work will be done between now and 2010?

We will:

- improve partnership working to ensure all organisations have information on all young people with disabilities who will be becoming independent.
- work with young people with disabilities and their families to make transition more integrated and tailored to individual needs.
- ensure that there is continuity of care and support for disabled children and young people which enables them to have equality of opportunity with their peers to participate in education, training and employment opportunities.
- encourage the take-up of Direct Payments, as this is becoming popular with young adults because of the flexibility and control it gives them over their lives to enable them to live independently.
- work with housing departments and associations, employers and training providers (including training in independent living) which are all key elements of this Target. Key partners in delivering this target include the Learning Skills Council, District Councils, Connexions, Social Enterprise and Supported Employment schemes and other voluntary and community sector partners (such as RPS Rayner (16+) and Upfront).
- ensure that the outcomes are supported by other targets particularly: listen to young people’s views and opinions and develop their ideas to improve life in Kent (**Target 14**), increase the number of people supported to live independently in their own homes (**Target 52**) and strengthen the support provided to people caring for relatives and friends (**Target 53**).

What will it mean for you?

Better experiences for young people with disabilities and their families through the transition period, resulting in greater opportunities for their independent living and participation in community life.

For further information, please contact Michael Thomas-Sam, Head of Policy and Service Development in Adult Services (01622 694843) or Colin Feltham (Head of Additional Educational Needs and Resources in Children, Families and Education (01622 605729).

Proposed Performance Indicators

Survey indicator of the experiences to be developed of young people and their families.
% of young adults coming through transition that are placed in a residential home. <i>This will be a new indicator for the purpose of T2010 based upon information currently held.</i>

56. Improve older people's economic wellbeing by encouraging the take-up of benefits.

Why is this a priority for action?

For older people to keep healthy and active, they need enough money to cover their basic needs. Older people who are living in poverty are much more likely to have ill health and to need support from health and social care services. That's why we must ensure that older people on low and middle incomes claim the benefits to which they are entitled and to which they have contributed throughout their lives.

What have we done so far?

- Older people who are receiving social care services are already offered information, advice and, if necessary, assistance by their Care Manager to claim the relevant benefits.
- 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 Area Benefit Officers who will assist with this including representing service users at appeal tribunals.
- The KCC County Benefit Service operates a Benefits Helpline and provides training in benefit issues to staff. Both of these services are available to voluntary organisations.
- The County Benefit Service has set up 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 has set up the Kent Benefits Partnership to increase the take up of Council Tax Benefit amongst the older residents of Kent.

What extra work will be done between now and 2010?

We will:

- launch media campaigns to publicise and increase the take-up of specific benefits.
- introduce specialist Finance and Benefit Teams within Adult Social Services to do the detailed work to maximise people's benefit take-up. This may involve developing joint teams with the Pension Service and District Councils who administer Housing and Council Tax Benefit. 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.
- develop the work of the Kent Benefits Partnership to increase the range of benefit advice currently provided e.g. the ability to deal with more than just housing and council tax and explore further advantages of working even more closer with the joint teams.

What will it mean for you?

Older people in Kent receiving all the benefits they are entitled to, with the various agencies involved working together to make accessing benefits simpler, less time consuming and less stressful for older people.

For further information, please contact Chris Grosskopf, County Benefits Manager in Adult Services (01622 694896).

Proposed Performance Indicators

The number of people in Kent aged 60 and above who are in receipt of Attendance Allowance.

The number of people in Kent aged 60 and above who are in receipt of Pension Credit.

The number of people in Kent aged 60 and above who are beneficiaries.
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Target 52: Increase the number of people supported to live independently in their own homes. This will include:

- **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**

Lead Cabinet Member: Kevin Lynes	Lead Director: Oliver Mills	Managing	Lead Officers: Anne Tidmarsh/Chris Belton/Michael Thomas-Sam
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Progress to date:

A wealth of evidence clearly shows that disabled and older people have more fulfilled and healthy lives if they are helped to live independently in their homes. As shown by the Performance Indicators we are making progress on this target. Outlined below are some of the positive initiatives which have been implemented.

1. Kent has been picked as one of only three areas in the country to pilot a multi-million pound scheme to look after the elderly. The DoH has awarded Kent part of a £12m budget to enable health and social services to make new technologies available to many more people. The pilot will be based in Ashford, Shepway, Gravesend and Dartford.

2. The 'Invest to Save' 'Brighter Futures for Older People Programme' currently supports older people living in their own homes in the districts of Ashford, Maidstone, Sevenoaks, Tonbridge & Malling and Tunbridge Wells. It is delivered via a range of volunteer services designed to reduce avoidable admissions into hospital or long-term care, as well as keeping older people healthy, promoting social inclusion and independence and producing other benefits to the volunteers and their communities. Over 150 volunteers are working within seven projects and well over 500 older people have been supported to date. Brighter Futures Group (BFG) services which include postural stability classes, befriending, transport, assisted shopping and information/sign-posting are proving very popular and work is underway where BFG services are not currently operating in Kent to seek funding to start such services.

3. There are a number of projects under development to 'encourage the development of more housing for older people'. This involves large scale extra care housing projects (i.e. Better Homes/Active Lives PFI) and a number of smaller projects across a range of vulnerable people in Kent. New housing development takes some time to be completed and the major developments will be completed in 2009/10.

4. Progress has been made on the development of a joint strategy with the KCC Supporting People team, including work on a joint specification for community alarms

and Telecare services. This includes constructive work with district councils and housing providers to establish links and shared objectives. A final Telecare Strategy has been developed which will lead to a procurement exercise for installation and monitoring services.

5. Participation in a successful bid by Kent Adult Social Services and key partners (including PCTs) for the Long Term Conditions Whole System Demonstrator is directly contributing to the development of the ongoing Telecare Strategy, including clarifying links with Telehealth, across the health and social care system. Being successful in this bid was a major achievement and opens up a range of possibilities in working towards this target. Improvements to Telehealth are ongoing, in consultation with partners, care managers and most importantly users of the service.

6. Direct Payments are being actively promoted leading to a significant increase in take-up. The Kent Direct Payment Scheme provides a quality service to individuals who choose to employ personal assistants and it has developed some excellent DVDs as a training resource, to give real examples of how direct payments have been used to improve the quality of an individual's life. These examples are also available on the Kent Direct Payment website. Currently 60% of Direct Payment recipients choose to employ staff and many people who initially used agencies are transferring to the employment option.

7. The Kent Card is a key innovation, which was launched in March 2007. It offers major opportunities to enable people taking up Direct Payments to use the card flexibly to pay for services. The Kent Card will be well placed to bring together other sources of funding into an individual budget using the card for purchases. Central Government and other Local Authorities have shown an interest in the Kent Card. Recently KCC and the Royal Bank of Scotland hosted an event to present the card to interested parties. The card is being developed in partnership with older and disabled people.

8. Kent has been successful in bidding for the £1.5 million Partnerships for Older People Project. This is a 2 year joint project with the Eastern Coastal Kent Primary Care Trust and the voluntary sector and has 3 strands to it: employing 18 Community Matron Support Workers to work with people with Long Term Conditions supporting them to remain in their own home, using Telehealth and Telecare technology.

9. This Target can not be achieved in isolation and its success is closely linked to the achievement of other targets in Towards 2010 including:

- all the other targets in this section (**Targets 52–56**).
- **Targets 48** and **49** which focus on public health – evidence shows that improved health enables more people to live independently for longer.
- **Target 62** which focuses on the expansion of the 'Handyvan scheme', enabling older and vulnerable people to be more secure in their own home.

Future Work:

Outlined briefly is some of the planned work which will help to achieve this Target.

- Following the successful 'Whole System Demonstrator' bid there will be greater expansion of Telehealth and Telecare and the PI target has been increased to reflect this.
- The continued expansion of Direct Payments, the introduction of Individualised Budgets and the development of the Kent Card to underpin these.
- Continue to develop community based preventative services in partnership with Health, the voluntary sector and private sector. Across Kent a range of innovative local schemes are promoting independence.
- The further development of joint working arrangements with Health, ensuring effective use of our combined resources. The 2 new PCT's drawn up along the boundaries of our 'Areas' and the District Councils now open up further possibilities of this.

Measurable Indicator(s)	Base 2005/06	2006/07 Actual	2007/08 Target
Older people helped to live at home per 1,000 population aged 65 and over (including voluntary sector KCC funded)	72	75.1	77
Number of new household accommodation units provided for vulnerable adults	0	0	40
Number of people receiving Direct Payments	1,036	1,389	1,650
Number of people supported through TeleCare	400	643	1,000
Number of people supported through TeleHealth	74	160	430

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

Progress to date:

KCC recognises the critical importance of the role carers play in providing unpaid care for partners, relatives and friends who need help because they are ill, frail or disabled.

1. KCC continues to develop support services offering carers 'short breaks' to support them in their caring roles. In developing services for carers close work and investment in the voluntary sector has been, and will continue to be, crucial.
2. Young carers played an active part in developing the draft multi-agency young carers' strategy "Invisible People" launched in July 2006. The strategy has been amended following a 3 month consultation period and an implementation plan has also

been developed. A commissioning strategy is being written to ensure any support services for young carers are delivered both effectively and efficiently. The Children's Trust Board will approve the final documents in October 2007.

3. Carers and carer support organisations regularly meet to discuss Adult Protection issues and are involved in a range of consultation events. Carer support organisations regularly ask for feedback from carers on the support they receive via carers' forums and questionnaires. This information is shared with KCC.

4. A 'Support for Carers' Topic Review is currently taking place with the final report being considered by the County Council in December 2007.

5. The City and Guilds e-learning programme "Learning for Living, The Certificate in Personal Development And Learning for Unpaid Carers" has been piloted in Kent in a partnership between Kent Adult Social Services, Kent Adult Education Service, North West Kent Carers Support and Dartford, Gravesham and Swanley MIND. The carers' achievements were marked at a presentation of certificates in June. Further developments for the programme in East Kent are currently being discussed.

6. A Steering Group involving carers and carer support organisations has been set up to oversee a carers survey. The Personal Social Services Research Unit (PSSRU) at the University of Kent will undertake the research. The survey will aim to find out more about the experiences of carers coming into contact with social services and other agencies, their access to support and whether improvements resulted from support. To help support the research we have just been successful in obtaining a grant of £15,000 from the DoH.

Future Work:

As already stated in detail in **Target 52**, success of this Target is interdependent on the delivery of a range of other targets. Therefore future work in these targets will help towards the delivery of this Target. Other more specific work will include:

- the implementation of the recommendations of the topic review.
- the development of services and support for young carers, as outlined in the Commissioning Strategy.
- better information for carers, exploring new avenues such as Kent TV.
- the development of the Expert Patient Programme and more specifically the 'Looking after Me' for carers, enabling patients and their carers to take more control over their condition.
- involving carers in the development of new services such as Telehealth.

Measurable Indicator(s)	Base 2005/06	2006/07 Actual	2007/08 Target
Number of carers receiving a carers service as a percentage of clients receiving a community based service (PAF C62)	26.5%	27%	27%

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

Lead Cabinet Member:

Kevin Lynes

Lead Managing Director:

Oliver Mills

Lead Officer:

Anne Tidmarsh/Chris Belton/
Jan Harker

Progress to date:

KCC wants to improve the level of care in the community as well as the quality of services and to increase people's choice over how and where they receive support. An essential factor in achieving this is having closer working partnerships with Health. Progress has been made on this target through the following actions:

1. KCC and the Health Service in Kent already have a very good record of working closely together, for example together we have implemented:

- an integrated Mental Health Service, which has recently moved into one Trust to cover all of Kent.
- an integrated Learning Disability Service.
- a Joint Integrated Equipment Store to develop a seamless service of equipment provision for older and disabled people.

2. With the Health Service in Kent, we have developed a coherent strategy to tackle delayed discharges. This has enabled the 're-imburement grant' to be invested into community based preventative and intermediate services jointly overseen by KASS and the NHS with successful results.

3. The establishment of a Public Health Department between Kent and the PCT's, with a jointly appointed Director, will offer further opportunities to develop initiatives to fulfill this Target.

4. Kent has been successful in bidding for the £1.5 million Partnership for Older People Project. This is a 2 year joint project with Eastern Coastal Kent Primary Care Trust and the voluntary sector and has 3 strands to it: employing 18 Community Matron Support Workers to work with people with Long Term Conditions supporting them to remain in their own home, using Telehealth and Telecare technology.

5. East Kent is also one of the Department of Health Demonstrator Sites for Urgent Care. 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.

6. Section 31 Agreement with Eastern Coastal Kent PCT for the provision of intermediate care in the 2 PFI Units Westview and Westbrook House. These offer a range of intermediate and specialist services to older people.

Future Work

As outlined in detail in **Target 52**, this Target success is intertwined with the successful completion of work on other targets – particularly those focusing on health issues. The following work and opportunities will help towards the success of this Target.

- The creation of 2 PCT's based on District Council and KASS Area boundaries will greatly increase the potential for joint working with Health.
- We are currently developing joint commissioning strategies with the PCT's.
- We will continue to develop preventative services, such as providing intensive community support care packages to reduce the number of people going into hospital.
- The Joint Strategic Needs Assessment which we will be undertaking with Health will identify further opportunities for joint service development.
- In 'Our Health, Our Care, Our Say' there is a commitment for PCT's to demonstrate in their Local Delivery Plans a 5% shift in resources from the acute sector to primary and community care. This will be based on the Joint Strategic Needs Assessment and will be an important measure of how services are being focused on this Target.

Measurable Indicator(s)	Base	2007/08 Target
Targets are under consideration		

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

Progress to date:

Growing up, leaving school and learning to become independent is a challenge for all young people. For young people with disabilities it can be harder still. KCC wants to make the transition experience better.

1. KCC has robust processes in place for transition planning, but feedback from service users indicates that it can be further improved for young people with disabilities (14–25 year olds) and their families. A Project Manager is in place to lead on delivering this target.

2. KCC has established an Executive Board which involves Health, Education, Social Care, Connexions and the Learning and Skills Council to improve service planning and the delivery of educational, social care and health services. The Executive Board has an action plan which it is working to achieve. The partner organisations have signed up to a common set of key principles and values which will inform how KCC would improve services for young people with disabilities.

3. The Select Committee report “Transition to a Positive Future” was completed in April 2007 and presented to the County Council Cabinet on 14 May 2007. The report made 12 recommendations and a Member Group will be established to monitor the implementation of the recommendations.

4. Good progress is being made in updating the transition policy. A survey of young people and their families has been commissioned. The purpose of the survey is to find out about the experience of people who went through transition into adulthood in 2006. This survey will help provide important benchmark information, which will assist us in making future improvements.

5. KCC has developed a single County Transition Information Pack for Young People and their families

6. A Transition support pathway has been developed that is focussed on empowering young people in considering a range of opportunities to enable them to access education, training, employment and supported living.

7. We have introduced the use of Family Group Conferencing in East Kent and are developing plans to roll it out county-wide.

Future Work

The successful completion of this Target is interdependent on the delivery of other targets in this section (**52-56**) and other targets in Towards 2010 such as **Targets 9, 14, 15** and **16**. Other future actions specific to this Target include:

- the implementation of the Select Committee recommendations.
- the development of Direct Payments and Individual Budgets to enable young adults to take particular advantage of these and remain independent. The Kent Card will help in achieving this.
- work with Housing providers, employers and training providers to develop greater opportunities for young people within this target.

Measurable Indicator(s)	Base 2006/07	2007/08 Target
Percentage of young people and carers satisfied with the experience of transition. A survey has just been commissioned to identify this.	New PI	

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

Progress to date:

For older people to keep healthy and active, they need enough money to cover their basic needs. Older people who are living in poverty are much more likely to have ill health and to need support from health and social care services. That's why we must ensure that older people on low and middle incomes claim the benefits to which they are entitled and for which they have contributed throughout their lives.

1. 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 Adult Social Services are covered by our new Specialist Finance Teams which include visiting Officers 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 Area Benefit Officers who will assist with this including representing service users at appeal tribunals.

2. 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.

3. 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.

4. Kent has also, 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.

For further information, please contact Chris Grosskopf, County Benefits Manager in Adult Services (01622 694896)

Future Work

The successful delivery of this Target is interlinked with successful completion of other targets in this section (**52-56**) as well as targets such as **Targets 9** and **62**. Other planned work on this Target includes:

- the launch of media campaigns to increase 'take up of specific benefits. Such new avenues as Kent TV will be helpful in this.
- building upon the work of Kent Benefits Partnership to increase the range of benefit advice.
- building upon the successful Finance and Benefit Teams. For example exploring the future possibilities of joint teams with the Pension Service and District Councils.

Measurable Indicator(s)	Base August 2006	August 2007
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Percentage of population aged 65 or over in receipt of Attendance Allowance	14.5%	Figures not available yet
Percentage of population aged 60 or over in receipt of Pension Credit	19.6%	