

Families and Social Care.

Outturn Monitoring March 2012

Major Projects and Developments:

In April 2011, Adult Services and Specialist Children's Services were reorganised within the One Council development and are now part of the Families and Social Care Directorate. In consequence some units included in the 2011/12 Business Plan portfolio have moved to other directorates and are not considered in this full year monitoring. These are:

Business Support Unit
Gypsy and Traveller Unit
Kent Supported Employment Unit.
Attendance and Behaviour
Educational Psychology
Special Educational Needs and Resources.

Year end monitoring of 91 projects/objectives now within the Families and Social Care Directorate is as follows:

Delayed or cancelled	Part Completed and carried forward into 2012/13.	Done and an ongoing target within 2012/13.
7	29	55
7.7 %	31.9%	60.4%

Projects which were delayed or cancelled are as follows:

Project	Target dates	Explanation for delay or cancellation.
Preparations for the county meals contract re let. All documentation prepared and tendering process started to re let the contract	April 2012	A decision was taken to delay the tendering process for these contracts. This was to ensure consistency with the developing transformation agenda and to avoid a clash with the tender arrangements for the supporting independence service.
Domiciliary and enhanced domiciliary and community support services Tendering process undertaken and contract ready to let in April 2012	April 2012	
Delivery of Valuing People Now in line with National Delivery Plan – the Kent Valuing People Delivery Plan was delayed.	forward into 2012/13	Delayed due to restructure of the Learning Disability Partnership Board and Delivery Group. Also

		Valuing People Now at both a national and regional level has closed down.
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Reduction in the number of IFA and P&V placements for adolescent Looked After Children	June 2011	<p>The policy on IFA placements has been revised since the publication of the business plan. The use of an IFA placement can be considered if it is in the best interest of the child, for example to maintain placement stability or reduce the distance of a placement from the home district. Ofsted were complementary about this practice in the recent fostering inspection.</p> <p>A placement strategy action plan, June 2011 – March 2015 has been developed.</p>
Work towards improving the percentage of children adopted by 11% by March 2012		<p>Following a review of the service and an Ofsted inspection, a comprehensive improvement plan has been introduced to reform the adoption service. This includes the appointment of Coram to work in partnership with the council to manage the adoption service and progress the improvement plan.</p>
Children placed for adoption within 18 months of the placement order		
Children and families are supported pre and post adoption to increase placement stability and ensure better outcomes for children		

Illustrations of FSC Contributions to Bold Steps targets in 2011/12:

Bold Steps ambition - To help the Kent economy grow:-

Priority 1: Improve how we procure and commission services

- FSC adult services are continuing to commission 90% of service provision within the independent and voluntary sector in Kent.
- The Good Day programme for people with a Learning Disability has invested in new community based facilities to offer wider choice of day activities.
- Capital and revenue investment was undertaken to enable 130 individuals with very complex disabilities to move into more appropriate community based provision.
- FSC have promoted the development of Locality based consortia of AgeUK voluntary Organisations to deliver more sustainable services and secure local delivery.

Bold Steps ambition - To put the citizen in control:-

Priority 2: Support the transformation of health and social care in Kent

Priority 11: Improve access to public services and move towards a single initial assessment process.

Priority 12: Empower social service users through increased use of personal budgets

- FSC are aligned with other KCC directorates, district councils and other partners to deliver first point of contact and surgery services i.e. OT Clinics through Gateways. Within 2012 a new Gateway was delivered in Sheerness.
- During 2012 FSC let a contract for the County wide provision of short term breaks for older people and their carers. This contract will ultimately provide opportunity for carers or clients to arrange their own breaks directly with providers.
- Progress was made in developing pilot sites for the integration of Health and Social Services teams to provide single points of access for referral and assessment. Further development will offer a county wide application of this model of joint working.
- A first KCC and Kent Community Health NHS Trust appointment was made to manage adult social care and adult community health services across Thanet and Dover localities.
- In Mental Health Services a Living it Well website was launched in collaboration with Sevenoaks MIND to improve ease of access to information.
- In children's services the development of multi-agency hubs to improve access to services and integrated provision.
- The focus on Personal budgets and Direct Payments has led to an increase in service users taking control of their own care packages and added spending power to the social care economy.

Bold Steps ambition - To tackle disadvantage:-

Priority 14: Ensure the most robust and effective public protection arrangements

Priority 15: Improve services for the most vulnerable people in Kent

- Adult Safeguarding has a high priority and within the plan period a series of internal audits were held to identify and improve current practice.
 - The Specialist Children's Services restructure will be fully operational by September 2012. The new structure is designed to deliver sustainable improvement.
 - A multi agency Central Referral Unit, comprising Families and Social Care (FSC), the Police and NHS, became operational January 2012 to manage referral processes for public protection. The unit has already made a significant impact on improving the consistency of thresholds.
 - All cases have an allocated social worker and caseloads are at an appropriate level.
 - The Specialist Children's Service has implemented a robust quality assurance framework, this includes the introduction of a Quality Assurance Online Audit program involving all managers. The quality assurance framework is supported by the new Performance Management Framework.
 - A new Integrated Children's System has been commissioned and is on target to 'go-live' early 2013
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- FSC are committed to working with District Councils and other partners to deliver community budgets to provide a localised impact on disadvantaged neighbourhoods.
 - FSC have taken a leading role in developing the Kent Housing Strategy working together with district Councils and Housing providers to focus on the needs of disadvantaged groups such as people with disabilities and older citizens.
 - FSC have a strong commitment to improving services for particular disadvantaged groups and have specified new services for people with Autism for which staff are currently being recruited.
 - Kent's multiagency Looked After Children strategy was approved in 2011. Kent Corporate Parenting Group is overseeing the successful implementation of the strategy.
 - Dedicated Looked After Children teams have been established in each of the 12 districts. These teams are helping drive improvements in service for looked after children.
 - The Assisted Boarding pilot has commenced, currently 2 young people have places in 2 of the schools signed up to the scheme, with a further 3 being considered. A well-attended workshop took place in March 2012 to promote the scheme to specialist children's services staff and partners.
 - The attainment of Looked After Children at Key Stage 2 and 4 is improving.