

**Annual Performance Assessment Report
2008/2009**



Adult Social Care Services

Council Name: Kent

This report is a summary of the performance of how the council promotes adult social care outcomes for people in the council area.

The overall grade for performance is combined from the grades given for the individual outcomes. There is a brief description below – see Grading for Adult Social Care Outcomes 2008/09 in the Performance Assessment Guide web address below, for more detail.

Poorly performing – not delivering the minimum requirements for people

Performing adequately – only delivering the minimum requirements for people

Performing well – consistently delivering above the minimum requirements for people

Performing excellently- overall delivering well above the minimum requirements for people

We also make a written assessment about

- Leadership and
- Commissioning and use of resources

Information on these additional areas can be found in the outcomes framework

To see the outcomes framework please go to our web site: [Outcomes framework](#)

You will also find an explanation of terms used in the report in the glossary on the web site.

Delivering Outcomes Assessment

Overall Kent County Council is performing:

Well

Outcome 1:

[Improved health and emotional well-being](#)

The council is performing: Well

Outcome 2:

[Improved quality of life](#)

The council is performing: Excellent

Outcome 3:

[Making a positive contribution](#)

The council is performing: Excellent

Outcome 4:

[Increased choice and control](#)

The council is performing: Well

Outcome 5:

[Freedom from discrimination and harassment](#)

The council is performing: Well

Outcome 6:

[Economic well-being](#)

The council is performing: Excellent

Outcome 7:

[Maintaining personal dignity and respect](#)

The council is performing:

Well

Click on titles above to view a text summary of the outcome.

Assessment of Leadership and Commissioning and use of resources

Leadership

The council has demonstrated its commitment to the transformation agenda and this is supported by the development of the ten year Active Lives strategy launched in 2006. This has enabled the council to move rapidly along the transformation process. There has been a wide ranging review of roles and restructure of the whole adult social care workforce, including senior managers, to reflect the needs of the transformation agenda. The council has trained staff for the changes brought about by transformation and continues to support the workforce through a range of training opportunities. Despite potential disruption posed by the restructure, staff turnover has remained lower than average. Senior Managers have continued to focus on improvements to services and managed required changes within budget, with areas of over-spend offset by under-spends in other services. For example, the reduced spending in older people's services has been attributed to the increased management focus on preventative services. This has enabled increased spending on learning disability services, where additional pressures from long term demographic issues have arisen. The council works well with a range of partners to achieve improved and streamlined services. An example of this was the council's work with the Primary Care Trusts to reduce the number of delayed discharges from hospital.

Commissioning and use of resources

The council's 'Active Lives' strategy has been a major influence in commissioning and the council has used engagement opportunities to gain feedback from service users and carers to inform future commissioning. The council's commissioning strategies have also been informed by the joint strategic needs assessment, which has identified shared priorities that fed into the Local Area Agreement. The council has developed an innovative "Dashboard" system to inform commissioners about the assessed quality of service provided by both council run and independent care services. The council provides a very good directory, in both electronic and paper format, to inform the public about services available in Kent. Through the council's transformation agenda, more people are beginning to be offered personal budgets and brokerage services to facilitate access to services based on individual needs.

Summary of Performance

The council and partners are working hard to promote healthier and safer lifestyles for the people of Kent. The Brighter Futures Group is a good example of this because it focuses on preventative work and social inclusion. The council's work through telecare and telehealth is continuing, including the current focus on the Whole System Demonstrator pilot, which aims to lead to a better understanding of the level of benefit associated with such developments. The council recognises that further work needs to be done to make this available to a greater number of eligible people.

The council is supporting people to live independently through a wide variety of means, including supporting people into work in some areas and in addition the council is helping to tailor available housing to specific service user groups needs, for example supported housing for people with mental health problems. The council and its partners have continued to develop a full range of clear information regarding healthy lifestyles, and have begun to take steps to improve the accessibility of the information to people. The council is developing systems to show in more detail that this information is having an impact on the health and wellbeing of people who use services in Kent.

The council has well-developed joint working arrangements with health and other partners, which provide appropriate support for most people. However, the council acknowledges the need to improve support for people with particular needs, such as minority groups and those with learning disabilities. The innovative "Healthwatch" service provides an additional mechanism for feedback and dialogue between the council, the NHS and the public. People in Kent are able to leave hospital as soon as they are well and there have been good improvements in the length of delays, which has brought the council back into line with similar authorities. This has been achieved by increasing the use of intermediate care provision in residential settings.

There was a clear focus on promoting the independence of older people and a strong emphasis on enablement and rehabilitation. The council is supporting people to stay independent, with an increased focus on self directed support, which is reflected in the increased uptake of Direct Payments. The council has actively invested in the independent and voluntary sectors to provide a wide range of preventative services, and the innovative Gateways service helps people to access public services and those provided by voluntary organisations. There is, however, a need for the council to monitor the outcomes for older people and carers who were referred to some arms-length services.

Carers are increasingly able to balance caring with a life of their own through direct payments and one off payments from the Carers Grant. The council has a Young Carers Strategy, "Invisible People" and good work is being done for this group of young people, but the council should monitor the impact of this strategy. People who use services and their carers are able to have a social life and to use mainstream local services. This is achieved through services such as The Brighter Futures Project, and the Guide Communicator for Deaf-blind people. Similarly, the council continues to support people and their carers who have complex needs. This can be seen in the consistently above average levels of additional extra-care housing places and other specialist housing places provided in partnership with district councils. The council is aware of gaps in provision, and takes steps to rectify these.

There is some evidence that people who use services feel safe and the council has explicitly set this as a target. In general the council provides advice and support at an early stage; however

the March 2009 Independence, Wellbeing and Choice CQC service inspection highlights some limited public awareness about preventative services.

The council provides support for service users and carers to contribute their views and to shape services. This encourages integration into community life and local activities. The council is committed to actively involving people in planning, delivery and monitoring of its services. People who use services in Kent are able to contribute their views on services through a wide variety of routes, including Partnership Boards, staff recruitment and user groups. The council also holds regular conferences and workshops, which help to capture people's views.

Voluntary organisations in Kent are thriving and accessible, and the council recognises the essential role that they will take in moving towards personalisation and self directed care. The council has provided evidence of how it uses complaints from people using services to improve those services. People are able to easily input their views and experiences of the care that they receive in many different ways, including the LINKs network. The council is an early adopter of Making Experiences Count, a system that aims to ensure user experience shapes future service provision. The council also works with carers' organisations, including hard to reach groups, to gather information and feedback from carers in order to make further improvements, although it acknowledges that there is still work to be done, especially for those with complex needs.

Overall the council is performing very well in increasing the choice and control of the people who use services. Self Directed Support is a central part of the council's modernisation strategy, and the number of people in receipt of Direct Payments continues to rise across all services user groups. The council is aiming to increase the number of people receiving personal budgets.

The council has a variety of sources of information and advice for people and is planning to increase these still further. People are given advice and information that helps them think through support options such as the Carers' Training and Education provided by the council and the carers' self assessment tool. The council is also making progress in ensuring fair access to services for most people and has worked to promote its services to the black and minority ethnic community.

The percentage of people receiving timely assessments for service provision has improved and people receive services soon after assessment. Advocacy services for people with a learning disability are provided by a voluntary organisation and the council has demonstrated its commitment by continuing a good level of funding for advocacy. People with physical disabilities increasingly have had their support personalised, with closure of older day services and replacement by services focused on individual preferences.

The council has taken a variety of steps to improve accessibility to services. There are a range of support services for people to assist with independent living, such as the Carers' Emergency Support card, which provides a 24-hour service or the Carers' respite service. Young people receiving social care have person-centred transition planning. Most people who use services and their carers can contact service providers when they need to. Although complaints have increased this year and are higher than average, this may reflect the ease with which people are able to register a complaint. The council recognises that there are still further improvements to make on this outcome.

The council has provided funding workshops and other capacity building advice and support to community groups whose members may face discrimination and harassment. However, these are localised to small areas of the county and need to be more widespread. The council is addressing issues of Hate Crime, especially for people with learning disabilities and has provided a lead with this group in conjunction with Kent Police and the 12 District Councils.

The council is providing support to people who use services and their carers to meet living and support costs and is working with the Department for Work and Pensions to enable people to make the maximum benefit claims possible. The County Benefit Service also operates a Benefits Helpline and provides training in benefit issues to a range of staff, including those from voluntary organisations. Support for people who are unable to manage their own financial affairs is available through a range of services including advocacy services and independent mental capacity advocates. As part of its new Carers' Strategy the council is working with other public service employers to provide flexible working policies. The rate of people with learning disabilities in employment is good.

The Kent and Medway Safeguarding Vulnerable Adults Committee is effectively managed and takes the lead for safeguarding across Kent. The council and its partners generally respond quickly to allegations that people are at risk of harm or abuse and implement effective safeguarding arrangements.

The council is aware of the need to increase its capacity to provide training on safeguarding for its staff. Whilst the percentage of staff trained to identify and assess risks to vulnerable people has improved, the percentage is well below the average of similar councils. The amount of safeguarding training provided to relevant staff in the independent sector is also improving, but there is still further work to be done.

A number of preventative support services are in place enabling early warning and effective monitoring of risk. The links between adult safeguarding and community safety are strengthening at both strategic and operational levels to develop more preventative work in relation to the safeguarding agenda. The council provides a range of information to the public about adult safeguarding, although service inspection identified that this was not effectively raising awareness amongst service users, carers or the public.

Commissioning and contracting arrangements are strong with regard to adult safeguarding. The council purchases more places from services rated as good and excellent than it did in the previous year, and there are no longer any new places purchased in poor services.

Outcome 1: Improved health and emotional well-being

The council is performing: Well

What the council does well.

- There has been good improvement in the Delayed Transfers of Care figures and there has been a consistently lower number of people staying in hospital longer than they need to.
- The council and partners promote healthier and safer lifestyles. The Brighter Futures Group is a good example of this.
- The council has a wide range of strategies to promote health and wellbeing for people who use services. The outcomes of the implementation of these strategies should become more apparent in the forthcoming year.

What the council needs to improve.

- Continue working on the transfer of people with learning disabilities out of NHS provision.
- The council should continue to improve its monitoring of the usefulness of information provided to the public and service users.
- The council should monitor the progress of its alcohol abuse comprehensive action plan
- After the completion of Whole System Demonstrator pilot, the council should return its focus to the establishment of a wider telecare infrastructure and roll out of telecare to eligible people.

Outcome 2: Improved quality of life

The council is performing: Excellent

What the council does well.

- The March 2009 CQC Service Inspection concluded that the delivery of preventative services in Kent was excellent.
- The council's Handyvan service scheme provides improved home security for vulnerable people.
- The council's Young Carers strategy provides a wide range of services to support this group of young people, including guidance for schools.
- The council's work in relation to providing information about bogus callers and controlling cold calling contributes to security for vulnerable people.
- The rate of provision of extra care housing is very good and well above average.

What the council needs to improve.

- The council should address the recommendations made by the CQC Service Inspection.
- The council should continue to increase its focus on minority groups such as people with autism and their carers.
- The council should act upon the feedback given by carers in the Carers Satisfaction Survey.
- The council should continue to promote independent living for adults with profound learning disabilities and multiple physical and sensory disabilities, where appropriate.

- The council should monitor the impact of the outcomes for young carers as a result of the implementation of the Young Carers Strategy.

Outcome 3: Making a positive contribution

The council is performing: Excellent

What the council does well.

- Kent has been an early adopter of Making Experiences Count and is well prepared for the introduction of the new complaints process from 1 April 2009.
- Provides a wide variety of methods for people to contribute their views on social care.
- Strong links with the voluntary sector.

Outcome 4: Increased choice and control

The council is performing: Well

What the council does well.

- The number of people in receipt of Direct Payments continues to rise.
- The speed at which people receive services after having an assessment is very good.
- The council enables people to make informed choices over the types of care that they receive.

What the council needs to improve.

- The council should continue to roll out personalised budgets for all service user groups, where individuals are willing and able to use this option.

Outcome 5: Freedom from discrimination and harassment

The council is performing: Well

What the council does well.

- The council held a multi-agency event on the Department of Health consultation “No Secrets” to discuss and generate ideas on how to safeguard vulnerable people in the community and the responsibility/role of the wider community, public and agencies in this.

What the council needs to improve.

- The council should ensure that its work with black and minority ethnic communities extend to all areas of the county, especially those areas where there is a high black and minority ethnic population.
- Further work needs to be done to ensure equality of access for those people from minority groups across the whole county.

Outcome 6: Economic well - being

The council is performing: Excellent

What the council does well.

- Adults with learning disabilities in employment: The council is performing at a level that is better than the average for other similar councils and for England.
- The council is working with the Department for Work and Pensions to enable people make the maximum benefit claims possible.

What the council needs to improve.

- Monitor the impact of the Carers' Strategy on improving economic wellbeing for carers.
- The council should monitor their progress in employing greater numbers of people with a disability.

Outcome 7: Maintaining personal dignity and respect

The council is performing: Well

What the council does well.

- The CQC Service inspection found that Kent's safeguarding of adults was good.
- There has been an increase in reporting of safeguarding concerns as a result of work undertaken to raise the profile of adult safeguarding across Kent.
- The council and its partners responded promptly to allegations that people were at risk of harm or abuse.

What the council needs to improve.

- The council should address the recommendations made by the CQC Service Inspection.
- The council should endeavour to increase the rate for safeguarding awareness and training for all relevant staff.