



Please note that if the structure and format of the SAS is altered CSCI will not be able to extract the information from it. If this happens you will be asked to resubmit on a blank Self-Assessment Survey.

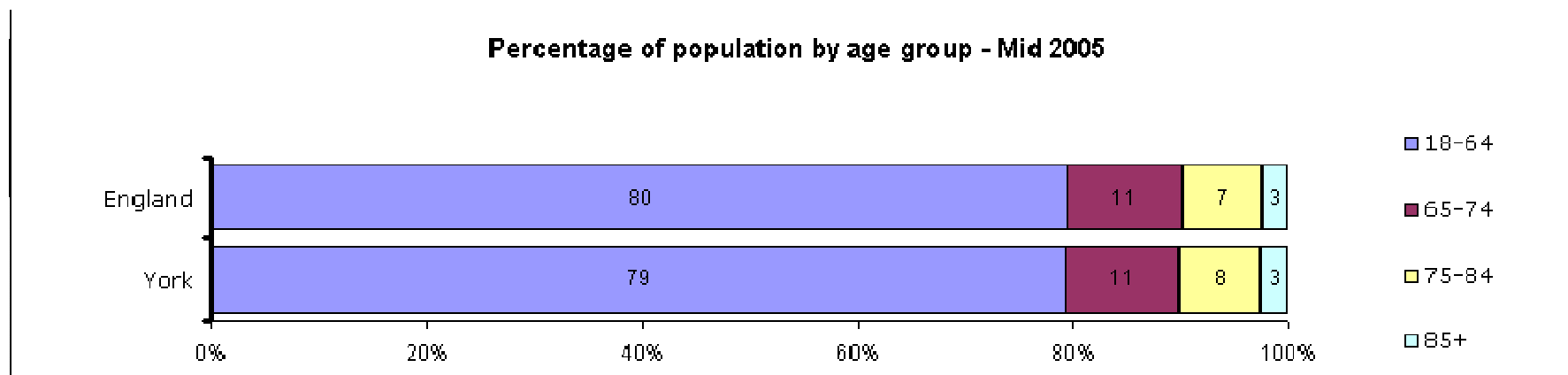
<b>SOCIAL CARE ASSESSMENT: (Performance Assessment of Social Services) Spring 2007</b>			
<b>Adults: York: 219</b>	<b>LA contact name &amp; telephone no:</b>	Liz Hughes	01904 554084

**POPULATION DATA** (from ONS mid-year estimates)

	Mid 2001	Mid 2002	Mid 2003	Mid 2004	Mid 2005
York population aged 18+	145,377	146,520	147,931	149,928	151,822
England population aged 18+	38,303,933	38,528,981	38,773,508	39,027,717	39,383,434
York population aged 18-64	114,744	115,680	116,860	118,603	120,381
England population aged 18-64	30,468,407	30,638,455	30,826,575	31,025,473	31,325,301
York population aged 65-74	15,810	15,861	15,924	16,025	16,011
England population aged 65-74	4,113,000	4,130,156	4,158,665	4,180,602	4,191,417
York population aged 75-84	11,080	11,269	11,476	11,628	11,529

Link to 2.1CS054

England population aged 75-84	2,763,683	2,804,206	2,851,924	2,878,960	2,869,681
York population aged 85+	3,743	3,710	3,671	3,672	3,901
England population aged 85+	958,843	956,164	936,344	942,682	997,035
York population aged 65+	30,633	30,840	31,071	31,325	31,441
England population aged 65+	7,835,526	7,890,526	7,946,933	8,002,244	8,058,133



**OUTCOME 1 : Improving Health and Emotional Wellbeing**

"Enjoying good physical and mental health (including protection from abuse and exploitation). Access to appropriate treatment and support in managing long-term conditions independently. There are opportunities for physical exercise."

[Link to 8.1GN195 - 2006-07 challenges : all service groups](#)

### **Descriptor 1.1 : Information for healthy lifestyles**

#### **1.1GN017 - Please describe how information about healthier lifestyles and wellbeing was made available and in what formats by the CASSR and Primary Care Trust(s) to citizens, and in particular those people who used adult social care in 2006-07.**

A Customer Information Strategy Group is working on improving access to information and developing a strategy to support this. With the support of Easy@York, HASS has updated and launched a new website in Feb 07. Website editors have been assigned to work with Senior Managers to regularly update information on the website in plain English, covering housing, social care and health services. A corporate website design group monitors this. At a Corporate Council level work has also been carried out across Housing and Adult Social Care, the Third Sector and Health Service to improve the useful contact, A-Z lists, and links to health-related websites.

[Link to Descriptor 4.2](#)

### **Descriptor 1.2 : Joint working for health and emotional wellbeing**

Links to Health Act Flexibility information:

[Link to 8.1GN205 \(OP\)](#)

[Link to 8.1GN207 \(PD\)](#)

[Link to 8.1GN210 \(DA\)](#)

[Link to Descriptor 2.2](#)

[Link to 8.1GN216 \(OP\)](#)

[Link to 8.1GN218 \(PD\)](#)

[Link to 8.1GN221 \(DA\)](#)

[Link to 8.1GN206 \(LD\)](#)

[Link to 8.1GN209 \(MH\)](#)

[Link to 8.1GN225](#)

[Link to 8.1GN217 \(LD\)](#)

[Link to 8.1GN220 \(MH\)](#)

**Services for Older People**

**Links to other NSF standards:**

[Link to 2.2OP018](#)

[Link to 4.4OP074](#)

[Link to 4.5OP081](#)

**1.2OP001 – National Service Framework – Older People – Standard 3 (Intermediate care). Please provide a summary of improvements in the implementation of this standard from last year. (2147)**

The intermediate care services have undergone a significant shift in model within the last twelve months. The residential component has been reduced by 15 beds and the home based component increased by 100 hours per week. This has had the effect that the ability of the service to provide for a greater number of people to prevent hospital admission whilst the pattern of activity has been largely unchanged on discharge from hospital, with a slight increase in bed usage on discharge and a slight decrease in the use of home based care. This may reflect another trend of more people needing bed based recuperation before they go home to either longer term care or further short-term care.

**1.2OP002 – National Service Framework – Older People – Standard 7 (Mental health in older people). Please provide a summary of improvements in the implementation of this standard from last year. (2151)**

The Local Authority opened a second specialist EMI unit in January 2007. This is a conversion from an existing general EPH. This has been taking new residents, but is unable to complete this until full staffing can be recruited.  
In December 2006 the home care reconfiguration in York included the creation of additional hours in the specialist EMI home care team. There are regular weekly meetings between the EMI service leader and the PCT specialist older People CMHT. Further developments are being planned as part of the long-term condition strategy in conjunction with the PCT.

**1.2OP003 – National Service Framework – Older People – Standard 8 (Promoting an active and healthy life). Please provide a summary of implementation of this standard.**

**Please also provide a summary of improvements in the implementation of this standard from last year. (2153)**

Within the LAA there is a target to:  
Increase the percentage of York's adult residents participating in at least 30 minutes of moderate intensity sport or active recreation (including recreational walking) on 3 or more days a week

The Council has developed a Physical Activity Plan, part of which is specifically focused on activity for older people. The plan uses the results of a survey of people over 50. It contains a physical activity continuum for older people and will involve:

§ Consultation            § Gap analysis            § Awareness raising § Range of provision including chair based activities  
§ Training `trainers'   § Links with primary care   § Links with vol. Sector & across CYC

In addition the Adult Service section:

- o runs activity sessions in its Elderly Person's homes and sheltered housing, open to the wider community.
- o Commissions day services from the voluntary sector.
- o Has gym equipment in sheltered accommodation

**Performance measures for Older People**

Link to Health Act Flexibility data

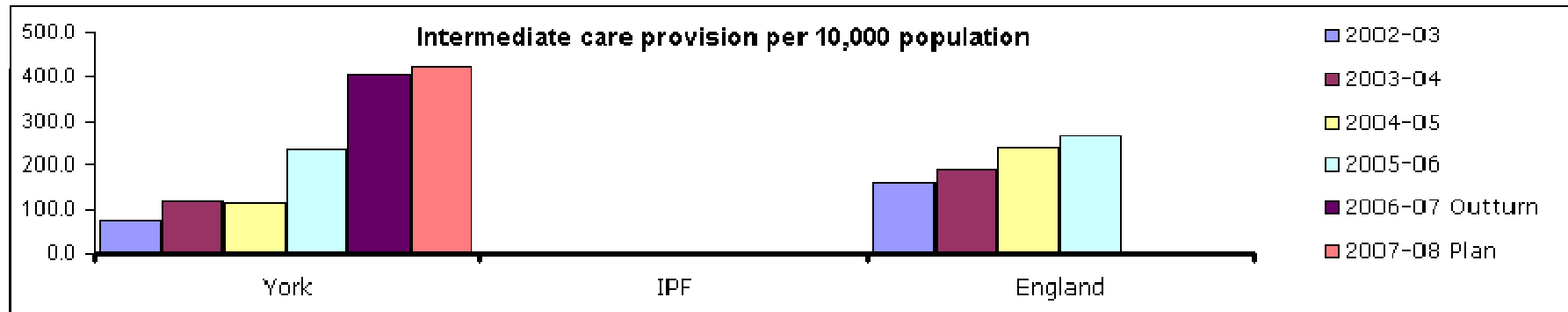
	2002-03	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
<b>1.20P004 - Number of people funded by the council receiving intermediate care in a residential setting (rapid response / supported discharge) to prevent hospital admission. (2139)</b>								
York	30	66	80	185	252	325	365	370
IPF Data	78	91	105	122	126	139		
England (Total)	11546	13647	15815	17295	16491	16461		
<b>1.20P005 - Number of people funded by the council receiving intermediate care in a residential setting (rapid response / supported discharge) to facilitate timely hospital discharge and / or effective rehabilitation. (2140)</b>								
York	32	88	113	100	252	300	167	175
IPF Data	87	145	172	185	191	209		
England (Total)	17890	21719	27424	29590	29221	29651		
<b>1.20P006 - Number of people funded by the council receiving non-residential intermediate care to prevent hospital admission. (2141)</b>								
York	58	52	73	75	109	130	605	650
IPF Data	256	337	373	385	358	390		
England (Total)	42213	50259	64679	69472	75920	79890		
<b>1.20P007 - Number of people funded by the council receiving non-residential intermediate care to facilitate timely hospital discharge and/or effective rehabilitation. (2142)</b>								
York	112	163	99	172	132	150	139	140
IPF Data	367	491	531	553	603	643		
England (Total)	55723	68837	84836	89630	93212	98678		

<b>1.2OP008 - Number of places funded by the council in non-residential intermediate care schemes. (2143)</b>								
York	10	14	10	20	26	26	45	52
IPF Data	41	60	107	115	73	77		
England (Total)	17279	27595	34054	35244	36732	38509		

**Intermediate care provision per 10,000 population.**

**(Sum of 1.2OP004 - 1.2OP007/10,000 population)**

	2002-03	2003-04	2004-05	2005-06	2006-07 Outturn	2007-08 Plan
Intermediate Care provision for older people aged 65+ per 10,000 of the population aged 65+						
York	74.67	117.80	116.09	236.95	405.84	424.60
England	160.28	193.02	239.20	266.62	0.00	0.00



Link to 8.1GN211 : Leadership - Health Act Flexibility (HAF) for Intermediate Care

2002-03	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
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1.2OP009 - PAF D40 : Clients receiving a review. (2133)								
York	Not Applicable	74	69	82	66	70	66	85
IPF Data	Not Applicable	62	65	73	69	74		
England	Not Applicable	59	64	71	67	73		

**1.2OP011 - Please describe the progress you have made in implementing the NHS and Social Care Model to support local innovation and integration of supporting people with long-term conditions. (New question)**

At a strategic level CYC has:

- o Developed needs assessment to cover long-term conditions within its 10-15 year commissioning plan;
- o been involved in the workshops led by CSIP and has translated this into a series of local workshops across the social/healthcare community which is linking social and primary care predominantly with a view to long-term condition management.

There is currently operational work on a case by case basis as working relationships were established during the PCT led pilot but there are no formal links into health case management teams

**Services for Drugs/Alcohol and HIV/AIDS**

**1.2DA013 – Summarise access to residential treatment programmes for those with alcohol-related problems and how this has improved from last year. (2605)**

Referrals are received by the Community Addictions Team. An appointed Social Worker is involved in the assessment process. In patient facilities at Bootham Park Hospital are used for detox prior to residential placement.

**1.2DA014 - Summarise access to residential treatment programmes for those with drug-related problems, and how this has improved from last year. (New question)**

Referrals are received by the Community Addictions Team. An appointed Social Worker is involved in the assessment process. In patient facilities at Bootham Park Hospital are used for detox prior to residential placement.

**Performance measures for Drugs/Alcohol and HIV/AIDS**

	2002-03	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn (Projection)	2007-08 Plan
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**1.2DA015 - Number of problem drug misusers accessing treatment services. (2603)**

York	Not Applicable	625	772	850	834	926	892	Not Applicable
IPF Data	Not Applicable	871	1127	924	1269	1354		Not Applicable
England (Total)	Not Applicable	129420	174769	154843	189854	206592		Not Applicable

**1.2DA016- PAF A80 - Number of problem drug misusers retained for 12+ weeks in treatment services. (New indicator)**

York	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	102	Not Applicable
IPF Data	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable		Not Applicable
England	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable		Not Applicable

**Descriptor 1.3 : Hospital stays**

[Link to Health Act Flexibility data](#)

[Link to 8.1GN213](#)  
[Link to 8.1GN225](#)

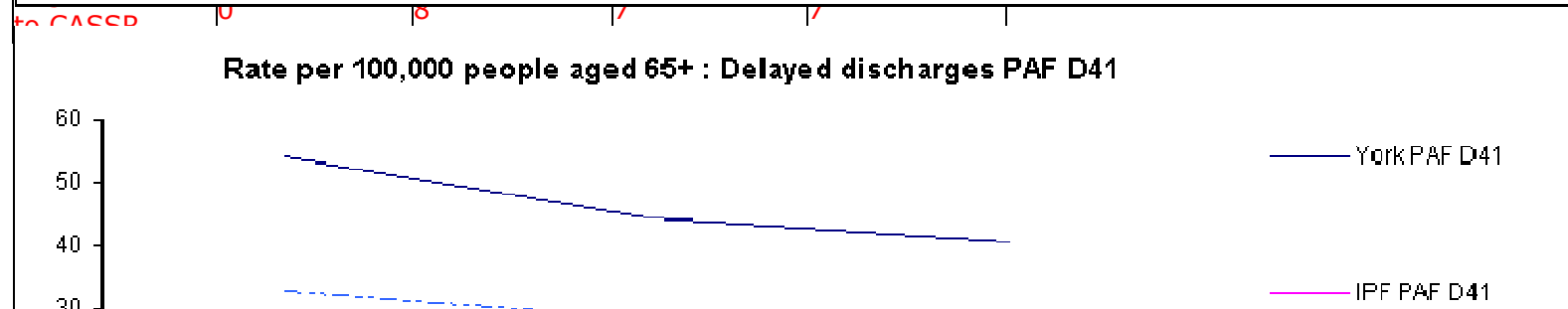
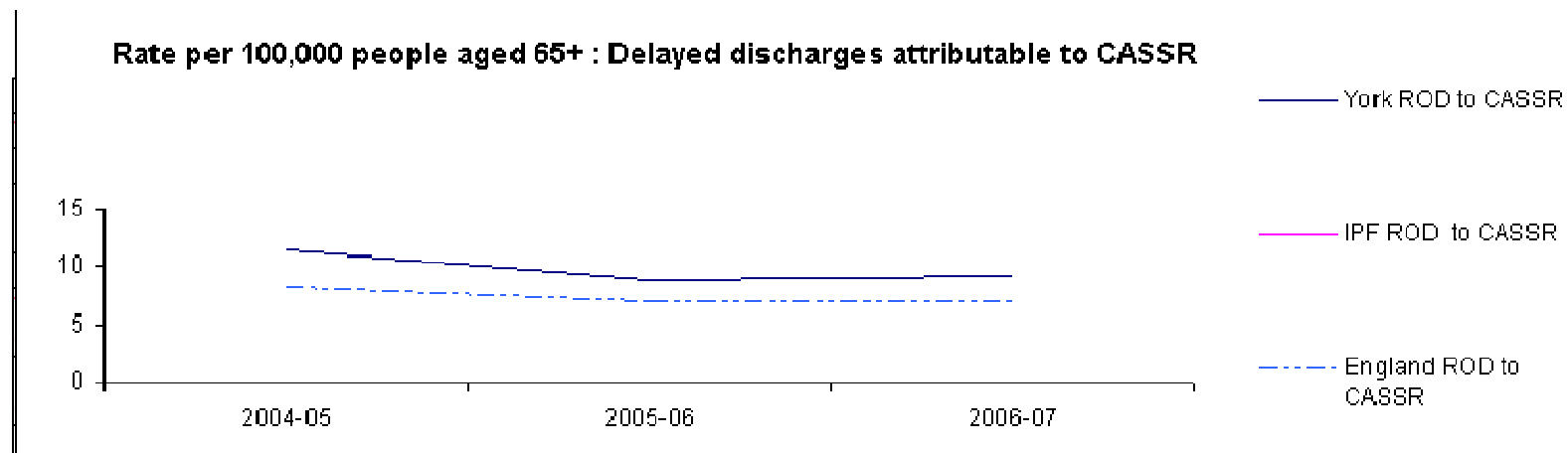
	2002-03	2003-04	2004-05	2005-06	2006-07 Outturn
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**1.3OP010 - PAF D41 : Delayed Transfers of Care (Interface indicator).**

York	101	72	54	45	41
IPF Data	52	38	23	21	Not available
England	61	48	33	28	29

**Additional components of PAF D41:Delayed Transfers of Care**

	2004-05	2005-06	2006-07 Provisional
<b>PAF D41- Delayed discharges per 100,000 aged 65+</b>			
York	54	45	41
England	33	28	29
<b>Rate of delayed discharges(ROD) attributable to CASSR per 100,000 of the population aged 65+</b>			
York	11	9	9
England	8	7	7
<b>Days delayed in the year attributable to CASSR</b>			
York	1390	1028	1076
England(total)	202349	184544	187725



**Services for People with Learning Disabilities**

[Link to Health Act Flexibility data](#)

[Link to 4.6LD099](#)

**Adults remaining in Long Stay hospitals**

[Link to 4.6LD104](#)

	As at 1 April 2004	As at 1 April 2005	As at 1 April 2006	As at 1 April 2007
<b>1.3LD012 - Number of Learning Disabled adults <i>who would normally reside in</i> the council area who remain in NHS In-patient accommodation but who are medically fit for discharge and are no longer in need of continuing hospitalisation. (2218)</b>				
York	0	34	17	16
IPF Data	5	7	5	
England (Total)	1061	982	830	

**OUTCOME 2 : Improved Quality of Life**

"Access to leisure, social activities and long-life learning and to universal, public and commercial services. Security at home, access to transport and confidence in safety outside the home."

[Link to 8.1GN195 : 2006-07 challenges - all service groups](#)

**Descriptor 2.1 : Promoting independence**

**Services for Older people**

[Link to KIGS OA75/OA85 graph](#)

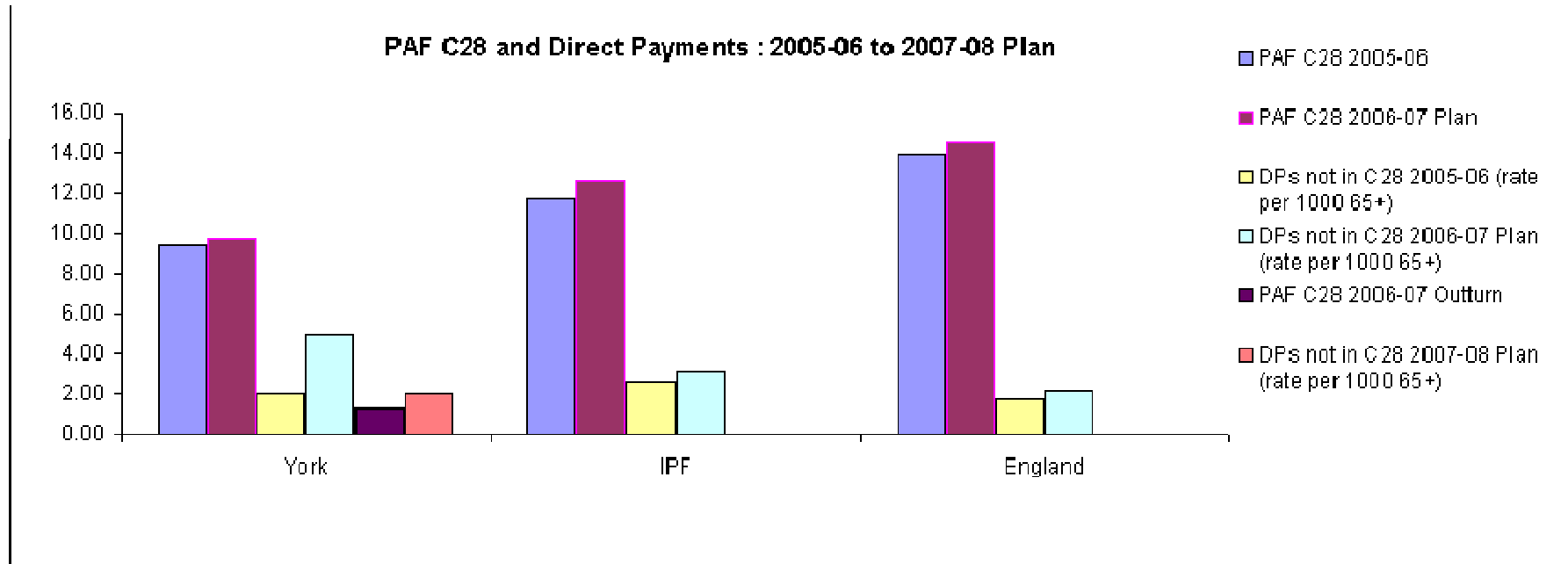
	2002-03	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
<b>2.1OP019 - PAF C32 : Older People helped to live at home per 1,000 of the population aged 65 and over. (2118)</b>								
York	87	88	86	92	91	92	86	92
IPF Data	92	92	81	87	85	91		
England	90	89	86	91	88	91		

[Link to Ratios of Grant funded services by user group](#)

	2002-03	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
<b>2.1OP020 - PAF C28 : Intensive Home Care per 1,000 of the population aged 65 and over. (2121)</b>								
York	8.4	9.1	8.9	9.9	9.4	9.7	9.3	9.7
IPF Data	9.1	10.1	11.0	12.4	11.8	12.6		
England	12.2	12.4	13.0	14.2	13.9	14.5		

**2.1OP021 - Estimated rate of people who use Intensive Home Care services, who purchase care through Direct Payments per 1,000 of the population aged 65 and over. (2122)**

York	Not Applicable	Not Applicable	Not Applicable	Not Applicable	2.00	5.00	1.27	2.00
IPF Data	Not Applicable	Not Applicable	Not Applicable	Not Applicable	2.57	3.10		
England	Not Applicable	Not Applicable	Not Applicable	Not Applicable	1.77	2.17		



2007-08 Plan (rate per 1000 65+)	2.00	0.00	0.00
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**2.1OP22 - Please provide a background explanation about your reply to the question 2.1OP21. (2123)**

The Council has seen a growth in the number of Older People accessing Direct Payments due to the re-commissioning of it's services and a pro-active approach to increasing the take up through support to customers. The process has been simplified for older persons to make it easier for them to purchase agency support and the Council has increased the capacity within the Independent Support Service which provides advice, support and assistance on all aspects of direct payments to all customer groups.

[Link to 2.2OP023](#)  
[Link to 4.7GN127](#)  
[Link to 9.2OP265 : PAF B11](#)

**Performance measures for older people: telecare**

[Link to 9.2OP267 : Unit cost of intensive home care](#)

<b>Please tell us about the number of people using Telecare Services and the agencies funding the scheme(s).</b>		
	2006-07 Plan : As at April 2006	2006-07 Outturn
<b>2.1OP026 - 2.1OP028 - Number of new people who use services aged 65 and over provided in 2006-07 with 1 or more items of telecare equipment in their own homes (or equivalent such as Extra Care / Warden Housing). (2156)</b>		
<b>York - 1. CASSR alone</b>	116	365
IPF - 1. CASSR alone	543	
England(Total) - 1. CASSR alone	59672	



<b>2. CASSR in partnership with other agency</b>	0	0
IPF - 2. CASSR in partnership with other agency	159	
England(Total) - 2. CASSR in partnership with other agency	28114	
<b>3. Other agencies without CASSR input</b>	0	0
IPF - 3. Other agencies without CASSR input	4	
England(Total) - 3. Other agencies without CASSR input	41462	

**Number of new people who use services aged 65 and over provided in 2006-07 with 1 or more items of telecare equipment in their own homes per 10,000 population aged 65 and over**

<b>York</b>	2006-07 Plan : As at April 2006	2006-07 Outturn
1. CASSR alone per 10,000 population aged 65 and over	36.9	116.1
2. CASSR in partnership with other agency per 10,000 population aged 65 and over	0.0	0.0
3. Other agencies without CASSR input per 10,000 population aged 65 and over	0.0	0.0

	2007-08 Plan : As at April 2006	2007-08 Projected
<b>2.10P029 - 2.10P031 - Number of projected new service users aged 65 and over to be provided in 2007-08 with one or more items of Telecare equipment in their own homes (or equivalent, such as extra care/warden housing). (2157)</b>		
<b>1. CASSR alone</b>	120	100

<b>IPF - 1. CASSR alone</b>	625	
<b>England(Total) - 1. CASSR alone</b>	81680	
<b>2. CASSR in partnership with other agency</b>	0	0
<b>IPF - 2. CASSR in partnership with other agency</b>	200	
<b>England(Total) - 2. CASSR in partnership with other agency</b>	39894	
<b>3. Other agencies without CASSR input</b>	0	0
<b>IPF - 3. Other agencies without CASSR input</b>	4	
<b>England(Total) - 3. Other agencies without CASSR input</b>	43698	

	2006-07 Plan (As at April 2006)	2007-08 Plan (As at April 2006)	2006-07 Outturn	2007-08 Projected
<b>2.10P032- Total planned council expenditure on Telecare infrastructure.(2159)</b>				
York	25	35	23	45
<b>IPF Data</b>	148	153		
<b>England(Total)</b>	20181	21247		
<b>2.10P033- Total planned council expenditure on Telecare equipment and service(2160)</b>				
York	64	115	29	106
<b>IPF Data</b>	186	278		
<b>England(Total)</b>	34378	49581		



IPF Data	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable		
England	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable		

2002-03	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
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**2.1LD039 - Total number of adults with Learning Disabilities who had planned short term breaks in their care plan per 1,000 of the population aged 18-64. (2206)**

York	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	0.05	0.21
England	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable		

**2.1LD040 - PAF C30 : Number of adults with learning disabilities helped to live at home per 1,000 of the population aged 18-64. (2211)**

York	2.0	2.1	1.8	2.0	2.5	2.9	2.2	2.5
IPF Data	2.8	2.9	2.8	3.1	2.9	3.1		
England	2.6	2.7	2.7	2.9	2.8	3.0		

[Link to Ratios of Grant funded services by user group](#)

**Performance measures for People with Physical and Sensory Disabilities**

[Link to KIGS PD75 graph](#)

2002-03	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
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**2.1PD042 - PAF D54 : Percentage of items of equipment and adaptations delivered within 7 working days (BVPI 56) (Key Threshold). (2305)**

York	Not Applicable	88	96	95	94	96	93	96
IPF Data	Not Applicable	80	81	85	85	89		

England	Not Applicable	79	82	87	86	89		
<b>2.1PD043 - PAF C29 : Younger physically disabled people helped to live at home per 1,000 population aged 18-64. (2306)</b>								
York	3.9	4.1	4.5	4.7	4.7	4.8	4.6	4.3
IPF Data	4.3	4.2	3.9	4.3	4.2	4.4		
England	4.2	4.4	4.3	4.6	4.5	4.7		

[Link to Ratios of Grant funded services by user group](#)

	2002-03	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
<b>2.1PD045 - Promoting Independence : Average length of time waiting for major adaptations from assessment to work beginning. (2310)</b>								
York	Not Applicable	36.0	31.0	30.0	22.0	30.0	23.7	25.0
IPF Data	Not Applicable	49.9	43.2	40.2	41.9	38.8		
England	Not Applicable	38.3	32.7	30.2	32.8	29.5		
<b>2.1PD047 - Promoting Independence : Numbers of those waiting for major adaptations as in 2.1PD045. (New question)</b>								
York	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	169	175
IPF Data	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable		
England	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable		

[Link to minor adaptation data](#)

**Promoting independence: Number of people waiting for Minor and Major adaptations per 10,000 population aged 18 and over**

2002-03	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
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<b>2.1CS050 - PAF C62 : Services for Carers. (2711)</b>								
York	Not Applicable	Not Applicable	1.2	5.0	3.9	5.0	4.8	5.5
IPF Data	Not Applicable	Not Applicable	6.7	8.4	8.4	9.1		
England	Not Applicable	Not Applicable	8.5	11.0	9.0	11.2		

**Carers breaks funded under the Carers Grant**

	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan	
<b>2.1CS051 - Total number of breaks provided. (2712)</b>								
York	3600	2422	2500	4259	4350	6739	6750	
IPF Data	11851	12570	14339	15751	16091			
England(Total)	2188225	2377516	2651890	2614835	2716742			
<b>2.1CS052 - Total number of new breaks provided with additional money. (2713)</b>								
York	400	0	0	0	0	0	0	
IPF Data	2668	2562	2912	2896	1370			
England(Total)	335669	378744	428509	535088	262563			
<b>2.1CS053 - What percentage of grant was spent on ensuring access to breaks for Black and Minority Ethnic carers. (2714)</b>								
York	0.2	1.0	2.0	1.0	2.0	2.3	2.3	
IPF Data	5.3	5.4	5.8	6.0	6.4			
England	9.8	10.2	10.4	10.9	11.1			

<b>2.1CS054 - Percentage of council's population (aged 18 or over) whose ethnic origin is "other than white" (2001 Census). (2715)</b>							
York	2.2	2.2	2.2	2.2	2.2	2.2	2.2
IPF Data	5.0	5.2	5.2	5.2	5.2		
England	10.6	10.5	10.6	10.8	10.8		

[Link to 2.1CS064](#)  
[Link to Population data](#)

[Link to 5.3LD166](#)

	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
<b>2.1CS055 - Percentage of the grant spent on Joint Care management or pooled budgets. (2716)</b>							
York	0.0	0.0	0.0	0.0	0.0	0.0	0.0
IPF Data	4.7	3.9	3.9	4.9	4.6		
England	7.2	8.2	8.7	8.9	9.0		

<b>2.1CS56 – 2.1CS62 - Please confirm the numbers of carers receiving breaks services through the Carers Grant for the following user groups.</b>							
	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
<b>2.1CS056 - Carers of people with Mental Health needs. (2717)</b>							
York Numbers	7	7	7	26	26	90	90
IPF Numbers	111	132	158	178	2917		
England Numbers(Total)	21214	27453	29397	30220	31091		



York Amount Spent (£,000's)	18.0	15.0	21.0	21.0	18.0	50.0	50.0
IPF Amount Spent (£,000's)	56.4	62.4	78.1	90.3	90.5		
England Amount Spent (£,000's)(Total)	7940.2	9547.6	13379.2	12184.1	13070.2		

### 2.1CS057 - Carers of Learning Disabled People. (2718)

York Numbers	9	7	7	51	51	58	55
IPF Numbers	99	142	173	146	147		
England Numbers(Total)	24373	26962	31881	35452	35374		
York Amount Spent (£,000's)	10.0	33.0	30.0	57.0	52.0	54.5	55.0
IPF Amount Spent (£,000's)	54.4	77.6	87.2	105.5	100.8		
England Amount Spent (£,000's)(Total)	14361.0	14942.1	19613.8	20898.6	20599.2		

### 2.1CS058 - Carers of Physically and Sensory Disabled People. (2719)

York Numbers	28	31	40	19	25	32	32
IPF Numbers	92	137	160	149	156		
England Numbers(Total)	22868	23881	27652	33829	35500		
York Amount Spent (£,000's)	40.0	48.0	60.0	24.0	41.0	70.0	70.0
IPF Amount Spent (£,000's)	54.6	66.8	79.9	86.5	78.0		
England Amount Spent (£,000's)(Total)	8754.7	12962.1	16764.1	14240.2	14864.9		

### 2.1CS059 - Carers of Older People. (2720)

York Numbers	133	113	120	188	200	245	250
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IPF Numbers	236	317	462	439	433		
England Numbers(Total)	72901	73946	89602	96758	99713		
York Amount Spent (£,000's)	100.0	71.0	80.0	142.0	132.0	148.0	148.0
IPF Amount Spent (£,000's)	132.6	192.6	258.9	280.0	271.5		
England Amount Spent (£,000's)(Total)	34073.5	42165.7	54092.8	58341.9	59961.1		

### 2.1CS060 - Young Carers. (2721)

York Numbers	130	53	53	60	65	57	60
IPF Numbers	130	66	72	78	78		
England Numbers(Total)	29831	20288	23020	29951	31100		
York Amount Spent (£,000's)	40.0	33.0	33.0	45.0	45.0	43.0	43.0
IPF Amount Spent (£,000's)	75.8	36.9	48.7	50.7	48.6		
England Amount Spent (£,000's)(Total)	13660.3	8290.9	10659.7	11257.2	11250.5		

### 2.1CS061 - Carers of other people who use services. (2722)

York Numbers	30	0	0	125	125	199	199
IPF Numbers	65	159	178	197	198		
England Numbers(Total)	19211	24011	25490	43635	44347		
York Amount Spent (£,000's)	22.0	0.0	0.0	54.0	45.0	64.5	64.0
IPF Amount Spent (£,000's)	23.3	51.2	57.2	71.0	75.2		
England Amount Spent (£,000's)(Total)	6022.5	10802.6	14491.2	14579.9	14814.1		

<b>2.1CS062 - Total Carers Grant. (2723)</b>							
York Numbers	337	211	227	469	492	681	686
IPF Numbers	707	936	1183	1222	1229		
England Numbers(Total)	190398	196541	227042	270079	276549		
York Amount Spent (£,000's)	230.0	200.0	224.0	343.0	333.0	430.0	430.0
IPF Amount Spent (£,000's)	397.1	487.5	610.1	686.0	664.6		
England Amount Spent (£,000's)(Total)	84812.2	98711.0	129001.0	131543.9	134649.9		

**2.1CS063 - Amount spent on administration / development costs. (2724)**

York Amount Spent (£,000's)	0.0	47.0	28.0	28.0	30.0	28.6	35.0
IPF Amount Spent (£,000's)	0.0	24.3	39.0	32.7	36.1		
England Amount Spent (£,000's)(Total)	0.0	6378.6	8788.7	8535.4	9185.8		

	2002-03	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
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**2.1CS064 - Numbers of Black and Minority Ethnic Carers who have received a breaks service. (2725)**

York Numbers	1	2	6	3	6	6	10
IPF Numbers	70	91	104	129	131		
England Numbers(Total)	19197	29591	33039	34373	36202		
York Amount Spent (£,000's)	0.5	4.0	10.0	5.0	10.0	10.0	10.0
IPF Amount Spent (£,000's)	26.7	36.8	45.0	51.4	55.9		

England Amount Spent (£,000's)(Total)	9053.2	15774.5	18441.4	15535.3	15694.2		
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[Link to 2.1CS054](#)

[Link to 5.3LD166](#)

**2.1CS065 - Please set out the main reasons for Carers declining assessments in 2006-07.(New question)**

Some carers feel that an assessment of need for the cared for person sufficiently meets the need of the caring situation; in addition the carer may not identify as 'carer'. Some carers find the term 'assessment' off-putting, & feel they are adequately coping & not in need themselves. Carers can find it very hard to identify their own needs, and feel that if they did so, it might imply that the cared for person is a burden, and they want to avoid any indication of this.

Other carers do not feel that any further benefit will be gained from having a separate assessment, though the introduction of the direct payment scheme for carers has encouraged some carers to view the situation differently. New Carers Support Worker posts are to be introduced in Adult Services to undertake assessments of carers of older people & people with physical disabilities. This will aim to increase uptake of assessments, and introduce an approach to undertaking assessments which resolves the above issues.

**Descriptor 2.2 : Preventative services**

**Services for Older People**

[Link to Descriptor 1.2](#)

**2149 Spring 2006 Information - National Service Framework - Older People - Standard 6 (Falls). Please provide a summary of improvements in the implementation of this standard from last year.**

An audit of Risk Management procedures has been completed and a programme of education, information and training in "Falls Awareness" and "Falls Risk Reduction" has taken place (older people, carers, volunteers, the independent sector, social services and allied health professionals, This has ceased with the Falls Co-ordinator post becoming vacant. However a fresh attempt is to be made to obtain funding through the POPPS programme.

A costed Integrated Falls Service Business Plan for local Falls Clinics and Falls management programme, with Physio, OT, and Nurse input providing evidence-based falls reduction strategies has been completed, but as yet has not been taken forward

**2.20P018 - National Service Framework - Older People - Standard 6 (Falls). Please provide a summary of improvements in the implementation of this standard from last year. (2149)**

The Local Area Agreement objectives reflect the following falls targets:

Improve health and reduce number and impact of falls amongst older people. This will be monitored through:

- o Reducing the numbers of people who have had a serious accidental injury leading to a hospital stay of over 3 days aged 65+ by 3.5% by 2010 and
- o Reducing Emergency Admissions due to Falls by 5% by 2010

There is no specific falls service but the management of Falls is undertaken through primary care with the local Fast response service. Telecare equipment is to be used in circumstances where required when the equipment has proved to be effective.

**Extra care Housing**

[Link to 2.10P022](#)

	2002-03	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
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**2.20P023 - Number of additional extra-care housing places provided / to be provided in the year. (2144)**

York	Not Applicable	66	37	0	39	0	0	0
IPF Data	Not Applicable	65	50	65	49	45		
England (Total)	Not Applicable	10407	12131	13895	12955	15335		

	2002-03	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
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*Additional* extra-care housing tenancies per 10,000 of the population aged 65+

York	Not Applicable	21	12	Not Applicable	12	Not Applicable	0	0
IPF Data	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable		
England	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable		

**2.20P024 - Please describe any other patterns of extra care housing type provision you have which is outside the definition, but innovative and involves for example, the NHS and / or housing providers. (New question)**

There are no models currently being developed but the Council is exploring ideas with partners which will become clearer over the next 12 months.

**2.20P025 - Please describe changes in the pattern of onward referrals to grant funded services from the CASSR in 2006-07.  
(New question)**

Non care managed service are an important option for care managers and customers to consider when meeting need. For many customers, such services are accessed via a formal needs assessment and they play an important role within a multi service care plan. These customers have their needs and care plans re-assessed annually. A smaller group of customers have assessed needs which fall below the FACS threshold or they are seeking contact information only, and they may be signposted to non care managed services - these customers will not have an annual re-assessment (unless their needs change). Through the Commissioning framework, non care managed services are annually reviewed with specific attention to a) the scope of the service b) the appropriateness of in-coming referrals c) the level of demand, customer turnover. There is a strong operational relationship between Commissioning and Care Management with the Commissioning manager being a member of the Adult management team meetings.

[Link to 2.10P019](#)

[Link to 2.1PD043](#)

[Link to Descriptor 2.3](#)

	2002-03	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
<b>2.2PD044 - Promoting Independence : Average length of time waiting for minor adaptations from assessment to work beginning. (2309)</b>								
York	Not Applicable	5.0	2.0	3.0	1.4	2.0	1.2	1.5
IPF Data	Not Applicable	6.8	3.8	2.3	2.3	2.1		
England	Not Applicable	4.8	3.5	2.8	2.9	2.3		
<b>2.2PD046 - Promoting Independence : Numbers of those waiting for minor adaptations as in 2.2PD044. (New question)</b>								
York	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	1570	1600
IPF Data	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable		
England	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable		

[Link to major adaptation data](#)

**Descriptor 2.3 : Direct Access Services - Information will be available June 2007.**

[Link to Grant funded services](#)  
[Link to Carers with grant funded services](#)

**Descriptor 2.4 : Referral to Direct Access Services**

[Link to 2.2OP025 : Changing patterns of referral](#)  
[Link to Grant funded services](#)



## Descriptor 2.5 : Specialist Provision

**2.5LD041 – Describe the needs analysis undertaken in 2006-07 to identify all adults with Learning disabilities who have complex needs, and describe the current range of services that support independent living for these groups. (2228)**

A mapping of all spends and service provision for all customers has been undertaken and collated. This identifies those with profound /multiple /learning disability, the numbers, current spend and service provision. Current services include, residential and supported living accommodations- some based on individual service funds, day supports- both in-house and also commissioned- some of these are group but also individual day supports- and a variety of respite options including an in-house unit whose customer group is those with profound disabilities. We are working on a programme of bringing some people back into area that had previously not been able to be supported locally due to their profound needs- this programme will take 3 years to come to fruition.

**2.5PD048 - Please describe any progress in implementing services for deaf-blind adults in 2006-07. (New question)**

We have achieved the appointment of a 0.5 wte senior practitioner for SI services which provides the small specialist team with direct line management support. We continue to offer a specialist post for deaf/blind adults, which can provide a direct assessment service or, in more complex situations, support the customers and the care manager by enabling effective communication and understanding. Further progress has been slowed with the reconfiguration of local PCTs.

**Descriptor 2.6 : Safety at home**

**2.6GN034 - What evidence has the CASSR in 2006-07 (from CDRP surveys, citizen surveys evidence or any other sources) that people who use adult social care feel safe in their homes? (New question)**

Our Marketing and Communications Group carried out a survey of the homecare service among those aged over 65 years in January and February 2006. 846 'eligible' users of the social care services (as a customer or carer) received a survey which had an exceptional response rate of 76% and a confidence interval of + 1.9%.  
Lifestyle type questions were Included in the survey. Overall, 97% of respondents said they feel safe in their own home and a further 90% of respondents feel they have as much contact with other people as they would like.  
A further survey of home care customers is planned for 2007/08 following the changes in the service in 2006/07.

### **OUTCOME 3 : Making a Positive Contribution**

"Maintaining involvement in local activities and being involved in policy development and decision-making."

[Link to 8.1GN195 : 2006-07 challenges - all service groups](#)

### **Descriptor 3.1 : Enabling contributions**

**3.1GN072 - What progress has the CASSR made in 2006-07 in helping residents to undertake self-assessments?, And what support is made available for people to do this? (New question)**

In Adult Services, the modernisation of the Huntingdon Road Day Centre started in 2006/7 with consultation with service users and open sessions on the 'in control' project. This encouraged service users to consider their needs in different ways prior to formalising them within the 'All about me' sessions that run from March 07 to August 07.

The Learning Disabilities Service have not yet introduced self assessment processes or tools for all customers but have used this methodology for a small pilot group of people with learning disabilities in relation to looking at individualised budgets. This work will be progressing through 2007/8

### **Descriptor 3.2 : Responding to contributions**

#### **Services for Older People**

[Link to Descriptor 3.4](#)

**3.2OP066 - Please describe the social services contribution in supporting programmes that engage older people who use services and their carers, and provide a summary of any improvements in 2006-07. (2164)**

- Involvement of OP Assembly in Long Term Commissioning.
- Consultation on POPPS & OP Housing strategy, Telecare, MCA, Vulnerable adults)
- Assembly used by number of directorates.
- Tenants/Residents meetings in EPH's & sheltered accommodation.
- Surveys of over 50's to develop physical activity plan.
- Workshop a part of Housing Strategy 2006-2009 consultation
- Discus Bungalow Project – Committee includes 3 older residents..
- Consultation for non residential charging policy, - Age Concern and the Older Peoples Assembly.
- Rep from OPA on evaluation panel for grant bids under the respect and dignity in care campaign.
- Rep. from OP vol. Sector involved in recommissioning a home care contract.
- HASS Service User Panel-held regularly
- Residents associations-older people well-represented on 18 Residents Associations.

### **Services for People with Learning Disabilities**

#### **3.2LD067 - Please describe the social services contribution in supporting programmes that engage people with learning disabilities and their carers, and provide a summary of any improvements in 2006-07. (2230)**

Learning Disabilities Partnership Board has customers/ people with a learning disability and carer representatives and the Board helps to set the services 3 year plan for priority setting and delivery.

Carers "expert" forum informs on particular carers issues.

Customers are part of contract reviews for supported living and residential contract monitoring

In-house day services have customer forums/ councils which influence the day supports received.

Support is given to the local People Parliament which is run by and for people with Learning Disabilities

Regular meetings with Local Self-Advocacy Group take place with the Head of Service

Person Centred reviews are being undertaken will all customers using a large day service that is due for re-provision, and also those in the long stay NHS accommodation in preparation for differing future supports.

### **Services for People with Physical and Sensory Disabilities**

**3.2PD068 - Please describe the social services contribution in supporting programmes that engage people with physical and sensory disabilities and their carers, and provide a summary of any improvements in 2006-07. (2314)**

The re-provision of a nursing home for PD was supported by a dedicated care manager – outcome was that the home remains open. People with PD are stakeholders on an advisory group for the Community Equipment Loans service. Reconfiguration of home care services has led to a rise in Direct Payments. DP users are integral to the DP Management group. A new IT system for the delivery of equipment means that customers can choose a delivery time to suit them. Negotiations are underway with North Yorkshire CC IT section to strengthen the IT network to allow on-line ordering of equipment –this will provide a seamless service from the point of assessment to the delivery of equipment. The Rehabilitation Officer for the Blind is based within a local voluntary organisation & is able to work more closely with other specialists. Agreements have been reached to locate a worker to complete Visual Impairment registrations to provide a more consistent & responsive service & link to Ophthalmic clinics.

### **Services for People with HIV / AIDS**

**3.2HA069 - Please describe the social services contribution in supporting programmes that engage people with HIV and AIDS, and their carers, and provide a summary of any improvements in 2006-07. (2504)**

The authority, in conjunction with Health and North Yorkshire County Council, continues to fund North Yorkshire Aids Action. The organisation provides support and advocacy for people who are HIV positive as well as their carers and family. A network of care managers has been established in York who have undergone level 2 training and are competent and able to provide assessment and support services to people who are HIV positive, their carers and family.

### **Services for Drug and Alcohol Misuse**

#### **3.2DA070 - Please describe the social services contribution in supporting programmes that engage people with drug and alcohol problems and their carers, and provide a summary of any improvements in 2006-07. (2607)**

The worker who provided assessments and preliminary work in relation to the rehab placements, left & has not been replaced. The work has been covered by one of the ASWs from the CMHT. We have aimed to ensure links with the CAT are good, but there are risks without the dedicated postholder in the joint service. This will be kept under review. The Social Service contribution therefore to drug and alcohol from the joint NHS/council service is the ASW involvement and the budget of £18,000.

The focus last year was on continuing the current level of provision, there have been no further developments/improvements in this area within the CMHTs.

The Supporting People budget has been used to support 73 people through the allocation of £82,000

## Services for Carers

**3.2CS071 - Please summarise the strategic vision for services for carers in 2006-07 including the use of partnerships to deliver Carers Equal Opportunities Act objectives (Replaces 2728 - new question).**

The multi agency Carers Strategy Group led by a Carers Strategy Manager has been in place for some years.

2007-08 Priorities:

Continue direct payment scheme for carers by widening access to it & sustaining caring capacity.

Plan how emergency respite care & contingency planning can be provided to carers & linked to improved identification/recognition of 'hard to reach' carers.

Improve responsiveness to the needs of young carers in partnership with Children's Services, other council departments & the local Carers Centre.

Develop multi agency Carers Health Task Group to raise awareness about identifying & meeting the health needs of carers.

Ensure carers have access to ETE & leisure opportunities through work of Carers Employment & Lifelong Learning project & Network

There will be a review of the Carers Involvement Standards, and the local Carers forum to improve consultation. This will ensure carers' views contribute to all plans to achieve outcomes for carers in the City of York.

[Link to Descriptor 6.3](#)

## Generic questions

**3.2GN073 - Please describe how service(s) have been improved in 2006-07 as a result of involvement by people who use these services, and in particular how this was communicated back to those who contributed to the process. (New question)**



Adults & OP - Development of a demonstration flat, Intermediate Care changes, together with progress with project is fed back to the Older Peoples Partnership Board.  
Upheld responses to complaints have resulted in changes to processes around the communication & timing of information about respite & home care. This has been feedback through correspondence & in face to face interviews.  
Service User panel resulted in issues raised about home care changes and through discussion there were modifications to the approach to Direct payments.  
LD -Changes are being made to the booking system for the in-house respite service as a result of carers comments. This will be fed back to them formally on completion in early Summer.  
The way in which annual reviews of customers requirements are conducted- in relation to pre review paperwork and agenda changes has been changed- this change has been undertaken with advocates and self advocates of the service who have part of meetings relating to this.

### **Descriptor 3.3 : Volunteering**

Link to 6.4LD170: Learning disabled adults helped into voluntary work

### **Descriptor 3.4 : Feedback from those using services**

Link to 3.2OP066 : Contributions from older people

### **OUTCOME 4 : Increased Choice and Control**

"Through maximum independence and access to information, being able to choose and control services and helped to manage risk in personal life."

Link to 8.1GN195 : 2006-07 challenges - all service groups

## Descriptor 4.1 : Care management styles

### Performance Measures for Older People

[Link to Descriptor 5.2](#)

	2002-03	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
<b>4.10P076 - PAF D55 (part i) : Percentage of assessments of older people which begin within 48 hours of first contact with social services. (2107)</b>								
York	Not Applicable	Not Applicable	Not Applicable	Not Applicable	86.7	88.0	82.1	85.0
IPF Data	Not Applicable	Not Applicable	Not Applicable	Not Applicable	81.5	86.6		
England	Not Applicable	Not Applicable	Not Applicable	Not Applicable	80.9	86.5		
<b>4.10P077 - PAF D55 (part ii) : Percentage of assessments of Older People completed within 4 weeks. (2108)</b>								
York	Not Applicable	61.9	Not Applicable	65.2	60.3	65.0	78.9	68.0
IPF Data	Not Applicable	65.6	Not Applicable	70.1	73.7	78.3		
England	Not Applicable	65.7	Not Applicable	69.4	75.6	81.4		
<b>4.10P078 - PAF D55 : Acceptable waiting times for assessments. (2109)</b>								
York	Not Applicable	Not Applicable	Not Applicable	Not Applicable	73.5	76.5	80.5	76.5
IPF Data	Not Applicable	Not Applicable	Not Applicable	Not Applicable	77.6	82.4		
England	Not Applicable	Not Applicable	Not Applicable	Not Applicable	78.3	84.0		

2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
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<b>4.1OP079 - Percentage of assessments of older people completed within 2 weeks. (2110)</b>							
York	46.9	47.3	55.0	46.0	55.0	55.9	56.0
IPF Data	54.6	55.5	62.9	56.6	61.6		
England	51.0	54.5	60.8	60.4	65.2		

**4.1OP080 - PAF D56 : Percentage of social services for older people provided within 4 weeks following assessment. (2111)**

York	82	85	85	85	85	88	91
IPF Data	83	82	89	89	90		
England	80	83	87	87	89		

2002-03	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
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**4.1OP090 - PAF E82 : Assessments of adults and older people leading to a provision of service. (2136)**

York	Not Applicable	Not Applicable	Not Applicable	Not Applicable	58	Not Applicable	55	58
IPF Data	Not Applicable	Not Applicable	Not Applicable	Not Applicable	73	Not Applicable		
England	Not Applicable	Not Applicable	Not Applicable	Not Applicable	71	Not Applicable		

[Link to PAF D40](#)

**Services for people with learning disabilities**

**4.1LD091- Please describe the arrangements in place for person-centred transitional planning and summarise how this has improved in 2006-07. (2219)**

There is a full-time Person Centred Planning coordinator who has been actively supporting the Day Services Modernisation Agenda, providing person centred reviews.

There has been close work done with Connexions and Children's Services in drawing up a transitional protocol, which includes the introduction of a person centred approach being offered to young people at key stages in their transitional move to adult services.

	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
<b>4.1LD095 - Number of carers, caring for learning-disabled people aged 18 to 64, who have received an assessment or review during the year. (2207)</b>							
York	10	1	6	7	30	39	40
IPF Data	34	59	67	77	89		
England(Total)	9789	11366	13479	13692	16601		
<b>4.1LD096 - Number of carers for Learning Disabled People aged 18-64 who have received an assessment or review during the year per 10,000 adult population aged 18 to 64. (2208)</b>							
York	0.84	0.08	Not Applicable	0.58	2.49	3.24	3.32
England	3.16	3.63	Not Applicable	4.37	5.30		
<b>4.1LD097 - Number of carers caring for learning disabled people aged 65 and over who have received either an assessment or review during the year. (2209)</b>							
York	5	8	10	0	4	0	5

IPF Data	26	34	40	39	41		
England(Total)	5809	6778	8141	6477	7959		
<b>4.1LD098 - Number of carers caring for Learning Disabled People aged 65 and over who have received an assessment or review during the year per 10,000 population aged 65 and over. (2210)</b>							
York	1.60	2.54	Not Applicable	0.00	1.27	0.00	1.59
England	7.26	8.41	Not Applicable	8.04	9.88		

**Generic questions**

	Spring 2005	Spring 2006	Spring 2007
<b>4.1GN144 - Are appropriate interpreter services available when required? (3412)</b>			
	3 - mostly (50-74%)	3 - mostly (50-74%)	4 - Always (>= 75%)

**Descriptor 4.2 : Choice and Control - information for the public**

[Link to 1.1GN017 Information on healthier lifestyles](#)

[Link to 4.5OP085 SAP information](#)

**Descriptor 4.3 : Complaints**

**Complaints**

**4.3GN145 - Please summarise the role of the CASSR Complaints Manager with a focus on their own line management, and relationship with assessors and direct service providers. (New question)**

The Complaints Manager has access as needed to senior managers within social care services to discuss the implications of complaints and make recommendations about dispute resolution and service improvements. They also have delegated authority to act on behalf of the Director in making recommendations for service improvements where appropriate. This posts manages the representation, comments and complaints procedure for adult and children's social care services and housing services. This includes recording all representations, comments and complaints received, monitoring and recording response times and outcomes as well as statistical data on who made the complaints. It also requires the post holder to ensure that there are sufficiently experienced and qualified independent people available with up to date training and that the necessary checks on these people have been conducted.

The post holder is also required to ensure that staff within the authority and providing services on behalf of the authority have an understanding of what a complaint is and how to deal with it and that relevant managers are trained and supported when responding to complaints at the various stages.

**Please extract the relevant data from your Complaints Annual Reports to complete the table below. (New questions)**

Service user group	How many complaints were received concerning services between 01/04/2005 - 31/03/2006	How many complaints were received concerning services between 01/04/2006 - 31/03/2007
4.3GN146 - Older People.	44	60
IPF		
England		
4.3GN147 - Learning disabled people.	4	6
IPF		
England		
4.3GN148 - Physically and sensory disabled people.	8	10
IPF		
England		
4.3GN149 - Mental health.	4	4
IPF		
England		
4.3GN150 - HIV / AIDS.	0	0
IPF		
England		
4.3GN151 - substance misuse.	0	0
IPF		
England		

4.3GN152 - Carers.	5	12
IPF		
England		
<b>Total Complaints (Automatically calculated)</b>	65	92
IPF		
England		
<b>Rate of complaints per 10,000 18+.</b>	4.28	6.06
England	0.00	0.00

**4.3GN153 - Please describe any improvements (with up to three examples) made to services, as a result of complaints which have been received in the periods above. (New question)**

Self Assessment - Examples of Good Practice 05-07 Complaints

(i) Service is now required to return 'Action Plan of Service Improvements' after responding at Stage 1 and Stage 2 of both corporate and statutory procedures. Two key questions are: 1) What lessons have been learnt through this complaint? 2) What action will be taken as a result of this complaint?

(ii) Complaints also send out questionnaires to customers which monitor the service provided. Examples of questions are: How easy was it to make a complaint? If you needed support to help make your complaint did the complaints team arrange this for you? Responses have been good and the information given recorded by the complaint team.

(iii) New social care complaints procedures have been produced for Adults and Children's Services in line with recent legislation.



## Descriptor 4.4 : Out of hours services

### Services for Older people

[Link to Descriptor 1.2](#)  
[Link to 4.5OP075](#)

#### **4.4OP074- National Service Framework – Standard 2 (Person-centred care). Please provide a summary of improvements in the implementation of this standard from last year. (2145)**

The re-commissioning of home care in the City has resulted in a large increase in people wanting Direct payments to maintain their previous supplier. This has resulted in over 100 older people now self directing their care.  
The `all about me` sessions in day services associated with a person centred approach started in March 07.

### Generic services – out of hours

#### **4.4GN154 - What changes, if any, were made in 2006-07 to out-of-hours services in response to feedback from people who have used the service? (New question)**

The York Out of Hours service is provided on a contractual arrangement by North Yorkshire County Council. NYCC made some staffing adjustments to provide a more responsive 'one stop shop' model service (at weekends) to callers thus ensuring that the social work staff were more available to deal with the more complex social care demands

**Descriptor 4.5 : Care management experiences**

**Services for Older people**

[Link to 4.4OP074](#)

**4.5OP075– Please provide a summary of improvements (or reductions) for advocacy services for older people in 2006-07. (2163)**

Advocacy Services for Older Persons in York have remained consistent during the past year, the existing services whilst not focusing specifically on social care issues have worked with many service users during the recent re-commissioning of home care services. Other non specific organisations such as Age Concern have also taken on a more pro-active role with the support of the Council in providing advocacy support to customers. The Council has also increased it's support to the Independent Living Schemes Service which provides independent advice and support to customers wishing to access Direct Payments.

**Single assessment process for older people**

[Link to Descriptor 1.2](#)

<b>Implementation of the Single Assessment Process guidance. (2112 - 2116)</b>			
	Progress with implementation for the whole CASSR area		
	Spring 2005	Spring 2006	Spring 2007
<b>4.5OP081 - Older peoples needs are assessed according to national guidance.</b>			
	1 - Implemented before 2005	1 - Implemented before April 2006	1 - Implemented
<b>4.5OP082 - Arrangements for care co-ordination are agreed.</b>			
	2 - Expect to be implemented before October 2005	2 - Expect to be implemented after April 2006 but before April 2007	3 - Expect to be implemented after April 2008
<b>4.5OP083 - Information is collected, stored and shared effectively, subject to consent, using the single assessment summary or a local variant.</b>			

1 - Implemented before 2005	1 - Implemented before April 2006	1 - Implemented
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**4.5OP084 - Professionals have received appropriate and adequate training to enable them to undertake person-centred assessments and care planning.**

1 - Implemented before 2005	1 - Implemented before April 2006	2 - Expect to be implemented after April 2007 but before April 2008
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**4.5OP085 - Localities approach to single assessment is disseminated locally in appropriate formats and appropriate ways and is published in "Better Care, Higher Standards" charters.**

Link to Descriptor 4.2	1 - Implemented before 2005	1 - Implemented before April 2006	2 - Expect to be implemented after April 2007 but before April 2008
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Progress achieved by 31 March 2007		
Spring 2005	Spring 2006	Spring 2007

**4.5OP086 - How far has your council progressed in providing an electronic single assessment summary? (2117)**

York	3 - Summary available to individuals and professionals	3 - Summary available by May 2006 to individuals and professionals but only in part of the CSSR	1 - Summary not yet available as at 31/05/2007 anywhere within the CASSR
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2002-03	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
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**4.5OP089 - PAF D39 : Percentage of people receiving a statement of their needs and how they will be assessed. (2132)**

York	68	82	87	94	90	92	92	93
IPF Data	86	93	94	97	95	97		

England	86	89	92	96	94	97		
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**Performance measures for people with learning disabilities**

**4.5LD092 - Please a summary of improvements (or reductions) of advocacy services for learning disabled people in 2006-07. (2229)**

There is a generic advocacy service for York citizens, and this responds well to people with learning disabilities. There is an active York People First Group who play an active role on the Learning Disability Partnership Board.  
 It has been identified that there does need to be specific support for people with complex needs and the Learning Disability Partnership Board has agreed to fund this support for 2007/08.

	2002-03	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
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**4.5LD093 - The total amount spent by each council on advocacy services learning disabled people. (2204)**

York	Not Applicable	38.2	31.0	34.3	34.3	35.1	52.0	53.0
IPF Data	Not Applicable	50.5	56.3	62.0	60.5	63.4		
England (Total)	Not Applicable	10877.2	12390.0	13729.0	14245.6	15532.6		

**4.5LD094 - The total amount spent by each council on advocacy services for learning disabled people per 1,000 of the population aged 18-64. (2205)**

York	Not Applicable	0.32	0.26	Not Applicable	0.28	0.29	0.43	0.44
England	Not Applicable	0.35	0.40	Not Applicable	0.45	0.50	0.00	0.00

**4.5PD108 - Please a summary of improvements (or reductions) for advocacy services for physically and sensory disabled people in 2006-07. (2313)**

Currently, there is no Advocacy service for working age adults with physical or sensory impairments. One-off advocacy arrangements can be negotiated with the local advocacy service for Older People or with the local Resource Centres for Deaf and PS/Blind. The council will provide an Interpreter service if needed.

**Services for people with HIV / AIDS**

**4.5HA109 - Please a summary of improvements (or reductions) for advocacy services for people who use HIV / AIDS services in 2006-07. (2503)**

Advocacy is provided through the specialist HIV agency – North Yorkshire Aids Action. There has been no reduction in service as the agency, through its contractual arrangements, has flexibility to move the range and capacity of services it delivers to meet changing levels of demand/need.

**Services for Drugs/Alcohol misuse**

**4.5DA110 - Please a summary of improvements (or reductions) for advocacy services for people who use drug and alcohol services in 2006-07. (2606)**

All agencies provide advocacy services for individual clients. No specific advocacy services exist for substance misuse clients however they can access advocacy from the existing MIND service, The Salvation Army, PALS ( Patient Advice and Liaison Service ) and Age Concern

**Descriptor 4.6 : Range of services available**

**Performance measures for Older people**

[Link to Descriptor 9.4](#)

	2002-03	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
<b>4.6OP087 - PAF C72 : Older People aged 65 or over admitted on a permanent basis in the year to residential or nursing care per 10,000 of the population aged 65 and over. (2128)</b>								
York	Not Applicable	Not Applicable	Not Applicable	Not Applicable	63	64	59	62
IPF Data	Not Applicable	Not Applicable	Not Applicable	Not Applicable	88	84		
England	Not Applicable	Not Applicable	Not Applicable	Not Applicable	86	83		
<b>4.6OP088- PAF C73 : Adults aged 18 - 64 admitted on a permanent basis in the year to residential or nursing care per 10,000 of the population aged 18 - 64. (2130)</b>								
York	Not Applicable	Not Applicable	Not Applicable	Not Applicable	0.9	1.0	1.3	1.2
IPF Data	Not Applicable	Not Applicable	Not Applicable	Not Applicable	1.5	1.5		
England	Not Applicable	Not Applicable	Not Applicable	Not Applicable	1.9	1.8		

**Older people and Adults: Long stay supported residents receiving residential or nursing care – rates per relevant population (KIGS OA75, OA85, LD75, PD75 and MI75)**

	31 March 2001	31 March 2002	31 March 2003	31 March 2004	31 March 2005	31 March 2006
KIGS OA75 - Long stay supported residents aged 65 & over receiving residential care per 1,000 population aged 65 & over						
York	11.93	12.37	13.75	12.55	11.59	
IPF Data	17.49	17.47	18.09	17.70	16.52	



England	17.55	17.60	18.20	17.88	16.84	
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KIGS OA85 - Long stay supported residents aged 65 and over receiving nursing care per 1,000 population aged 65 & over.

York	10.48	10.48	11.45	9.88	8.87	
IPF Data	9.22	8.96	9.84	9.02	8.60	
England	8.86	8.82	9.18	8.71	8.42	

KIGS LD75 - Long stay supported residents who have learning disabilities receiving residential or nursing care aged 18-64 per 10,000 population aged 18-64 at 31 March.

York	4.26	4.62	9.51	8.21	7.76	
IPF Data	6.76	7.05	9.78	8.53	8.70	
England	9.33	9.41	10.84	10.56	10.29	

KIGS PD75 - Long stay supported residents who have physical disabilities receiving residential or nursing care aged 18-64 per 10,000 population aged 18-64 at 31 March.

York	2.58	2.70	3.37	2.82	2.95	
IPF Data	2.70	2.64	3.74	3.30	3.33	
England	2.93	2.89	3.38	3.15	3.01	

KIGS MI75 - Long stay supported residents who have mental health problems receiving residential or nursing care aged 18-64 per 10,000 population aged 18-64 at 31 March.

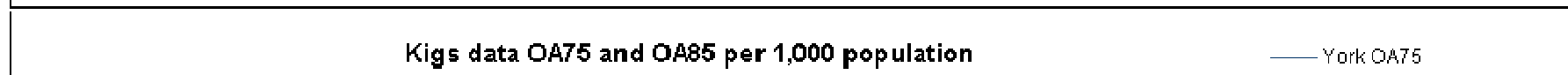
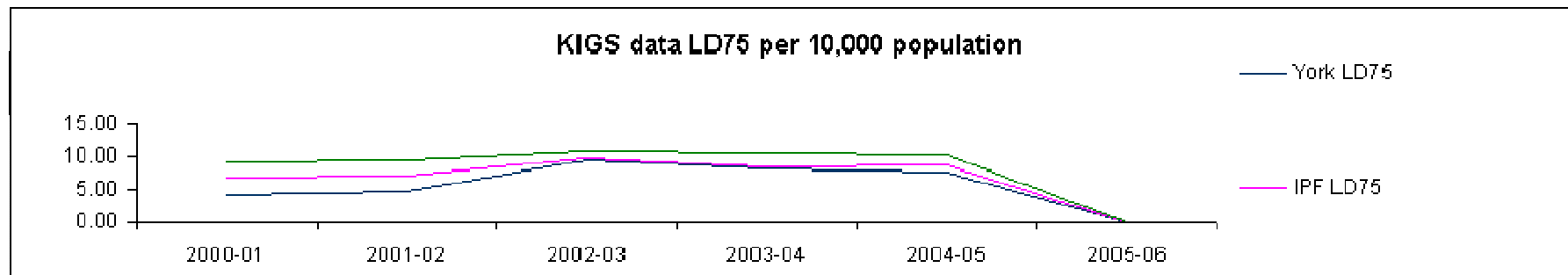
York	2.04	1.22	4.93	3.51	3.71	
IPF Data	2.67	2.67	3.77	3.33	3.20	
England	3.92	3.98	4.56	3.98	4.02	

[Link to Descriptor 2.1](#)

[Link to 2.1LD035](#)

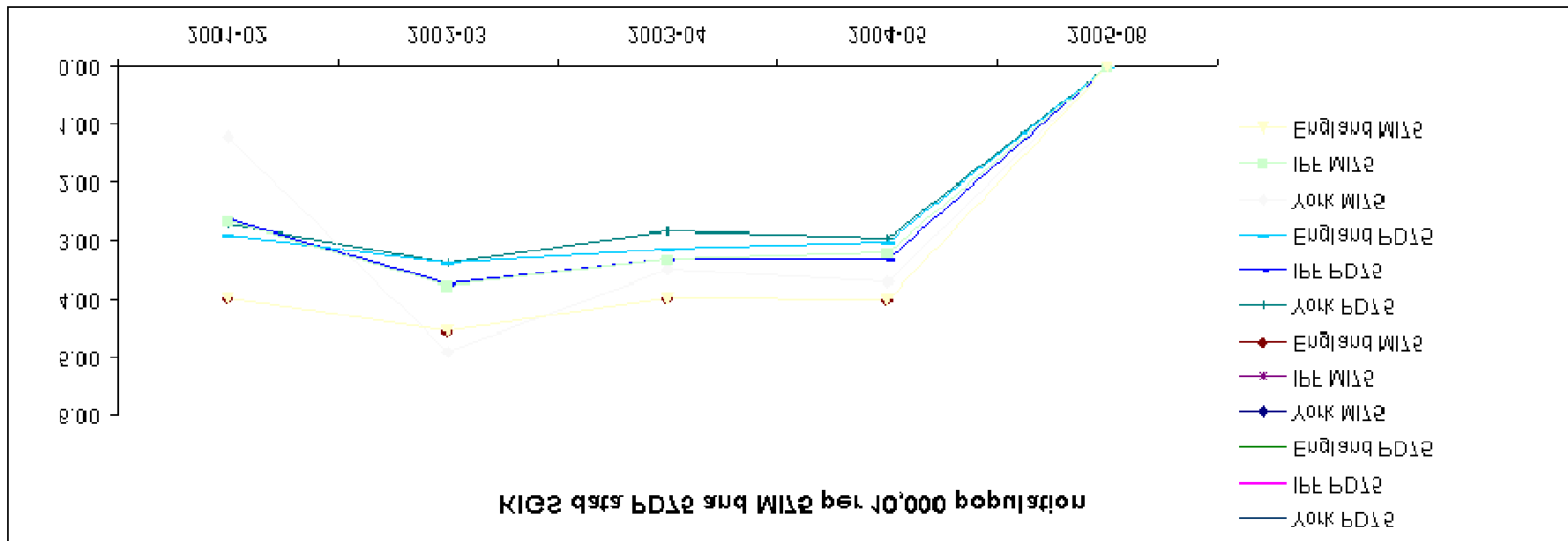
[Link to 2.1PD042](#)

[Link to 2.1MH049](#)



IPF OA75	17.49	17.47	18.09	17.70	16.52	0.00
England OA75	17.55	17.60	18.20	17.88	16.84	0.00
York OA85	10.48	10.48	11.45	9.88	8.87	0.00
IPF OA85	9.22	8.96	9.84	9.02	8.60	0.00
England OA85	8.86	8.82	9.18	8.71	8.42	0.00
LD	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06
York LD75	4.26	4.62	9.51	8.21	7.76	0.00
IPF LD75	6.76	7.05	9.78	8.53	8.70	0.00
England LD75	9.33	9.41	10.84	10.56	10.29	0.00

PSD	2001-02	2001-02	2002-03	2003-04	2004-05	2005-06
York PD75	2.58	2.70	3.37	2.82	2.95	0.00
IPF PD75	2.70	2.64	3.74	3.30	3.33	0.00
England PD75	2.93	2.89	3.38	3.15	3.01	0.00
York MI75	2.04	1.22	4.93	3.51	3.71	0.00
IPF MI75	2.67	2.67	3.77	3.33	3.20	0.00
England MI75	3.92	3.98	4.56	3.98	4.02	0.00



Link to Adults in Long Stay hospitals

**Services for people with learning disabilities**

	2002-03	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
<b>4.6LD099 - Number of people with learning disabilities who were receiving accomodation and care in a nursing home or residential care provision on a permanent basis funded by the council as at 31 March. (2217)</b>								
York	Not Applicable	Not Applicable	Not Applicable	Not Applicable	102	100	92	80
IPF Data	Not Applicable	Not Applicable	Not Applicable	Not Applicable	145	144		
England (Total)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	37057	36037		

**Learning disability development fund grant (revenue) monitoring**

	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
<b>4.6LD100 - Total Learning Disabilities Development Fund (LDDF). (2220)</b>							
York	61	92	92	167	251	201	157
IPF Data	94	96	180	167	211		
England(Total)	18735	19039	37119	36623	42355		
<b>4.6LD101 - Amount of LDDF spent promoting further development of advocacy. (2221)</b>							
York	6	22	28	28	28	0	19

IPF Data	21	23	35	39	36		
England(Total)	3966	4670	7196	6985	8073		
<b>4.6LD102 - Amount of LDDF spent supporting the wider introduction of person centred planning. (2222)</b>							
York	20	7	18	0	46	6	0
IPF Data	25	24	34	33	43		
England(Total)	4634	4591	8120	7989	9143		
<b>4.6LD103 - Amount of LDDF spent developing supported living approaches for learning disabled people living with older carers. (2223)</b>							
York	0	0	0	12	15	0	25
IPF Data	8	10	21	22	24		
England(Total)	2971	2285	4110	3905	4444		
<b>4.6LD104 - Amount of LDDF spent completing the re-provision of the remaining long-stay hospitals. (2224)</b>							
York	0	0	0	0	0	0	0
IPF Data	12	13	15	4	9		
England(Total)	1048	937	2378	1728	2258		
<b>4.6LD105 - Amount of LDDF spent modernising day services. (2225)</b>							
York	15	22	45	35	29	14	0
IPF Data	13	12	30	23	31		
England(Total)	3664	3930	9250	8357	10649		
<b>4.6LD106 - Amount of LDDF spent enhancing leadership in learning disability services. (2226)</b>							
York	15	27	2	47	47	46	15
IPF Data	9	11	26	27	37		

England(Total)	2049	2132	4094	4245	5000		
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**4.6LD107 - Please give examples of how LDDF has contributed to improved outcomes for learning disabled people and their carers in 2006-07, or if the PCT has reduced or withdrawn the allocation. (2227)**

The LDDF money contributed to Day Services Modernisation, significant progress is being made with the modernisation of a large Day Centre, concluded by May 2008

Funding made available to:

- Support carers workshops to facilitate wider involvement of Carers.
- Health Task group to support working with GP's.
- A Review of Person Centred Planning has offered alternative way to look at person centred panning.
- Provide Social Activities support - Independent Provider.
- Facilitate workshops & Partnership Board events to a wider group of people than members of the Board.
- Family carers & Service users, & Co Chairs receive payment for attending Partnership Board meetings.
- Membership of Inclusion North, giving the chance for Partnership Board members and a wider group of people from the area to attend local and national conference events

[Link to end of Commissioning](#)

**Services for carers**

**4.6CS111 - What flexible breaks and carers services have you developed in 2006-07 that promote independence to assist carers? (New question)**

A scheme to provide direct payments to carers was introduced in April 2006 and has benefited carers in a number of ways. Following a Carers Assessment an application can be made to support & sustain the carer in their role. The scheme's aim is to be as flexible as possible, in order to meet individual need. Some carers have benefited from activities to support emotional & physical health & relaxation: gym membership, reflexology, visits to stately homes. Others have had payment towards travelling expenses to enable relatives to come and provide substitute care, or towards driving lessons. Some carers have been supported to take a break and pursue interests such as photography, another has enjoyed having a television set to watch in order to take a break within the home. The scheme has been very successful in supporting and sustaining carers in their role, and there is planned development to enable young carers aged 16+ & parent carers to access the scheme in future.

**4.6CS112 - Estimate how many carers in 2006-07 who look after people with complex needs were denied a break because of the lack of resources to meet the needs of the person cared for. (New question)**

There is no evidence to suggest that any cases exist where this has arisen, however there can be capacity issues in providing residential respite care at weekends to people with learning disabilities who have complex needs.

**Generic questions**

	2006-07 Outturn	2007-08 Plan
<b>4.6GN155 - Total number of people supported by the council in the year as permanent residents in homes that are registered with an adult placement scheme. (New question)</b>		
York	21	23
IPF		
England		
<b>4.6GN156 - Numbers of people receiving other support in the community (other than being in an APS home) from a provider registered with an adult placement scheme in the year. (New question)</b>		
York	12	14
IPF		
England		

**Descriptor 4.7 : Choice of environment and self directed services**

**Direct payments**

	2002-03	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
<b>4.7GN113 - PAF C51 : Direct Payments. (3328)</b>								
York	-	18	-	36	35	41	77	75
IPF	17	30	50	69	71	91		
Eng	21	35	58	83	84	107		

**For each service user group stated please give the number of recipients of Direct Payments at 31 March 2007. (3330-3343)**

		At 30 Sept 2002	At 30 Sept 2003	At 30 Sept 2004	At 30 Sept 2005	At 31 March 2006	At 31 March 2007
<b>4.7GN114 - Older People (65+).</b>							
	York	2	0	2	Not Applicable	6	47
	IPF Data	4	7	12	Not Applicable	29	
	England (Total)	1032	1899	4365	Not Applicable	9733	
<b>4.7GN115 - Learning disabled people (18-64).</b>							
	York	0	0	8	14	13	14
	IPF Data	3	6	14	23	28	
	England (Total)	736	1337	2354	3830	4750	
<b>4.7GN116 - Physically disabled people (18-64).</b>							
	York	1	2	19	35	31	51
	IPF Data	19	28	41	55	61	
	England (Total)	5459	6944	9285	12404	13690	
<b>4.7GN117 - People with sensory impairment (18-64).</b>							
	York	0	0	2	2	3	4
	IPF Data	0	1	2	2	3	
	England (Total)	159	207	448	747	963	
<b>4.7GN118 - Young carers (16-17 for carers' services)</b>							
	York	0	0	0	0	0	0



IPF Data	0	0	0	0	0	
England (Total)	3	12	20	14	16	

#### 4.7GN119 - People with mental health problems (18-64).

York	0	0	0	0	0	1
IPF Data	1	1	2	4	6	
England (Total)	132	229	514	1133	1477	

#### 4.7GN120 - Carers of disabled children (for childrens' services).

York	0	0	2	3	5	7
IPF Data	3	7	17	25	30	
England (Total)	228	875	2081	3991	5027	

#### 4.7GN121 - Disabled children (16-17).

York	0	0	2	0	1	0
IPF Data	1	0	2	1	1	
England (Total)	38	125	309	366	326	

#### 4.7GN122 - Carers (for carers services).

York	0	0	0	0	0	57
IPF Data	0	1	5	3	12	
England (Total)	95	957	2327	3504	5435	

#### 4.7GN123 - HIV / AIDS.

York	Not Applicable	Not Applicable	0	0	0	0	0
IPF Data	Not Applicable	Not Applicable	0	0	1		
England (Total)	Not Applicable	Not Applicable	194	193	169		

**4.7GN124 - Drug and Alcohol Misuse.**

York	Not Applicable	Not Applicable	0	0	0	0	0
IPF Data	Not Applicable	Not Applicable	0	0	0		
England (Total)	Not Applicable	Not Applicable	15	34	37		

**4.7GN125 - Total number of service users in receipt of Direct Payments.**

York	3	2	35	54	59	181	
IPF Data	30	51	95	113	171	0	
England (Total)	7882	12585	21912	26216	41623	0	

**4.7GN126 - How many people in receipt of Direct Payments are from black and minority ethnic groups?**

York	Not Applicable	Not Applicable	2	0	0	4	
IPF Data	Not Applicable	Not Applicable	8	11	15		
England (Total)	Not Applicable	Not Applicable	2037	2870	4373		

**4.7GN127 - Percentage of people in receipt of Direct Payments from black and minority ethnic groups.**

York	Not Applicable	Not Applicable	5.7	0.0	0.0	2.2	
IPF Data	Not Applicable	Not Applicable	8.2	9.8	8.8	0.0	
England	Not Applicable	Not Applicable	9.3	10.9	10.5	0.0	

**4.7GN128- Has your council used the DH/CSIP Direct Payments toolkit to look at and develop your Direct Payments arrangements?. (New question)**

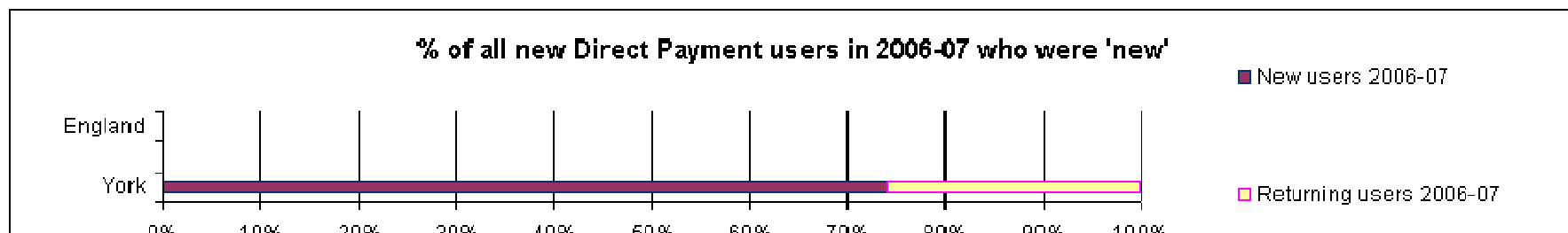
4 - Developing action plan with help of toolkit.

**4.7GN129 - In relation to 4.7GN128, could you describe the impact of using the DH / CSIP direct payments toolkit, and the improvements it has engendered.**

The Council has undertaken an initial self assessment using the toolkit and will be asking key partners for comments in the future. There has been an increase in the numbers of individuals accessing Direct Payments during 2006-7 but through the use of the toolkit the Council will be looking at the outcomes to assess what further can be done to increase the take up by customers.

<b>Service user group (New questions)</b>	Number of people receiving Direct Payments during 2006-07 (who did not have a DP in any previous years)	Number of people taking up Direct Payments in 2006-07 (who have previously had a DP)
<b>4.7GN130 - Older People.</b>	42	5
IPF		
England		
<b>4.7GN131 - Learning Disabled People</b>	1	13

IPF		
England		
<b>4.7GN132 - People with physical and sensory disabilities.</b>	28	27
IPF		
England		
<b>4.7GN133 - Mental health.</b>	1	0
IPF		
England		
<b>4.7GN134 - HIV / AIDS.</b>	0	0
IPF		
England		
<b>4.7GN135 - Substance misuse.</b>	0	0
IPF		
England		
<b>4.7GN136 - Carers.</b>	57	0
IPF		
England		
<b>York Total</b>	129	45
IPF	0	0
England	0	0



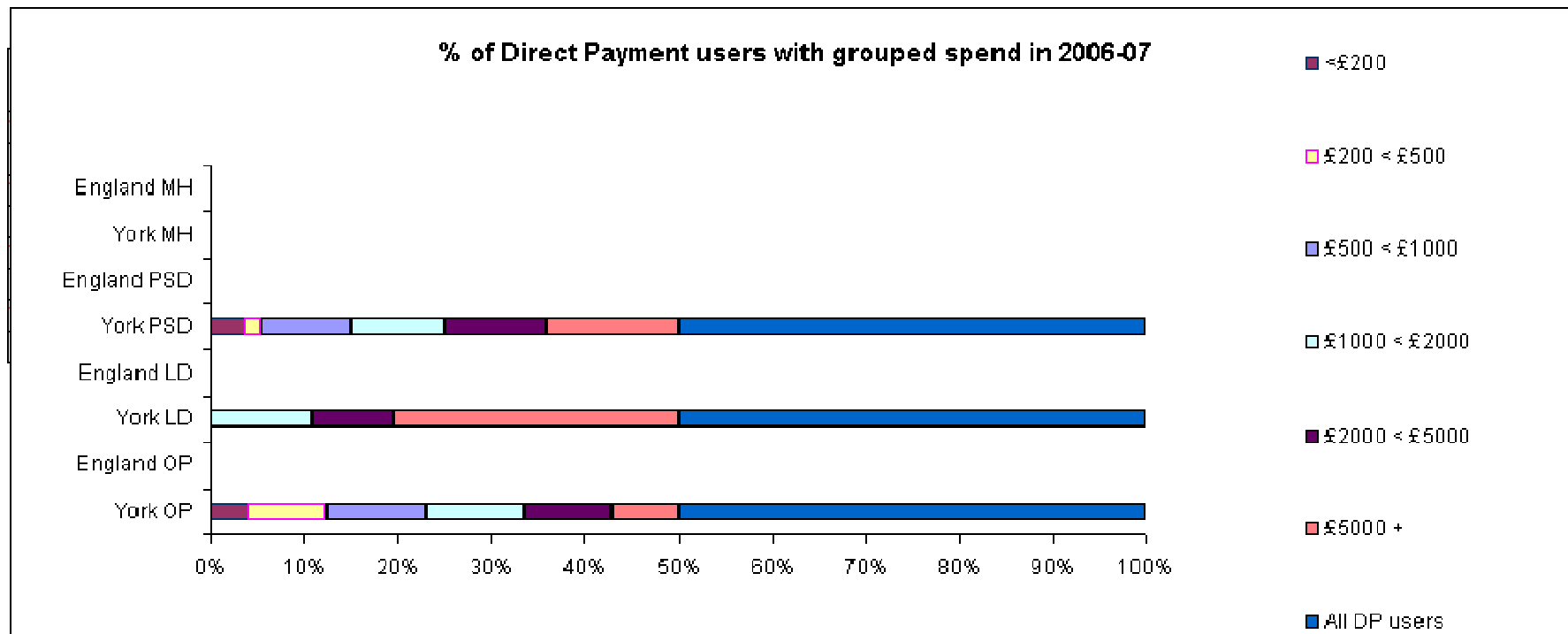
	Numbers of new DP's 06/07	Numbers of returning DP's 06/07
York OP	42	5
York LD	1	13
York PSD	28	27
York MH	1	0
York HIV/AIDS	0	0
York Substance misuse	0	0
York carers	57	0


	New users 2006-07	Returning users 2006-07
York	129	45
IPF	0	0
England	0	0

Of those who received one or more Direct Payments in the year 2006-07, what percentage had gross DP expenditure in the year of the following levels listed below?							
(New Questions)	<£200	£200 < £500	£500 < £1000	£1000 < £2000	£2000 < £5000	£5000 +	All DP users
<b>4.7GN137 - Older people.</b>	8.00	17.00	21.00	21.00	19.00	14.00	100.00



IPF							
England							



**OUTCOME 5 : Freedom from Discrimination and Harassment**

Link to 8.1GN195 : 2006-07 challenges - all service groups

"Equality of access to services. Not being subject to abuse".

**Descriptor 5.1 : Eligibility criteria**

Link to 9.1GN271 : Eligibility criteria over time  
 Link to 9.1GN272 : Consultation on eligibility criteria

**Descriptor 5.2 : Access to assessment**

Link to 4.1OP076 : Assessment dataset  
 Link to 9.1GN273 : Self funders

**Descriptor 5.3 : Race Equality Standards**

Link to 9.4GN269 : Race Relations Act and commissioning

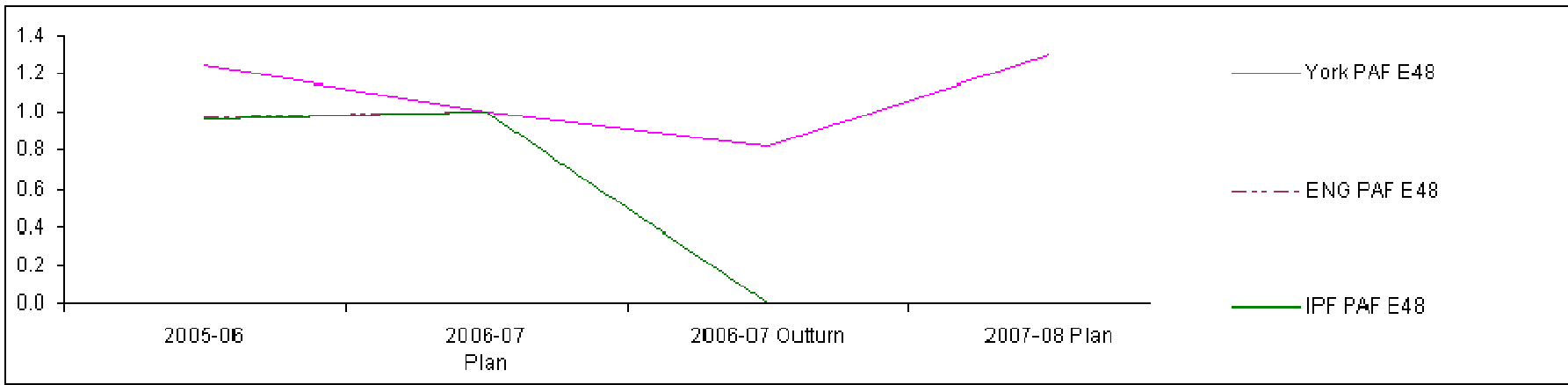
**Performance measures for Older people**

	2002-03	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
<b>5.3OP162 - PAF E47 : Ethnicity of older people receiving an assessment. (2134)</b>								
York	Not Applicable	Not Applicable	Not Applicable	Not Applicable	0.91	1.00	0.86	0.90
IPF Data	Not Applicable	Not Applicable	Not Applicable	Not Applicable	1.05	1.06		
England	Not Applicable	Not Applicable	Not Applicable	Not Applicable	1.10	1.15		

	2002-03	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
<b>5.3OP163 - PAF E48: Ethnicity of older people receiving services following an assessment. (2135)</b>								
York	Not Applicable	Not Applicable	Not Applicable	Not Applicable	1.24	1.00	0.82	1.30



IPF Data	Not Applicable	Not Applicable	Not Applicable	Not Applicable	0.97	1.00		
England	Not Applicable	Not Applicable	Not Applicable	Not Applicable	0.97	1.00		



	2002-03	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
<b>5.30P164 - Percentage of adults assessed in the year whose ethnicity was 'not stated' in RAP return A6 (Key threshold). (2137)</b>								
York	5.4	8.7	6.0	5.0	3.8	3.5	8.4	6.0
IPF Data	10.2	14.5	5.5	3.9	3.6	2.7		
England	10.9	10.9	6.7	4.4	4.4	3.0		
<b>5.30P165 - Percentage of adults with one or more services in the year whose ethnicity was 'not stated' in RAP return P4 (Key threshold). (2138)</b>								
York	7.2	9.2	6.0	6.0	7.0	6.0	5.4	5.0

IPF Data	8.9	10.9	5.5	4.6	3.6	2.7		
England	14.8	12.9	6.7	4.7	4.0	3.0		

**Performance measure for peoples with Learning disabilities**

	2002-03	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
<b>5.3LD166 - Ratio of the percentage of learning disabled adults receiving services that are from minority ethnic groups related to the percentage of the population that are from minority ethnic groups. (2216)</b>								
York	Missing	Missing	0.80	0.80	0.80	0.80	0.60	0.80
IPF Data	Not available	Not available	0.83	0.86	1.08	1.11		
England	Not available	Not available	0.97	1.01	1.00	1.05		

Link to 2.1CS064 : Carers with breaks - ethnicity  
 Link to 2.1CS053 : Carers breaks spend - ethnicity  
 Link to 4.7GN127 : Direct Payments - ethnicity

**Descriptor 5.4 : Disability Equality scheme**

**Equality standards**

<b>Please select which of the five equality standards for local government have been implemented by 31 March 2007. (New questions)</b>		
<b>5.4GN157</b>	<b>1. Commitment to a comprehensive equality policy.</b>	1 - Achieved implementation by 31 March 2007
<b>5.4GN158</b>	<b>2. Assessment and consultation.</b>	1 - Achieved implementation by 31 March 2007
<b>5.4GN159</b>	<b>3. Setting quality objectives and targets.</b>	2 - Will be implemented in 2007-08
<b>5.4GN160</b>	<b>4. Information systems and monitoring against targets.</b>	2 - Will be implemented in 2007-08

**Descriptor 5.5 : Account taken of diversity**

Link to 2.5LD041  
Link to 4.5LD092  
Link to 4.5DA110

Link to 4.5OP075  
Link to 4.6LD101

Link to 4.5LD093  
Link to 4.5PD108

Link to 4.5LD094  
Link to 4.5HA109

**Descriptor 5.6 : Disability Discrimination Act****Generic**

**5.6GN167 - What analysis has the council undertaken with people who use services under the Disability Discrimination Act 2005 about equality of access to it's different services, and has a scheme been published?**

**Please also provide provide the weblink for access to the published scheme, if available. (New question)**

The scheme & equality impact assessment was published 3 years ago & to be refreshed in 2007/8. CYC continues to ensure that its facilities are compliant with the DDA & undertakes adaptations where it needs to. Disabled Access work in 06/07 was: Yorkcraft: new disabled access toilet & shower room Reception hatch lowered for wheelchair access Windsor House: Disabled access parking spaces marked out; New ramp to front door 2 new disabled access WCs. There was replacement door furniture put in at 5 Elderly person's Homes Woolnough House: Handrail & level access onto patio In 2 sheltered housing units buggy stores were installed these provide a safe place to store motorised scooters, rather than them being kept in corridors. There are more works planned for 07/08. eg, replacement hand rails at one EPH, & powered front doors at two other buildings The HR manual now contains explicit references to CYC Workstep scheme is used to support & retain people with a disability in council employment.

## **OUTCOME 6 : Economic Wellbeing**

"Access to income and resources sufficient for a good diet, accommodation and participation in family and community life. Ability to meet costs arising from specific individual needs."

[Link to 8.1GN195 : 2006-07 challenges - all service groups](#)

### **Descriptor 6.1 : Continuing care**

#### **Generic questions**

**6.1GN176 - What arrangements were in place between the CASSR and the PCT(s) in 2006-07, to deal with difficulties that arise from disputes about eligibility for NHS continuing care funding?  
Please estimate the percentage increase or decrease in the number of disputes between 2005-06 and 2006-07. (New question)**

Where there have been disputes these have been dealt with by the individual care managers working closely with health colleagues. There is a formal escalation policy where disputes that can't be resolved in this way are referred to the Head of Service and there has not been any significant change in the number of cases.

## Descriptor 6.2 : Pathways to employment

### Services for people with learning disabilities

Link to Descriptor 6.4 : Increased employment - lower charges

#### **6.2LD172 - Please describe any achievements in developing work opportunities for people with learning disabilities in 2006-07. (New question)**

We have commissioned a service through Future Prospects that supports outcomes for people with learning disabilities looking for employment opportunities. This extends to the development and support of new and existing employers, with employment advisers and job coaches working directly with existing and potential employers to ensure that customers and employers are fully supported. This continuous development of the employment marketplace ensures both the continuing broadening of work opportunities for our customers in supportive environments, and ensures that customers and employers are able to access the support they need. This work has significantly increased the number of employers who feel able to support people with learning disabilities in employment

### Services for people with physical and sensory disabilities

#### **6.2PD173 - Please describe any achievements in developing work opportunities for people with physical and sensory disabilities in 2006-07. (2303)**

Work prep outcomes for 2006/2007:

Supported Employment 2 6.90%

Unsupported Employment 3 10.34%

Further or Higher Education 18 62.07%

Not Recorded 6 20.69%

Total 29

No Workstep progressions. The modernisation of day services agenda for CYC will include an integrated approach towards employment opportunities and day activities for adults with a disability. The HASS is working with Corporate HR staff in order that the CYC can develop its policies to include the support of the Workstep program for its employees who need to make adjustments to their job situation as a result of illness and/or disability. The offer of Workstep support will also become an integral part of the procedure for dealing with the long term sickness of its employees.

### **Mental health services**

#### **6.2MH174 - Please describe any achievements in developing work opportunities for people with mental health problems in 2006-07. (2411)**

In conjunction with the PCT, we have developed the TEE Venture (Training, Education and Employment) for people with mental health problems.

It aims to support individuals to:

- access employment and training opportunities.
- gain productive occupation

The Venture consists of:

1. "Back on Tracks"; a work preparation programme underpinned by research from a Masters Degree hoping to be published later this year. Three successful courses have run. All attendees have attained voluntary or paid work or education.
2. "TEE Force"; a community-volunteer programme. Programmes are currently running in conjunction with two local conservation charities. One has been successfully completed, with participants integrated into their volunteer's scheme and two further programmes are under development.
3. Individual work programmes.
4. Resource link for other professionals.



IPF Data	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable		
England	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable		
<b>6.4LD171 - Number of learning disabled people known to the CASSR aged 18 to 64 helped into voluntary work in the year per 10,000 of the population aged 18-64. (New question)</b>								
York	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	2.91	3.16
IPF Data	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable		
England	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable		

**Generic questions**

<b>6.4GN177 - Please describe the financial and business planning process for 2006-07 in the CASSR dealing with the projected reduction of charges for care because more people are accessing grant-funded services, or because intensive rehabilitation services lead to reductions in long-term services. (New question)</b>								
<p>This is not anticipated to be a problem at this time or any time in the near future. Work has been done to update the non residential charging policy. Charges and the charging policy are reviewed annually as part of the council's budget process and any changes in the level of income collected is reviewed at that time and appropriate action taken to maintain a balanced budget, eg an increase in charges made, reduction in expenditure in other areas</p>								



## Descriptor 6.5 : Support with financial affairs

[Link to 9.1GN273 : Information for self funders](#)  
[Link to 9.2GN306 : Charging policy](#)

### Generic questions

#### **6.5GN175 - How does the council ensure that local residents who are likely to need social care assistance have adequate access to advice on welfare benefits? What special provision is in place for such groups? (New question)**

A team of welfare benefits advisors are part of the finance section within the department. Social care customers receive a home visit for an advisor to carry out a welfare benefits check. Annual reviews are completed and further assistance is available, if required, to claim any additional benefits identified. An additional £845K has been achieved for welfare benefits.

## **OUTCOME 7 : Maintaining Personal Dignity and Respect**

"Keeping clean and comfortable. Enjoying a clean and orderly environment. Availability of appropriate personal care."

[Link to 8.1GN195 : 2006-07 challenges - all service groups](#)

## Descriptor 7.1 : Safeguards against poor treatment

### Vulnerable adults

	No. of referrals 01/04/05 - 30/09/05	No. of referrals 01/10/05 - 31/03/06	No. of referrals 2005-06	No. of 'completed' cases 2005/06	No. of referrals 2006-07	No. of 'completed' cases 2006-07
<b>7.1GN179 - Older People. (2610)</b>						
York	9	10	19	Missing	44	38
IPF Data	183	169	352	67		
England(Total)	16832	17209	34041	23550		
<b>7.1GN180 - People with learning disabilities. (2611)</b>						
York	13	9	22	Missing	15	12
IPF Data	19	19	38	26		
England(Total)	3875	4571	8446	5311		
<b>7.1GN181 - People with physical and sensory disabilities. (2612)</b>						
York	3	4	7	Missing	7	6
IPF Data	179	163	342	9		
England(Total)	7539	7007	14546	7907		
<b>7.1GN182 - People who use mental health services. (2613)</b>						
York	7	3	10	Missing	4	4
IPF Data	16	20	36	11		

England(Total)	3342	3517	6859	5061		
<b>7.1GN183 - People who use HIV / AIDS services. (2614)</b>						
York	0	0	0	Missing	0	0
IPF Data	1	0	1	0		
England(Total)	18	21	39	22		
<b>7.1GN184 - People who use drug services. (2615)</b>						
York	0	0	0	Missing	0	0
IPF Data	3	2	6	0		
England(Total)	315	326	641	500		
<b>7.1GN185 - Carers. (2616)</b>						
York	0	0	0	Missing	0	0
IPF Data	3	2	5	0		
England(Total)	2128	2119	4247	3649		
<b>Total (7.1GN179 to 7.1GN185) (Automatically calculated)</b>						
York	32	26	58	0	70	60
IPF Data	404	376	780	113	0	0
England(Total)	34049	34770	68819	46000	0	0

**Rate of referrals and 'completed' cases per 10,000 population.**

	No. of referrals 01/04/05 - 30/09/05	No. of referrals 01/10/05 - 31/03/06	No. of referrals 2005/06	No. of 'completed' cases 2005/06	No. of referrals 01/10/06 - 31/03/07	No. of 'completed' cases 2006-07
Older people (per 10,000 65+)						
York	2.86	3.18	6.04		13.99	12.09
England	20.89	21.36	42.24	29.23	0.00	0.00
People with learning disabilities (per 10,000 18-64).						
York	1.08	0.75	1.83		1.25	1.00
England	1.24	1.46	2.70	1.70	0.00	0.00
People with physical and sensory disabilities (per 10,000 18-64).						
York	0.25	0.33	0.58		0.58	0.50
England	2.41	2.24	4.64	2.52	0.00	0.00
People who use mental health services (per 10,000 18-64).						
York	0.58	0.25	0.83		0.33	0.33
England	1.07	1.12	2.19	1.62	0.00	0.00
People who use HIV / AIDS services (per 10,000 18-64).						
York	0.00	0.00	0.00		0.00	0.00
England	0.01	0.01	0.01	0.01	0.00	0.00
People who use drug services (per 10,000 18-64).						
York	0.00	0.00	0.00		0.00	0.00
England	0.10	0.10	0.20	0.16	0.00	0.00
Carers (per 10,000 18-64).						

York	0.00	0.00	0.00		0.00	0.00
England	0.68	0.68	1.36	1.16	0.00	0.00

**7.1GN186 - Please describe the reasons for any significant changes in the number of cases referred between 2005-06 and 2006-07. (New question)**

Increase in older people's referrals, particularly from the independent care sector. Most of the larger registered care providers now have 'whistle blower' policies for abuse which appears to be the basis for the rise in reported abuse cases from this sector. There is also an increasing number of allegations being reported anonymously from the registered care sector.

Working with care providers, both in-house and independent, has resulted in improved communication and likelihood of earlier detection and reporting alleged abuse.

Increased awareness of safeguarding adults through local partnership working and training events, leading to increased reporting and increased sensitivity to the issues and processes.

Development of increased skills and confidence in assessing adult protection concerns and increased confidence in addressing the issues raised.

**7.1GN188 - Of the total referrals of vulnerable adults for 2006-07 reported above, what percentage buy their own care without financial support from the council (please provide an estimate if accurate data is not to hand).**

33%

**7.1GN194 - Please describe the plans in place for your commissioned independent mental health capacity advocacy (IMCA) service from April 2007. (New question)**

The IMCA service for City of York was commissioned jointly with North Yorkshire Council in line with the NYYPCT boundaries. This is now in place and functioning. The full training of staff has been dependent on the provision of training materials and the availability of the final code of conduct. All relevant information has been supplied through the local York LIN.

**Descriptor 7.2 : Vulnerable adults - staff awareness**

**Services for vulnerable adults**

	2005/06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
<b>7.2GN189 - Numbers of relevant staff in post in CASSRs as at 31 March who had had training addressing work with vulnerable adults. (2617)</b>				
York	374	474	487	550
IPF Data	434	506		
England (Total)	47370	63671		
<b>7.2GN190 - Proportion of relevant adult social care staff in post in CASSRs at 31 March who had had training to identify and assess risks to vulnerable adults. (2618)</b>				
York	44.5	56.4	60.8	68.8
IPF Data	61.9	77.2		
England	51.3	71.1		

	2006-07 Outturn	2007/08 Plan		2006-07 Outturn	2007/08 Plan		2006-07 Outturn	2007/08 Plan
<b>7.2GN191 - Please estimate the percentage of staff, employed by independent sector registered care services in your council area that have had some training on protection of vulnerable adults, that is either funded or commissioned by the CASSR. (New question)</b>								
York	1	2	IPF Data			England		

**Descriptor 7.3 : Services to prevent abuse and neglect**

[Link to 7.2GN189](#)

[Link to 7.2GN190](#)

[Link to 7.2GN191](#)

## Descriptor 7.4 : Single rooms

### Services for adults

	2002-03	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
<b>7.4GN178 - PAF D37 : Availability of single rooms. (2131)</b>								
York	81	94	90	95	93	93	97	94
IPF Data	92	93	94	95	95	96		
England	93	93	95	96	96	97		

## Descriptor 7.5 : Inter-personal relationships

### Services for vulnerable adults

**7.5GN193 – What written guidance does the council have on personal and/or sexual relationships between people who use in-house or purchased care services?  
Has this guidance been reviewed with people who use services?. (New question)**



There is a protocol across the integrated health and social care team for customers. This has not been agreed with customers or updated. This will be done in 2007/08

**Descriptor 7.6 : Privacy and confidentiality**

**Services for vulnerable adults**

**7.6GN192 - What actions were taken in 2006-07 to ensure compliance with the Data Protection Act? (New question)**

The Caldicott Improvement Plan was replaced with the 2007 Health Social Care Toolkit . Priority was given to setting up of a new electronic social care record database and traing for staff in information security which was very successful. The Subject Access to Records Policy, Retention, and Records Management policies were all up-dated.. A great deal of work has taken place re: work flows and information security. Training is also provided across the council on DPA, Access to records and FoI. Senior Management have agreed to HASS and Children's signing up to the overarching 'Framework for Information Sharing within North Yorkshire County Council and York' which will pave the way for drawing up a range of information sharing agreements across the Statutory and Third Sectors.

#### **Descriptor 7.7 : Multi-agency arrangements**

##### **Services for vulnerable adults**

**7.7GN187 - Please give details of any remaining difficulties in embedding a robust multi-agency approach to vulnerable adults, following "No Secrets" guidance. (2608)**

A review of the Adult Protection Committee resulted in the launch of the North Yorkshire and York Safeguarding Adults Partnership Board, which has been structured to address some of the difficulties that remain; securing full commitment and ownership from all partners; giving strategic direction to local partnerships and delivery of protection to vulnerable adults and securing more effective links to other strategic partnerships, including Local Strategic Partnerships and Community Safety Partnerships.

At a local level some difficulties remain with ensuring that the procedures are fully established and operational with all partners; securing sufficient resources for training within all partner agencies, within competing priorities and; embedding a robust monitoring process to support the multi-agency approach.

## **LEADERSHIP (Domain 8)**

"The CASSR has capacity to achieve consistent, sustainable and effective improvement in Adult Social Services".

### **Descriptor 8.1 : Strategic planning**

#### **Executive summary**

[Link to Outcome 1](#)

[Link to Outcome 4](#)

[Link to Outcome 6](#)

[Link to Descriptor 8.3](#)

[Link to Outcome 2](#)

[Link to Outcome 5](#)

[Link to Outcome 7](#)

[Link to Descriptor 9.2](#)

[Link to Descriptor 9.3](#)

[Link to Outcome 3](#)

[Link to Descriptor 9.4](#)

**8.1GN195 - Please summarise any challenges to delivering services for all service groups in 2006-07, and any action that was taken to mitigate the risks: (New question)**

- Older People
- People with learning disabilities
- People with physical and sensory disabilities
- People with mental health problems
- People with HIV / AIDS
- People with drug / alcohol problems
- Carers

**Please summarise any challenges in the additional following areas in 2006-07, and action that was taken to mitigate the risks:**

- Workforce planning
- Resource management including best value
- Economy, efficiency and effectiveness
- Performance management.

Older People · Availability of EMI services. Mitigated by opening second EMI residential home (Windsor House) and expansion of the specialist home care team. · Sustainability of home care services. Longer term, locality based contracts let from December 2006 to give stability and clarity to providers. People with learning disabilities · Positive inspection in 2006 with action taken on areas for improvement e.g. setting clearer targets and increasing advocacy. · Need to continue modernisation of day services. Project Manager appointed to de-commission Yearsley Bridge and to commission new range of services by Summer 2008. Person Centred plans being undertaken for all users of Y.B. · Need to increase number of individualised budgets. York is signed

up to the "in Control" model with a project to implement this over the next 1-2 years. 10 people are piloting individual budgets. People with physical and sensory disabilities· Need to continue modernisation of day services. Project Manager appointed to de-commission Huntington Road and to commission new range of services by Summer 2008. People with mental health problems· Need to set up an IMCA service to be in place by 1/4/07 – this was achieved by jointly commissioning one with NYCC Carers· Improvement in the number of carers breaks (area for improvement from 2005) with dedicated project worker in place during 2006 Workforce planning· High sickness absence levels especially in front line care posts – dedicated support from Active Health Partners has helped reduce levels but not yet to acceptable levels.

Resource management including best value· An overspend of about £1.7m was forecast at the end of 1st Quarter which has been reduced very significantly largely by stricter application of existing eligibility criteria and more effective contracting and management of home services. Outturn for 2006/7 now expected to be close to budget. Economy, efficiency and effectiveness· York is a low spending social services authority but some of our unit costs are high in our comparator group. Overall costs in home care have been reduced but this has not reduced that unit cost – probably because of a reduced customer base (see above). Performance management· The principal challenge was maintaining good performance across the board during a year when reducing overspends was a pressing priority. We have generally succeeded in this.

[Link to Descriptor 8.3](#)

[Link to Descriptor 9.2](#)

[Link to Descriptor 9.3](#)

[Link to Descriptor 9.4](#)

**8.1GN196 - Please summarise any anticipated challenges to delivering services for the following groups in 2007-08, and any planned action to mitigate the risks: (new question)**

- Older People**
- People with learning disabilities**
- People with physical and sensory disabilities**
- People with mental health problems**
- People with HIV / AIDS**
- People with drug / alcohol problems**
- Carers**

**Please summarise any anticipated challenges in the additional following areas in 2007-08, and any planned action to mitigate the risks:**

- Workforce planning**
- Resource management including best value**
- Economy, efficiency and effectiveness**
- Performance management.**

Older people- Rising demographic needs. The long term commissioning strategy for OP is out for consultation to meet future needs. It provides quantifiable data on the likely increase in the number of OP with dementia & long term disabilities who will require health & social care. It provides a secure knowledge base upon which discussions about implementation of "Our Health, Our Care, Our Say" can be based. · Capacity issues for home care & nursing care. A review of home care changes is being undertaken before any further phase of changes. · Initiatives to improve patient care, efficiency & ensure appropriate use of the hospital bed base have included plans to reduce bed capacity at YDH & to invest in community services. Part of the efficiency approach is to reduce long stay & 'excess' bed days. CYC is advocating a 'systems approach' to joint commissioning in terms of measures to create sustainable capacity in the community to reduce avoidable admissions & inappropriate lengths of stay

LD· Rising demand from people with complex needs – mainly from children moving into adult services – leading to cost & capacity pressures. A comprehensive, outline joint commissioning strategy has been drawn up to guide future planning work & CYC has taken part in the regional commissioning work sponsored by the Centre of Excellence.· Coming forward with a range of alternative day activities for people who currently use Yearsley Bridge day centre including individualised budgets using the In Control model where appropriate.P&SD· Coming forward with a range of alternative day activities for people who currently use Huntington Road day centre including individualised budgets where appropriate.MH problems· PCT restructuring of provision services. Not finalised as yet but an 'arms length' provider arm is being set up by the PCT as a precursor to alternative structures. CYC will use the existing S31 partnership agreement to ensure a full part in these discussions

Carers· An opportunity exists to carry out a fundamental review of carer support services within the PCT and bring in best practice from elsewhere in terms of commissioning 'third sector' service models..Resource management including best value· Rising community transport costs. CYC have built on regional funding to bring in consultants Kendric Ash as transformation partners. A 30 month service improvement plan is being put together to bring in considerable savings across adult social care (as well as children's services). There is also potential for partnership work with NHS agencies on this.Economy, efficiency and effectiveness· Implementation of the new social care records system – Frameworki. This will be done in 3 phases to be completed by March 2008. A programme team is in place with benefit realisation plans signed off by the management board. There could be short term impacts on performance as the system 'beds in' See Finish sheet for further details

**This section, setting out the challenges and mitigating actions taken in response, has been endorsed by the following:**

**8.1GN197 - Name of Portfolio holder for Adult Social Care.**

Councillor Susan Galloway

**8.1GN198 - Has the portfolio holder for Adult Social Care endorsed the executive summary?**

1 - Yes

**8.1GN199 - Name of CEO of the council.**

David Atkinson

**8.1GN200 - Has the CEO of the council endorsed the executive summary?**

1 - Yes

**8.1GN201 - Name of Chief Executive(s) of PCT(s).**

Janet Soo Chung

**8.1GN202 - Has the Chief Executive(s) of the PCT(s) endorsed the executive summary?**

1 - Yes

**Services for young people in transition**

**8.1GN203 – Please provide a summary of the strategy and implementation plan in place for 2006-07 to support the transition from young people to adult services for all relevant young people. Please set out how this is linked to the newly configured children’s services. (2311)**



The generic Transitional Care managers are based within the learning disability adults team as this is the largest group for transition. Transitional care managers are allocated to young people and their families from the age of 13 years, to support and coordinate the move to adult services at the age of 18 years. There is close liaison with Children' Services and a review is underway to look at the development of a Transitions Team. For young people with learning disabilities, plans are in place to look at people being offered Individual Budgets (Self-directed support) and Adult Services are looking to extend this to people with PSI needs in 2008.

**Health act flexibilities**

[Link to Descriptor 1.3 : Delayed transfers of care](#)

[Link to 1.2OP004 : Intermediate care](#)

[Link to 1.3LD012 : LD adults in long stay hospitals](#)

[Link to Descriptor 9.3](#)

[Link to end of Commissioning](#)

	As at 31 March 2004	As at 31 March 2005	As at 31 March 2006	As at 31 March 2007
<b>8.1GN204 - The total number of partnerships in use or in preparation using Health Act Flexibilities. (3301)</b>				
York	4	5	5	5
IPF Data	6	6	7	
England total)	818	882	896	

[Link to Descriptor 1.2](#)

**Health Act Flexibilities - Adults**

**For each of the following groups please state the position in implementing Health Act Flexibilities. (3302-3310)**

NB: The response to this question should be agreed with NHS partner(s)

	Position Spring 2004	Health Act Flexibility (Spring 2004)	Position Spring 2005	Health Act Flexibility (Spring 2005)	Position Spring 2006	Health Act Flexibility (Spring 2006)	Position Spring 2007	Health Act Flexibility (Spring 2007)
<b>8.1GN205 - Older People (65+). (3302)</b>								
York	3 - Discussed by Social Services Management	3 - Lead commissioning	3- Discussed by Social Services Management	5- Integrated management and lead commissioning	3 - Discussed by Social Services Management	Missing	1 - Considered, no intentions to use Health Act Flexibilities in this area	8 - Not applicable
<b>8.1GN206 - People with learning disabilities (18-64). (3303)</b>								
York	3 - Discussed by Social Services Management	5 - Integrated management and lead commissioning	3 - Discussed by Social Services Management	7- Integrated management, pooled budgets and lead commissioning	6 - Action plan implemented	5 - Integrated management and lead commissioning	5 - Agreed with NHS partners and formally notified to DH	5 - Integrated management and lead commissioning
<b>8.1GN207 - People with physical disabilities (18-64). (3304)</b>								
York	2 - Not yet considered	Missing	2- Not yet considered	Missing	2 - Not yet considered	Missing	2 - Not yet considered	8 - Not applicable
<b>8.1GN208 - People with Sensory Impairment (18-64). (3305)</b>								

York	2 - Not yet considered	Missing	2- Not yet considered	Missing	2 - Not yet considered	Missing	2 - Not yet considered	8 - Not applicable
<b>8.1GN209 - Mental Health (18-64). (3306)</b>								
York	6 - Action plan implemented	7 - Integrated management, pooled budgets and lead commissioning	6- Action plan implemented	7- Integrated management, pooled budgets and lead commissioning	6 - Action plan implemented	1 - Integrated management	5 - Agreed with NHS partners and formally notified to DH	8 - Not applicable
<b>8.1GN210 - Drug misuse. (3307)</b>								
York	2 - Not yet considered	Missing	2- Not yet considered	Missing	2 - Not yet considered	Missing	2 - Not yet considered	8 - Not applicable
<b>8.1GN211 - Intermediate care. (3308)</b>								
York	4 - Agreed at council level	3 - Lead commissioning	4- Agreed at council level	3- Lead commissioning	4 - Agreed at council level	3 - Lead commissioning	5 - Agreed with NHS partners and formally notified to DH	1 - Integrated management
<b>8.1GN212 - Community Equipment Services. (3309)</b>								

York	4 - Agreed at council level	4 - Integrated management and pooled budgets	4- Agreed at council level	4- Integrated management and pooled budgets	4 - Agreed at council level	5 - Integrated management and lead commissioning	5 - Agreed with NHS partners and formally notified to DH	8 - Not applicable
<b>8.1GN213 - Delayed Transfers of Care. (3310)</b>								
York	6 - Action plan implemented	2 - Pooled budgets	6- Action plan implemented	2- Pooled budgets	6 - Action plan implemented	3 - Lead commissioning	7 - Being renegotiated	3 - Lead commissioning

[Link to 1.2OP004 : Intermediate care](#)

[Link to Intermediate care per 10,000 pop](#)

[Link to Descriptor 1.3](#)

**8.1GN214 - Please describe the impact for any people who use services, if any Section 31 agreements were terminated in 2006-07. (New question)**

N/A

**8.1GN215 – Where you have answered '*Action plan implemented*' to any of the above, please briefly state post-implementation achievements or obstacles in 2006-07. (3311)**

N/A

Where section 31 Health Act flexibility agreements have been implemented by 31 May 2007 please indicate which is the lead organisation, for each of the services listed. (3312-3321)

	Lead organisation
<b>8.1GN216 - Older People (65+) (3312)</b>	4 - Not applicable
<b>8.1GN217- People with learning disabilities (18 to 64) (3313)</b>	2 - Social Services
<b>8.1GN218- People with physical disabilities (18 to 64) (3314)</b>	4 - Not applicable
<b>8.1GN219 - People with Sensory Impairment (18-64) (3315)</b>	4 - Not applicable
<b>8.1GN220- People with mental health problems (18 to 64) (3316)</b>	1 - NHS
<b>8.1GN221 - Drug misuse (3317)</b>	4 - Not applicable
<b>8.1GN222 - HIV/AIDS services (3318)</b>	4 - Not applicable
<b>8.1GN223 - Intermediate care (3319)</b>	1 - NHS
<b>8.1GN224 - Integrated community equipment services (3320)</b>	2 - Social Services
<b>8.1GN225 - Delayed transfers of care (3321)</b>	4 - Not applicable

[Link to Descriptor 1.2](#)

[Link to Descriptor 1.3](#)

**8.1GN226 – Where there is a Health Act flexibility agreement for any of the above services, and if there are significant weaknesses in current governance arrangements, please explain briefly what you consider to be these weaknesses, and how you are dealing with them. (3322)**

Currently there are risks with the governance of the mental Health, Intermediate care and Integrated Community Equipment services. This is due to the changes in partnership arrangements needed to reflect the introduction of the new PCT. This will be managed by maintaining current arrangements whilst agreeing new ones

**8.1GN228 – Please provide information by service group about any new partnerships which have been formed in 2006 –07, but are outside Health Act flexibility arrangements. (3323)**

Informal partnerships have developed in relation to a specific development within the hospital non-acute sector to prevent delays

**8.1GN229 - Please provide comments on why these partnerships have been formed outside of Health Act Flexibilities. (3324)**

Partnership is part of Delay discharge management and subject to the financial arrangements of administering the DD grant as agreed between LA & PCT. HAF flexibilities would not add any value to the arrangement

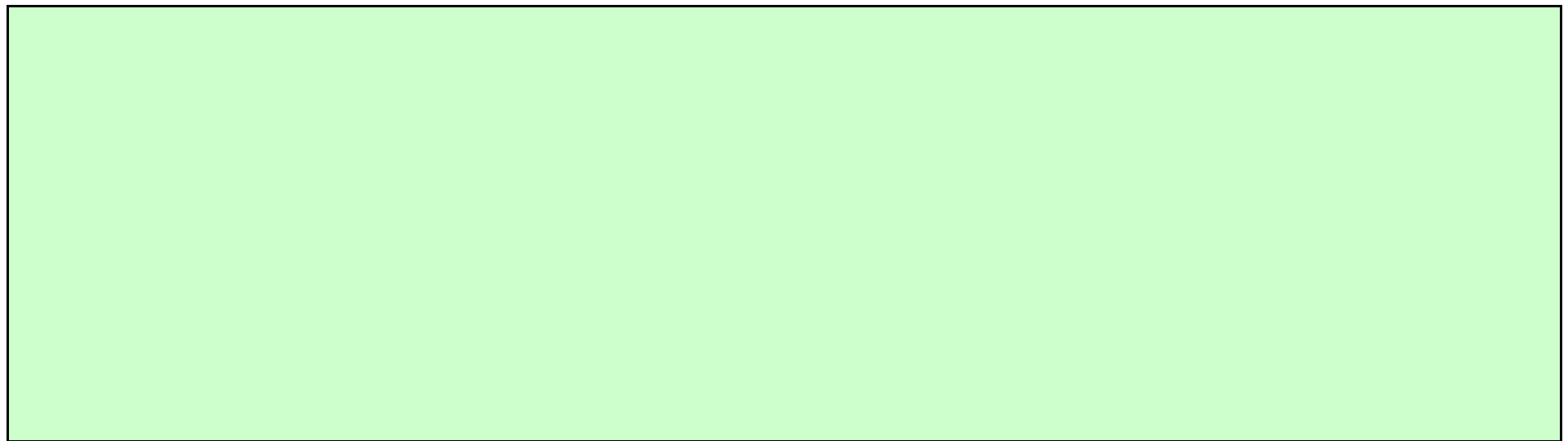


## Descriptor 8.2 : Support for joint-funded staff

### Health act flexibilities

#### **8.2GN227 - Please describe the ongoing link between the CASSR and social care staff who have been transferred or seconded into NHS services under HAF agreements. (New question)**

There is a link manager for ASW's in the WAA MH services who offers professional support. The MH managers of the PCT are linked to their counterpart social care managers & involved where there are significant changes in policy/approach. A lead Senior manager has regular 1:1 contact with two lead PCT MH managers & covers staffing issues when required. Staff are subject to the LA personnel procedures.



**Descriptor 8.3 : Human resources strategy**

[Link to 8.1GN195 : 2006-07 challenges - workforce planning](#)

[Link to 8.1GN196 : 2007-08 challenges - workforce planning](#)

**Recruitment and retention**

**Recruitment & Retention: Please indicate whether there have been recruitment and retention difficulties in 2006-07 with any of the following groups of staff (select "Yes" for each that applies). (3103-3108)**

	Older people	Adults with learning disabilities	Adults with physical & sensory disabilities	Mental health
<b>8.3GN243 - Central and Strategic Staff (3103)</b>	2 - No	2 - No	2 - No	2 - No
<b>8.3GN244 - Field Social Work (3104)</b>	2 - No	2 - No	2 - No	1 - Yes
<b>8.3GN245 - OT (3105)</b>	2 - No	2 - No	2 - No	2 - No

<b>8.3GN246 - Residential Care (3106)</b>	1 - Yes	2 - No	2 - No	1 - Yes
<b>8.3GN247 - Day Care (3107)</b>	2 - No	2 - No	2 - No	2 - No
<b>8.3GN248 - Home Care (3108)</b>	1 - Yes	2 - No	2 - No	1 - Yes

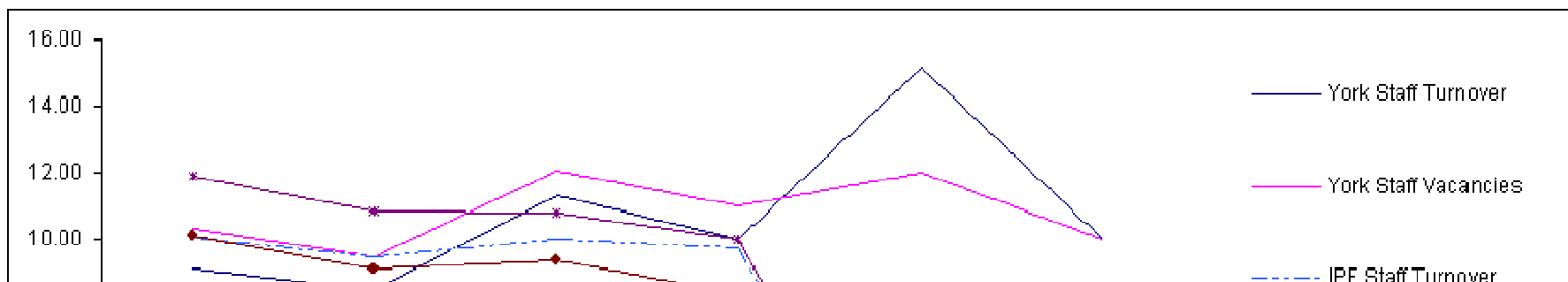
**8.3GN249 - Please describe any actions taken to reduce risks posed by staff shortages, caused by retention and recruitment problems in 2006-07. (New question)**

A workforce development group has been established to address issues of recruitment and selection to support any ongoing staff shortages. The group will focus on the development of improved induction programme for all social services staff, staff development, improved management information and training. The group is addressing recruitment and retention as one of the priorities. A number of events have been arranged for the coming year to assist in the recruitment and retention of social care workers. Additional HR resource will be identified to support this project and a Corporate Recruitment Strategy is being developed. The introduction of 'talent pools' will take place across the Council and collaborative work with other local authorities should provide opportunities to improve recruitment and retention. The current pay and grading review will significantly help recruitment and retention in the typically hard to recruit to posts within Social Services.

**Performance measures for recruitment and retention**

	2002-03	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
<b>8.3GN250 – Recruitment and Retention Indicator (Staff Turnover): Percentage of Adult services directly employed staff that left during the year. (3110)</b>								
York	Not Applicable	Not Applicable	9.12	8.50	11.32	10.00	15.17	10.00
IPF Data	Not Applicable	Not Applicable	10.08	9.49	9.98	9.76		

England	Not Applicable	Not Applicable	11.91	10.85	10.78	10.00		
<b>8.3GN251 – Recruitment and Retention Indicator (Staff Vacancies): Percentage of Adult services directly employed posts vacant. (3111)</b>								
York	Not Applicable	Not Applicable	10.32	9.50	12.05	11.00	12.00	10.00
IPF Data	Not Applicable	Not Applicable	6.97	6.63	7.07	7.14		
England	Not Applicable	Not Applicable	10.13	9.11	9.38	8.39		
<b>8.3GN252 – The percentage of Social Services working days/shifts lost to sickness absence during the financial year (Adult Services). (3112)</b>								
York	Not Applicable	Not Applicable	9.51	8.10	10.41	10.00	17.87	10.00
IPF Data	Not Applicable	Not Applicable	7.93	7.15	7.68	6.90		
England	Not Applicable	Not Applicable	6.82	6.08	6.59	5.88		
<b>8.3GN253 – Training and Development Indicator: Please estimate the percentage of Services gross current expenditure on staffing which was spent on training the council’s directly employed staff during the financial year (Adult Services). (3113)</b>								
York	Not Applicable	Not Applicable	2.62	2.62	2.50	2.40	2.50	2.20
IPF Data	Not Applicable	Not Applicable	2.67	3.04	3.47	3.49		
England	Not Applicable	Not Applicable	2.98	3.29	3.35	3.50		
<b>8.3GN254 - PAF D75 : Practice Learning Indicator - Adults Component. (3114)</b>								
York	Not Applicable	Not Applicable	Not Applicable	Not Applicable	11.68	21.76	40.00	25.00
IPF Data	Not Applicable	Not Applicable	Not Applicable	Not Applicable	15.29	16.42		
England	Not Applicable	Not Applicable	Not Applicable	Not Applicable	13.97	14.28		



	2004-05	2005-06 Outturn	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
York Staff Turnover	9.12	8.50	11.32	10.00	15.17	10.00
York Staff Vacancies	10.32	9.50	12.05	11.00	12.00	10.00
IPF Staff Turnover	10.08	9.49	9.98	9.76	0.00	0.00
IPF Staff Vacancies	6.97	6.63	7.07	7.14	0.00	0.00
ENG Staff Turnover	11.91	10.85	10.78	10.00	0.00	0.00
ENG Staff Vacancies	10.13	9.11	9.38	8.39	0.00	0.00

	30 Sept 2001	30 Sept 2002	30 Sept 2003	30 Sept 2004	30 Sept 2005	2005-06	30 Sept 2007	2007-08 Plan
<b>8.3GN255 - Percentage of staff in post at 30 September where ethnicity "Not Stated" - Adults Services. (3116)</b>								
York	0.0	0.0	0.3	0.4	0.9	0.7	0.5	0.4
IPF Data	10.4	9.4	3.3	2.7	2.1	1.7		
England	12.1	9.2	9.3	8.0	5.4	3.4		

**Human Resources Development Strategy Grant: Expenditure - Adults Services only. (3117 - 3120)**

	2005-06	2006-07 Allocation	2006-07 Plan	2006-07 Outturn	2007-08 Allocation	2007-08 Plan
<b>8.3GN256 - Spend on council staff. (3117)</b>						
York	161	65	116	94	81	81
IPF Data	169	125	116			
England(Total)	30355	25861	24592			
<b>8.3GN257 - Spend on independent sector. (3118)</b>						
York	9	65	13	13	14	25
IPF Data	70	80	68			
England(Total)	13523	13279	13486			
<b>8.3GN258 - Percentage council. (3119) (Automatically calculated)</b>						
York	94.7	50.0	89.9	88	85	76
IPF Data	71.4	59.7	61.8			
England	69.3	65.2	64.3			
<b>8.3GN259 - Percentage Independent Sector. (3120) (Automatically calculated)</b>						
York	5.3	50.0	10.1	12	15	24
IPF Data	28.6	40.3	38.2			
England	29.4	33.5	33.7			

[Link to Descriptor 9.4](#)

<b>National Training Strategy Grant: Expenditure - Adults Services only. (3121 - 3124)</b>						
	2005-06	2006-07 Allocation	2006-07 Plan	2006-07 Outturn	2007-08 Allocation	2007-08 Plan

<b>8.3GN260 - Spend on council staff. (3121)</b>						
York	223	140	251	203	175	175
IPF Data	229	253	236			
England(Total)	42879	49227	46518			
<b>8.3GN261 - Spend on independent sector. (3122)</b>						
York	27	140	28	28	34	54
IPF Data	93	174	147			
England(Total)	24612	31525	30841			
<b>8.3GN262 - Percentage council. (3123) (Automatically calculated)</b>						
York	89.2	50.0	90.0	87.9	83.7	76.4
IPF Data	69.8	61.0	63.1			
England	62.9	60.7	59.7			
<b>8.3GN263 - Percentage Independent Sector. (3124) (Automatically calculated)</b>						
York	10.8	50.0	10.0	12.1	16.3	23.6
IPF Data	30.2	39.0	36.9			
England	35.8	38.0	38.3			

**8.3GN264 - What initiatives has the council been involved in during 2006-07 to make training opportunities available for independent sector care home and domicilliary staff, and what has been the impact? (New question)**

Quarterly training calendar sent to independent providers who can nominate their staff to attend courses. Social care information & e-learning accessible via web site for which the authority has a geographical subscription. Extensive library & video/DVD training materials freely available on loan to independent providers.

Independent providers included in Skills for Care Common Induction Standards briefing sessions facilitated by the authority. As part of this programme they were provided with documentation & guidance to assist with staff induction. High uptake of places on a taught induction programme with 47% of all attendees from the Independent Sector.

NVQ achievement is supported both through direct provision and assistance with funding for buying in assessment from other sources. Requests for courses & training are ongoing & well received. These initiatives have increased access to relevant good quality training & facilitated standardisation of practice across providers.

[Link to 8.1GN195](#)  
[Link to Descriptor 9.4](#)

#### **Descriptor 8.4 : Performance management arrangements**

##### **Performance management and quality assurance**

**8.4GN230 - If you are a pilot authority, or have adopted the principles of "In Control", highlight any innovations in 2006-07 that you think we should be aware of that could inform the performance assessment framework. (3345)**



York is at the early stages of introducing the 'In Control' approach for adults with learning disabilities. The key development is to ensure the sign up to the Resource Allocation System, and careful self assessment is key to this. Acceptance that to introduce self-directed support is a medium to long term strategy, and to engage with key stakeholders in developing its introduction.

**Are you on target to achieve the implementation of the Electronic Social Care Record?(ESCR) (3408-3409)**

Date	Target	Spring 2006 Achieved	Spring 2007 Position
<b>8.4GN231 - April 2007</b>	From 01/04/07 all new cases have an electronic social care record.	2- No	2 - No
<b>8.4GN232 - October 2007</b>	On target by 31/10/07 to have all new and existing cases as an electronic social care record with metadata added for relevant cases.	2- No	2 - No

**8.4GN233- If there have been difficulties in meeting the ESCR requirements, please specify these below and what actions were taken in 2006-07 to mitigate the risks. (3410)**

The Department's current database does not have the capability to deliver ESCR requirements. It is, therefore, implementing a new database in order to fully meet ESCR requirements with a planned 'go live' of 01.07.07. From this point all new cases will have an electronic social care record. The bulk of existing case records are already held electronically and will be transferred into the new system by this date with any remaining hard copy records being scanned into the system in preparation for the programmed annual reviews. All new and existing cases, therefore, should be held as an electronic social care record by 01.04.08 at the latest.

**8.4GN234 – How confident are you that the estimated 2006-07 Adults' PAF indicators in the self-assessment are an accurate reflection of performance and will remain largely unchanged in the final published set?. (3403)**

Spring 2005	Spring 2006	Spring 2007
1 - Strongly confident	1. Strongly confident	1 - Strongly confident

**Social Services PAF data quality self-assessment tool (Audit Commission / CSCI). (3404)**

	Spring 2006	Spring 2007
<b>8.4GN235 - Have you used the self-assessment and audit tool to check the accuracy of PAF data?</b>	1- Yes	1 - Yes, as reported in May 2006

**8.4GN236 - Describe the benefits of using the tool for 2006-07 or, if not used, why it has not been used. (3405)**

Last year's assessment using the audit tool confirmed the areas we had already identified where we needed to improve data quality. As part of the introduction of a new social care IT system we have been focusing on improvements to current data quality in a systematic way. The work we have taken in reviewing business processes as well as the capabilities of the new system will also assist in ensuring continuing improvements in quality. This is supported by a corporate strategy at improving data quality across the council as a whole.

**Do you currently collate and report data for local performance management about the length of time from completion of assessment to delivery of services, for people who use services under age 65? (as for older people in AO/D56) (New questions)**

	2006-07 Outturn	2007-08 Plan
<b>8.4GN237 - People with learning disabilities.</b>	1 - Yes	1 - Yes
<b>8.4GN238 - People with physical and sensory disabilities</b>	1 - Yes	1 - Yes
<b>8.4GN239 - People who use mental health services.</b>	1 - Yes	1 - Yes
<b>8.4GN240 - People who use HIV / AIDS services.</b>	2 - No	2 - No
<b>8.4GN241 - People who use drug services.</b>	2 - No	2 - No

**8.4GN242 - If you do use this data for local performance management, please indicate how it has been used to make changes to service provision. (New question)**

The information is used as a part of the information suite for the quarterly performance review. It is however of limited use as the issues in establishing the care package for those under 65 can be complicated as generally those needing care have complex packages. It is also often linked to the resolution of issues such as ILF applications which may delay the establishment of the full package.

## **COMMISSIONING AND USE OF RESOURCES (Domain 9)**

"Adult Social Care commissions and delivers services to clear standards of both quality and cost, by the most effective, economic and efficient means available".

### **Descriptor 9.1 : Strategic commissioning and needs analyses**

#### **Commissioning**

**9.1GN268 - Please describe your approach to strategic needs assessment and commissioning with partner agencies in 2006-07. (New question)**

Because of the PCT changes it has not been possible to develop strategic needs assessment or commissioning in full partnership, but we have developed a Long Term Commissioning Strategy for older people with support from the PCT. Key information on demographics & health needs has been provided through the PCT. The strategy used the Institute of Public Care model, as part of a Dh project to develop longer term commissioning. This has led to development of a more robust approach to gap analysis and demand forecasting. We worked with representatives from providers, the Older People's Assembly & the voluntary sector in the development of the strategy, which was agreed by Councillors in January. The outcome has been shared with senior PCT staff and although commissioning priorities still need to be agreed there is agreement that the strategy will be a starting point for this work. Joint work is now starting to deliver more integrated services and to reshape mental health services.

For people with learning disabilities we act as lead partner and have used health and social care information to produce a draft joint commissioning strategy. The needs assessment and commissioning proposals were drawn up with consultation with providers and with the Valuing People Partnership Board underpinning the work. The draft strategy has been shared with stakeholders and will be reviewed first by the Integrated Management team for the service and then agreed by the Joint Management Board. We have commissioned new services for home care this year, with three locality contracts placed for tender. We use a mix of approaches to service procurement, developing Service Level Agreements with in house services, and working in partnership with some providers where it can be shown that added value can be delivered through these arrangements. Where tenders are not sought, a risk analysis is always undertaken and reviewed corporately in line with Council's Financial regulations.

**Eligibility criteria**

[Link to Descriptor 5.1](#)

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2005-06	2006-07 Outturn	2007-08 Plan
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**9.1GN271- Please select your eligibility criteria for the following years. (New question)**

3 - Moderate

3 - Moderate

3 - Moderate

**9.1GN272 - Describe the process of any consultation about eligibility criteria for 2006-07 and for 2007-08 with people who use services. (New question)**

It was agreed as part of the budget process for 2007/8 that the eligibility criteria would not change during 2007/8. Discussions about eligibility with service users in 2006/7 have centred around the need to move towards more preventive services, and the possibility that we might potentially be able to fund this by reviewing our current eligibility criteria.

In 2007/8 we are proposing to undertake work to explore the feasibility of this idea that changes to the eligibility criteria will allow us to invest in preventive services. Consultation with service users will be undertaken through our partnership boards and consultation panel. We are considering how we can link this work to the development of outcome focussed approaches to service delivery, and will explore this through workshops to look at whether moderate needs can be met through more flexible and targeted preventive services.

**9.1GN273 - Please describe services that are provided for self-funders in 2006-07, planning to use community or residential services. (New question)**

Self Funders can be, and are, offered care management support to ensure their needs are assessed, and they can access the same range of services as subsidised customers.

We have accredited provider lists, which provide reassurance to self funders who wish to arrange their own care that providers have been quality checked. These are available on the internet together with some information about what to look for when considering residential or nursing care. Information about the CSCI website and the Inspection reports on providers is signposted on the internet. Our Advice and Information section (if a self funder does not wish to receive a care assessment) can also signpost self funders to this information.

[Link to Descriptor 5.2](#)

[Link to Descriptor 6.5](#)

### Descriptor 9.2 : Budget management and financial planning

[Link to 8.1GN195 : 2006-07 challenges - resource management, economy and efficiency](#)

[Link to 8.1GN196 : 2007-08 challenges - resource management, economy and efficiency](#)

### Performance measures for adults and older people

[Link to 2.1OP022](#)

	2002-03	2003-04	2004-05	2005-06 Plan	2005-06	2006-07 Plan	2006-07 Outturn	2007-08 Plan
<b>9.2OP265 - PAF B11 : Intensive Home Care as a percentage of intensive home care and residential care. (2124)</b>								
York	20	23	24	26	26	27	27	28
IPF Data	19	22	24	25	26	28		
England	23	24	26	28	27	29		

<b>9.20P266 - PAF B12 : Cost of intensive social care for Adults and Older People. (2125)</b>								
York	Not Applicable	400	459	430	484	500	505	517
IPF Data	Not Applicable	423	454	444	487	482		
England	Not Applicable	458	490	496	525	524		
<b>9.20P267 - PAF B17 : Unit cost of home care for Adults and Older people. (2126)</b>								
York	12.7	11.8	15.3	12.5	16.2	16.0	15.4	15.4
IPF Data	12.3	13.0	13.3	13.3	15.0	14.8		
England	12.5	13.4	14.2	14.4	15.0	15.0		

[Link to 2.10P022](#)

Home Care / Home help							
	Sept 2001	Sept 2002	Sept 2003	Sept 2004	Sept 2005	Sept 2006	
HH1 Table 2 - People who receive 5 hours a week or more of home care.							
York	482	552	542	615	630		
IPF Data	672	705	937	820	808		
England	1031	1062	1099	1154	1203		
	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	
UC2_23A - Average gross hourly cost for home care / help provided by the local authority.							
York				16	15	19	
IPF Data				17	16	20	



England				19	21	23
UC2_24A - Average gross hourly cost for home care / help provided by others.						
York				9	16	14
IPF Data				11	12	12
England				16	13	12

**Resource management, Best value, Efficiency and Expenditure**

**9.2GN274 - Please describe achievements in improving Financial Management in 2006-07. (3228)**

All budget managers already have access to the Financial Management System along with their own budget book, which sets out the responsibilities of managers and the finance team. It also covers the capital programme, procurement guidelines, VAT and the financial regulations. During 2006/07 the budget manager training was updated and is now delivered as more of a workshop with smaller numbers of managers, looking at real problems managers may have to deal with. All budget managers have a named contact in the finance team for queries.

The departmental Head of Finance is part of the departmental management team and major items are reported on a monthly basis. There is combined reporting of expenditure and activity to members twice a year.

**9.2GN275 - If the auditor's annual audit letter made any recommendations for improving the financial or performance management of social services for 2006-07, what were they?, And what are the main actions planned by the council?**

**Please identify any recommendations that caused the accounts to be qualified. (3227)**

No specific recommendations for Social Services

<b>Efficiency (3203-3207)</b>	<b>Gains (£000) 2006-07 Outturn</b>	
<b><u>Description of Priorities : 2006-07 Outturn</u></b>	<b>Cashable</b>	<b>Non-cashable</b>

<b>9.2GN276 - Making better use of human resources</b>	Streamline management arrangements for Extra Care Services and Day Centre Services. Increase in numbers of assessments completed	78	38
<b>9.2GN277 - Making better use of assets</b>	None	0	0

<b>9.2GN278 - Modernising service delivery</b>	Reconfiguration of in house service of Individual Day Supports	28	0
<b>9.2GN279 - Improved working practices</b>	None	0	0

<b>9.2GN280 - Other priorities for efficiency gains not covered above</b>	A range of efficiencies in procuremant of services	72	0
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<b>Efficiency (3208-3212)</b>	<b>Planned Gains (£000) 2007-08 Plan</b>	
	<b>Cashable</b>	<b>Non-cashable</b>
<u><b>Description of Priorities : 2007-08 Plan</b></u>		

**9.2GN281 -  
Making  
better use of  
human  
resources**

Streamline management arrangements, reduction in finance team and restructure of in house respite services

84

0

**9.2GN282 -  
Making  
better use of  
assets**

Combine 2 day services in one building instead of 2

28

0

**9.2GN283 -  
Modernising  
service  
delivery**

None

0

0



**9.2GN284 -  
Improved  
working  
practices**

none

0

0

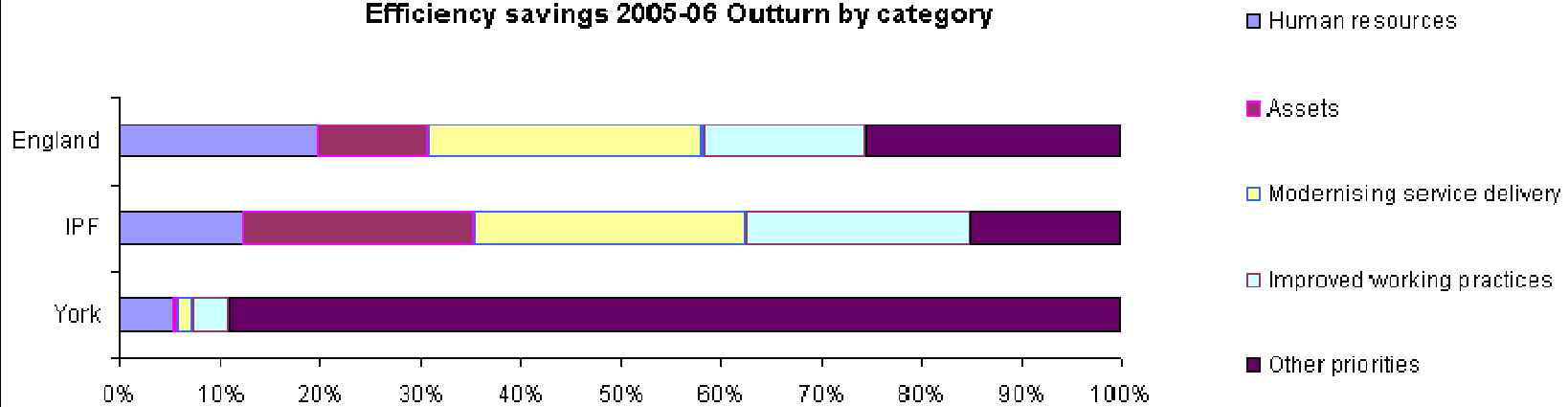
**9.2GN285 - Other priorities for efficiency gains not covered above**

Rehousing customers with appropriate support in local area, no inflation on non care spend and other miscellaneous efficiencies

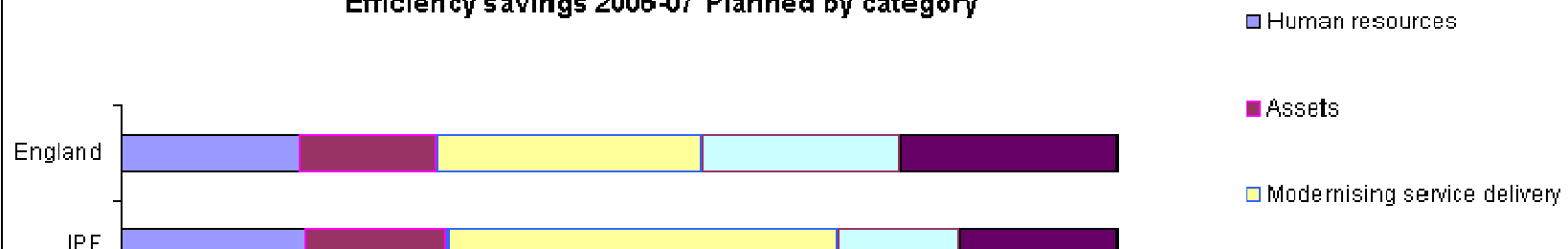
318

0

**Efficiency savings 2005-06 Outturn by category**



**Efficiency savings 2006-07 Planned by category**



<b>06-07 Plan</b>	York	IPF	England
Human resources	25	299	376
Assets	0	236	291
Modernising service delivery	13	638	561
Improved working practices	125	201	416
Other priorities	80	260	461

<b>06-07 O/T</b>	York	IPF	England
Human resources	116		
Assets	0		
Modernising service delivery	28		
Improved working	0		

practices			
Other priorities	72		

<b>07-08 Plan</b>	York	IPF	England
Human resources	84	0	0
Assets	28	0	0
Modernising service delivery	0	0	0
Improved working practices	0	0	0
Other priorities	318	0	0

**Expenditure**

**Information on overall PSS net revenue expenditure and client contributions - ADULTS SERVICES ONLY. (3213 - 3226)**

Net current expenditure and client contributions.  
£000's

	1. Actual net current expenditure for 2005-06 (col. P from PSS EX1).	Actual client contributions for 2005-06 (col. L from PSS EX1).	2. Forecast net current expenditure 2006-07.	Forecast client contributions for 2006-07.	3. Budget net current expenditure for 2007-08.	Budget client contributions for 2007-08.
<b>9.2GN286 - Service Strategy.</b>	472.7	0.6	219.0	0.0	248.0	0.0
<b>9.2GN287 - Older People excluding supporting people PSS.</b>	20,053.9	6,930.6	20,780.0	6,647.0	21,694.0	7,263.0
<b>9.2GN288 - Supporting People PSS for Older People.</b>	531.5	0.0	449.0	0.0	572.0	0.0
<b>9.2GN289 - Adults under 65 with Physical or Sensory Disabilities excluding supporting people PSS.</b>	3,886.0	364.0	3,638.0	282.0	3,523.0	486.0
<b>9.2GN290 - Supporting People PSS for Adults under 65 with Physical and Sensory Disabilities.</b>	0.0	0.0	123.0	0.0	42.0	0.0
<b>9.2GN291 - Adults under 65 with Learning Difficulties excluding supporting people PSS.</b>	8,248.2	566.8	9,216.0	524.0	9,577.0	518.0
<b>9.2GN292 - Supporting People PSS for Adults under 65 with Learning Difficulties.</b>	249.9	0.0	398.0	0.0	313.0	0.0
<b>9.2GN293 - Adults under 65 with Mental Health needs excluding supporting people PSS.</b>	2,102.9	362.9	2,365.0	305.0	2,640.0	334.0
<b>9.2GN294 - Supporting People PSS for Adults under 65 with Mental Health needs.</b>	309.0	0.0	309.0	0.0	282.0	0.0
<b>9.2GN295 - Asylum seekers.</b>	33.9	0.0	1.0	0.0	32.0	0.0
<b>9.2GN296 - Other Adults' Services excluding Supporting People PSS</b>	365.5	4.2	47.0	0.0	80.0	10.0

<b>9.2GN296a - Supporting People PSS for Other Adults' Services</b>	0.0	0.0	2.0	0.0	2.0	0.0
<b>9.2GN297 - Total amount of Supporting People grant included in the Social Services budget.</b>	1,090.4	0.0	1,281.0	0.0	1,211.0	0.0
<b>9.2GN298 - Total PSS excluding Supporting People allocation.</b>	35,163.1	8,229.1	36,266.0	7,758.0	37,794.0	8,611.0
<b>9.2GN299 - Total PSS including Supporting People allocation.</b>	36,253.5	8,229.1	37,547.0	7,758.0	39,005.0	8,611.0

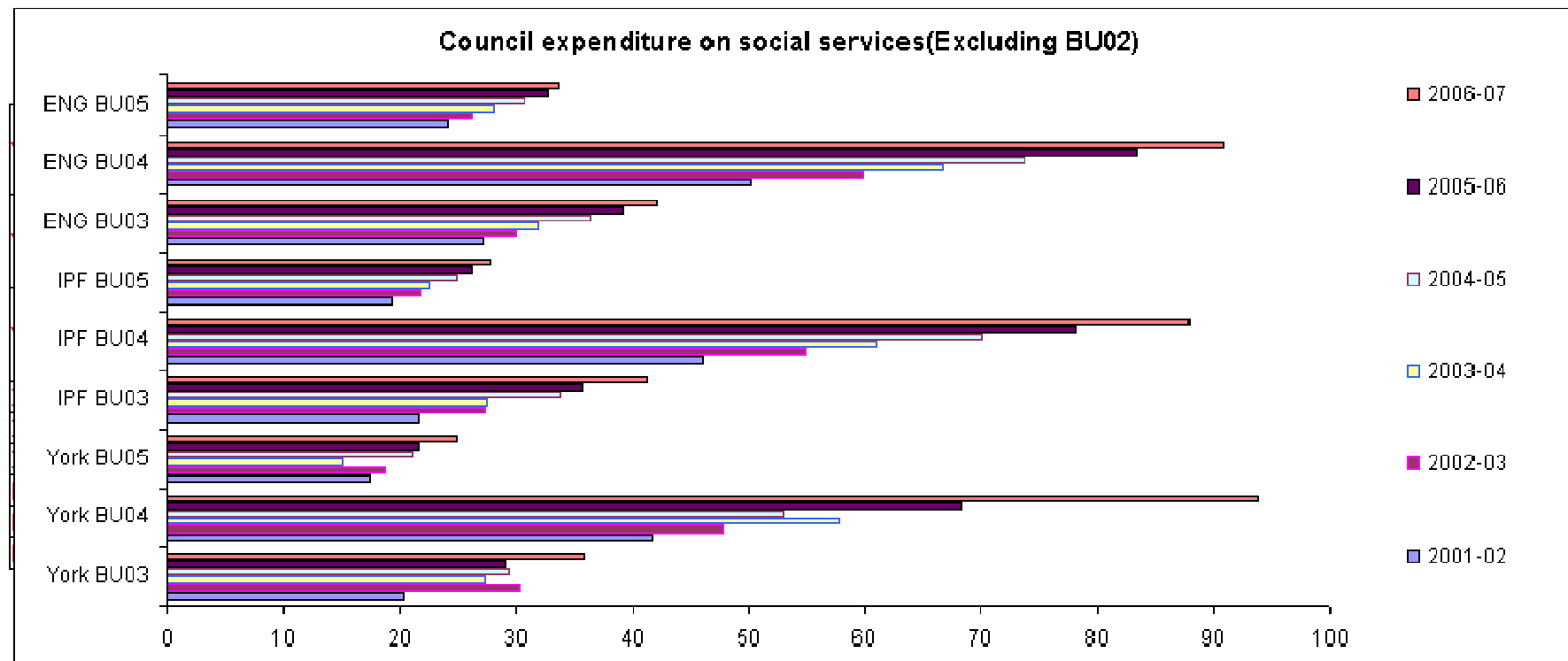
If components of the expenditure are missing, the totals will be inaccurate.

York percentage of net PSS expenditure by user group

Percentage of council expenditure on social services

	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07
<b>BU02 - PSS budget allocated to older people per capita aged 65 and over</b>						
York	452.16	554.35	568.83	635.50	625.38	677.46
IPF	574.50	662.07	713.25	749.98	821.52	831.61
England	645.45	742.22	800.17	874.52	938.63	963.71
<b>BU03 - PSS budget allocated to physical and sensory disabilities per capita aged 18-64.</b>						
York	20.38	30.31	27.33	29.44	29.20	35.84
IPF	21.66	27.33	27.42	33.79	35.72	41.29
England	27.12	30.01	31.92	36.39	39.21	42.26

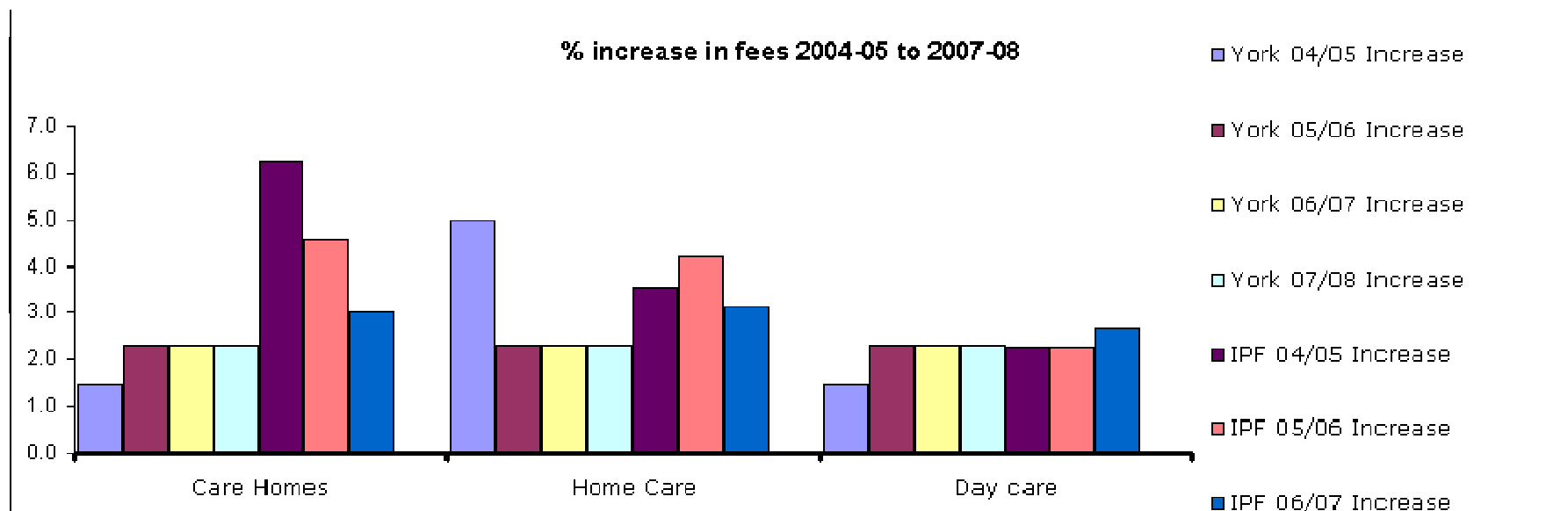
BU04 - PSS budget allocated to learning disabilities per capita aged 18.64.						
York	41.71	47.76	52.94	57.88	68.31	93.80
IPF	46.17	54.87	60.99	70.15	78.12	87.81
England	50.21	59.77	66.71	73.82	83.46	90.85
BU05 - PSS budget allocated to mental health per capita aged 18-64.						
York	17.53	18.61	15.05	21.14	21.65	24.88
IPF	19.20	21.84	22.43	24.88	26.21	27.76
England	24.08	26.26	28.14	30.71	32.72	33.70



**Fees and charges**

**Please identify the planned percentage increase in fees as agreed by your council for 2007-08. (3229 - 3231)**

	Percentage increase for 2004-05	Percentage increase for 2005-06	Percentage increase for 2006-07	Percentage increase for 2007-08
<b>9.2GN303 - Care Homes.</b>				
York	1.5	2.3	2.3	2.3
IPF Data	6.2	4.6	3.0	
England	5.1	4.2	3.2	
<b>9.2GN304 - Home Care.</b>				
York	5.0	2.3	2.3	2.3
IPF Data	3.6	4.2	3.1	
England	4.7	4.5	5.5	
<b>9.2GN305 - Day Care.</b>				
York	1.5	2.3	2.3	2.3
IPF Data	2.3	2.3	2.7	
England	2.9	3.5	2.8	





IPF 04/05 Increase	6.2	3.6	2.3
IPF 05/06 Increase	4.6	4.2	2.3
IPF 06/07 Increase	3.0	3.1	2.7
IPF 07/08 Increase	0.0	0.0	0.0

**9.2GN306 – Please provide the website address where your policy on charging can be viewed. (Where the information is not available on the website, please provide the name of a contact who can provide a copy of your charging policy.) (3232)**

[Link to Descriptor 6.5](#)

**Descriptor 9.3 : Collaboration in commissioning developments**

[Link to Health Act Flexibility data](#)

[Link to 8.1GN195 : 2006-07 challenges - resource management, economy and efficiency](#)

[Link to 8.1GN196 : 2007-08 challenges - resource management, economy and efficiency](#)

**Commissioning**

**9.3GN270 - Please identify three performance standards written into current commissioning contracts for adults, that reliably and accurately distinguish a high quality service from a poor quality service.**

**Please give three examples from learning disability services where provider services have not met these standards in the past year, and what remedial action commissioners have taken. (New question)**

"Providers are required to make arrangements to secure continuous improvement in the way they exercise their functions, having regard to a combination of economy, efficiency and effectiveness"

"Customers are to be consulted on a regular basis regarding the way in which their Service is managed"

"All Service Providers will demonstrate that they and their employees understand the nature and the purpose of the service which they are providing"

Within Learning disabilities, a Provider has struggled to deliver a supported living service to the standards expected, staff were failing to give customers choice and independence. Commissioners took pro - active measures placing the service on an agreed action plan and looking at training opportunities for staff whilst working alongside the Provider in achieving culture change both for the service and organisation.

#### **Descriptor 9.4 : Market management and development**

[Link to Descriptor 4.6 : Ranges of services available](#)

[Link to 8.1GN195 : 2006-07 challenges - resource management, economy and efficiency](#)

[Link to 8.1GN196 : 2007-08 challenges - resource management, economy and efficiency](#)

[Link to 8.3GN256 : Human resources development strategy grant](#)

[Link to 8.3GN260 : National training strategy grant](#)

[Link to 8.3GN264 : Collaboration with independent sector on training](#)

#### **Commissioning**

[Link to Descriptor 5.3](#)

**9.4GN269 - Please describe how you have implemented the Race equality scheme as part of the commissioning framework for adult social care. (3234)**

Both of the commissioning strategies we have developed over the last year have looked at information available about our ethnic minority communities. In both strategies the numbers involved are small, and do not indicate a need for specific services, for black and ethnic minorities. Our challenge is to ensure that the small number of customers from these communities can be provided with person centred and sensitive services.

We have continued to use contract requirements to ensure that providers are addressing race and other equality issues, with monitoring undertaken through the contract monitoring process. We have seen an improvement in the availability and quality of information, for example regarding the recording and monitoring of the ethnicity of staff.

We have undertaken Equality Impact Assessments prior to tendering for services, for example the locality home care services

### **Contracting**

**Please give the percentage of supported adults in domiciliary and residential care that are supported by 'block', 'spot' or 'in house' contracts. (3325 - 3326)**

	As of 31 March 2006			As of 31 March 2007		
	% Block	% Spot	% In house	% Block	% Spot	% In house
<b>9.4GN300 - Residential and nursing care.</b>						
York	70.0	1.0	29.0	1.0	71.0	28.0
IPF	14.2	75.3	10.6			
England	13.3	76.7	10.0			
<b>9.4GN301 - Domiciliary care.</b>						
York	16.0	56.0	28.0	44.0	14.0	42.0
IPF	29.7	33.1	37.5			

England	32.2	40.0	27.9			
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**Please give the percentage of contracts covering supported adults in residential care where incentive payments and variable fees have been used to encourage service provision in poorly served areas. (3327)**

	As of 31 March 2006			As of 31 March 2007		
	% of contracts receiving an incentive payment for geographical reasons	% of contracts receiving an incentive payment to encourage particular service provision	% of contracts paid a variable fee for quality reasons	% of contracts receiving an incentive payment for geographical reasons	% of contracts receiving an incentive payment to encourage particular service provision	% of contracts paid a variable fee for quality reasons

<b>9.4GN302 - Residential and nursing care for adults.</b>						
York	0.0	20.0	0.0	0.0	26.0	0.0
IPF	0.8	11.5	32.4			
England	5.6	11.0	15.9			

[Link to 8.1 Health Act Flexibilities](#)

[Link to 4.6LD107](#)