



Community Care and Health Partnership

2009/10 Full Year Progress Report

to

**Single Outcome Agreement
Implementation Group**

17 June 2010

Outcomes and Indicators

Pages 3 to 9

Delivery Plan Actions

Pages 10 to 12

Summary Table

<i>No of Indicators</i>	<i>Exceeded or Met Target</i>	<i>Below Target</i>
16	10 (62.5%)	3 (19%)

** 3 indicators still awaiting data*

<i>No of Actions</i>	<i>Completed</i>	<i>On Schedule</i>	<i>Behind Schedule</i>
6	1 (17%)	5 (83%)	0

SINGLE OUTCOME AGREEMENT 2009/12
COMMUNITY CARE & HEALTH PARTNERSHIP – OUTCOMES AND INDICATORS FULL YEAR PROGRESS REPORT 2009/10

PRIORITY THEMES: Improved Health and Well-Being									
SOA National Outcome	Local Outcomes	Local indicators	Responsible Agency/ Worker	Baseline as at:	Target			Progress: Mid Year	Progress: Full Year
					09/10	10/11	11/12		
NO6: We live longer, healthier lives	The health of the Angus population is improved	<i>SOA - Annual rate of increase of defined daily dose per capita of anti-depressants</i> HEAT Target T3	NHS Tayside	07/08 13.55	Maintain at 07/08 level	Maintain at 07/08 level	National Target - Reduce by 10% from the 07/08 baseline	Apr-Sept 2009 14.70	February 2010 26.9 ①
		<i>Mental health readmissions</i>	NHS Tayside	Dec 04 Tayside-282 Angus-56	Decrease by 10% annually	Decrease by 10% annually	Decrease by 10% annually		Dec 08 Tayside-279 Angus-76 ②
		<i>Percentage of front-line staff trained in suicide awareness</i>	Angus CHP	Sept 09 10.5% of all staff	20% of all staff by end of June 2010	50% of all staff by Dec 2010	To be reviewed after Dec 10	Staff currently undergoing training	18% of staff trained at March 2010

Exceeded Target	Met Target	Below Target
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SINGLE OUTCOME AGREEMENT 2009/12
COMMUNITY CARE & HEALTH PARTNERSHIP – OUTCOMES AND INDICATORS FULL YEAR PROGRESS REPORT 2009/10

PRIORITY THEME: Improved Social Inclusion									
SOA National Outcome	Local Outcomes	Local indicators	Responsible Agency/ Worker	Baseline as at:	Target			Progress: Mid Year	Progress: Full Year
					09/10	10/11	11/12		
NO7: We have tackled the significant inequalities in Scottish society	The housing needs of residents in Angus are met	<i>SOA - Proportion of unintentionally homeless households in permanent accommodation</i>	Angus Council Housing	07/08 80%	Maintain at 07/08 level		100% of homelessness applications assessed by 2012 (National Target)	08/09 67%	09/10 70%
	Multiple deprivation in Angus is minimised	<i>SOA - Proportion of new housing which is 'affordable'</i>	Angus Council Housing	2008/09 15% (120 units)	Maintain at 08/09 level	15%	2012 17.5%		2009/10 20% (79 new units)
	People of Angus have increase awareness of and increased access to services	<i>Increase number of hits on the DisabledGo website</i>	Angus Council	Dec 2008 4,627 hits	Increase by 10%	Increase by 10%	Increase by 10% (dependent on renewal of contract)		October 2009 to April 2010 5,797 hits for period



SINGLE OUTCOME AGREEMENT 2009/12
COMMUNITY CARE & HEALTH PARTNERSHIP – OUTCOMES AND INDICATORS FULL YEAR PROGRESS REPORT 2009/10

PRIORITY THEMES: Improved Independence and Responsibility									
SOA National Outcome	Local Outcomes	Local indicators	Responsible Agency/ Worker	Baseline as at:	Target			Progress: Mid Year	Progress: Full Year
					09/10	10/11	11/12		
NO11: We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others	People play an active role in how health, housing & community care services are designed and delivered	<i>SOA - % of service users satisfied with their involvement in the design of their care package</i>	SW&H	2008 42% (based on sample)	Increase	Increase to a maximum of 100%	Increase to a maximum of 100%	6 month pilots across community care teams and the wider partnership will start in Jan 2010.	<i>Talking points has been fully implemented across community care. 100% satisfaction based on sample</i>
		<i>SOA - % of carers who have opportunities to access information & training when they need it</i>	SW&H Angus CHP Carers Centre	2008/09 Return to Work 10 carers Leisure 253 passes Public Info. 1,306 distributed	Additional 10 carers Increase by 10% Increase by 5%	Additional 10 carers Increase by 10% Increase by 5%	Additional 10 carers Increase by 10% Increase by 5%	Apr-Sept 09 19 carers into training / employment 342 passes 1,495 distributed	March 2010 17 carers into training employment 342 passes 1,595 distributed
	Carers are supported to undertake their caring role	<i>Number of additional respite weeks provided</i>	SW&H	2008/09 173 wks	April 2010 200 wks	April 2011 220 wks (agreed target for Angus)	To be reviewed after March 2011	Feb 2010 Additional 220 weeks	April 2010 Additional 220 weeks
		<i>Number of carers registered with Angus Carers Centre</i>	Angus Carers Centre	March 2007 1,185	March 2010 Increase by 10% from March 07 baseline	March 2011 Increase by 10% from March 07 baseline	To be reviewed after April 2011	October 2009 1,495	March 2010 1,551

Exceeded Target	Met Target	Below Target
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PRIORITY THEMES: Improved Independence and Responsibility									
SOA National Outcome	Local Outcomes	Local indicators	Responsible Agency/ Worker	Baseline as at:	Target			Progress: Mid Year	Progress: Full Year
					09/10	10/11	11/12		
NO15: Our public services are high quality, continually improving, efficient and responsive to local people's needs	People are able to access the support they need when they need it from health, housing & community care services	<i>SOA - Average time from referral to first service date for Free Personal Care (FPC)</i>	SW&H	To be established June 2010	N/A	FPC services to be delivered within 6 wks following confirmation of need	FPC services to be delivered within 6 wks following confirmation of need	This will be part of the monitoring arrangements re waiting times for FPC – first report due June 2010	<i>First national monitoring report due 30th June 2010</i>
		<i>SOA - Number & % of service users who believe that their needs have been met</i>	SW&H	2008 78% (2,157 service users)	No survey in 2009/10	2010/11 80%	2012/13 82%	2010 survey completed - analysis and report available June 2010.	2010 93% of respondents
		<i>SOA - No of service users supported into education, training, volunteering & employment</i>	SW&H	07/08 OP - 179 LD – 276 D&A - 30	Increase by 5% (from 2007/08)	Increase by 5% (from 2007/08)	Increase by 10% (from 2007/08)	08/09 OP - 236 LD – 311 D&A - 39	09/10 OP 203 LD 254 ADP 48
		<i>SOA - % of service users aged 65 and over with intensive needs receiving services at home (HEAT Target T8)</i>	SW&H Angus CHP	07/08 31 Mar 08 10.6%	Increase from 08/09 baseline	Increase from 08/09 baseline	2015 12%	31 Mar 09 15%	September 2009 14.5%



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PRIORITY THEMES: Improved Independence and Responsibility

SOA National Outcome	Local Outcomes	Local indicators	Responsible Agency/ Worker	Baseline as at:	Target			Progress: Mid Year	Progress: Full Year
					09/10	10/11	11/12		
NO15: Our public services are high quality, continually improving, efficient and responsive to local people's needs	People are supported in their local communities with appropriate levels of care	<i>Average number of hours of personal care required following enablement (hours/week)</i>	SW&H	Dec 2009 4.5 hours/ week without enablement	Dec 2010 4.25 hours/ week	Dec 2011 4 hours/ week	To be reviewed after Dec 2011	First enablement team commencing July 2010	<i>Enablement team to commence July 2010</i>
		<i>Proportion of total population aged 65+ placed in a care home</i>	SW&H	March 2010 785 which equates to 3.5% of the population aged 65+	N/A	March 2011 Maintain at current level of 3.5%	March 2012 Maintain at current level of 3.5%	First enablement team commencing July 2010	<i>Enablement team to commence July 2010</i>



SUMMARY OF PROGRESS:**Improved Health & Well-Being**

The HEAT Target in relation to prescribing of anti-depressants has been reviewed and will be replaced in 2011 by another indicator relating to access to therapeutic services. There will be no requirement to report on the current HEAT target after April 2010. Health improvement is a cross-cutting agenda for all of the care groups within community care and, as such, there are a number of additional indicators below the waterline which measure the impact of specific interventions on health and well-being.

Improved Social Inclusion

This is an area which will be addressed through the implementation of new Local Housing Strategy in 2011. The Housing Need and Demand Assessment work which is currently being undertaken will help inform longer term targets for the delivery of affordable housing in Angus.

Improved Independence and Responsibility

A new Angus Carers Strategy is due to be published early in 2010 and the key priorities are involvement, provision of information, short breaks, health & well-being and young carers. A number of initiatives have been developed in partnership with Angus Carers Centre to promote training, employment and volunteering opportunities for carers. In addition, there is a focus on providing opportunities to safeguard health and well-being.

The introduction of national eligibility criteria for free personal care services for older people on 1st December 2009 will require Councils to monitor and report on waiting times for services. This will replace the Community Care Outcome A3 and the first report is due at the end of June 2010.

There has been a significant increase (21%) in the number of service users being supported into education, training, volunteering and employment and this will continue to be a priority for the CCHEG, especially in the current economic climate.

Balance of Care

Integral to the Community Care Change Programme is the establishment of enablement teams across Angus from July 2010 onwards. This model will help more people to maintain their independence in the community and reduce the proportion of people aged 65+ placed in institutional care.



KEY ISSUES FOR CONSIDERATION AND ACTION:

- ❶ Prescribing activity for antidepressants has widened beyond the mental health agenda and therefore the HEAT target has not been met. It is recognised that this target is not appropriate and will be replaced in 2010.
- ❷ The Tayside wide HEAT target is on track to be achieved. It is measured as a Tayside target because the readmission activity in the CHPs is dependent on other areas in Tayside. However it is possible to break this down into localities as reported here, to try to understand where improvement work needs to be directed but this is for interest only and the local info is not a target. The initial baseline figures for Angus were the lowest in Tayside, therefore have less opportunity for early significant declines as seen elsewhere. It is also worth noting that these figures include Psychiatry of Old Age, Child and Adolescent Psychiatry, Forensic Psychiatry and General Adult Psychiatry. Service Improvement work is underway in GAP to tackle this and a clearer picture is developing of hotspot areas that can be targeted for improvement. The recently formed dementia liaison team is also focussing on this HEAT target. Further work is being done to break down the December 08 figure to ensure it is comparable to the baseline figure.
- ❸ Performance in relation to unintentionally homeless households in permanent accommodation declined over the past year following a change in policy around the assessment of homelessness applications. Angus Council now consider all applications as a priority and therefore the volume of work has increased significantly and the time taken to find permanent accommodation has increased due to a static housing stock. It should be noted that the national target relates to the assessment of homelessness applications, not the provision of permanent accommodation.

FUTURE AREAS OF WORK

A Change Programme Board has been established to oversee the three major redesign programmes within the partnership: redesign of learning disability services; redesign of older people's services; community medicine and rehabilitation redesign.

There are five key areas of convergence:

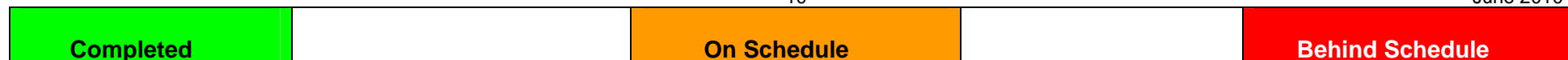
- Care/Case Management
- Workforce Planning
- Enablement/Rehabilitation
- Accommodation
- Telecare/Telehealth

Work is currently underway to develop a performance framework and delivery plan in relation to adult protection activity. The performance framework will be completed by August 2010 to inform the adult protection biennial report.



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National Outcome	Local Outcome	Actions	Lead Agency	Timescale	Resource Issues	Progress & Status as at March 2010
NO7: We have tackled the significant inequalities in Scottish society	The housing needs of residents in Angus are met	Investigate models, which are evidence-based, for addressing homelessness in Angus (possible redesign of services based on locality approach to integrated service delivery)	Angus Council Housing	March 2010	Not yet identified	See Note 1
NO15: Our public services are high quality, continually improving, efficient and responsive to local people's needs	People are able to access the support they need when they need it from health, housing & community care services	Develop a fully costed implementation plan for the Community Medicine and Rehabilitation re-design programme and get approval from NHS Tayside (Programme completion 2014)	Angus CHP	January 2010 (Revised date March 2010)	As per implementation plan	See Note 2
		Develop a fully costed implementation plan for the Change Programme for Adult Care Services and get approval from Full Council (Programme completion 2028)	Angus Council SW&H	January 2010	As per implementation plan	See Note 3
		Complete the re-design of learning disability services within Social Work & Health	Angus Council SW&H	March 2012	As per financial framework	See Note 4
		Complete the Tayside Re-design of Mental Health Services in the Angus locality: a) development of Level 1 services b) Housing with support	Angus CHP	April 2010 (Revised date October 2010) April 2012	As per financial framework	See Note 5



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National Outcome	Local Outcome	Actions	Lead Agency	Timescale	Resource Issues	Progress & Status as at March 2010
		Establish an Integrated Resource Framework and delivery agreement to support the re-design programmes across the partnership	Angus Council SW&H Angus CHP	October 2010	Not yet identified	See Note 6

SUMMARY OF PROGRESS:

Note 1

Angus Council has recently concluded a Housing Needs and Demand Assessment which is to be reported to Committee in the next couple of months. This demonstrates a range of housing need of between 200 and 330 per year for the next ten years. The Local Housing Strategy will set out local targets and the means of trying to achieve these targets which are proxy in nature rather than absolute. The Council is trying to meet these needs through effective use of its own stock and allocations. Common Allocations Policy with Registered Social Landlords and, use of the Private Rented Sector, prevention of homelessness and encouraging new models of affordable housing to be developed in association with partners. A report to full Council on 25 March sets out some options. The Council is also ensuring best use is made of Government Grant to build homes either through the Council or via Housing Associations and is working with the Government to establish a preferred developer for Angus. A strategic planning group has been established across the Council to monitor progress in this area.

Note 2

The Community Medicine & Rehabilitation Redesign aims to increase capacity and capability within communities and across all services, to provide proactive home based care wherever possible, ensuring equity of access to services across Angus. As part of phase one, bed reductions have been made. Phase two planning is underway with a non-financial benefits assessment due to take place on 17th March regarding the site options for the NE locality. Virtual ward planning is underway with commitment to roll out alongside the enablement model within Angus. This will involve joint staff training and a comprehensive action plan. Locality working groups were established in May 2010 to co-ordinate this work.

Note 3

A fully costed implementation plan was approved by Angus Council at its meeting on 17 December 2009 and capital and revenue provision for the programme was agreed as part of the Council's Budget setting process at its meeting on 17 February 2010. Delivery of the programme is currently on target and progress is regularly monitored by the Programme Team and Programme Board. A benefits monitoring plan has been established and agreed by the project board.



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Note 4

The redesign of learning disability services aims to shift the balance of care away from traditional institutional services to more community based services. Significant progress has been made with the implementation of an integrated health and social work community team structure closure of a resource centre and the upgrading of a nursing home. The Firs care home closed on the 30th of April 2010 and the interim respite unit at Bearhill in Brechin was opened in April 2010. The final structure for the adult resource centres and developing community support teams requires further work to ensure that service user needs are met.

Note 5

- a) Local commissioning of Level 1 services continue to progress as per current plan although this deviated from original dates due to requirement to go to full Social Work Committee in December 2009. Completed tender documents are due to be returned by 8th March 2010. The interview stage is now complete and new service will be in place for September 2010. A report was taken to Social work and Health committee on 20th for the contact for the provision of support services for adults with mental health problems.
- b) The re tender of housing support services across community care is currently being held in abeyance until a project plan is agreed within Angus Council. This project will be undertaken across all care groups and is not an exercise solely under the influence of Adult Mental Health Services therefore the target outcome will be co-dependent with other groups

Note 6

The Scottish Government and COSLA have set out a framework inviting NHS boards and local authorities to become test sites for the development of an integrated resource framework for health and social care services. This framework centres on the premise that existing funding arrangements are not adequate to cope with the financial challenges facing NHS boards and local authorities in making investment decisions to address pressures due to demographic change and the global economy. The integrated resource framework aims to achieve real shifts in the balance of care between health and social care services.

It is proposed that the test site “population” for Angus will encompass those service users over 65 in receipt of home care services. This population incorporates the population served by the NHS Tayside Delivery Unit and the Community Health Partnerships within Angus. Stage 1 of the Angus element of the mapping exercise is now complete. Stage 2 will analyse spend across GP practice areas to identify the cost variation between geographical areas and GP practices. It is anticipated that stage 2 will be completed by September 2010.

AREAS REQUIRING CONSIDERATION AND ACTION:

In terms of the re-design of learning disability services, resource issues continue to affect services with the overall population of people with learning disability requiring services continuing to increase and level of need also increasing. This includes significant increases in the identification of individuals with autism. This is particularly worrying given the number of older carers continuing to support people with learning disability at home.

