

Overview and Scrutiny Committee October 2010: Adult and Community Services, Cabinet Member Briefing

The portfolio of Adult and Community Services encompasses the services within the **Adult, Culture and Community Services (ACCS)** directorate. ACCS is made up of four business units; Adult Services & Commissioning, Safeguarding & Strategic Services, Recreation Services, and Libraries, Culture & Adult Learning. The directorate has a strong record of delivering good quality, value for money services, and this has been demonstrated through recent Care Quality Commission (CQC) performance assessments in Adult Services and Green Flags in Recreation Services. The directorate recognises its crucial role and contribution to enhancing the health and wellbeing of Haringey residents and in protecting the most vulnerable, whilst promoting their independence and empowering them to help themselves.

1. Key Achievements and Projects

Adult Services and Commissioning

- Results of the CQC's Annual Performance Assessment are expected at the end of November. Initial feedback is very positive about adult social care services in Haringey.
- From 1 October 2010, all regulated activities carried out by ACCS have been registered on the CQC's [new registration system](#). The system introduced under the Health and Social Care Act 2008 acts as a 'licence to provide services' and applies to all providers of health and adult social care services in England.

- A World Stroke Day Conference was held with NHS Haringey in October to highlight our new stroke services and enhanced stroke care pathway, and to plan our priorities for next year. Results of the CQC's national review of stroke services are due in December and early indications are that Haringey is performing very strongly in this area.
- We reduced delayed discharges from 17 days in 2008/09 to 6.9 as at September 2010 through teleconferencing and other measures, such as our joint working on the stroke care pathway and prevention.
- Stroke drop-in sessions, staffed by volunteers, have been launched at Wood Green library to provide help and information for people who have suffered strokes, their families, staff and the general public. Blood pressure checks are also available as high blood pressure is one of the main risk factors for stroke.
- A Facebook page, [Stroke-Community Haringey](#), has been set up so that stroke sufferers, their families, carers and other interested parties can keep in touch.
- We have educated 450 members of the public about the FAST message during stroke awareness week in October.
- We have set up a community stroke team with CVS, working in partnership to reintegrate stroke survivors back into meaningful life roles.

- Over 22% of adults eligible for services are now receiving self-directed support and we have an action plan in place to increase this further. This maximises our users' independence, choice and control.
- To support [personalised care in Haringey](#), we have launched an e-directory of social care and community support, [HAricare](#), to give wider access to information about support and services available in the borough.

- The first extra-care scheme in Haringey will open in February 2011. Work is now under way to identify suitable users to move into the scheme once it opens and to innovatively work through the use of personal budgets with the provider.
- Referral to the new Telecare remote monitoring service, carried on the Community Alarm platform, has been successfully integrated into care management procedures, resulting in much increased numbers of service users. There are currently 5-10 new referrals per week and there are well over 1000 individual sensors placed in service user homes monitoring, for example, gas, intruders, falls and medication dispensing. The service is currently running a pilot for GPS based tracking for people with dementia who leave their home and get lost.
- Our Neighbourhood Wellbeing Network pilot in Bounds Green, Harringay, Noel Park and Woodside is being launched in November to promote services to residents over 75 years who are not already known to adult social care or the community, utilising social media to connect with vulnerable people.
- A new independent Residents/Relatives Council has been established for the four in-house Older People's residential/nursing care homes, facilitated by Haringey LINK. The purpose is to give residents and their carers greater choice and control. The Head of Provider Services is working with the LINK to assist them to build greater 'capacity' and competency in relation to their responsibilities.
- The Dignity in Care programme is increasingly embedded in residential care/nursing home service. A 'Charter of Rights' is in place, as well as wide publicity for the '[10 Dignity Principles](#)'. All care home managers are Dignity Champions. Haringey Adult Services has been part of the Department of Health pan-London dignity work and as part of this we took part in a successful dignity audit which was carried out in July/August 2010 in our care homes and the results will be presented at a pan-London conference on 19th November at which Haringey officers will speak.
- Procurement Committee approved the new adult social care contracting framework in October 2010, which will be implemented by April 2011. This will offer users maximum choice and control of a range of services that are accredited to the Council. The accreditation framework includes quality control mechanisms.
- A Carers Partnership Board's away day identified Publicity and Engagement, Carers Assessment, Respite Care and Carer Awareness and Community Services as priorities for the coming year. The Board also elected a Carer Co-Chair to chair the meetings alongside the Assistant Director, Adult Services and Commissioning.
- In October, Haringey carers were given the chance to meet with Alex Fox, the Chief Executive of NAAPS – a UK charity representing the interests of those involved in delivering individualised, community-based services. Mr Fox also met staff from Haringey Council's Adult Placement Scheme and Government Minister Paul Burstow to highlight the role of carers.
- We worked closely with Overview and Scrutiny and public health to hold a very successful second 'Health: Everyone's Business' event. The event promoted the determinants of health approach, informed the priorities of the new health inequalities strategy and agreed SMART actions to address health inequalities in partnership. The event was attended by Members, senior officers, Non-Executive Directors and the Community and Voluntary Sector.
- We have responded to the Coalition Government's national consultations on changes in the NHS, and work has begun to engage with future GP Commissioning Collaboratives.

- We have established a Quality Board for Adult Services, Commissioning and Safeguarding to ensure that outcome data is systematically collected and analysed to inform the strategic direction of service delivery. Our most recent Quality Assurance report for home care indicates increasing levels of quality and service user satisfaction.
- We are piloting a new safeguarding risk assessment tool, developed with three other London boroughs. Staff feedback will be sought during the pilot with a view to launching the new toolkit early next year.

Safeguarding & Strategic Services

- We have re-vamped the Adult Safeguarding and Deprivation of Liberty Safeguards (DoLS) service, which is now an effective multi-agency team.
- We carried out a successful re-launch of the service in June for professionals, and a Public re-launch in July which was supported by Morrisons supermarket chain, and which has significantly raised the profile of adult safeguarding in the borough.
- We established a new Safeguarding Member Panel in the autumn and we are already benefiting from the closer working relationship with members and their contributions to developments of this important service.
- We are developing new arrangements with the London Fire Brigade in relation to adult safeguarding processes.
- We are introducing Quality of Life Reviews for Court of Protection clients, whose financial affairs are administered by ACCS. This is enabling clients to use their own capital to improve their quality of life and initial feedback is very positive.
- The Supporting People programme has undergone a fundamental review allowing for further value for money savings to be achieved.
- Closer working links with Community & Strategic Housing colleagues are underpinning the input of Supporting People activity in to housing strategies.
- We are working closely with the voluntary and community sector on the implementation of the Haringey Volunteering Strategy.

Culture, Libraries and Learning

Libraries

- TNS Residents Survey published in spring 2010 showed that 63% of residents rate Libraries as good or excellent (up from 61%). The survey also showed that, with 62% usage, libraries were the third most used service provided by Haringey, after Recycling and Parks.
- DCMS has released interim results for National Indicator 9: Use of Public Libraries, which measures the percentage of adults who have used public libraries in the past 12 months. Haringey's interim result for 2009 is 57.8%, placing Haringey as the best of all London boroughs, and in the top 3 Local Authorities in England.
- Haringey Libraries are in the lowest quartile for cost per visit and the highest quartile for performance.
- We have replaced the entire People's Network with a new network infrastructure and client PCs using Windows 7 and offering Office 2010.
- We have introduced RFID self-service and security gates at the newly refurbished Muswell Hill Library to give wider customer choice and increased efficiency.
- We have introduced dedicated children's PCs at St Ann's Library.

- The new Coombes Croft Library, funded by the Big Lottery Fund, is now reopened with a new computer suite and RFID self-service and security gates. It will be formally launched on 12th November by David Lammy and Cllr Dogus.
- Haringey Libraries has been shortlisted in the Children & Young People Now Awards 2010.
- Approximately 50 jobs have been made available across the Directorate under the Future Jobs Fund. Culture, Libraries and Learning have had the opportunity to offer jobs to Art Support Officers, Library Assistants, Reserve Stock Assistants, Museum Support Officers, Archive Assistants and Gardeners. The roles are offered for 6 months but the skills and knowledge achieved has enabled several people to secure a job.

Culture

- We are delivering a growing programme of events and cultural activities across Haringey. We are now working directly with an increasing number of Haringey organisations (and beyond); supporting off site exhibitions and events through the use of our Future Jobs Fund employees; and are continuously widening the sites where Haringey Culture is offered across the borough by using more disused spaces;
- North London Arts Map, Haringey's collaboration with our neighbouring boroughs, Visit London and Arts Council England has –
 1. been short listed for Visit London's 2010 Marketing/PR Campaign of the Year. Our entry for Marketing/PR Campaign of the Year has been assessed, and has made it through the first round of voting, having been marked out as an excellent entry by the judges. This year Visit London has received a record number of entries and so it is a remarkable achievement for us to win a place on the shortlist.
 2. produced a live website listing North London's cultural venues.
 3. distributed over 100,000 North London Arts Maps across London, with an average pickup rate of 94% (within the first two weeks of distribution).
 4. uploaded a North London Arts Map podcast on the Visit London website, advertising North London as a tourist destination to UK and overseas visitors.
 5. and has begun to develop a North London Arts Map guide for distribution across London and beyond, through Visit London's established marketing networks.

Museum and Archives

- The Museum and Archive Service will receive their Sandford Heritage Award for Education 2010 from the Heritage Education Trust in London in December.
- Visits to Markfield Beam Engine and Museum have increased by over 400% since the completion of the Heritage Lottery Funded project in 2009.
- The Story of London Festival 2010, organised by the Mayor of London, selected the event organised by Bruce Castle Museum at Markfield Beam Engine to be showcased and recorded on film at the GLA as an example of best practice, using heritage to engage with families in an area of high deprivation.
- The museum's large collection of oil paintings have been digitised for the first time for a forthcoming catalogue for the North East London area of public art collections by the Public Art Foundation.

Adult Learning

- HALS ended the academic 2009-10 with 4932 enrolments on 525 courses (up 31% on the previous year). More learners completed their courses, up 1.5% at 95%, and of these 92% achieved their learning goals, up 5% on the year before.
- In the autumn term of 2010-11 we are seeking to maintain this progress and have already enrolled 1754 learners, 536 of whom were on Skills for Life or Family Learning programmes.
- The quality of delivery is showing steady improvement (measured through our observation grades), and the service is able to demonstrate increasing value for money in the work it undertakes.
- HALS is seeking to develop its links with Third Sector and community programmes and will be offering a new range of training to support these groups and the staff and volunteers who support them. The service will also be offering full-cost recovery programmes in specialist IT training from November 2010.

Recreation Services

- Lordship Recreation Ground has been awarded £3.8m for restoration by the Heritage Lottery Fund.
- Leisure usage for the half of 2010/11 has reached 650,000 against a target of 693,000 and Active Card memberships have reached 25,100 against a target of 24,500.
- The Borough has achieved 19 Green Flags (16 LBH) and 6 Green Pennants for 2010, and resident satisfaction with Parks and Open Space has increased by 4%, from 65% to 69% in 2009/10.
- The refurbishment of the filtration system, changing facilities and reception at Tottenham Green Leisure Centre has successfully been completed.
- The 'My Active Haringey' promotional programme has now been linked to the national '[Change for Life](#)' and local 'Make a Change' campaigns to further help promote an active lifestyle for our residents.
- Over the last year we have developed and launched Aquatics, Tennis and Football development plans for the Borough.
- Our Parks Improvement Programme has successfully upgraded and refurbished facilities at Markfield, Paignton, Fairland, Russell Parks, and Muswell Hill Playing Fields;
- We have developed and launched the Borough's Biodiversity Action Plan which aims to protect and increase the diversity of wildlife within Haringey;
- The borough has been awarded Silver Gilt, Best Front Garden, Second in Best Pub and Second Allotment Award at London in Bloom Awards.
- Recreation Services Club, Coach and Volunteer Officer Lucy Peirce has won North London FA Partner of the Year Award, recognising work undertaken to promote and support football in the borough.
- Funding secured from Tennis Foundation and Lawn Tennis Association to carry out refurbishment of tennis courts at Bruce Castle Park.

Key projects for Recreation Services over the coming year are as follows:

- Complete leisure options review to inform future subsidy and management arrangements.
- Develop and implement restructuring of Recreation Services.

- Develop regeneration scheme for White Hart Lane Community Sports Centre.
- Establish and implement new fees and charges.
- Lordship procurement and implementation of restoration scheme.
- Bereavement Services decommissioning and transfer.
- Wolves Lane Horticultural Nursery masterplan development.
- Delivery of a smaller Phase 2 of the Playbuilder programme.
- Management of Broadwater Farm Community Centre.
- Sports and Leisure investment programme at Park Road Leisure Centre.
- Down Lane Recreation Ground masterplan preparation.
- Complete investment in Allotments, Tree and small open space.
- Implementation of the Borough's Biodiversity Action Plan.
- Secure QUEST accreditation for White Hart Lane Community Sports Centre.

2. Context and Challenges:

Reducing the national budget deficit

The Coalition Government announced its [Comprehensive Spending Review](#) (CSR) on 20 October 2010, setting out its spending plans up to 2014-15.

In recognition of the pressures on social care in the current economic climate, an extra £2bn has been allocated to support the delivery of social care by 2014/15. This is in addition to ensuring that the existing Department of Health grants for social care rise in line with inflation to £1.4 bn by 2014/15. The Government is committed to the continued reform of the social care system and considers that, with an ambitious programme of efficiency, there is enough funding available to protect people's access to services and to deliver new approaches to improve quality and outcomes. The increased allocation also represents an opportunity to support integration between social care and health services locally.

The funding for adult social care comes in the context of reduced overall funding for local government. Local authorities will receive an overall reduction in revenue funding from Government of 26% when revenue grants from all departments are included – excluding schools, fire and police. This is a challenging reduction for local government. In order to maintain people's access to social care, Councils will need to drive forward with reforming and redesigning services in order to make significant efficiency savings and transform the way that social care is delivered. ACCS has already embarked on a programme of cuts and efficiencies to meet these increasingly difficult financial challenges.

Prior to the CSR announcement, the Government published details of £1.166bn [Local Government contribution](#) to the £6.2bn cross government savings for 2010-11 to tackle the UK's record deficit. The Area Based Grant for Haringey has been reduced by £3.309m, 0.9%, in 2010-11 with further cuts anticipated in the coming years.

In addition, a number of [funding cuts or suspensions](#) are already affecting a wide range of projects nationally, including:

- Active Challenge Routes - Walk England: £2m.
- Department of Health project to map walking routes and promote them on an interactive website enabling people to record their fitness
- Libraries Modernisation Programme: £12m

- Plan to reverse decline in library usage, to offer flexible opening hours, free internet access and entitlement to membership from birth.
- The end of central government funding for free swimming for under-16s and over-60s in England from the end of July, saving £40million of the £140million scheme, this will mean redesigning our scheme within the borough.
- Budget and economic challenges including planned NHS efficiencies as a key partner agency will have a medium to high impact on performance and service quality and delivering key policy requirements. Planned mitigation through clear, detailed financial action plans, with clear project management to deliver any required budgetary changes.
- Ongoing Asset Management/maintenance and related capital investment needs in Recreation services to sustain quality of service delivery, user satisfaction and income generation.
- Sustaining viable delivery of Bereavement Services, whilst meeting challenging environmental protection legislation.
- Increase sport and physical activity participation, to support health and well-being outcomes and reduce inequalities.
- Funding to support the provision of cultural opportunities in Haringey.
- Comply with duty of care to preserve and make available the heritage of Haringey, including archives and artefacts.
- Within Adult Education, 2010/11 will see considerable changes with the removal of the LSC; the Skills Funding Agency and the Children & Young People's Learning Agency has replaced the LSC and the latter will be located within the local authority. This should support closer working arrangements .The academic year 2010/11 is also the last year of guaranteed income for Adult safeguarded Learning and decisions will be taken later this year on any replacement funding available alongside the development of Informal Adult learning.
- Taking forward integration with Health and shared services.