

Haringey Council

OSC – 21st February 2011 – Action 176.7

NI 135 - % of Carers received needs assessment or review and a specific care's service, or advice and information – the Committee requested a briefing note on how this target will be improved (Page 12 of Period 9 document).

Further to the question in relation to what we are doing to get back on track with carers receiving needs assessment or review and a specific carer's service or advice and information, please see the attached response (action plan). Please note that some of the issues seem to be around capturing the data on Framework I so that it shows up in the indicator when performance reports are run. In addition there is increased emphasis on increasing the number of Carers' Emergency Plans completed and the note also covers work being done in this respect. There was a 2% increase in performance between December and January so that January's performance was 17.6% against a 20.3% profiled target.

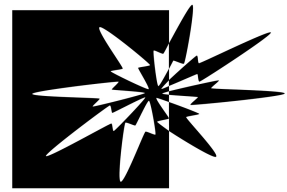
Also in relation to the discussion around average re-let times and the exceptionally good performance of 19.8 days in December, I wanted to say that we also questioned the performance and initially wondered if it was representative as Home Connexions (the biddings system) is closed for 2 weeks in December so we thought that fewer lets were processed and completed which could bring the average time down. However our investigation has shown that 51 properties were let in December, which is slightly above the average and the average letting time was just 11 days with a repairs time of 16.7 days. These do not equal the 19.8 days reported but that is due to time lags and the way the average is calculated. We are in the process of auditing the figures and the different parts of the process.

We did ask the question about whether performance could be sustained at this level and the Director of Urban Environment said that performance was sustainable.

For information the January performance figures are as follows:

The average re-let time for local authority dwellings was 28.8 days in January, for the year to date it is 36.5 days. This is an amalgamation of relet times 47 days for supported housing and 24.6 days for general needs. The repairs part of the process has seen a significant improvement in performance over the last twelve months and the trend continues to improve on voids overall with the second best performance of the year in January 2011. The repairs team are turning around regular, or VAV (Voids Available), at 16.7 days, slightly behind their 15-day target. Over the course of the year, this item has consistently moved in the right direction, contributing to the reduction in the headline void figure.

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Haringey Council



NI 135

% of carers receiving needs assessment or review and a specific carer's service or advice and information

Between 1st April 2010, up until 31 January 2011; **783 carers** received a needs assessment or review and a specific carer's service or advice and information.

The 2010-11 target is 25% of community based services, as of end of January performance was at 17.6%. As of August 2010, 4460 community based services were provided, 25% of this is 1115, therefore by the end of March 2011 to achieve the target we must have assessed or reviewed 1115 carers.

In order to achieve the target by 31 March 2011, approximately 300 carers assessments / reviews will need to be completed between now and 31 March.

Attached is a breakdown of the figures by team (as of 31 January) – see appendix 1.

Carers Assessments

One reason for a drop in performance over the past year is because Haringey Carers Centre is no longer completing carers assessments on behalf of the local authority.

The Integrated Access Team has recently started booking a double appointment for carers assessments when they book the service users community care assessment, if the carer is identified and consents. This practice was instigated by the team to improve efficiency and to help ensure carers are assessed in a timely, holistic manner.

Information and Advice to carers

Another reason that may attribute to the lower figure is how we record when information and advice is provided to carers. Currently the IAT does not use FW-I to capture when they provide information and advice to a carer. This may happen when they screen for eligibility re a carers assessment. If the carer is not eligible or declines an assessment, the carer may be provided with information and advice or signposted for support. IAT do use their own CRM to record how and when information and advice is provided, but it does not have the capacity to identify if the person receiving the information is a carer and is not included when the Performance Team run reports.

The FW-I team has developed a simple application for the Sensory Impairment Team and the Learning Disability Combined Team to enable them to capture when they provide information and advice to a carer on FW-i. This will be tested from Monday 28 February. This has the potential to be rolled out to IAT too.

Proposed actions to improve the target:

1. Identify designated worker(s) in the Sensory Impairment Team and Learning Disabilities Combined Team to add carers to FW-i who they have provided information and advice to once the new application is added on FW-i.
2. Performance Team to run a number of reports:
 - a. Taking the carers who have received an assessment or review this year (783 as of 31 January) and run a report against the Carers Register to identify carers who have not had an assessment this year.
 - b. Of the 4460 people receiving community based services, identify which service users are linked to a carer and then compare these carers with the list of 783 people who have received an assessment or review. From the list identify those carers who have not received an assessment and review.

The relevant teams will then be approached to offer and carry out assessments to the carers identified via the above reports (by 31 March).

3. In conjunction with the FW-I team and IAT, enable IAT to use the information and advice application on FW-I. This may take some time and is unlikely to be available in time to make a difference to the PI.

Until this is established, the Performance Team should discuss with IAT about how information from IAT's CRM (re information and advice to carers) can be incorporated into the performance monitoring.

Carers' Emergency Plans

As of 31 January, nine of the identified sample of twenty-five older carers have completed a Carers' Emergency Plan. The episode was live on FW-i from 1 November. The episode is available to all teams and should be an outcome of a carers assessment or it can be completed on its own.

It was decided that the Learning Disabilities Combined Team would pilot the episode on FW-i, due to the large number of older carers looking after someone with a learning disability.

The Learning Disabilities Combined Team are working with these older carers to complete an emergency plan. At the recent Learning Disabilities Performance Callover, it was agreed that the team would go back and ensure that where a carer has declined an emergency plan this is captured. As part of future performance callover meetings, the Performance Team agreed to run a report on how many carers have declined an emergency plan.

At the Performance Callover, it was also agreed that further work with practitioners is required to help them to have the sensitive conversations with carers about planning for the future and developing an emergency plan. It was agreed that the Commissioning Manager with a lead on carers will support this work alongside colleagues in the Learning Disabilities Combined Team. Once it is better understood as to why carers may be declining the development of an emergency plan, a PI will be developed.

Appendix 1 – team group breakdown of carers received a needs assessment or review and a specific carer’s service or advice and information between 1 April 2010 and 31 January 2011

Team Group	Info only	Services	Grand Total
Carers Support Team		1	1
Learning Disabilities Combined Team	31	87	118
Learning Disabilities Transitions Team	1	2	3
Mental Health and Learning Disabilities Commissioning		34	34
Mental Health Outreach	1		1
MH Support and Recovery SW		14	14
MH Support and Recovery NE		6	6
MH Support and Recovery NW	1	8	9
MH Support and Recovery SE	2	9	11
Older People Integrated Care	4	10	14
Older Peoples Mental Health	7	14	21
Older people's Neighbourhood	64	227	291
Physical Disabilities (H)	1		1
Physical Disability	8	95	103
Rapid Response	76	61	137
Winkfield Resource Centre		19	19
Grand Total	196	587	783