

NORTH LINCOLNSHIRE COUNCIL

CABINET

PERSONAL SOCIAL SERVICES SURVEY

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 To inform the Cabinet of the excellent results from the Personal Social Services Survey undertaken in 2011 and demonstrate the links between quality of life, good practice and high reported performance
- 1.2 To seek Cabinet endorsement to sustain developments to enhance vulnerable people's quality of life and continue our exceptionally high national performance rating.

2. BACKGROUND INFORMATION

- 2.1 The Personal Social Services (PSS) survey is undertaken annually as directed by the Department of Health (DOH). The survey is utilised by the DOH to make comparisons of the services delivered across the country
- 2.2 The results of the survey are used to calculate a key Adult Social Services performance indicator (NI127 Experience of Social Care). The national results, published 30 September, show that North Lincolnshire Council achieved a result of 19.6, the second highest score of the 157 Social Service Departments across England.
- 2.3 The survey has historically targeted particular groups of services users. This year the sample group was widened to service users across a wide range of community and care home services. In North Lincolnshire 703 people were surveyed.
- 2.4 The council cannot remove any of the set questions but has the opportunity to add additional questions to the survey. We added more questions to assist with local future service planning.
- 2.5 The data collation process included screening for people who were at risk or had outstanding requirements in which case the council was alerted and took relevant action.
- 2.6 The council publishes a summary report on the council web site .
- 2.7 125 Service User's indicated they would like a copy of the final results. These people will have a summary report posted to them.

- 2.8 The Care Quality Commission (CQC the regulator of Health and Social Care) will use the results as a major element of their assessment of how Adult Social Services in North Lincolnshire are performing.
- 2.9 The results are also incorporated into the council's performance management and creates a significant positive influence on the overall standing of the council.
- 2.10 The National Indicator (NI 127) combines many elements of the survey results, the key elements that have contributed are shown below

The service user:	North Lincs	England Average
Is satisfied with services (↑ good)	91.2%	89.7%
Has adequate social contact (↑ good)	85.6%	77.5%
Has adequate control over daily life (↑ good)	83.4%	75.0%
Gets no help from family and friends (↓ Good)	14.6%	20.4%
Dose not feel safe enough (↓ Good)	4.5%	7.2%
Quality of life good or better (↑ good)	63.0%	53.4%

The results show that good social contact, control over daily life, satisfaction with services and help from family / friends whilst feeling safe creates a good quality of life.

- 2.11 Adult Social Services have been committed for many years to:
- driving up standards of care
 - putting people in control of their own lives
 - supporting people to have social contact
 - supporting carers in their crucial role
 - making safeguarding adults everyone's business
- The impact of the continuous dedication shown by our employees and partners towards these commitments is a key contributor to the excellent result achieved.
- 2.12 In 2009 Adult Social Services developed a five year strategy called "Your Life – Your Choice". The strategy placed vulnerable people at its centre and committed Adult Social Services to provide good outcomes in seven key aspects of life: In Control, Healthy, Independent, Involved, Safe, Confident In The Future and Respect. This strategy has created the focus on vulnerable people that has steered Adult Social Services to the excellent performance it now delivers. The strategy will continue to sustain and develop our performance in the future.

3. **OPTIONS FOR CONSIDERATION**

- 3.1 To continue to endorse the approaches that Adult Social Services are taking
- 3.2 Not to endorse the approach that Adult Social Services are taking.

4. **ANALYSIS OF OPTIONS**

4.1 **Option 1** – To continue to endorse the approaches that Adult Social Services are taking

4.1.1 The development agenda will continue to place people and their lives at the centre of everything we do, and improve their quality of life through better outcomes.

4.1.2 The performance rating of Adult Social Services will be maintained and improved. This will be recognised by CQC and the council's performance framework and have a positive impact on our reputation.

4.2 **Option 2** – Not to endorse the approach that Adult Social Services are taking.

4.2.1 The development of Adult Social Services may lose focus on the vulnerable person and become more reactive to other influences and pressures.

4.2.2 The performance rating of Adult Social Services may suffer due to a lack of focus on the vulnerable person with subsequent impacts with our regulator and the council's performance and reputation.

5. **RESOURCE IMPLICATIONS (FINANCIAL STAFFING, PROPERTY, IT)**

- 5.1 Financial - None
- 5.2 Staffing implications – None
- 5.3 Property Implications - None
- 5.4 IT Implications - None

6. **OTHER IMPLICATIONS (STATUTORY, ENVIRONMENTAL, DIVERSITY, SECTION 17 – CRIME AND DISORDER, RISK AND OTHER)**

- 6.1 Statutory Implications – The survey is a regulatory requirement
- 6.2 Environmental implications - None
- 6.3 Diversity implications – The approaches recognise and value diversity and reach out to all minority groups
- 6.4 Section 17 – Crime and Disorder implications - None
- 6.5 Risk and other implications - None

7 OUTCOMES OF CONSULTATION

7.1 The content of the standard DOH questionnaire was discussed at the Dignity in Care Group (a cross sector group with representation from the council, Primary Care Trust, Local Involvement Network “Who Cares” and the provider sectors). Questions were added to:

- Identify those at risk of abuse (its nature, source and any immediate actions required)
- Ensure that a view of all seven of the adult service outcomes could be obtained from the results.
- Provide people with free text areas to capture their individual views on issues that impact on their lives.

The changes to the questionnaire were within DOH guidelines and provide a wealth of data to enable us to monitor performance, commission for the future and safeguard people now.

8 RECOMMENDATIONS

8.1 Cabinet continues to endorse the approaches that Adult Social Services are taking to improve the quality of life for vulnerable adults.

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Background Papers used in the preparation of this report

‘Our Health, Our Care, Our Say’ DOH 2006

‘Putting People First’ DOH 2007

‘Putting People First the North Lincolnshire Way” NLC 2009

‘You Life, Your Choice’ NLC 2009

“Department of Health Personal Social Services: Adult Social Care User Survey in England 2010-11 A North Lincolnshire Summary” NLC 2011