

HAMPSHIRE COUNTY COUNCIL

Decision Report

Decision Maker:	Executive Member for Adult Social Care
Date:	13 July 2011
Title:	Final Accounts, Performance and Workforce 2010/11
Reference:	3041
Report From:	County Treasurer and Director of Adult Services

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1. Contents

1.1. The structure of this report is as follows:

- Executive Summary (section 2)
- Performance Summary (section 3)
- Overview of Final Accounts, Performance and Workforce 2010/11 (section 4)
- Workforce update (section 5)
- Debt write-offs (section 6)
- Capital Programme (section 7)
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2. Executive Summary

- 2.1. The purpose of this report is to inform the Executive Member for Adult Social Care of the revenue and capital final accounts position and the performance results for 2010/11.
- 2.2. The Adult Services revised budget outlined a forecast pressure of £2.184m for 2010/11 (as at October 2010), which the department expected to manage down to achieve a balanced budget or underspend through a number of strategic actions. Additional income from Health was announced by the Government in December for 2010/11 (£3.163m), intended to support a range of social care services that also benefit Health. Final agreement regarding the use of this funding was reached with NHS Hampshire in March 2011.
- 2.3. The final outturn (an underspend of £6.762m) incorporates the outcome of these strategic actions (including a planned underspend against the Supporting People programme £3.283m). It also reflects the department's achievement in containing forecast demographic pressures during the year (actual client care packages for

the year were generally below budgeted numbers, other than for the Learning Disabilities client group), as well as pressures around complexity which led to an increase in the average unit cost of care packages.

- 2.4. The early achievement of a number of 2011/12 savings targets by the department, as well as the additional Health income received, has resulted in an underspend being achieved. It is proposed that this underspend is carried forward in full to support the cost of change associated with implementing the 2011/12 and 2012/13 budget strategy, including the anticipated cost of further redundancy payments, the 'smoothed' approach to reducing Supporting People programmes of care over the next three years following reductions in grant funding, and expenditure to support reablement.
- 2.5. Recommendations are also made to write-off eight debts exceeding £5,000 (total value of £83,106.89), which are considered unlikely to be recovered (section 6).

3. Performance Summary

- 3.1. The Department has continued to make positive progress during a period of change and financial constraint. With the Government reducing national inspections and consulting over the future approach to monitor the work of Adult Social Care the Department was not required to undertake a full assessment as in previous years. Work is taking place to look at the best approach for future reporting, with a first summary of progress included as Appendix 3 to this report.
- 3.2. By the end of April, 21% of service users had been through the Self-Directed Support¹ (SDS) process. This equates to 5,101 people out of 24,327 eligible people. This is an increase from the previous month when it was 17.83%. For older people the percentage is higher at 25.7% and lower for people with a learning disability at 18.2%. This reflects the number of new service users within care groups, i.e. there are more in the older persons care group, as all new service users should be being assessed using the SDS process.
- 3.3. This is lower than the total percentage of people who have a personal budget, which is 37.4%, as there are still people who are receiving Direct Payments who have not yet been reviewed under the SDS process, and people who have received a personal budget from the Occupational Therapists, who have also not gone through the SDS process.

¹ Self-directed Support (SDS) is an approach to delivering social care that puts people at the centre of planning for their future, giving them more choice and control over the way they receive support.

SDS incorporates three key steps with the service user at the centre. Instead of being allocated a service by Adult Services, all service users with an eligible social care need will be assisted to undertake a supported self assessment to identify their needs and outcomes. This approach is designed to focus service users on specific outcomes which will improve their lives, facilitate healthy, safe and independent living and maximise involvement and control.

If eligible, the service user will be provided with a Personal Budget to help them meet the needs that have been identified. The service user may need to make a contribution towards this budget, depending on their financial circumstances.

4. Overview of Final Accounts, Performance and Workforce 2010/11

Final client group position against revised budget 2010/11

- 4.1. The County Council's final accounts were considered by Cabinet on 4 July 2011. This report included an overall summary and an appendix detailing the main variations within the Adult Services department². This appendix is attached for information (Appendix 1).
- 4.2. The outturn position for 2010/11 shows an underspend of £6.762m. This represents 2.2% of the revised revenue cash limit of £310.342m and is a significant achievement against a background of increased client activity and complexity over the year.
- 4.3. Table 1 below outlines the underspend across each area of the management reporting structure.

Table 1

	Adjusted Revised Budget 2010/11	Actual Expenditure	Variation	
	£000	£000	£000	%
Director and Performance & Business Management	17,293	14,695	(2,598)	(15.0)
Commissioning and Partnerships	49,316	42,043	(7,273)	(14.7)
Older People / Physical Disability (OPPD) (Purchased)	134,726	135,069	343	0.3
OPPD and LD In House Services	40,628	39,880	(748)	(1.8)
Learning Disability (LD) (Purchased)	54,158	57,767	3,609	6.7
Mental Health (MH)	11,907	12,578	671	5.6
Winter Pressures and Contingency	2,314	1,548	(766)	(33.1)
Over/(under) spend	310,342	303,580	(6,762)	(2.2)

- 4.4. This underspend will be carried forward in full to support anticipated one-off budget pressures during 2011/12 and 2012/13 arising from the department's transformation programme and the cost of workforce reductions required to deliver the 2011/12 budget strategy³. The full year effect of the operational overspend will be carried forward into 2011/12. £13.839m has been allocated in 2011/12 for demographic pressures. The requirement to utilise this will be monitored throughout 2011/12 and will be used as a basis for forecasting into 2012/13.
- 4.5. The largest contributions to the underspend were from non operational budgets (e.g. IT, Learning and Development, Health and Safety and contingency budgets),

² Appendix 1 provides a breakdown of the underspend by 'service expenditure' heading (as reported to The Cabinet). This incorporates an allocation of expenditure relating to management and support activities across client group service headings

³ 2011/12 Budget strategy outlined in the report to the Executive Member for Adult Social Care dated 28 January 2011 'Revenue Budget 2011/12'.

which were partially offset by overspends against operational budgets, including Learning Disability, Mental Health and Older People/Physical Disability services. Further information on final outturn position for each area of service is provided in the following paragraphs.

Director and Performance & Business Management (an underspend of £2.598m)

- 4.6. This area achieved £2.598m underspend largely as a result of the review of the 'Transformation' workstreams project scope and cost and vacancy management savings. Further savings were achieved from the implementation of tight controls around the purchase of new IT equipment and connections, a lower than forecast IT recharge, a reduction in the Learning and Development programme and expenditure on seminars and workshops, savings achieved against capital resources and Health & Safety budgets and lower than expected cost at year end against some other budgets (e.g. Criminal Records Bureau (CRB), Compensated Added Years (CAY), and Workstyle).

Commissioning and Partnerships (an underspend of £7.273m)

- 4.7. This area achieved an underspend of £7.273m. This was achieved mainly due to a planned underspend in Supporting People. £1.5m is available to smooth the savings target across three years following confirmation of future funding reductions. The underspend also includes anticipated savings achieved against the Learning Disabilities campus closure programme through reductions in expenditure associated with reprovisioning services, as well as a reduction in the usage of specific grant allocations.
- 4.8. Planned savings were achieved through re-scoping of project work, reviewing administration costs for the well-being and partnership team, the cancellation of the Council and Care contract, and the review of the Supported employment scheme contract to re-design the service with the intention of improving service delivery for clients. Further savings were achieved through a review of the Learning Disability Development Fund (LDDF) as agreed by the Partnership Board.

Older Persons and Physical Disabilities – Purchased Services (an overspend of £343,000)

- 4.9. OPPD purchased services saw a significant overspend throughout the year, in particular due to pressure on domiciliary care and Direct Payments (DP) as a result of increases in the number of client care packages and the cost of these packages. To manage these pressures reablement services were being further developed in conjunction with our Health partners. One off monies received from Health have enabled Adult Services to keep the overspend to a minimum in this area.
- 4.10. Additionally a higher than expected income from other sources as outlined in the income section of the report below (paragraph 4.22) was received. Furthermore, early achievement of some 2011/12 savings plans, including renegotiated prices with providers and detailed review of commitments to reduce excess provisions, has achieved some further in-year savings.

Older Persons and Physical Disabilities, and Learning Disabilities in-house services (an underspend of £748,000)

- 4.11. The underspend against in-house services has been achieved primarily due to less than expected costs for inclement weather, flu pandemics etc over the winter months, higher than expected levels of income (including client contributions), and close scrutiny of agency staff usage.

Learning Disabilities – Purchased Services (an overspend of £3.609m)

- 4.12. The Learning Disabilities sector closed the year with a £3.609m overspend which mainly reflects the full-year effect of underlying demographic pressure developed in 2009/10 (funded on a one-off basis from contingency last year), which has continued in to 2010/11. The main reasons for this budget pressure include:
- Ordinary Residence⁴ from deregistration of residential homes, and clients moving in to Hampshire (£409,000) - whilst this provides better support and outcomes for LD clients, due to the reductions in Independent Living Fund (ILF) payments as well as increasing care costs, this support is becoming more expensive to provide
 - People moving in to the Hampshire area who have been assessed to receive a service but were previously unknown to the County Council - historically only a very small number of un-forecast clients join or leave the service during the year and consequently there is limited capacity to deal with even relatively small changes in numbers. This included a number of clients who require a service in middle-age as their aging parents can no longer care for them. As these individuals were previously unknown to Adult Services it is difficult to accurately forecast the costs involved
 - Transition clients from Children's Services (children who have turned 18 within last 12 months) - a number of these 'transition' clients were not expected to require a service (or were unknown to Adult Services), but have since been assessed as being eligible for care.
- 4.13. The non-achievement of the Continuing Health Care⁵ (CHC) savings target has also contributed to the overall overspend. It was originally forecast that nearly £1m of fully and joint funded packages would be agreed, although this was updated throughout the year as additional information became available.

⁴ Ordinary Residence process defines where a person is ordinarily resident for the purposes of the National Assistance Act 1948 and certain other legislation. It is applicable to local authorities with social services responsibilities and sets out how to identify where responsibility lies between authorities for the funding and/or provision of care for people aged 18 and over who are assessed as needing social care services.

⁵ 'Continuing health care' means care provided over an extended period of time, to a person aged 18 or over, to meet physical or mental health needs that have arisen as a result of disability, accident or illness. 'NHS continuing healthcare' means a package of continuing care that is arranged and funded solely by the NHS. The actual services provided as part of that package should be seen in the wider context of best practice and service development for each client group. Eligibility for NHS continuing healthcare places no limits on the settings in which the package of support can be offered or on the type of service delivery.

- 4.14. In final month of the year, the overspend was partially offset by a reduction in the passenger transport projection as a result of efficiencies made by Hampshire Transport as well as forecast staff travel costs for the year, and expenditure relating to the integration of operational teams being less than budgeted.

Mental Health (MH), including Safeguarding and Professional Leads (an overspend of £671,000)

- 4.15. This overspend includes the demographic pressure from an ongoing increase in the numbers of clients over 65 years old with complex Mental Health needs. A number of these clients began to receive a service during the final months of 2009/10, resulting in a full-year cost pressure emerging this financial year. There was also a transfer from learning disability of costs relating to Asperger clients who are now funded equally between learning disability and mental health. Increases in cost of care packages for section 117⁶ clients also contributed to the overall pressure.
- 4.16. The overall overspend was partially reduced by successful management actions taken (e.g. contract negotiations with providers, a joint review of all cases at panel to ensure appropriate funding splits, and ongoing scrutiny of SWIFT⁷ provision by finance and budget managers).

Contingency, including Winter Pressures (an underspend of £766,000)

- 4.17. This variance relates to a planned underspend against winter pressures funding and other contingencies.

Client Care Packages

- 4.18. Overall the number of client packages during 2010/11 was lower than budgeted (18,805 compared with 19,034 at revised budget). This was mainly in respect of Older People packages, but was partially offset by higher number of LD packages.
- 4.19. Further information on the number of packages is provided in Appendix 2.

Attrition Rates

- 4.20. The attrition rate for Adult Services clients continued to be higher for the majority of the 2010/11 financial year than during the previous year.

⁶ Section 117 of the Mental Health Act provides for the joint health and social care assessment of after care needs of people who have been detained under the Mental Health Act.

⁷ SWIFT is the care management system used by Adults and Children's Services to record individual client care plans, assessments, reviews and to record provisions of care that provide a breakdown of care and costs. This information is then transferred to the relevant financial system to enable payments to providers, budget monitoring information and performance reports for Government returns.

Income Analysis

4.21. Table 2 below shows that the departments final income was £2.791m higher than budgeted. This excludes income received from Health as part of the agreed funding transfer (including funding for reablement), and inter-departmental recharges.

Table 2

Source of income	Budget 2010/11	Actual 2010/11	Variation
	£000	£000	£000
Non residential charging	9,252	9,099	153
Client contributions to residential and nursing care	46,127	49,070	(2,943)
Other income	33	34	(1)
Total income⁸	55,412	58,203	(2,791)

4.22. A significant proportion of this additional income was generated from higher client contributions being received than budgeted (£2.943m above budget), in particular from Older People in residential and nursing care. This includes additional contributions received as a result of updating financial assessments to ensure clients had been invoiced correctly, as well as contributions received from clients in receipt of chargeable services who had not previously been financially assessed. In addition, higher levels of income were received from deferred charges than anticipated, and as a result of new clients contributing higher than average contributions (e.g. capital depleters⁹).

⁸ Excludes inter-departmental recharges.

⁹ Capital depleters is the term used when clients had previously been self-funding their care costs, but as a result of their capital falling below the capital limit, have become eligible for financial assistance from the County Council, whilst often being assessed to pay a contribution toward their care.

5. Workforce update

- 5.1. Overall final position for Full Time Equivalent (FTEs) was 3,187 actual FTE in post against a revised budget of 3,421 average FTE. The revised budget for 2010/11 included a reduction of 52 FTE, of which 16 FTEs were transferred to other departments within Hampshire County Council.
- 5.2. The final position for staff sickness levels in 2010/11 was 13.24 FTE days against the department sickness absence planned target of 12.0 FTE days whilst this has reduced it is taken into account the variance in sickness absence level relating to in-house services which is in line with sector averages. The sickness absence has reduced from last year's figure of 13.93 FTE days.

6. Debt write-offs

- 6.1. Ten debts over £5,000 totalling £79,281.02 were written off as part of Period 4 and Period 6 Executive Member reports. In addition to this, there are currently eight debts over £5,000 of £83,106.89 that have been recommended for write off by the panel. This gives a total of £162,387.91 for 2010/11 (£59,159 in 2009/10). The details of these bad debts are shown in Appendix 4.
- 6.2. The biggest area of risk for future debt write-offs would appear to be in relation to purchased residential placements (including both residential and nursing care groups). This may relate to the economic down turn, as the last two financial years have seen pressure put on individual's capital because of low interest rates, the impact of which would be felt in the residential placements far more significantly than the non-residential placements.

7. Capital Programme

- 7.1. The approved capital cash limit for 2010/11 is £7.980m. Schemes to the value of £2.272m were completed during the year, with schemes to the value of £5.708m to be carried forward to 2011/12. Planned programmes of work include refurbishment of Extra Care Housing, IT programmes including Electronic Domiciliary Care monitoring, and replacement of the nurse call system.
- 7.2. Appendix 5 provides the detail of final 2010/11 capital position and the proposed 2011/12 programme budget, including proposed carry forward. The spending plans for the 2011/12 capital programme are currently being finalised.

8. Recommendations

- 8.1. Note the final outturn position and performance achievements for 2010/11.
- 8.2. Agree the write-off of outstanding debts as outlined in section 6 of the report and detailed in Appendix 4.
- 8.3. Note the carry-forward of the 2010/11 capital programme budget of £5.708m.

CORPORATE OR LEGAL INFORMATION:**Links to the Corporate Strategy**

Hampshire safer and more secure for all:	Yes
Corporate Business plan link number (if appropriate):	
Maximising well-being:	Yes
Corporate Business plan link number (if appropriate):	
Enhancing our quality of place:	No
Corporate Business plan link number (if appropriate):	

IMPACT ASSESSMENTS:

1. Equalities Impact Assessment:

- 1.1. The Department's budget and performance strategies are developed in accordance with the Council's Equalities Policy and target the most vulnerable in society.
- 1.2. How budgets are used have a significant impact on the most excluded. The operational directors have lead responsibility to ensure that impact assessments take account of the needs of these groups. The head of finance is a member of the Departmental management team, and part of her role is to contribute to these impact assessments. This budget monitoring report provides information on the progress of spending plans of the Directorate and will contribute to better outcomes for all.

2. Impact on Crime and Disorder:

- 2.1. The County Council has a legal obligation under Section 17 of the Crime and Disorder Act 1998 to consider the impact of all the decisions it makes on the prevention of crime. The proposals in this report have no proven impact on the prevention of crime.

3. Climate Change:

- a) How does what is being proposed impact on our carbon footprint / energy consumption?

All relevant developments within the revenue budget and capital programme are subject to specific, detailed assessments. Energy conservation, and where applicable enhancing biodiversity, are priorities for all major building schemes and the revenue budget includes an allocation to specifically encourage sustainability initiatives.

- b) How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?

Where appropriate capital schemes are planned with adaptation to climate change in mind, such as the inclusion of passive cooling through building design, rain-water and grey-water harvesting, drought resistant planting etc.

Where appropriate revenue efficiencies have been identified with climate change in mind, this includes travel, food wastage in in-house homes.

APPENDICES

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Appendix 1

Revenue Expenditure 2010/11

Major variations in cash limited expenditure - £6,762,000 underspend against the current cash limit

Budget heading	Variation £000	Adjusted cash limit £000	Reason
Service, Strategy and Regulation Older People (aged 65 or over) including mentally ill	-11	643	Lower expenditure on compensation claims than budgeted.
	-6,194	152,397	<p>The average number of packages for older people receiving a service (both in-house and purchased) was lower than originally budgeted for during the year (12,604 client packages budgeted, compared with 12,287 actual average packages).</p> <p>However, despite lower than budgeted packages for purchased services during the year (10,359 budgeted, compared with 10,315 actual average packages), there was an underlying overspend against these services in the region of £1.1m, indicating an increased unit cost of packages. These pressures were managed through one-off savings achieved, which included early achievement of some 2011/12 savings plans.</p> <p>The underlying underspend is primarily due to additional monies received from Health for reablement which were not expected at revised budget (£2m), higher than expected levels of income in respect of In-House services (£1.3m), and less than budgeted expenditure on management & support functions as a result of in-year savings identified (£1.7m (net) including IT, Training, Performance, Workforce Development and Health and Safety).</p> <p>In addition, underspends were achieved against contingency funding that was not required (£1.1m).</p>
Adults under 65 years with physical or sensory disability	3,441	30,083	<p>This overspend primarily reflects pressures against domiciliary care (£713,000) and direct payment services (£1.3m) due to the increased number and cost of care packages (the actual average number of client packages during the year was 1,948, compared with original budgeted packages of 1,898). Budget pressures against other services account for the remaining variance (£1.4m net), including Occupational Therapy (£585,000) and planned expenditure above allocated budget on equipment to support reablement (£850,000).</p>
Adults under 65 year with learning disabilities	1,186	74,031	<p>The overspend occurred due to a higher number of care packages (direct payment and purchased domiciliary care in particular) being provided than planned (original budgeted average number of client packages was 3,564</p>

Budget heading	Variation	Adjusted cash limit	Reason
			compared with an actual average of 3,727), as well as an increase in the average cost of these packages. These pressures were partially off-set by savings achieved against in-house services and other planned underspends including expenditure against Advocacy contracts.
Adults under 65 years with mental health needs	-295	14,553	Increased package costs (e.g. for Aspergers and Section 117 detained Mental Health clients) were off-set by savings achieved from successful contract negotiations with providers. Additionally, savings have been realised against the in-house outreach service this year.
Other adult services (includes HIV and Substance Misuse Services)	-1,351	3,800	This underspend includes anticipated savings achieved against the Learning Disabilities campus closure programme through reductions in expenditure associated with reprovisioning services. Additionally, final expenditure for centralised contracts for advocacy work was lower than budgeted.
Supported employment	-219	669	One-off savings were achieved during the year primarily as a result of service re-design undertaken with the intention of improving service delivery to clients.
Supporting people	-3,283	33,799	This variance represents the planned underspend against the Supporting People programme which will be carried forward to 2011/12 (subject to Cabinet approval). This will allow a 'smoothed' approach to reducing programmes of care over the next three years following reductions in grant funding for supporting people contracted services.
Non-distributed costs	-37	368	Underspend on Compensatory Added Years
Total	-6,762	310,342	

Client care packages by care type

Summary of client package numbers

Client packages	2010/11 Original Budget	2011/12 Revised Budget	Number of Packages as at March 2011	2011/12 Budget	Variance		Variance		Variance	
					Original Budget to March 2011	Revised Budget to March 2011	Original Budget to March 2011	Revised Budget to March 2011	March 2011 to 2011/12 Budget	
OP Total	12,489	12,470	12,128	12,928	(361)	(342)	(3%)	(3%)	(800)	(7%)
PD Total	1,898	1,996	1,984	2,069	86	(12)	5%	(1%)	(85)	(4%)
LD Total	3,564	3,752	3,994	3,932	430	242	12%	6%	62	2%
MH Total	768	816	699	881	(69)	(117)	(9%)	(14%)	(182)	(26%)
Total	18,719	19,034	18,805	19,810	86	(229)	0%	(1%)	(1005)	(5%)
In house Domicillary	689	543	203	543	(486)	(340)	(71%)	(63%)	(340)	(167%)
Total excluding in house Domicillary	18,030	18,491	18,602	19,267	572	111	3%	1%	(665)	(4%)

Adult Services

2010/11 Performance Commentary

End of Year Performance Overview for Budget Report

Overview

Significant changes have been made to the national performance management and inspection regimes during 2010/11.

The Care Quality Commission (CQC) continued to rate Adult Services as performing well overall in results announced in 2010/11. The Department's performance was rated as 'excellent' in three key outcome areas, with the remaining four outcomes, including one focused on adult safeguarding, judged to be performing 'well'.

This was the final judgement made under the scheme of independent Annual Performance Assessments by the CQC. The Department of Health has been developing a new 'framework for quality in adult social care', encouraging greater accountability to local people, which will be used to review performance in future.

The Local Area Agreement also came to an end in March 2011. The Adult Services Department worked closely with Health and District Council partners to deliver a range of improvements to support the theme relating to the health and wellbeing of local people over the three year life of the partnership. The final report found that positive progress had been made

- to support for vulnerable people to remain independent;
- to limit unnecessary emergency hospital admissions and reduce the length of stay; and
- to promote healthy lifestyles.

It recognised that while some progress had been made to tackle health inequalities, there was more to do.

Progress against key aims

The aim of the department is to promote independence and choice, enabling people with social care needs to live their lives as they wish. It seeks to provide and commission good quality services that offer:

- to local communities: advice, information, early intervention and prevention
- to those in crisis: reablement and recovery, in partnership with Health
- to those with long term needs: care and support, personal budgets for social care and personalised support plans

Advice, information early intervention and prevention

During 2010/11 the Department continued to develop services to provide advice and information to local people and to help people needing more intensive long term care.

A CQC special review identified Hampshire as a top performing Council for dealing with first contact enquiries. The review, which included a number of 'mystery shopper' phone calls,

found the Council to be amongst the best for putting callers through to the right person, providing them with reassurance and asking questions in the right order. The review also rated the Council highly for having information in a range of accessible formats.

Stable housing is a key component to help people maintain health and wellbeing and can help delay or avoid the need for more formal social care support.

'Supporting People' provides housing related support services. Some of these services are short term, helping people in crisis stabilise their life so that they can then move on to more secure accommodation. In 2010/11, 84% of those leaving a short term service moved on successfully, maintaining levels of performance achieved in 2009/10.

'Supporting People' also helps older people and those with disabilities to live independently in their own homes. In 2010/11, 99.13% of people in receipt of long term supporting people services did not require to move to long term residential or hospital care, although some, in particular younger people with disabilities, could also receive social care support. This improved on performance in 2009/10 and met the challenging targets set through the Local Area Agreement.

Reablement and recovery in partnership with health services

2010/11 saw continued development of services to support safe discharge from hospital of people eligible for social care need as soon as they were medically able to do so. This included a further increase to the number of reablement beds available across the County, in addition to home based reablement schemes.

Adult Services and health services jointly monitor the number of people who are delayed in leaving hospital. The Government made changes to the data collection process for this indicator during 2010/11. A local proxy calculation suggests that there was a slight increase in the number in 2010/11, to 9.9 per 100,000 population, still well within the target of 11.

A review of those benefiting from home based reablement found that 81% were still living at home 91 days after discharge from hospital, an increase in performance from 2009/10 and in line with targets set.

Long term needs

The majority of expenditure within Adult Services is directed towards people with long term social care needs.

A survey of a cross section of clients receiving long term support, carried out in early 2011, found generally good levels of satisfaction across a range of social care outcomes, including their personal care, nutrition and personal safety. This has been pulled together into a composite indicator which gives a score of 19.3 for Hampshire clients, against a maximum score of 24. This is the first year that this indicator has been collected in this form.

During 2010/11 the Department successfully rolled out 'self directed support' (SDS) to all new clients. This gives clients greater ability to control how their assessed needs are met so that services can be better tailored to their needs. By the end of the year 8,309 clients were using a personal budget, amounting to 35.7% of all clients deemed eligible. This equates to 16% of

all clients as counted in national returns, more than doubling the numbers achieved in 2009/10. Numbers will continue to rise in 2011/12 as clients are reviewed and move to this approach.

The Department maintained its performance in terms of the speed of assessment, with 88.8% of people being assessed within 28 calendar days, virtually the same as in 2009/10. The percentage receiving a package of care within 28 days of completing their assessment dropped from 90.2% in 2009/10 to 85.4% in 2010/11. Waiting times for equipment or small adaptations improved in 2010/11, with the average waiting time for a technicians service reducing to 1.32 weeks in 2010/11, in line with target.

In line with the aim of the department is to promote independence and choice, enabling people with social care needs to live their lives as they wish, the department continues to work to support people in their own homes and avoid permanent admissions to residential or nursing care, where appropriate. In 2010/11 the number of new placements of older adults (aged 65 or above) into permanent residential or nursing care fell to 60.1 per 10,000 population, from 65.7 in 2009/10.

Similarly, the number of new placements in residential or nursing care amongst younger adults fell to 1.21 per 10,000, compared to 1.33 in 2009/10.

In 2010/11 69.9% of adults with a learning disability who were in contact with Adult Services were judged to be living in 'settled accommodation', an improvement on performance in 2009/10 and in line with targets set for the year. The Department and the YOU Trust were also awarded for innovative use of telecare to help people with a learning disability live more independently.

Being in employment has positive benefits and can help people with disabilities both in terms of social engagement and in supporting themselves financially. In some cases, having employment will mean that a person no longer needs support from the local authority. In 2010/11, the Department reviewed the number of its social care clients who were employed, either in a paid job or as a volunteer. This established a baseline figure of 650 clients in employment. Further work will be needed to turn this into a meaningful indicator.

In 2010/11 8% of adults with a learning disability who were in contact with Adult Services were noted as having some form of paid employment. This was a reduction on 2009/10 which mainly arose due to an increase in the number of people with a learning disability who were in contact with the Department, as the actual number of clients in employment only dropped slightly from 283 to 256.

Carers play a vital role in supporting people who have social care needs. Support from carers helps delay the point at which people require formal support and can reduce the amount of support they require. In 2010/11, the Department continued to develop its links to carers with its first annual conference held in October 2010. Carers for 26.1% of clients receiving community based services, received a service or benefitted from information and advice, a slight improvement on 2009/10.

Detail of debts over £5,000 recommended for write off

Write-off cases put forward for Executive Member approval;

Client 1 –£14,657.62

Between 2007 and 2009 attempts were made to recover this outstanding debt. However, during ongoing discussions with the client's representative, the client and the client's spouse died before the situation could be resolved. There was not sufficient money in the Estate when probate was granted to recover the debt. Therefore a write-off is requested.

Client 2 –£5,900.74

Following this client moving into residential care in 2009, client contributions were not regularly paid. The client was placed on care management waiting list for a Client Affairs referral. However, the client died before the financial situation was resolved and their remaining funds were used to cover funeral expenses. The client's estate was unable to cover the remaining debt. A write-off is therefore requested.

Client 3 –£7,059.18

When the client died in 2005 their representative was repaying an old debt in instalments of £40 per month, which continued until the representative also died in 2010. When the Estate was settled there was not enough to recover the balance of the debt. A write-off is therefore requested.

Case 4 –£7,802.64

This provider went bankrupt shortly after payment for clients was made to them (payment is made two weeks in arrears and two weeks in advance). The clients were subsequently placed elsewhere, and attempts to recover the overpayments were unsuccessful. Subsequent information received has indicated that the provider had significant debts but no remaining assets to settle this debt. It is therefore considered that recovery of the overpayment is unlikely, and a write-off is requested

Case 5 –£6,148.41

This provider received payments from Adult Services and Supporting People for a total of three clients. This request relates to two of these clients.

- 'Client two' ceased receiving provider's services by their own decision. However, Supporting People only became aware of this change several months later.
- 'Client three' ceased receiving services (based on an Adult Services decision), but a notice period was not given to the provider.

When attempting to recover the overpayment relating to 'Client two', the provider refuted it on the basis that 'Client three' was moved without the required notice period being given (the changes for both clients happened at around the same time), and as such the overpayment for 'Client two' should be written off in lieu of this. Attempts to settle this case have been ongoing since 2005, and recent legal advice received indicates that a settlement is now unlikely. A write-off is therefore requested.

Client 6 –£6,149.22

The debt was accrued between 2007 and 2008, when a member of the client's family took over management of the finances. A police investigation resulted in a family member being arrested in 2008. Unfortunately during this time the client died. In 2010 the family member

was convicted of theft and fraud (including theft of the client's assets), and insufficient funds remained to recover the outstanding debt from the clients estate. Recovery of the debt is considered to be extremely unlikely and a write-off is requested.

Client 7 –£30,000.35

The majority of the debt was accrued between 2009 and 2010 (£25,000 approx) with the balance arising in 2010 just prior to the client's death. The client's representatives did not appreciate that invoices issued in respect of client contributions and third party top-up's related to different payments that were due to Hampshire County Council, resulting in them just paying the top-up invoices. The care management team has since resolved these issues but the client's representatives do not have sufficient funds to settle the outstanding debt, and a write-off is therefore requested. There is no indication on the part of the client's representative to avoid payment of the contribution. Training will be provided to staff involved in these processes to ensure that a similar situation does not arise in the future.

Client 8 –£5,388.73

This debt was incurred between 2006 and 2007. Despite both the care management and income team's attempts to repeatedly stress to the client the benefit of paying a small amount of their assessed contribution by instalments, no money has been received. This client has been reabled to the point they are able to live in a community setting and they have subsequently chosen to move to a different county. They are no longer responding to correspondence, and have no significant assets to secure a charge against. A write off is requested as the cost of pursuing the debt recovery further is considered to be greater than the amount which would be recovered.

2010/11 Capital expenditure

Appendix 5

	2010/11			2011/12 Original Budget £	Proposed 2011/12 Budget ¹¹ £
	Budget £	Actual Expenditure £	Variance ¹⁰ £		
Furniture & Equipment	496,488	258,809	237,679	-	64,619
Minor Works in Residential and Day Care Premises	523,879	70,301	453,578	-	-
OPH Fire precautions / Improvements	1,027,303	99,193	928,110	-	-
Maintaining operational buildings including residential and nursing care				458,000	2,012,748
Extra Care Housing local resource	510,000	100,000	410,000	74,000	605,000
Supported Housing	121,000	-	121,000	-	-
Common Assessment Framework (CAF)	1,610,000	1,610,000	-	-	-
LD Integration / Transformation	248,012	50,696	197,316	247,000	444,316
IT Equipment	293,000	59,493	233,507	-	-
IT Projects	960,000	-	960,000	-	-
Information Management Grant	137,000	21,766	115,234	-	-
Social Care Infrastructure Grant	904,000	1,725	902,275	-	-
Projects and Programmes (incl. IT)				66,000	2,277,016
MH Grants	581,000	-	581,000	-	581,000
Social Care Reform Grant	568,385	-	568,385	-	568,385
Total Programme	7,980,067	2,271,983	5,708,084	845,000	6,553,084

¹⁰ Underspend will be carried forward to 2011/12.

¹¹ Some previous capital programme budget headings have now been consolidated in to new headings (e.g. Projects and Programmes).