

**Safe and Healthy People
Select Committee: 30 April 2010**

National Indicator 139 –
Older people are given the information
and support they need to live
independently

Caroline England
Commissioning Manager, Wellbeing &
Partnerships

Why is it important?

- Ageing population & increasing demands on health & social care
- Need for effective prevention & early intervention
- It needs all partners to work together
- Older people say it is a priority

The question

“In your opinion, are older people in your local area able to get the services & support they need to continue to live at home for as long as they want to? (This could include help or support from public, private or voluntary services or from family, friends and the wider community)”

How is it measured?

- Measured through the Place Survey, which takes place every two years.
- It is asked of anyone who is sent a postal questionnaire ie they can be of any adult age.
- It is a perception question.
- People are asked to reply yes, no or don't know.

How is Hampshire doing?

- Place Survey took place in autumn 2008 & results were made available in June 2009.
- 26.9% of respondents said yes.
- 14.4% said no
- 58.7% said don't know
- National average was 30% said yes.

What are we working towards?

- Local target
- Target is to gain 30% of people saying yes by next Place Survey (national average)
- Next Place Survey takes place in autumn 2010



How are we doing this?

- **Involving** - representatives from Adult Services, Trading Standards, Neighbourhood Watch, a parish council, a district council, voluntary sector, etc
- **Listening** - establish what older people want and better co-ordinate our response
- **Informing** – including Hampshire Now Special Edition, improving websites, etc

Risks

- Perceptual survey
- Results uncertain
- However, work is worthwhile

Supporting People to Maintain Independent Living

National Indicator: NI 142

Jackie Morrison
Supporting People Commissioning Manager



The Supporting People Programme

- A national programme
- Supports 14,000 service users at any one time in Hampshire
- Support is provided by 437 services in the third sector commissioned by Hampshire County Council
- 300 are long term services (>2 years duration)
- Partnership between Hampshire & the 11 districts

NI 142: Why is it important?

- SP maintains people in independent living.
- NI 142 applies to long term services.
- It was chosen because:
 - an aging population is increasing pressure on health and welfare services
 - by supporting people in their homes it can prevent the need for them to move into residential care

What help is provided?

The support enables people to remain in their homes or in supported accommodation by assisting them to:

- pay their rent and other bills
- manage their money and access welfare benefits
- basic life skills training
- maintain their home safe and secure
- access information on other services available
- Occasional welfare services like shopping, collecting prescriptions
- Accessing facilities in their local community
- Arranging social events in sheltered housing



What does NI 142 Measure?

- Every quarter, all of Hampshire's long term services return a performance workbook
- From this information a percentage is calculated which shows how many people are **maintaining independent living** in their own homes.
- We have set ourselves a three year target to reduce the number of people failing to live independently by 5% each year, from a baseline of **466* in 2007/8** down to **365* by the end of 2010/11** (*against 2007/8 averages)
- This means that our three year targets are as follows:
2008/09 – 98.98%; 2009/10 – 99.03%; 2010/11 – 99.09%

What are we doing increase our performance?

- Strong performance management
- Providers monitored against individual targets

If service fails to meet target:

- Asked to explain reasons
- Supported to develop an improvement plan

If still falling short of target:

- Default notice can be issued
- Default notices reviewed when re-commission services.

So how have we done so far?

- In 2008/09 we achieved 99.07%, exceeding our target of 98.98%**
- In the first three quarters of 2009/10 we achieved 99.07%, exceeding our target of 99.03%**
- More than 1,000 older people and 780 people with disabilities did NOT go into residential care in 2009/10 because of the Hampshire long term SP services, according to Government research. This is in addition to savings in hospital admissions.**

How We Compare.....

- Hampshire has averaged 10th out of 150 local authorities in the target scores we have achieved
- We have scored highest in the South East Region during one of the quarters since recording began in 2007/08
- We have achieved highest score among authorities of a similar size
- We have never dropped below achieving a score of 98.5%