



MANCHESTER
CITY COUNCIL

Local account 2010/11 Executive summary

Directorate for Adults, Health and Wellbeing

Vision and priorities

The Directorate for Adults, Health and Wellbeing at Manchester City Council provides a range of services for adults in Manchester, ranging from traditional social care, to homelessness prevention and helping people into employment. 2010/11 has been a challenging year for the Directorate, reconfiguring to encompass a wider range of services while striving to improve the independence of an increasing and diverse population.

In order to do this the Directorate has been forging closer links with our partners and local communities, enabling people to develop and build their own networks of support. The Directorate focuses on reducing people's need for care and support through a preventative, enabling approach where people are supported to be as independent as they can be through services such as Reablement and telecare.

Our vision

Our vision is ambitious and aims to promote and ensure:

- Independent healthy adults who are socially and economically included in the community
- Adults who are skilled, and know and enjoy the benefits of employment
- Adults who are able to parent well and be good role models to children in early years
- Recognition that mental wellbeing is as important as physical wellbeing
- Adults who choose a healthy lifestyle, which includes regular exercise and a healthy diet
- People reach their full potential, and their quality of life extends into their older years.

Our priorities

Manchester City Council and its partner organisations have a range of priorities and targets that we aim to meet when working with our customers. The Directorate for Adults, Health and Wellbeing contributes to the Council's priorities in improving local services:

- To increase people's independence
- To make sure that people can access a wide range of services in their local community
- For people with more complex needs
- To offer learning opportunities for people to take part in the community
- To improve people's quality of life and support independent living.

Excellent, helpful, caring,
valued, happy, fabulous,
professional, good, lovely,
understood, wonderful,
supportive, great, pleasure,
courteous, pleased, reliable,
safe, understanding...

Just some of the words our customers have used to describe their experiences with us.

Performance in 2010/11

Below is a range of targets that we have used to measure our performance in 2010/11. The targets centre on the objectives and our vision and are as follows:

- Ensuring that people who are assessed as being eligible are offered a service
- Increasing the number of people using Individual Budgets
- Supporting carers
- Ensuring that equipment and adaptations are delivered within seven days after an assessment
- Ensuring that people who receive care and support from the Directorate get an annual review of their needs
- Supporting increasing numbers of people to be in paid work
- Reducing delays when leaving hospital
- Increasing the number of customers requiring no further care following Reablement intervention
- Increasing the number of customers choosing a cash Individual Budget after assessment
- Reducing the number of people aged 65 and over admitted to permanent residential/nursing care
- Reducing the number of people staying in temporary accommodation
- Preventing homelessness.

Our 12 targets at a glance



- 1 Ensuring that people who are assessed as being eligible are offered a service
- 2 Increasing the number of people using Individual Budgets
- 3 Supporting carers
- 4 Ensuring that equipment and adaptations are delivered within seven days after an assessment
- 5 Ensuring that people who receive care and support from the Directorate for Adults, Health and Wellbeing get an annual review of their needs
- 6 Supporting increasing numbers of people to be in paid work
- 7 Delayed transfers of care
- 8 Social Care customers requiring no further care following Reablement intervention
- 9 Social Care customers choosing a cash Individual Budget after assessment
- 10 People aged 65 and over admitted to permanent residential/nursing care
- 11 Numbers in temporary accommodation
- 12 Prevention of homelessness



1 

Ensuring that people who are assessed as being eligible are offered a service

There are four levels of need in the criteria, which are categorised as critical, substantial, moderate or low. Following an assessment we can give support to people who have critical or substantial needs.

In 2010/11 we assessed 2,164 new customers. Of these customers 65.7% received support from the Directorate.

This is very similar to the 2009/10 figure of 69.8%, but there has been a reduced number of new customers assessed, due to a move to an increasingly preventative approach.

For people who have low or moderate needs, we will continue to improve local prevention services to stop them needing long-term care and support in the first place and we will do more to stop people's care and support needs increasing.

2 

Increasing the number of people using Individual Budgets

We aim to give our customers the maximum possible control over their lives by supporting them through Individual Budgets.

Individual Budgets allow people to choose their own support and to meet their needs by giving them the money to pay for it themselves. This allows services to be built around people's lives and takes into account social activities, staying safe in the community, and eating well.

It also enables people to choose how much support they get from carers, and for carers to choose how much support they give.

In 2009/10 over 6,800 people received an Individual Budget. This increased by 21.4% in 2010/11 to a total of over 8,300, which is 71.3% of all our customers, excluding those in residential and nursing care. This exceeds our target of 66%.

3 

Supporting carers

Carers continue to play a big role in supporting our communities, looking after people who are ill or disabled to help them to remain at home. Carers' services help carers to balance caring with a life of their own. Families are supported so that children do not have to take on inappropriate caring roles. In 2009/10, 3,148 carers received a service. This increased by 31.6% to 4,145 in 2010/11.

4 

Ensuring that equipment and adaptations are delivered within seven days after an assessment

We provide people with equipment and adaptations to support them to live and work in the community. Equipment and adaptations include things like walking frames, grab rails, showers and stairlifts.

We do an assessment to check people's needs and look at the types of equipment and adaptations that can be fitted in their home. After assessment we aim to fit equipment and small adaptations within seven days.

In 2009/10 the Directorate installed 37,167 items within seven days of assessment, which represented 93.85% of items installed. In 2010/11 we installed 36,308 items within seven days, but this represented an improved percentage of 96.5%, just under our target of 97%.

Key

 Exceed target/on target

 On target

 Below target

5

Ensuring that people who receive care and support from the Directorate for Adults, Health and Wellbeing get an annual review of their needs

Everyone should have a care plan that gives them choices about what's best for them. We do this by a system of annual reviews.

At the review we look at how people have used their budget to meet their needs. As well as this, customers can ask for a review at any time if they need to change their support. In 2009/10, 8,686 customers had their services reviewed by the Directorate, which represented 85.5% of customers against a target of 80%. In 2010/11, 8,146 customers were reviewed, representing a slight reduction in performance to 83% against a much higher target of 90%.

6

Supporting increasing numbers of people to be in paid work

We want to help people to learn skills and find jobs. We work with local employment and skills services and employers to help disabled people find work or access opportunities. We work with employers in order to support this process.

In 2009/10, 74 learning disabled people receiving support from the Directorate were in paid work.

This means that 4.66% of people with learning disabilities were in paid work against the target of 4.5%. In 2010/11, 59 people with learning disabilities were in paid work, representing a fall to 4.13% of learning disabled customers but exceeding the revised target of 3.5%.

79 people with mental health issues were supported into paid work in 2009/10, which represents 3.14% of customers.

The number of people increased by 22.8% to 97 in 2010/11, which was 3.66% of all mental health customers. This fell below the target of 4.5%.

7

Delayed transfers of care

The Directorate works to ensure that people are transferred home from hospital or between care settings on time and we use weekly snapshots of the delays to measure how well we are doing.

To do this we look at how many delays are reported by NHS Trusts and express this as a rate per 100,000 of the population so we can compare our results with other local authorities.

In 2009/10 we set a target of 19 delays per 100,000 population and recorded a figure of 16, which was significantly better than the target. In 2010/11 we set a challenging target of 11 delays per 100,000 population and again outperformed the target, recording 10.9.

8

Social Care customers requiring no further care following Reablement intervention

With the shift to a more preventative approach it is important that people are enabled to be as independent as possible through Reablement and other preventative services.

The Directorate started to measure the effect of Reablement in 2010/11, at which time 48.2% of people who accessed the Reablement service did not need any ongoing support afterwards.

9 

Social Care customers choosing a cash Individual Budget after assessment

Customers who are assessed as being eligible for funding from the Directorate are able to choose from a variety of options for how they use their budget.

The Directorate wants to encourage independence, choice and control as far as possible by enabling people to take their budgets as cash to purchase the most appropriate care and support.

In 2010/11 the Directorate introduced an indicator to measure the percentage of customers who chose a cash budget and set a target of 12%. Performance against this target was 14.4%, meaning that approximately one in seven people chose this option.

10 

People aged 65 and over admitted to permanent residential/nursing care

The Directorate aims to support people to stay independent in their own homes for as long as possible.

As a result of this the Directorate measures the number of people admitted to residential care. In 2009/10 a target of 389 people was set and the Directorate actually admitted 321 people, meaning that we outperformed the target by 17.5%.

In 2010/11 the target was adjusted to 320 people with performance measured at 383 people, meaning that we missed the target by 19.7% but actually would have beaten the target for the previous year.

11 

Numbers in temporary accommodation

The Directorate provides temporary accommodation for people who are owed a homelessness duty under homelessness legislation.

We monitor our performance by counting the number of households that have been accepted as homeless (or that are pending homeless enquiries) and are living in temporary accommodation on the last night of the year.

In 2009/10 the Directorate set a target of 373 households being in temporary accommodation on the last night of the year. Actual performance showed the Directorate to be performing better than the target, with 273 households in temporary accommodation (26.8% below the target set).

In 2010/11 the Directorate set a lower target of 331 and again outperformed this target with 287 households being in temporary accommodation on the last night of the year (13.3% below the target set).

12 

Prevention of homelessness

The Directorate measures the number of households in the city that consider themselves as homeless and approach a Council or partner advice service, resulting in a casework intervention resolving their situation.

This is measured per 1,000 households in the city so that it can be compared with other authorities of different sizes.

In 2009/10 a target was set of homelessness being prevented through casework intervention for eight households per 1,000 households in the city.

In fact, homelessness was prevented for 10.07 households per 1,000, meaning the target was exceeded by 25.9%.

In 2010/11 the target was set at 8.5 households per 1,000 with performance of 10.93. This exceeded the target by 28.6%.

A snapshot of people using our services



	2009/10	2009/10 %	2009/10 target	2010/11	2010/11 %	2010/11 target
Number of people eligible who are offered a service after first assessment	2,786	69.8%	N/A	2,164	65.7%	N/A
Number of people with an Individual Budget	6,879	58.7%	56%	8,348	71.3%	66%
Number of people receiving Carers Services	3,149	35.3%	25.7%	4,145	51.5%	41%
Number of equipment and adaptations installed within seven days of assessment	37,167	93.9%	95%	36,308	96.5%	97%
Number of people receiving support from the Directorate who have received a review of their needs	8,686	85.5%	80%	8,146	83%	90%
Number of learning-disabled people in paid work	74	4.66%	4.5%	59	4.13%	3.5%
Number of people with mental health issues in paid work	79	3.14%	not set	97	3.66%	4.5%
Delayed Transfers of Care (per 100,000 population)	16	N/A	19	10.9	N/A	11
Social Care customers requiring no further care following Reablement intervention	not measured			N/A	48.2%	Target 45%
Social Care customers choosing a cash Individual Budget after assessment	not measured			N/A	14.38%	12%
People aged 65 and over admitted to permanent residential/nursing care	321	N/A	389	383	N/A	320
Number of households in temporary accommodation on the last night of the year	273	N/A	373	287	N/A	331
Number of households, per 1,000, that approached advice services and for which casework resolved their situation	10.07	N/A	8	10.93	N/A	8.5

Our future plans



What do we plan to do to improve our services?

We are extending the Right to Control project so disabled people will be able to make their own decisions about the support they need, including help to access work, in the home, or social activities.

- We are working hard with our partners to help improve our services, ensuring that customers, carers and families make their own decisions about their support needs.
- We will work with NHS partners to make available a comprehensive range of services that prevent avoidable admissions to hospital.
- We want to make sure that people who need hospital treatment don't stay there any longer than they need to and that they have access to appropriate rehabilitation and recovery services to help them live at home.
- We want to improve adult mental health and will work together with partners to do so.
- We will expand telecare and assistive technology, ensuring that the service is affordable and it links with NHS telehealth developments.
- We want to ensure that a range of good-quality local services is available that minimises the need for residential care placements.
- We will work with partners to improve support for people with long-term conditions.
- We will encourage and support more people to effectively manage personal budgets.
- We will work with our partners to improve how we signpost people to good information, advice and support.
- We will ask customers to assess how satisfied they are with their assessment and take early steps to resolve any complaints.
- We want to do further work to involve customers and carers in helping us redesign and shape services.

How you can comment

We would like to find out what you think about how we can help local people to enjoy better health and wellbeing in the future.

If you would like to comment on the information you have read or would like to get more involved, please contact us.

Email

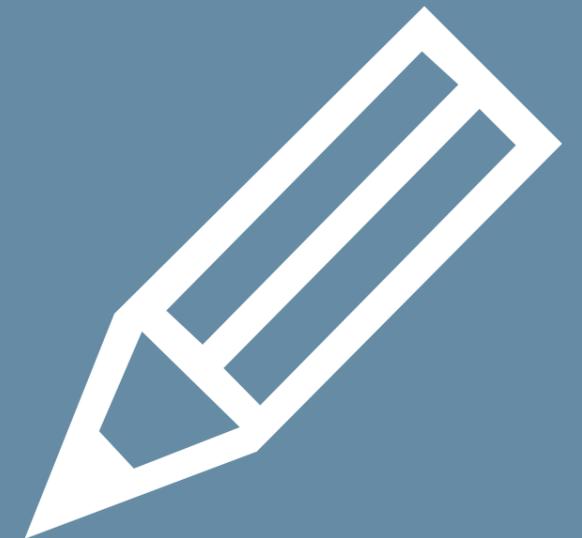
promotionpublicity@manchester.gov.uk

Telephone

0161 234 1767

In writing

Directorate for Adults, Health and Wellbeing
Manchester City Council
PO Box 536
Town Hall
Albert Square
Manchester M60 2AF



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