

To the Chair and Members of Audit Committee

ADULTS, HEALTH AND WELLBEING - LEARNING DISABILITY/SUPPORTED LIVING REVIEW

EXECUTIVE SUMMARY

1. Following consideration of the Annual Governance Statement for 2015/2016 at their June Audit Committee meeting, Members requested an update report at their August meeting where the AGS would be finalised and approved to better understand the item regarding Learning Disability / Supported Living Review. This report has been compiled to comply with this request.
2. The item within the AGS states “an improvement area was identified relating to annual reviews within the learning disability team. There is a risk that some of these reviews may be individuals who have not had a financial assessment, are not contributing towards their care and support and have not been considered for CHC funding. As the robust review project works through the cases we will have a better understanding of the accommodation and support needs of each individual.

RECOMMENDATIONS

3. Audit Committee is asked to:
 - a) Note the update and progress made Learning Disability/Supported Living Review

WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?

4. Doncaster Citizens with a learning disability will be better supported by having timely and effective reviews which will ensure that they get the support they need, contribute to their package appropriately and access the correct funding streams. They will have outcomes based reviews which takes account of their feelings and aspirations and is geared to enabling them to achieve the fullest level of independence possible.
5. This in turn will generate efficiency savings which can either be re-invested in new initiatives for this client group or used to provide better services and support for other members of the community.

BACKGROUND

6. In the 2015/2016 Adults, Health and Wellbeing Annual Governance Statement it was identified that improvement was required in relation to annual reviews within the learning disability. There was a risk that some of the individuals within supported living had not had a financial assessment, which meant that some may

be eligible for CHC funding but are not claiming it and others may be eligible to pay towards the support they are receiving.

7. A 12mth review project was established in May 2015 with a scope of reviewing all individuals residing within supported living, totalling 267 individuals.
8. The review scope was to consider the process for inputting data onto Care First to trigger a financial assessment and address the backlog of overdue annual reviews taking a strengths based approach.
9. The review project has delivered 267 social care reviews. All individuals have now had a financial assessment, and where appropriate and required, are now being supported to contribute their disposable income towards their care.
10. To ensure that people in Supported Living are charged accordingly three operating systems are used which are all independent from each other. CareFirst which holds service agreements, Abacus which has financial details and financial management system for provider payment. All the systems rely on information being inputted manually by three separate service areas. This silo production of information increases the risk of error and miscalculation for the authority. This created a major challenge for the project and was to be addressed by the Care First data migration project.
11. All financial data for non-residential services is due for migration to Care First in November 2016. The expected outcome of the project are:
 1. All services managed on CareFirst;
 2. Significant increase in data quality and
 3. Improved data reporting of Financial information, e.g. ability to reconcile commitments to actual spend. There are no negative consequences anticipated.
12. This work is underway and will ensure that the supported living data, currently held by Commissioning, is up-to-date and accurate. Following migration this data will be maintained by care management team. The services in scope of this project also include domiciliary care, extracare, shared lives and supported living. There is no impact expected impact on service users. There are approximately 400 service users receiving supported living.
13. There are other aspects arising from this work, including work with commissioners to ensure a wider service offer is available, together with reviewing the care of other people with a learning disability who receive services that is outside the scope of this particular project.

IMPACT ON THE COUNCIL'S KEY PRIORITIES

14. Any improvement in the management of the risks will have a positive impact thereby increasing the likelihood of the Adults, Health and Wellbeing achieving its objectives and will ensure that the authority become Care Act Compliant in relation to this client groups' reviews. Efficiency savings will be made and support will be focussed on the needs and aspirations of the individual citizen.

	Outcomes	Implications
	<p>All people in Doncaster benefit from a thriving and resilient economy.</p> <ul style="list-style-type: none"> • <i>Mayoral Priority: Creating Jobs and Housing</i> • <i>Mayoral Priority: Be a strong voice for our veterans</i> • <i>Mayoral Priority: Protecting Doncaster's vital services</i> 	
	<p>People live safe, healthy, active and independent lives.</p> <ul style="list-style-type: none"> • <i>Mayoral Priority: Safeguarding our Communities</i> • <i>Mayoral Priority: Bringing down the cost of living</i> 	<p>The regular reviews of an individual's care and support needs will ensure the individuals needs are met and they are given choice and control to live independent lives, together with being compliant with the Care Act</p>
	<p>People in Doncaster benefit from a high quality built and natural environment.</p> <ul style="list-style-type: none"> • <i>Mayoral Priority: Creating Jobs and Housing</i> • <i>Mayoral Priority: Safeguarding our Communities</i> • <i>Mayoral Priority: Bringing down the cost of living</i> 	
	<p>All families thrive.</p> <ul style="list-style-type: none"> • <i>Mayoral Priority: Protecting Doncaster's vital services</i> 	
	<p>Council services are modern and value for money.</p>	<p>By implementing the actions outlined to address the issues identified will ensure the best use of the financial resources available is achieved. Where appropriate the financial assessment will enable the recovery of income towards the cost of care packages.</p>
	<p>Working with our partners we will provide strong leadership and governance.</p>	<p>Working in partnership with external providers and the third sector, will deliver a modern and effective service to people.</p>

RISKS AND ASSUMPTIONS

15. The implementation of the review and subsequent action will address the risks caused by the authority being non Care Act compliant and will deliver a serviced that is modern, cost effective and personalised to the individual using a variety of options rather than defaulting to the traditional residential style support.

LEGAL IMPLICATIONS

16. Part of the process is to identify issues that could have open the council up to litigation, therefore by delivering the recommended improvements there can be more confidence that processes are compliant and less likely to be subject to challenge.

FINANCIAL IMPLICATIONS

17. There are no identified direct financial implications arising from this report.

HUMAN RESOURCES IMPLICATIONS

18. There are no identified human resource implications arising from this report.

TECHNOLOGY IMPLICATIONS

19. There are no identified technology implications arising from this report.

EQUALITY IMPLICATIONS

20. We are aware of the Council's obligations under the Public Sector Equalities Duties and there are no identified equal opportunities issues within this report.

CONSULTATION

21. Consultation with the people affected by the review have been undertaken.
22. This report has significant implications in terms of the following:

Procurement		Human Rights & Equalities	
Human Resources		Environment & Sustainability	
Buildings, Land and Occupiers		Capital Programme	
ICT		The Care Act 2014	
Directorate Strategies & Policies	x		

BACKGROUND PAPERS

Internal Audit Reports

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