

OLDER PEOPLE

Calderdale LAA 2008

National Indicator Set Proposal: Business Case

NATIONAL INDICATOR NI124 People with long-term conditions are supported to be independent and in control of their condition
1 What Calderdale LAA outcome does the indicator support? Improved health. Choice and control.
2 Is this the same as, or similar to, an indicator in the current LAA? No.
3 How will improving this indicator help us to deliver on our story of place? Facilitates integrated working across all key partners, health, housing social care, voluntary agencies etc. Reflects the enablement and personalisation agendas and enables promotion of self-care and independence. Strong emphasis on the LTC agenda. Both prevention and management of these conditions are key factors with at focus wil on lifestyle change. Consequent reduction of levels of emergency unscheduled bed days. (EBD reward target) Reduction in the no. of older people being admitted prematurely into long term care. Improving Quality of life for older people.
4 At what level will the indicator apply? Inclusive at district level
5 Will this help narrow the gap? Not specifically
6 What is the current baseline for this indicator? Baseline for this indicator will be available once the worked example questions are included in the 2007/2008 survey.
7 What are the future performance trends? No baseline data but overall trends would indicate, Reduction in people aged 65+ with unplanned hospital admissions. Increase in the uptake of self care menus. Increased no. of people with a known key worker and evidence of earlier intervention.
8 Is this currently an area of underperformance? No current benchmark on this indicator however other measures would evidence this

<p>e.g. Emergency admissions due to COPD increased by 1% 05/06. In Calderdale Average Length of stay COPD in Calderdale 9.1 days. National average LOS 8.7% Admissions in Calderdale 17.7 per 100 people on chronic disease reg. National average is 14.3 per 100 people.</p>
<p>9 What stretched performance can be achieved on this indicator?</p> <p>Not possible at this stage.</p>
<p>10 Do local people think it's a priority?</p> <p>Nationally evidence indicates people want more control and self-management skills.</p>
<p>11 Has it been identified as a government priority?</p> <p>Not PSA indicator but LTC have been identified at both national and local levels as a key priority.</p>
<p>12 Is there local statistical or demographic evidence to support this indicator's inclusion?</p> <p>Refer to 8</p>
<p>13 What partners can contribute to delivering improved performance?</p> <p>Health, social care, voluntary and private sector, housing, leisure services.</p>
<p>14 Is improvement within the control of local partners?</p> <p>Yes</p>
<p>15 What are the opportunities to improve delivery?</p> <p>Integrated working, shared management and information systems. Integrated pathway development</p>
<p>16 What are the barriers that might prevent delivery?</p> <p>Lack of commitment and an unwillingness to share information</p>
<p>Details of person completing the pro-forma</p> <p>Name:- LIZ LAWLOR</p> <p>Organisation: CALDERDALE PCT</p> <p>Contact details:01422 281463</p> <p>Theme Delivery Partnership:</p>

Calderdale LAA 2008

National Indicator Set Proposal: Business Case

<p>NATIONAL INDICATOR <i>(Number and title from the NIS)</i></p> <p>N125 Achieving independence for older people through rehabilitation/ intermediate care</p>
<p>1 What Calderdale LAA outcome does the indicator support? <i>A list of current LAA outcomes is attached</i></p> <p>Choice and Control</p>
<p>2 Is this the same as, or similar to, an indicator in the current LAA? <i>Please provide details.</i></p> <p>N/A</p>
<p>3 How will improving this indicator help us to deliver on our story of place? <i>Eg Does it help us achieve our ambitions/address underperformance</i></p> <p>Captures the joined up working of Social Services and Health and reflects the three pillars of care; prevention, enablement and personalisation.</p>
<p>4 At what level will the indicator apply? <i>Will it relate to the district level, at a geographical level below the district or to certain communities and groups?</i></p> <p>District level</p>
<p>5 Will this help narrow the gap? <i>Please identify how this indicator might contribute to narrowing the gap between areas, communities in Calderdale and/or between Calderdale and other areas</i></p> <p>Increased access to rehabilitation and intermediate care services will ensure people across all the communities in Calderdale have equity of provision.</p> <p>Provides better equity of access to beds outside the hospital</p> <p>Provides more opportunity for a higher number of people to achieve full rehabilitation potential</p>
<p>6 What is the current baseline for this indicator? <i>Please provide data source and date.</i></p> <p>This is a new indicator that will rely on new data, which is unlikely to be available for reporting until October 2008.</p>
<p>7 What are the future performance trends?</p> <p>The number of adults and older people accessing rehabilitation and intermediate</p>

<p>care services will continue to increase, as services are further developed.</p> <p>Will reduce the number of people aged 65+ admitted to long-term care.</p> <p>Will reduce the number of people aged 65+ with unplanned hospital admissions.</p>
<p>8 Is this currently an area of underperformance? <i>Please provide evidence eg how Calderdale compares with other areas</i></p> <p>When comparisons are made for the proxy indicator “Older people helped to live at home per 1,000 population aged 65 and over”, Calderdale ranks 4th out of 15 IPF statistical nearest neighbours and 3rd out of the 5 West Yorkshire Authorities.</p>
<p>9 What stretched performance can be achieved on this indicator? <i>Give details of the stretch over normal performance that might be achieved for this indicator.</i></p> <p>Increased number of people remaining independent at home Reduction in admissions to long term residential and nursing care</p>
<p>10 Do local people think it’s a priority? <i>Please provide evidence eg local polls, surveys that show this is a priority</i></p> <p>Recent wide-scale consultation with local people has shown that they consider access to rehabilitation services as important in enabling individuals to remain independent at home and that shorter stays in hospital and care closer to home, both of which are facilitated by intermediate care services, are a priority.</p>
<p>11 Has it been identified as a government priority? <i>Eg is it a PSA indicator?</i></p> <p>Yes, PSA 18 Promote better health and well-being for all</p>
<p>12 Is there local statistical or demographic evidence to support this indicator’s inclusion?</p> <p>The numbers of Older People within the overall population is forecast to rise with a rapid increase in those aged 65-74 from 2008 and increases in the 85+ population through to 2013 which will result in more people requiring rehabilitation and intermediate care services that will enable them to remain independent in their own homes.</p> <p>As set out in ‘Reclaiming Independence’ – strategy for redesign of rehabilitation services for adults, Calderdale PCT 2007.</p>
<p>13 What partners can contribute to delivering improved performance?</p> <p>Calderdale Council, Calderdale PCT, Calderdale & Huddersfield NHS Trust, Pennine Housing</p>
<p>14 Is improvement within the control of local partners?</p> <p>Yes</p>

15 What are the opportunities to improve delivery?

Increased integration of joint health and social care teams.

Partnership working with housing providers to deliver intermediate care and/or rehabilitation within Extra-Care Housing.

16 What are the barriers that might prevent delivery?

Recruitment of sufficient specialist staff eg therapists.

Shortage of available intermediate care beds.

Speed of integration.

Details of person completing the pro-forma

Name:- Anne Jackson

Organisation: Health and Social Care

Contact details: 01422 393810

Name:- Debbie Graham

Organisation: Calderdale PCT

Contact details: 01422 281440

Theme Delivery Partnership: Older People's Partnership Delivery Group

Calderdale LAA 2008

National Indicator Set Proposal: Business Case

<p>NATIONAL INDICATOR <i>(Number and title from the NIS)</i></p> <p>N130 Social Care clients receiving Self Directed Support (Direct Payments and Individual Budgets)</p>
<p>1 What Calderdale LAA outcome does the indicator support? <i>A list of current LAA outcomes is attached</i></p> <p>Choice and Control</p>
<p>2 Is this the same as, or similar to, an indicator in the current LAA? <i>Please provide details.</i></p> <p>Similar to OP08 (RE13): Adults and older people receiving direct payments at 31 March per 100,000-population aged 18 or over.</p>
<p>3 How will improving this indicator help us to deliver on our story of place? <i>Eg Does it help us achieve our ambitions/address underperformance</i></p> <p>Reflects the three pillars of care; prevention, support and personalisation, enabling a more individual approach to the care needs of vulnerable adults. Thus, helping to maintain independent living and positively impact upon longer-term health and well-being.</p>
<p>4 At what level will the indicator apply? <i>Will it relate to the district level, at a geographical level below the district or to certain communities and groups?</i></p> <p>Will apply at District level to all communities and groups accessing Social Care Services</p>
<p>5 Will this help narrow the gap? <i>Please identify how this indicator might contribute to narrowing the gap between areas, communities in Calderdale and/or between Calderdale and other areas</i></p> <p>Direct Payments is particularly attractive to people from minority ethnic communities as it provides greater choice and control and the opportunity for services to be delivered in ways that are culturally appropriate.</p>
<p>6 What is the current baseline for this indicator? <i>Please provide data source and date.</i></p> <p>This is a new indicator that will rely on the inclusion of new data from the addition of individual budgets</p>
<p>7 What are the future performance trends?</p> <p>The numbers of people accessing Direct payments will continue to increase across all service user groups. In future all service users will have access to self directed support.</p>

8 Is this currently an area of underperformance?

Please provide evidence eg how Calderdale compares with other areas

Calderdale's performance in this area continues to improve. The ADASS 2006/07 regional outturn figures show that Calderdale is midway in its performance when compared to those Authorities who submitted information. Calderdale provided Direct Payments to 77 people per 100,000 (age standardised) compared to East Riding who had 69.79 per 100,000, North Lincs. with 60 per 1000.000, Hull 79 per 100,00 and Wakefield with 94 per 100,000.

9 What stretched performance can be achieved on this indicator?

Give details of the stretch over normal performance that might be achieved for this indicator.

Direct payments are a stretch target within the current LAA, additional stretch for this similar indicator may be just associated with the inclusion of individual budgets?

10 Do local people think it's a priority?

Please provide evidence eg local polls, surveys that show this is a priority

Consultation with various groups including Older People and people from the BME communities have shown that people want more choice and control over the way their services are provided and that Direct Payments is currently the main way in which this can be achieved.

11 Has it been identified as a government priority?

Eg is it a PSA indicator?

Direct Payments to older people is a key national driver in the Independence, Well-being and Choice White Paper. Self Directed Services will now also include Individual Budgets.

12 Is there local statistical or demographic evidence to support this indicator's inclusion?

The numbers of Older People within the overall population is forecast to rise with a rapid increase in those aged 65-74 from 2008 and increases in the 85+ population through to 2013 which will result in more people requiring social care services. Of which an increasing number will be delivered through Direct Payments

13 What partners can contribute to delivering improved performance?

Calderdale Social Services as main deliverer with supporting contributions form all partner agencies.

14 Is improvement within the control of local partners?

Yes

15 What are the opportunities to improve delivery?

Outcomes will be increased by greater publicity on direct payments/individual budgets, proactive intervention by assessment and care management staff and through increased support services.

16 What are the barriers that might prevent delivery?

Budget pressures are a potential barrier as the uptake of Direct Payments continues to increase. One of the challenges for the continued increase in Direct Payments is the re-direction of funding from traditional services such as day services and respite into Direct Payments.

There is also a risk that the numbers of people leaving direct payments through death or admission to long term care will reduce the overall figures, this is a particular risk as over 50% of the older people using direct payments are aged 75+.

Details of person completing the pro-forma

Name:- Anne Jackson

Organisation: Health & Social Care Directorate

Contact details: 01422 393810

Theme Delivery Partnership: Older People's Partnership Delivery Group

Calderdale LAA 2008

National Indicator Set Proposal: Business Case

<p>NATIONAL INDICATOR <i>(Number and title from the NIS)</i></p> <p>N136 People supported to live independently through social services (all ages).</p>
<p>1 What Calderdale LAA outcome does the indicator support? <i>A list of current LAA outcomes is attached</i></p> <p>Improved Quality of Life; Choice and Control</p>
<p>2 Is this the same as, or similar to, an indicator in the current LAA? <i>Please provide details.</i></p> <p>Broadly similar to OP 07 (Increase in the proportion of older people supported to live in their own homes); however, this indicator covers all adults over the age of 18 and applies both to services funded by adult social care and to wider social services grant-funded services.</p>
<p>3 How will improving this indicator help us to deliver on our story of place? <i>Eg Does it help us achieve our ambitions/address underperformance</i></p> <p>Addresses the choice and independence agendas by aiming to increase the numbers of adults and older people supported to live independently in the community. It is also an indicator of how much lower level care and support is being provided in order to prevent or postpone the need for more intensive support. This underpins our ambition as a partnership to support people in their old age by promoting their well-being and not just intervening when they are no longer coping.</p>
<p>4 At what level will the indicator apply? <i>Will it relate to the district level, at a geographical level below the district or to certain communities and groups?</i></p> <p>To adults and older people throughout Calderdale supported directly and indirectly by social services to live independently.</p>
<p>5 Will this help narrow the gap? <i>Please identify how this indicator might contribute to narrowing the gap between areas, communities in Calderdale and/or between Calderdale and other areas</i></p> <p>No specific impact.</p>
<p>6 What is the current baseline for this indicator? <i>Please provide data source and date.</i></p> <p>This is a new indicator that includes both data for those assisted directly through social services, plus those supported through organisations that receive social services grant funded services. We should be able to devise a baseline from data already collected and reported.</p>

7 What are the future performance trends?

We are seeing long term reductions in people placed in residential and nursing care and increases in people supported at home. We would expect to see improving performance as we support more people at home through preventative services. This is dependent on funding being available to expand low level support.

8 Is this currently an area of underperformance?

Please provide evidence e.g. how Calderdale compares with other areas

When comparisons are made for the proxy indicator "Older people helped to live at home per 1,000 population aged 65 and over", Calderdale ranks 4th out of 15 IPF statistical nearest neighbours and 3rd out of the 5 West Yorkshire Authorities. On "Adults with Physical Disabilities helped to live at home", Calderdale underperforms its comparators. However, we are a good performer for other adult groups.

9 What stretched performance can be achieved on this indicator?

Give details of the stretch over normal performance that might be achieved for this indicator.

There is probably only limited scope to stretch performance, as we are already doing quite well and would need to invest in more low level services to improve markedly.

10 Do local people think it's a priority?

Please provide evidence eg local polls, surveys that show this is a priority

No evidence available.

11 Has it been identified as a government priority?

Eg is it a PSA indicator?

Yes, PSA 18 Promote better health and well-being for all.

12 Is there local statistical or demographic evidence to support this indicator's inclusion?

There is demographic data showing increasing needs in an ageing population, which require that we develop alternative approaches to supporting people to retain their independence.

13 What partners can contribute to delivering improved performance?

Calderdale Council, Calderdale PCT, Calderdale & Huddersfield NHS Trust, Pennine Housing.

14 Is improvement within the control of local partners?

Yes

15 What are the opportunities to improve delivery?

There are plenty of initiatives that will improve delivery, e.g. telecare; assistive technology, range of grant funded services.

16 What are the barriers that might prevent delivery?

Funding of services when there are many other budgetary pressures; commissioning capacity to develop these new services (but this is improving).

Details of person completing the pro-forma

Name: - P.A.Shire

Organisation: Calderdale MBC

Contact details:

Theme Delivery Partnership: Older People's Partnership Delivery Group

Calderdale LAA 2008

National Indicator Set Proposal: Business Case

<p>NATIONAL INDICATOR <i>(Number and title from the NIS)</i> N138 Satisfaction of people over 65 with both home and neighbourhood</p>
<p>1 What Calderdale LAA outcome does the indicator support? <i>A list of current LAA outcomes is attached</i></p> <p>Improved Quality of Life</p>
<p>2 Is this the same as, or similar to, an indicator in the current LAA? <i>Please provide details.</i></p> <p>OP03 Number of private sector properties brought up to decent home standards with the assistance of Local Authority each year</p>
<p>3 How will improving this indicator help us to deliver on our story of place? <i>Eg Does it help us achieve our ambitions/address underperformance</i></p> <p>Will capture data to enable better planning in designing services skewed toward prevention rather than just enabling and support</p>
<p>4 At what level will the indicator apply? <i>Will it relate to the district level, at a geographical level below the district or to certain communities and groups?</i></p> <p>District</p>
<p>5 Will this help narrow the gap? <i>Please identify how this indicator might contribute to narrowing the gap between areas, communities in Calderdale and/or between Calderdale and other areas</i></p> <p>Provides comparative data with English National Survey and internally to booster surveys planned for Ovenden, Mixenden & Park areas</p>
<p>6 What is the current baseline for this indicator? <i>Please provide data source and date.</i></p> <p>National all ages survey indicated the following; of 14 neighbourhood issues asked about, traffic was the worst problem (affecting 52 per cent of households); crime was the next highest (45 per cent); followed by litter/rubbish (43 per cent), teenagers hanging around (41 per cent) and vandalism/hooliganism (40 per cent).</p>
<p>7 What are the future performance trends?</p> <p>Data would enable better targeting of resources to improve communities</p>

8 Is this currently an area of underperformance?

Please provide evidence eg how Calderdale compares with other areas

N/A

9 What stretched performance can be achieved on this indicator?

Give details of the stretch over normal performance that might be achieved for this indicator.

Increased evidence of satisfaction with housing and communities

10 Do local people think it's a priority?

Please provide evidence eg local polls, surveys that show this is a priority

11 Has it been identified as a government priority?

Eg is it a PSA indicator?

Independence Well- Being & Choice plus Our Health, Our Care, Our Say both emphasise the change in direction toward community oriented services that enable greater independence

Older people –independence and well-being; the challenge for public services. Audit Commission 2004

“The strategic approach for older people should go beyond care services and address the dimensions of independence. The approach should reflect:

- housing and the home (including having a safe, comfortable home, in good order);
- neighbourhood (being close to friends and amenities, in safe, well designed towns and streets);
- social activities, social networks and ‘keeping busy’ (including opportunities for learning, leisure and fun);
- getting out and about (by public or private transport);
- income (to pay for new expenses, as well as benefits take-up);
- information (to help older people navigate their way around the system); and
- health and healthy living (including access to health services and advice on how to stay healthy).”

One of the key themes of the 2007 *Putting People First* guidance on older people’s health and care services, was that through LAA’s local public services will pool resources to fund new

forms of low-intensity support.

The 2007 Comprehensive Spending Review also announced goals for improving the wellbeing of older people – improving support to remain independent, sustaining good health, and enhancing satisfaction with home and neighbourhood.

However, a recent Age Concern Survey, Out of Sight out of Mind, indicated that 1.2 million people in the UK over 50 are severely excluded,

- Over half (51%) of severely excluded people over 50 report at least one housing problem, compared to 28% of people showing no signs of exclusion.

- 1.1 million people aged 70-79 and a further 530,000 people over 80 report at least one problem with their home.

- 20% of over 50s living in rented homes are severely excluded, compared to 4% of homeowners. For over 80s the numbers rise to 28% and 14% respectively.

- Although older people living in rented housing are more likely to experience severe exclusion than those who own their home, the risk of severe exclusion among homeowners increases significantly among the over 85s.

Within Calderdale there is a clear commitment to reducing the impact of discrimination and disadvantage for older people through its response to “Everyone Different, Everyone Matters”, highlighting the need for “empowered communities”, “community cohesion” and that Local Government should be a “strategic leader and place shaper” rather than simply providing statutory services.

12 Is there local statistical or demographic evidence to support this indicator’s inclusion?

13 What partners can contribute to delivering improved performance?

Calderdale Council, Calderdale PCT, Calderdale & Huddersfield Foundation Trust, South West Yorkshire Mental Health (NHS) Trust, West Yorkshire Police, Penine Housing, Voluntary Action Calderdale, Pensioners Association

14 Is improvement within the control of local partners?

Yes

15 What are the opportunities to improve delivery?

Provides data on improvements that older people indicate as significant rather than what services plan to provide

16 What are the barriers that might prevent delivery?

Data is too varied or questions too blunt to capture meaningful information

Details of person completing the pro-forma

Name:- Ben Boyd

Organisation: SWYMHT

Contact details: 01422 281390

Theme Delivery Partnership: OPPSD

Please return to your LSP Support Officer by 8th January 2007

Calderdale LAA 2008

National Indicator Set Proposal: Business Case

<p>NATIONAL INDICATOR <i>(Number and title from the NIS)</i></p> <p>NI 142 Number of vulnerable people who are supported to maintain independent living</p>
<p>1 What Calderdale LAA outcome does the indicator support? <i>A list of current LAA outcomes is attached</i></p> <p>Choice and Control</p>
<p>2 Is this the same as, or similar to, an indicator in the current LAA? <i>Please provide details.</i></p> <p>OP 07a Increase in the proportion of older people supported to live in their own homes.</p>
<p>3 How will improving this indicator help us to deliver on our story of place? <i>Eg Does it help us achieve our ambitions/address underperformance</i></p> <p>Addresses the choice and independence agendas by aiming to maintain or increase the numbers of vulnerable adults who are supported to live independently in their own homes. It relates clearly to predicted demographic change with a rising older population.</p>
<p>4 At what level will the indicator apply? <i>Will it relate to the district level, at a geographical level below the district or to certain communities and groups?</i></p> <p>District level</p>
<p>5 Will this help narrow the gap? <i>Please identify how this indicator might contribute to narrowing the gap between areas, communities in Calderdale and/or between Calderdale and other areas</i></p> <p>The provision of support to vulnerable adults in the most deprived areas of the borough can help to reduce offending and anti-social behaviour, which creates safer communities in which to live. It also enables them to exercise greater choice and independence.</p>
<p>6 What is the current baseline for this indicator? <i>Please provide data source and date.</i></p> <p>2,151. CMBC Supporting People returns data at end quarter 2 2007/08. Key Performance Indicator KPI1.</p>
<p>7 What are the future performance trends?</p> <p>It is difficult to predict future performance but there is an upward trend in the number of people being supported in their own home. This corresponds with the reduction in</p>

people placed in residential and nursing care. We would expect to at least maintain this performance and possibly increase it by looking at the way we commission future services and re-configure existing services.

8 Is this currently an area of underperformance?

Please provide evidence eg how Calderdale compares with other areas

With most client groups that are supported by Supporting People, Calderdale compares well with published figures for other local authorities. There are some services such as those for people with mental health problems and also teen parents where at the moment we don't compare that well. Work is ongoing to increase the performance of these services. Overall Calderdale is on a par with other Authorities. There is however a caveat around the accuracy of some of the information that has been provided by other authorities.

Source CLG.

9 What stretched performance can be achieved on this indicator?

Give details of the stretch over normal performance that might be achieved for this indicator.

Maintaining the current/baseline performance will be challenging, therefore it is likely that there is limited scope to stretch performance.

10 Do local people think it's a priority?

Please provide evidence eg local polls, surveys that show this is a priority

Consultation has emphasised the importance of independence and choice for a wide variety of client groups.

11 Has it been identified as a government priority?

Eg is it a PSA indicator?

PSA 17 Tackle poverty and promote greater independence.

12 Is there local statistical or demographic evidence to support this indicator's inclusion?

There is demographic data showing increasing needs in a ageing population, which will lead to the need for more support to help people maintain their independent living.

13 What partners can contribute to delivering improved performance?

Calderdale MBC, Calderdale PCT, local Registered Social Landlords, Local Supporting People service providers.

14 Is improvement within the control of local partners?

Yes

15 What are the opportunities to improve delivery?

Increased partnership working with all partners, improved commissioning and procurement.

16 What are the barriers that might prevent delivery?

Funding of services; commissioning and procurement capacity to develop new services.

Details of person completing the pro-forma

Name:- Bob Farr

Organisation: Calderdale MBC

Contact details: 2nd Floor Housing, Northgate house. 01422 39 2645

Theme Delivery Partnership: Older Peoples Partnership Delivery Group.