

Independent Living

Portfolio	Community
Ward(s) Affected:	n/a

Purpose

To provide a progress report on independent living in the borough.

Background

1. The Council provides a range of Community Services (Day Care, Community Alarm / Tele care, Meals at Home, Community Transport and Home adaptations) to older and vulnerable people living within the Borough; with the overall aim of being to enable individuals to remain at home independently and safely for as long as possible.
2. A report was presented to the Performance and Finance committee on 30th September 2015 on the services provided by the Council to promote independent living. This is a progress report on these services since that date

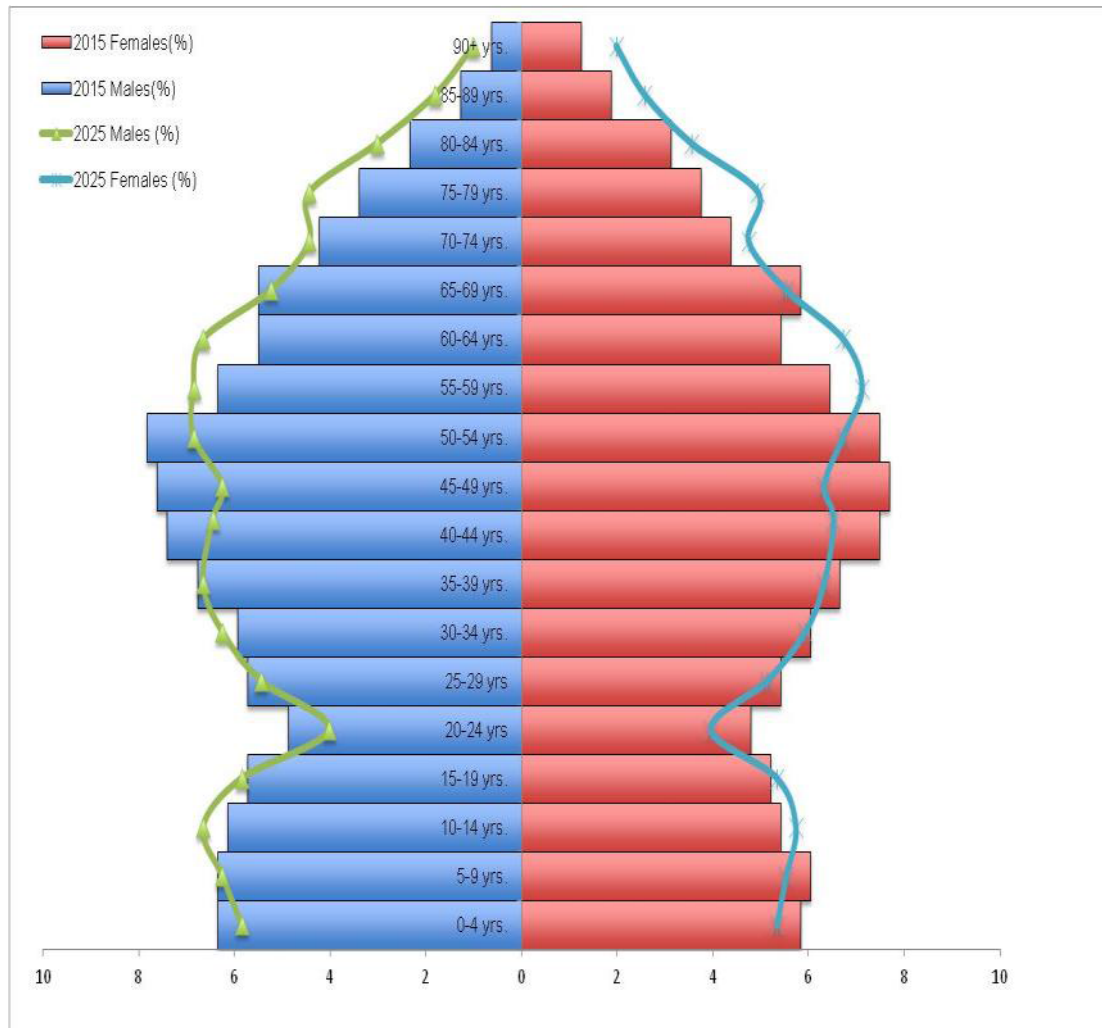
Performance and Achievements

3. The numbers of customers receiving community alarm and meals at home services in 2015/2016 increased by 21.75% compared to the base year of 2012/2013. This represents an additional 189 residents. The main increase has been in the numbers of community alarm customers. The numbers of meals at home customers have remained static in most quarters and in Q4 fell. Action is being taken to improve the meals at home offer to attract more customers.
4. The increase in customers and improvements in service delivery resulted in the 2015/2016 budget outturns reporting a favourable variance of £23,000. This was mainly due to increased community alarm income.
5. We have restructured our service to meet current needs. This not only created a more robust structure but resulted in an efficiency saving of £20,000. This included a partnership arrangement with Runnymede BC which has produced efficiencies in management and administration. Changes have also been made to working processes to ensure services are delivered safely, cost effectively and in a timely manner to residents.

Challenges Ahead

6. The figure below illustrates the aging population, with the proportion of the population in all age groups aged 55 and over projected to increase and the proportion of people in age group 20 to 44 set to decrease by 2025. However, there are significant predicted increases in those aged over 65 years, with the population aged over 85 years predicted to increase by nearly 60% compared to around 40% for Surrey as a whole.

Fig 1: Population projection 2015 to 2025



7. Although numbers in the older age groups are relatively small, this group are more intensive users of health and social care. As people get older, they are more likely to experience multiple chronic diseases, complications from these long-term conditions, slower recovery from illness, and an increased need for specialist support. They are also more likely to experience social isolation and/or loneliness. All of these contribute to an increased cost of services delivered.
8. The Council receives grants under a number of separate contracts for delivering older people services to clients under social services care

plans. In 2015/2016 these amounted to over £250,000. Reduction in Government Grants has meant that Surrey County Council has had to look for savings in the adult social care budgets. Following negotiations we have safeguarded the grants for 2016/2017 but there will be a challenge to safeguard these grants in future years.

Proposals for 2016/2017

9. To contribute to the Surrey Heath Health and Wellbeing priorities for 2016 with particular emphasis in helping older people to maintain independence in the home.
10. Through the Council's transformation process we will strengthen the current partnership arrangement with Runnymede BC with the introduction of a joint partnership board. The aim being to introduce further efficiencies in management and processes.
11. We will attempt to transfer 80% of our customers by paying for their services by cash to direct debit payments. This will be safer for the clients and staff and reduce administrative costs.
12. We will introduce greater choice of meals for customers to select through our meals at home service. At the same time we will be introducing a tea time service in addition to the hot lunch time service.
13. Through promotion and service improvements we will seek to increase the 2012/2013 numbers receiving our community alarms and meals at home service by 22%.
14. We will seek to increase the number of 2015/2016 passenger journeys by 5%. In addition we will explore how we can use our community buses more widely including participation in the non-emergency hospital transport service.
15. We will continue to participate in the Surrey Heath Dementia Partnership Group and the dementia communities' project. In particular we will extend our dementia training to more members of Surrey Heath staff and Councillors and to set up a local dementia action alliance in Surrey Heath.
16. We will implement a number of projects funded through the PPP Partnership fund. This is a five year programme that commenced in October 2012 it was designed to: enable emerging areas of activity to be developed; support and stimulate local services that could be purchased using a personal budget; provide sustainable outcomes as Districts and Boroughs are increasingly supporting people with substantial needs to remain living in the community. The proposed projects for 2016/2017 are attached at annex A.

Recommendation

17. It is recommended that the Performance and Finance Scrutiny committee notes the performance and achievements for 2015/2016 and the proposed work plan for 2016/2017.

Annexes: Surrey Heath PPP Plan for 2016/2017

Background Papers: Nil

Report Author and Service Head:

Tim Pashen – Executive Head – Community

Tel: 01276 707351

Email: tim.pashen@surreyheath.gov.uk

: