

Council Improvement Profiles

LOCAL AUTHORITY : CHESHIRE EAST

- Comparing scores within the Adult Social Care Outcomes Framework (ASCOF), between 2015/16 and 2014/15, showed that 6 measures increased in performance, 10 measures were about the same, and 6 decreased
- The proportion of adults with learning disabilities who live in their own home or with their family is 10.3 percentage points higher than the England total.
- The proportion of people who use services who find it easy to access information about services is 5.4 percentage points higher than the England total
- The proportion of people who use services who say that those services have made them feel safe and secure is 5.3 percentage points above the England total.
- Cheshire East is a partner in two integration programmes: Caring Together and Connecting Care. The aim of both programmes is to deliver a new system of health and social care services across Cheshire East with a focus on early help and prevention, improved independence, choice, health and well being and in being able to respond quickly and in a more joined up way when people are in crisis working with health care partners.

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Cheshire East is a fabulous place to live, work and visit and we want to work with all regional and local partners to make it even better to sustain success in the future for Cheshire East residents. We have a fantastic mix of rural and urban environments. However most importantly Cheshire East Council is the people and we will continue to strive to make sure we have a Council that serves its diverse communities well and delivers value for money. We want to see Cheshire East Council build a national reputation for customer facing services including proactive, collaborative partnership working that supports our Chief Executive to build a robust programme that delivers success and makes sure that as a forward thinking Council we put residents first, at all times.

Communication

Cheshire East Council's website was recognised as one of the best council websites in the country by Socitm, the professional body for IT and digitally enabled services, at the inaugural Better Connected Awards. We also received recognition for the Best English Unitary Website Award, and we were awarded 4 stars – which is the highest rank achievable. Cheshire East is one of only 44 of 412 authorities in the UK who reached the top standard that aims to identify good practice in local authority websites. Experts praised the performance of the website's search function and navigation tools, plus access and usability from a mobile device. Demonstrating that we are already leading the way in delivering outstanding digital customer responsive services for Cheshire East residents. In the rapidly changing world of online services and digital technology, we take pride in our continued work to build on these achievements so we can meet the needs of all Cheshire East residents now and in the future. Therefore, our ambition as part of the Digital Customer Service Programme, is to innovate and develop the website further and ensure we remain the best of the best for years to come.

Memory Lane Friendship Groups

Were developed to work with different community groups supporting and connecting Cheshire East residents to come and talk to Council staff and wider important partner agencies about a range of things in an informal and enjoyable setting, enabling people including carers to talk about a range of topics that matter to them. People can play games, enjoy music or have a good look through the groups 'memory box', the aim being that people feel engaged and comfortable to talk about the things that matter to them, supporting improved independence, choice and wellbeing.

Integrated Care

The Integrated Community Care Teams have been networking with health and social care colleagues as part of the Caring Together Transformation Programme in East Cheshire. A total of 24 workshops were held across the East of the Borough giving colleagues the opportunity to share ideas around how to work together differently to provide a holistic service, ensuring that people are right at the very centre of integrated support services. The interactive workshops were very well attended by a range of staff from social care and health backgrounds, everyone who attended made pledges which included, a commitment to integration, being open minded and to move forward to provide holistic care that supports improved outcomes for the people of Cheshire East.

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Carer Support -Valuing Carers and Supporting their Health and Wellbeing in Cheshire East

Cheshire East Council together with health partners, NHS Eastern Cheshire and NHS South Cheshire Clinical Commissioning Groups, are committed to improving the health and wellbeing of carers and enhancing their overall quality of life. The Joint Carers Strategy 2016/2018 reflects the views of both adult carers and young carers across Cheshire East, gathered through a series of engagement events. The Carer Strategy aims to put carers at the heart of everything we do, carers comments influenced the content of the strategy and priority areas of the delivery plan for the next two years. In 2015/16 carer feedback was reflected in the bidding criteria for the carers breaks fund grant awards for 2016/17. This has further enabled the commissioning of breaks which will respond to needs that carers themselves have identified as being important to them and the person they care for. The evaluation of the grant services will inform future engagement and commissioning intentions for services in supporting carers across Cheshire East and in continuing to promote the important role they undertake whilst continuing to review what support can be offered.

Cheshire Care Record (CCR)

This is an exciting and pioneering innovative 'game changer' in how the needs of vulnerable people are understood across health and care agencies. The Cheshire Care Record is a collaboration of information sharing between GP, hospital, community care, mental health and Council social care services provided across Cheshire, aiming to ensure people get the right treatment more quickly. The project has been shortlisted for the Health Service Journal Awards in the 'enhancing care by sharing data and information' category. Timely access to health and social care records will ensure that GPs, hospital doctors, nurses, social workers and other health and social care professionals have an overview of patients' care in order to make the best decisions about diagnosis, treatment and care plans.

Local Area Co-ordinators

We are actively supporting people to access support services in their local areas wider community settings through the work of Local Area Coordinators (LAC's) who have been successful in supporting people to access a wide range of community support services. The LAC's promote voluntary/community based services via the telephone, face to face meetings, web based information and through running important events. Their role also involves working with voluntary and community faith groups to understand what they can offer people as well as helping to shape how these services are delivered now and in the future, so that they meet identified health/care needs. The benefits in vulnerable people being better connected to their local communities improves confidence, provides active citizenship and enables overall health and wellbeing and is an important part of what adults social care wants to continue to develop and build on now and looking forward.

Strategic Director Adult Social Care and Health

At a time when there is an imperative to achieve better outcomes with finite resources we continue to focus our efforts on prevention and early intervention to reduce and delay the need for high cost services. Wherever possible, we want to support choice by giving people the opportunity to have a direct payment and develop their own bespoke package of support. In doing so we want stimulate the development of an active and vibrant care market both in the independent sector but also across with voluntary, community and faith sector. This is very much in keeping with the Care Act 2014 and focuses on the wellbeing of the individual

MARK PALETHORPE

Strategic Director, Adult Social Care and Health