

Council Improvement Profiles

LOCAL AUTHORITY : WIRRAL

- 12 ASCOF measures have improved from 2014/15
- 3rd lowest number of delayed transfers in the region
- 3rd highest number of older people receiving reablement post hospital discharge, an increase of 105% over the past two years
- Improved social care-related quality of life, now 2nd highest in the region

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We continue to see strong performance across the entire suite of ASCOF measures. This includes improved performance across the ASCOF measures linked to the Adult Social Care Survey which is notable given the pressures upon Adult Social Care, the financial challenges that we are all facing and the journey of transformation that we are taking.

We appreciate the integral role that carers play in supporting the most vulnerable in our society and we are pleased to have seen the number of carers receiving an assessment of their needs more than double since the inception of the Care Act.

Whilst the number of permanent admissions to residential homes of older people remains above the regional average we continue to see year on year reductions in the number of such placements. This reflects our commitment to alternative means of support such as extra care housing and our continued investment in intermediate care and reablement at home.

Given the unprecedented pressures facing the wider health and social economy the importance of partnership working and maximising available resources is paramount. The Better Care Fund has demonstrated the positive outcomes that can be achieved for all partners through the channelling of resources; we continue to build on our partnership work through the development of an integrated commissioning hub with our Clinical Commissioning Group. The new hub will be operational by April 2017 and will help ensure that future commissions deliver the shared outcomes for both health and social care whilst also maximising value for money.

We are also in the process of integrating our social work delivery functions with community health care providers to ensure that local citizens receive the best possible care. This will be achieved by ensuring a single point of access to community services underpinned by a single screening and assessment process. Resources will consequently be more effectively managed whilst also reducing the number of interactions with professionals by eliminating handoffs between organisations.

We recognise the importance of facilitating access to our services through different channels and we have now launched our online portals and e-marketplace. Citizens are now able to complete online self-assessments to determine potential eligibility for services, calculate indicative financial contributions and to search for services local to them via the e-marketplace which has been developed in partnership across the Liverpool City Region.

Supporting people to self-assess and identify their own support arrangements is critical to ensuring that people feel that they have choice and control over their care.

We will continue on our journey of transformation and will strive to deliver improvements against ASCOF measures whilst working towards our 2020 vision outlined in the Wirral Plan.

GRAHAM HODKINSON,
Director Adult Social Service.