

CITY OF  
WOLVERHAMPTON  
COUNCIL

# Adults and Safer City Scrutiny Panel

19 January 2021

**Time** 6.00 pm **Public Meeting?** YES **Type of meeting** Scrutiny

**Venue** Microsoft Teams Meeting

## Membership

**Chair** Cllr Val Evans (Lab)  
**Vice-chair** Cllr Simon Bennett (Con)

### Labour

Cllr Olivia Birch  
Cllr Rupinderjit Kaur  
Cllr Asha Mattu  
Cllr Lynne Moran  
Cllr Anwen Muston  
Cllr Zee Russell

### Conservative

Cllr Sohail Khan

Quorum for this meeting is three Councillors.

## Information for the Public

If you have any queries about this meeting, please contact the Democratic Services team:

**Contact** Earl Piggott Smith  
**Tel/Email** 01902 551251 email:earl.piggott-smith@wolverhampton.gov.uk  
**Address** Democratic Services, Civic Centre, 1<sup>st</sup> floor, St Peter's Square,  
Wolverhampton WV1 1RL

Copies of other agendas and reports are available from:

**Website** <http://wolverhampton.moderngov.co.uk/>  
**Email** [democratic.services@wolverhampton.gov.uk](mailto:democratic.services@wolverhampton.gov.uk)  
**Tel** 01902 555046

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# Agenda

## Part 1 – items open to the press and public

*Item No.*     *Title*

**1            Welcome and Introductions**

[The Chair to welcome everyone to the meeting. The Scrutiny Officer will then read out a list of those invited to the meeting to confirm who is in attendance.]

**2            Meeting procedures to be followed**

[The Chair will explain how the meeting will proceed, how questions are to be asked and any matters of meeting etiquette.]

### **BUSINESS ITEMS**

**3            Apologies**

**4            Declarations of Interest**

**5            Minutes of previous meeting (Pages 3 - 10)**

**6            Matters arising**

### **DISCUSSION ITEMS**

**7            Implementation of the Domestic Abuse Bill 2020 (Pages 11 - 30)**

[Hannah Pawley, Community Safety Manager, and Keisha Harper, Domestic Violence Specialist, to present report]

**8            Adult Social Care Annual Report: The Local Account 2019-2020 (Pages 31 - 88)**

[Courtney Abbott, Quality and Improvement Advanced Practitioner for Children and Adults, to present report]

**9            Adults and Safer City Scrutiny Panel 2019 20 - Draft Work Programme - report to follow**

[Earl Piggott-Smith, Scrutiny Officer, to present report]

# Adults and Safer City Scrutiny Panel

## Minutes - 17 November 2020

Agenda Item No: 5

### Attendance

#### Members of the Adults and Safer City Scrutiny Panel

Cllr Simon Bennett (Vice-Chair)  
Cllr Olivia Birch  
Cllr Val Evans (Chair)  
Cllr Sohail Khan  
Cllr Lynne Moran  
Cllr Anwen Muston  
Cllr Zee Russell

#### In Attendance

Cllr Linda Leach

Cabinet Member for Adults

#### Employees

Sandra Ashton-Jones  
James Barlow  
Emma Bennett  
Tom Denham  
John Denley  
Earl Piggott-Smith  
Alison Shannon  
Jin Takhar  
Martin Stevens  
Julia Cleary

Head of Mental Health  
Senior Accounting Officer  
Director of Children and Adult Services  
Head of Adult Provision  
Director of Public Health  
Scrutiny Officer  
Chief Accountant  
Equality, Diversion and Inclusion Manager  
Scrutiny Officer  
Scrutiny and Systems Manager

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## Part 1 – items open to the press and public

*Item No.*    *Title*

### 1        **Welcome and Introductions**

Cllr Val Evans, Chair, welcomed everyone to the virtual meeting and advised it was being live streamed to the press and public. Cllr Evans advised that she was not expecting any exempt or restricted items on the agenda. A recording of the meeting would be available for viewing on the Council's website at a future date.

### 2        **Meeting procedures to be followed**

Cllr Evans explained the protocol to be followed during the meeting for asking questions and reminded everyone that microphones should be muted and cameras off, unless they have been invited to speak. Earl Piggott-Smith, Scrutiny Officer, invited all attendees to introduce themselves to confirm they were present at the meeting.

Please note that the following offices were also in attendance at the meeting

James Barlow  
Linda Stone and Ian Darch Wolverhampton Voluntary Sector Council  
Sandra Ashton-Jones  
Jin Takhar  
Emma Bennett  
Cllr Linda Leach - Cabinet Member for Adults  
Martin Stevens  
Earl Piggott Smith  
Julia Cleary

3 **Apologies**

Apologies were received from the following member of the panel:

Cllr John Rowley

4 **Declarations of Interest**

There were no declarations of interest recorded.

5 **Minutes of previous meeting (15.9.2020)**

The minutes to be corrected to show Cllr Simon Bennett as being in attendance.

The panel members voted and approved the minutes of the meeting held on 3 February 2020, subject to the amendment, as being a correct record.

6 **Matters arising**

There were no matters arising from the minutes.

7 **Draft Budget and Medium-Term Financial Strategy (report to follow)**

James Barlow, Finance Business Partner, presented the report and referred the panel to recommendations asking for comments on the draft budget medium term financial strategy and also the budget issues relevant to the remit of the panel. The comments will be included in a report to Scrutiny Board for their consideration after they have been approved by the Chair and Vice Chair as part of the response to the annual budget scrutiny.

The Finance Business Partner commented on the changes made to the layout of the budget report made in response to feedback from scrutiny panel members. The report is now more focused on the overall budget of areas within the remit of this panel and the extent to which they are aligned to the priorities of the Council. The feedback from the panel included in a report to Scrutiny Board for consideration before it is presented to Cabinet for approval in either January or February 2021.

The Finance Business Partner outlined the key parts of the draft budget medium term financial strategy report budget 2021-2022 to 2023-2024 and stated the Council has a legal requirement to set a balanced budget each year. The panel were advised that when the budget for this financial year was presented to Council on 4 March 2020 it was forecast that the Council would be facing a budget gap of around £15.5 million in 2021-2022 and rising to £20 million over the medium term. There is work ongoing to address the gap in funding. However, the Covid-19 pandemic has had a significant impact on the Council finances and the operating environment.

The Finance Business Partner commented on strategy to address financial pressures in the medium term. The Finance Business Partner commented on the list of Government grants awarded to the Council to deal with financial pressures in the short term and the projected financial implications of Covid-19 in 2020-2021. A potential cost pressure of £324,000 has been estimated based on current predictions for 2020-2021.

The Finance Business Partner commented on the main assumptions underpinning this report and advised the panel that the Council is expecting an announcement in December 2020 about if it will provide sufficient funding to deal with any financial pressure related to Covid-19. If the Government awards a grant to cover these costs then the forecast deficit for next financial year in setting a balanced budget is £4.5 million, which is considered to be achievable. However, in the event that the Government does not provide sufficient funding, the Council would be faced with a budget deficit for 2021-2022 in the region of £23.2 million, rising to over £40 million over the medium term. This would result in the need to do a fundamental review of Council services to identify budget reduction measures needed to balance the budget.

The Finance Business Partner commented in more detail on the budget breakdown relating to the remit of Adult Services and Safer City. Emma Bennett, Director of Children's and Adult Services commented on the statutory responsibilities of Adult Services and the link to priorities in the Council Plan particularly the priority of achieving strong resilient and healthy communities. The Director of Children's and Adult Services commented on the work done to support the vulnerable people during the pandemic. The work will continue as part of the Project Relight plan to identify and support people identified as either clinically or socially at risk.

The Director of Children's and Adult Services commented on changes to adult social care programme which is focused on improving outcomes for people and promoting independence. In addition, the service is building on current work across Adult Services to enable people to live at home longer and more independently. The findings from evaluation shows that the approach is having a positive impact.

The service is working with health partners locally and regionally to improve the quality of services and to deliver more specialist health services to a larger population. The aim being to work together to support people living independently or to be supported by their families rather than having to have expensive care packages to wrap around them or to go into residential care provision for example.

The panel queried when a decision about grant funding would be made by Government. The Finance Business Partner responded that we will get an indication when the Government spending review is announced.

The Council is modelling different scenarios so we have plans to react to whatever happens, but the service is working on the assumption that we will be funded for financial pressures arising from Covid 19.

The panel requested more details about the grants awarded to the Council by Government. The Chief Accountant referred the panel to the appendix in the report which details grants awarded to the Council and the criteria for using the funds.

Further grants have been announced since the report was produced and an updated list could be provided.

The panel discussed the possible financial implications of Brexit on the Council. The panel were advised that there is lot of work done being done across the authority and the region to prepare for different Brexit outcomes and that the impact would be seen mainly across our businesses and providers.

Resolved:

The panel accepted the recommendations in the report.

## 8 **WVSC Social Prescribing Support to Connect project**

Ian Darch, Wolverhampton Voluntary Sector Council, introduced Linda Stone and explained that this would be joint presentation on the work of the Social Prescribing Support to Connect project. Ian Darch explained the background to the project and that the main aim was to support customers referred to the service and develop an action plan that will help them to tackle issues of isolation and loneliness. Ian Darch advised that the project was not a substitute for medical interventions but was intended to reduce demand for them and there was national evidence that people will go to the hospital and their GP much less if they get support.

Ian Darch explained the other social activities provided by WVSC aimed at bringing people together that are isolated and lonely together, such as book and breakfast clubs. Linda Stone explained the different reasons that could lead someone feeling lonely or isolated, such as health or debt issues. The service can refer people to specialist organisations that can offer more support if needed. Ian Darch commented on the link between the work of the project with other NHS services locally and also across the region.

Ian Darch explained that referrals are received from Health and Social care workers and also workers linked to GPs. The service started in in 2017 as a pilot project funded by CCG and then later funding from Department of Health and NHS enabled the service to expand and work in partnership with all of the Primary Care Networks. Funding from the National Lottery Building Connections fund has provided money to run their own groups where gaps have been identified.

Ian Darch commented on how the service responded to challenges presented by the Covid-19 pandemic and the effect on the number of referrals received, estimated to be about 150 a month (before Covid-19). However, there is concern that the number of community services is not enough to meet the level of need for such services. In addition, the service has also set up a volunteer phone befriending service to increase the link workers capacity so they could keep taking on new people and where possible face-to-face meetings for groups have been arranged.

Ian Darch commented that it was estimated that 35,000 people in Wolverhampton do not have access to digital technology and the impact that this has had on accessing a range of benefits, support and education services available online. The issues range from not having Wi-Fi connectivity or the laptops or phones or not being able to use the technology.

Ian Darch commented on the challenge of getting people connected who also have additional needs, such as sensory challenges or where English is the second

language which presents a further barrier. The current focus of the project is helping people who already own equipment to become confident in using it so that they can access groups support and information and also encouraging them to join existing online discussion groups.

The service has received 72 referrals since May 2020. Ian Darch commented on the positive outcomes from people who were having no social interactions before the project started and now have been able to get into groups which has been life-changing for them and increased their independence and resilience.

Ian Darch commented on the challenge to delivering the project when people were having problems using a mobile phone and the different solutions that have been used to overcome them. A key finding from the project is that people need varying amounts of practice to embed the skills and to support this the service is currently exploring the use of volunteers as IT buddies who can help in these situations.

Ian commented on the challenges to sustaining the project in the future and in particular helping people who are unable to afford to buy phones or laptop equipment.

The project has been able to get donations of tablets and have been able to fund the cost of getting data bundle, but more help is needed to meet current demand.

In response to this the service is considering approaching local businesses who might want to donate second-hand equipment and also meeting the costs of getting people connected. Ian Darch commented on other ideas being developed to help people who have similar barriers such as lack of skills, connectivity and equipment.

The panel commented on the excellent work of the project which is focusing on try to reach people who are lonely and isolated, while at the same time managing the challenges presented by Covid 19. The panel commented that this project is a really good example of the public sector and private sector coming together to deliver something that helps people in need.

The panel discussed ideas for publicising the work of project to people in need and also encourage possible volunteers. The panel suggested promoting the project on the Council's website and also social media sites. The panel agreed to ask the Director of Communication to consider this idea and report back progress to a future meeting.

The panel invited Ian Darch and Linda Stone to present an update on progress of the project to a future meeting.

The panel discussed the issue of connectivity and the challenge of people not having mobile data to access the internet. Ian Darch suggested working with internet providers to make sure the people have free access to data and that they can go online to address the issue of the digital divide in the City. Ian Darch commented on discussions with advisors planning the rollout of 5G and the need to find innovative solutions that could provide free access, where possible, to the internet.

**Resolved:**

1. The panel agreed to invite Ian Darch and Linda Stone, Wolverhampton Voluntary Sector Council, to present an update on progress of the Social Prescribing Support to Connect project, to a future meeting of the panel.

2. The Director of Communication to be asked to consider ideas for promoting the work Social Prescribing Support to Connect project on the Council website and also its social media sites and report findings to a future meeting of the panel.

## 9 **Community and digital solutions to tackle issues of loneliness and social isolation**

Sandra Ashton Jones, Head of Service – Mental Health, introduced Tom Denham, Head of Service, and explained that this would be joint presentation to the panel about some of the work being done across the City by the Council and partner agencies to reduce social isolation and loneliness amongst adults using both community and digital initiatives. The Head of Service advised the panel the issues of loneliness and social isolation is not a phenomenon specific to Wolverhampton and there is growing awareness of the problem across the UK. Recent studies have suggested that around 1.2 million older people in the UK are believed to be struggling with severe loneliness and chronic isolation.

The Head of Service listed examples of ordinary life events that could be triggers for loneliness such as being an informal carer, becoming new parents or relationship breakdown. The Head of Service (Mental Health) outlined the preparation work done at a multi-agency level to map levels of social isolation and loneliness in the city. The initial plan was to focus on Low Hill/Bushbury areas initially then roll out to other parts of the city. However, the start of the project was delayed due to Covid-19 outbreak. However, agencies have continued to develop ways to respond to and reduce loneliness and social isolation in Wolverhampton.

The Head of Service (Mental Health) added that during the period the service completed over a thousand carers conversations. The support was offered either online or in person, with appropriate safety measures and wearing PPE.

The support ranged from online library services, virtually coffee and chat meetings via Zoom, yoga sessions, quizzes and online computer training. In addition, videos have been updated to the Council YouTube channel specifically for adults with a learning disability who would have previously attended a day centre, which are currently closed during to Covid 19 restrictions.

The change to online provision has helped people to remain connected through the zoom sessions, in some situations people have been able to use direct payments to meet their connection costs. In other examples, people have used their direct payments to employ a personal assistant to go on walks or in some cases to enable them to get out of the house. The Council's social media platforms are updated daily with information for carers and in addition newsletters and regular briefings are emailed and posted in recognition that not everyone has access information via the internet.

The Head of Service (Mental Health) commented on the positive impact that the different activities have had on the lives of people who have taken part. Tom Denham, Head of Adult Service – Service Provision, presented a PowerPoint presentation. The Head of Service commented that when the Council had to close all of its day services in response to the pandemic it affected over a 120 people. The main priority at the time was to support the NHS.



The Head of Service commented on the challenge of delivering the service by workers some of whom were shielding because of Covid 19 and the switch to allow services to be delivered online. The Head of Service commented that 35 videos posted online has had about 2000 views.

The panel discussed the questions listed on presentation slide. The panel agreed to consider them further and send their comments to the scrutiny officer.

**Resolved:**

The panel agreed to note the presentation.

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**Corporate Guidance on Equalities Monitoring of Public Services**

Jin Takhar, Equality, Diversion and Inclusion Manager, presented the briefing paper which details the actions taken to date to embed equality's monitoring arrangements in Adult Services. The Equality, Diversion and Inclusion Manager explained the review of equality data within Adult Services was part of a wider review of monitoring arrangements being conducted across the Council. The Equality, Diversion and Inclusion Manager, reassured members that there is a strong commitment to move the work forward.

The Equality, Diversion and Inclusion Manager, advised the panel that since her appointment in January 2020 there has been agreement of the importance to collecting good quality data on all our service users across all protected characteristics and using this information to design and evaluate the delivery of services. The Equality, Diversion and Inclusion Manager commented on the progress made to date and the new guidance for managers setting out the importance of why they should be collecting equalities monitoring data and acting upon the information that they have. In addition, managers are asked to analyse and to look at service outcomes and delivery and the impact this is having on our service users. The guidance has been widely circulated and discussed at various leadership team meetings. In July 2020, a detailed desktop assessment was done across all 52 areas of the business across the Council with a focus on understanding of whether data is collected across all the protected characteristics.

The Equality, Diversion and Inclusion Manager, commented that the Council collects a lot of equality data which is recorded in 24 different systems and there was concern about the quality of the data and how it is used. The Equality, Diversion and Inclusion Manager, advised that the service is reviewing systems in terms of their capacity and functionality to record data across all protected characteristics and this includes looking at the adult care system. There is a plan to support each of the directorates over the next 12 months to review their data systems.

The Equality, Diversion and Inclusion Manager commented on plans to develop an understanding of what service user data is being collected and to better understand any gaps in information across all protected characteristics. There is an expectation that an action plan would have been agreed in the next three months which will set out exactly how any missing data will be collected.

The quality of the data collected will be reviewed in March 2021 to assess if there is enough robust data available to determine that all sections of our communities are

being supported. A series of workshops are planned which will target staff in adult social care about respecting people's identity.

This will cover asking appropriate questions when inviting our service users due to disclose information about their protected characteristics and hopefully this will go some way towards building confidence in our colleagues and moving forward also help to improve our disclosure rates.

Emma Bennett, Director of Children's Services, commented that she supports the aims of the report and the issue is considered in the weekly management meetings. The need to consider the issues from a children's perspective was also highlighted. There is work ongoing to draft a pledge which the service will consider picking up the challenges detailed in the briefing paper. The service is engaging with frontline childcare practitioners in terms of capturing their experiences of working for Council and consideration given to how this learning could be used to improve the collection of monitoring data in adult services.

The Director of Children's Services is committed to getting the data right and then using this to inform how the service might use it to identify areas for further action, where there is evidence of disproportionality.

The panel discussed whether the need for a question giving people the option not to provide personal information about themselves given that the survey itself is optional. The Equality, Diversion and Inclusion Manager explained that non-responses to questions about their personal life will tell the Council something of value, as it will show that more work is needed to offer reassurance that this information can be shared with confidence.

The panel agreed to receive an update report on progress to a future meeting. The panel also suggested that Equalities Champion be invited to a future meeting of the panel to contribute to the discussion on the issues highlighted in the briefing paper.

The panel wanted to formally place on record its thanks to David Watts, Director of Adults, who has now left the Council. The panel welcomed Emma Bennett in her interim role as Director of Children's and Adults.

Resolved:

The panel agreed to note the briefing paper.

The panel agreed to receive an update on the briefing paper to a future meeting of the panel. The Equalities Champion to be invited to attend the meeting.

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### **Adults and Safer City Scrutiny Panel 2019 20 - Draft Work Programme**

Earl Piggott-Smith, Scrutiny Officer, presented the draft work programme and invited to comment on the draft work programme and to suggest ideas, following the guidance, of topics that could be added.

Resolved:

The panel agreed to note the report.

# Adults and Safer City Scrutiny Panel

19 January 2021

<b>Report title</b>	Domestic Abuse Bill	
<b>Cabinet member with lead responsibility</b>	Councillor Jasbir Jaspal Public Health and Wellbeing	
<b>Wards affected</b>	All	
<b>Accountable director</b>	John Denley, Director of Public Health	
<b>Originating service</b>	Community Safety	
<b>Accountable employee(s)</b>	Lynsey Kelly	Head of Communities
	Tel	01902 550042
	Email	Lynsey.Kelly@wolverhampton.gov.uk
<b>Report to be/has been considered by</b>	PHLT	17.11.2020
	Cabinet Member Briefing	07.01.2021
	Safer Wolverhampton Partnership Board	22.01.2021

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## Recommendation(s) for action:

The Scrutiny Panel is recommended to:

1. Note the new duties on local authorities outlined in the Domestic Abuse Bill and the associated Capacity Building Fund.
2. Comment on and endorse proposed next steps for implementation outlined in the report.

## **1.0 Purpose**

- 1.1 To provide a summary of the Domestic Abuse Bill which is expected to be implemented in April 2021, including the new duty on Local Authorities.
- 1.2 To provide a summary of the implementation plans which will ensure that the City of Wolverhampton Council is prepared to meet its statutory duties associated with the Bill and associated guidance.

## **2.0 Background**

- 2.1 In February 2017 the Prime Minister announced plans for work to transform the way the government thinks about and tackles domestic abuse, leading to the introduction of a new Domestic Abuse Bill. On 3 March 2020 the Domestic Abuse Bill was reintroduced and completed its Commons stages on 6 July 2020. Subject to the Bill receiving royal assent, it will be implemented in April 2021.
- 2.2 The Domestic Abuse Bill seeks to transform the response to Domestic Abuse (DA) nationally. As part of the Bill local authorities will be required to provide support for all victims of DA and their children in safe accommodation as well as appoint a partnership board to oversee implementation of the Bill and feedback to central government.
- 2.3 In November 2020 the government announced it would allocate £50K to all tier one authorities to support them in preparing for their new duty.

## **3.0 Key Features of the Domestic Abuse Bill**

- 3.1 The Domestic Abuse Bill has four main objectives relating to domestic abuse; to promote awareness, protect and support victims, transform the justice process and improve performance. The Bill is split into seven parts, each of which are summarised below:
  - 3.1.1 Part one of the Bill creates a new statutory definition for domestic abuse. The new definition recognises that anybody over 16 can be a victim of domestic abuse (this was previously set at 18) and emphasises that domestic abuse is not just physical violence, but can also be emotional, coercive or controlling, and economic abuse. The new definition also recognises children who see, hear or experience domestic abuse as victims in their own right.
  - 3.1.2 Part two of the Bill establishes in law a Domestic Abuse Commissioner as a statutory office holder. The Commissioner will provide public leadership on domestic abuse issues and play a key role in overseeing and monitoring the provision of domestic abuse services in England and Wales.
  - 3.1.3 Part three addresses powers for dealing with domestic abuse. The Bill introduces a new civil Domestic Abuse Protection Notice and a new civil Domestic Abuse Protection Order. These Orders provide alternative application routes to the current Domestic Violence

Protection Order meaning that victims and specified third parties can apply for a DAPO directly to the family court.

- 3.1.4 Part four of the Bill relates to local authority support and outlines a statutory duty for local authorities to provide support to victims and their children within safe accommodation. It also requires local authorities to convene a domestic abuse partnership board and provide annual reports to demonstrate progress.
- 3.1.5 Part five seeks to strengthen protection for victims and witnesses of domestic abuse in court. It will prohibit perpetrators of abuse from cross-examining their victims in person in the civil and family courts in England and Wales and create a statutory presumption that victims of domestic abuse are eligible for special measures in the criminal, civil and family courts.
- 3.1.6 Part six addresses offences involving violent or abusive behaviour. It restates in statute law the general proposition that a person may not consent to the infliction of serious harm and, by extension, is unable to consent to their own death. It will also extend the jurisdiction of the UK courts so that, where appropriate, UK nationals and residents who commit certain violent and sexual offences outside the UK may be brought to trial in the UK.
- 3.1.7 Part Seven outlines a range of measures including enabling domestic abuse offenders to be subject to polygraph testing as a condition of their licence following their release from custody and placing the guidance supporting the Domestic Violence Disclosure Scheme (“Clare’s law”) on a statutory footing.
- 3.2 The Bill will sit alongside a proposed package of 123 practical measures, including provision of funding for national helplines and investment in domestic abuse training for responding agencies and professionals. You can see the full list of measures, the consultation response and the draft Domestic Abuse Bill [here](#).

#### **4.0 Local authority duties set out in the Domestic Abuse Bill**

- 4.1 The Domestic Abuse Bill includes a new duty on tier one local authorities in England to provide support for victims and their children within domestic abuse safe accommodation. Subject to the successful passage of the Bill, the new duty will commence in April 2021.
- 4.2 The duty will also require the local authority to lead on establishing (or identifying) a local partnership which will be responsible for commissioning support to victims and their children in domestic abuse safe accommodation based on a robust needs assessment.
- 4.3 The Board will be required to publish a strategy for the provision of such support to cover their area having regard to the need’s assessment, monitor and evaluate the effectiveness of the strategy and report back annually to central government.
- 4.4 Under the new Duty ‘Domestic Abuse Safe Accommodation’ can include:

- Refuge accommodation – a refuge offers accommodation and intensive support which is tied to that accommodation. Victims, including their children, have to be refuge residents to access specialist emotional and practical support;
- Specialist safe accommodation – safe accommodation services which provide dedicated specialist support to victims with protected characteristics and/or complex needs, such as specialist refuges for BAME, LGBT, and disabled victims and their children;
- Dispersed accommodation - Safe, self-contained accommodation with the same level of specialist domestic abuse support as provided within a refuge but which may be more suitable for victims who are unable to stay in a refuge with communal spaces due to complex support needs or for families with teenage sons for example.
- Safe, self-contained ‘semi-independent’ accommodation - which is not within a refuge but with floating support for victims who do not require the intense support offered through refuge;
- Sanctuary Schemes – properties within Sanctuary Schemes or other similar schemes which provide enhanced security measures.

#### 4.5 Domestic abuse support will include:

- Advocacy support – development of personal safety plans, liaison with other services (for example, GPs and social workers, welfare benefit providers);
- Domestic abuse-prevention advice – support to assist victims to recognise the signs of abusive relationships, to help them remain safe (including online) and to prevent re-victimisation;
- Specialist support for victims with protected characteristics and / or complex needs, for example, interpreters, faith services, mental health advice and support, drug and alcohol advice and support, and immigration advice;
- Children’s support – including play therapy and child advocacy;
- Housing-related support – providing housing-related advice and support, for example, securing a permanent home and advice on how to live safely and independently;
- Counselling and therapy for both adults and children.

## 5.0 Capacity Building Fund

- 5.1 In November 2020 the government announced a £6 million capacity building fund to help local authorities prepare for the introduction of the bill and associated duties. This fund is allocated equally across Tier 1 local authorities in England, at £50,000 each.
- 5.2 The capacity building fund is not associated with the functions of the new duty and local authorities are not expected to deliver the duty before it comes into force. Instead, this funding will help authorities prepare so that, subject to successful passage of the Bill, they can start discharging the functions of the duty effectively as soon as the duty commences.
- 5.3 The purpose of the fund is to begin engaging local partners to consider how the duty will be implemented locally and review local strategies, frameworks for delivery and governance structures. Authorities are also encouraged to map which providers operate

across their area, including non-commissioned and specialist services, which provide tailored support to a specific cohort.

5.4 Expected outcomes of the fund include:

- Increased engagement with key partners to facilitate expertise and information sharing in relation to the expected new duty and help identify and address potential challenges in implementation;
- Clear mapping of all existing local domestic abuse safe accommodation support providers, both commissioned and non-commissioned;
- Completion of a standardised needs assessment to assess the support required for victims of domestic abuse and their children locally;
- Review/plan the local frameworks for delivery. Review could include looking at what local domestic governance structures are currently in place; whether and what are the existing local strategies relevant to domestic abuse; whether and what are the current monitoring/service evaluation processes.

5.5 [Guidance](#) has been published outlining the purpose of the fund and setting out suggested activities to properly plan for implementation of the new duty.

5.6 MHCLG will look to assess the impact of this funding upon commencement of the duty. Local authorities will be asked to share a summary report summarising how this fund has contributed to preparation for the duty by June 2021.

## 6.0 Proposed next steps

6.1 Safer Wolverhampton Partnership (SWP) holds the governance for Wolverhampton's Interpersonal Violence Strategy which seeks to address domestic abuse and monitor delivery of the strategy. It is therefore recommended that Safer Wolverhampton Partnership oversee the new statutory duties associated with the Domestic Abuse Bill. SWP will be required to work closely with other boards including Health and Wellbeing Together and Wolverhampton Safeguarding Together.

6.2 The city's newly established Interpersonal Violence Board (which is governed by SWP) will also play a crucial role in the sharing of expertise and information in relation to the expected new duty. A sub-group will be established to ensure that there is a planned approach to the statutory need's assessment and the statutory local domestic abuse strategy. The sub-group will be formed of multi-agency partners including specialist domestic abuse services.

6.3 It is proposed that a proportion of the Capacity Building Fund is utilised to recruit a consultant to coordinate the mapping of all existing local DA safe accommodation support providers as well as completion of the needs assessment.

6.4 This mapping exercise will ensure that the support meets the diverse needs of all victims and children in or coming into the area. It will also allow a full shared understanding of the various types of safe accommodation services delivered in the local area including

communal/self-contained refuge accommodation, dispersed safe accommodation, move on accommodation and any additional provision created during COVID-19.

- 6.5 The completion of a standardised needs assessment will clearly set out the demand within the city and assist in identifying any gaps and inform future commissioning.
- 6.6 Once this work is completed it is expected that the current multi-agency Interpersonal Violence Strategy and associated action plans will be reviewed in order to reflect the new duties set out in the Domestic Abuse Bill as well as findings from the needs assessment.
- 6.7 Engagement with victims and survivors, particularly those who experience additional barriers to accessing support will also play a vital role in ensuring that services meet the needs of victims and their families.
- 6.8 In June 2021 SWP will be required to produce a report setting out how the capacity building fund has contributed to local preparation for the duty. services and ensuring that the voice of victims is central in the refreshed strategy.
- 6.9 It is intended that funding for new burdens associated to the duty will be allocated to local authorities separately upon commencement in 2021.

## **7.0 Financial Implications**

- 7.1 Wolverhampton have been allocated £50,000 by the MHCLG in order to complete the preparation work outlined in this report.
- 7.2 It is expected that further funding will be made available to local authorities to implement the new duty based on local needs assessments.  
[LD/07012021/Q]

## **8.1 Legal Implications**

- 8.1 Sections 5 and 6 of the Crime and Disorder Act 1998 require the Council and other responsible authorities to formulate and implement strategies to reduce crime and disorder in the area.
- 8.2 Section 17 of the Crime and Disorder Act 1998 (amended) requires the Council along with the other Responsible Authorities to exercise their functions with due regard to do all that they reasonably can by way of preventing crime and disorder, anti-social behaviour, substance misuse and re-offending in the locality. The work outlined in this report surrounding the Domestic Abuse Bill will support this requirement.
- 8.3 Subject to the successful passage of the Domestic Abuse Bill new statutory duties will be placed on the local authority from April 2021. These duties include the need to establish or identify a partnership board to oversee the local response to the Bill and to provide



support for victims and their children within domestic abuse safe accommodation. The activity outlined in this report will support the local authority to discharge the functions of the duty effectively as soon as the duty commences.

[Legal Code: TS/06012021/Q]

## **9.0 Environmental implications**

9.1 There are no environmental implications within this report.

## **10.0 Human resources implications**

10.1 There are no human resource implications within this report.

## **11.0 Corporate landlord implications**

11.1 There are no Corporate Landlord implications for the Council's property portfolio.

## **12.0 Health and Wellbeing Implications**

12.1 Domestic abuse will likely be detrimental to the health and wellbeing of both a victim and their family. The mapping exercises and needs assessment will allow a better understanding of the needs of victims and their family as well as what is currently available to them in the city. This will inform future commissioning to ensure that victims can access the services which they need.

## **13.0 Covid Implications**

13.1 Restrictions around Covid-19 have had a significant impact on those experiencing domestic abuse and particularly those further isolated with their abuser. The work outlined in this report will ensure that those experiencing domestic abuse can access the services necessary to get the support which they need.

## **14.0 Schedule of background papers**

14.1 There are no background papers.

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# Domestic Abuse Bill

19 January 2021

Presenter:

**Keshia Harper**

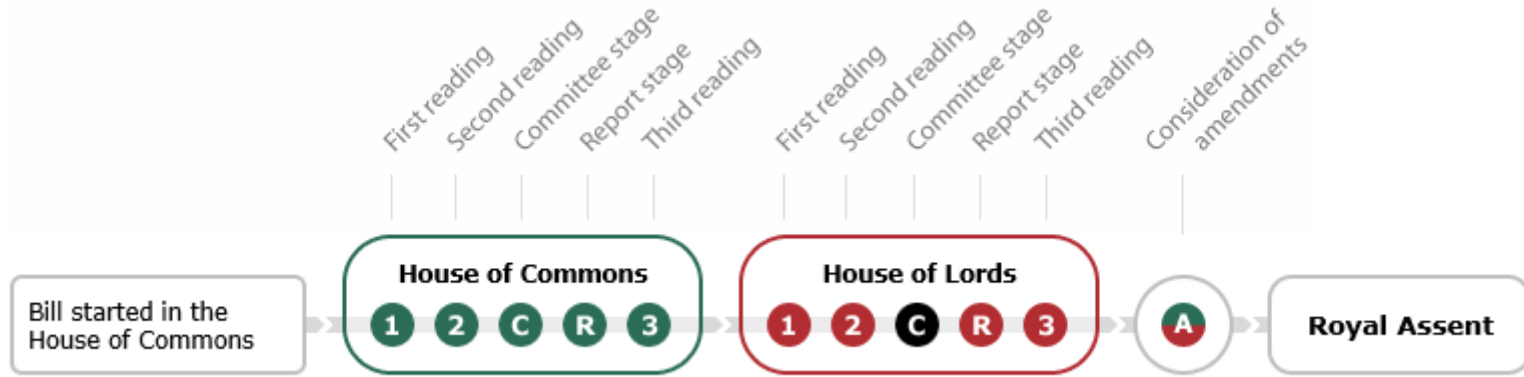
Domestic Abuse Specialist

**Hannah Pawley**

Community Safety Manager

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# Progress of the Bill



In February 2017 the Prime Minister announced plans for work to transform the way the government thinks about and tackles domestic abuse, leading to the introduction of a new Domestic Abuse Bill. On 3 March 2020 the Domestic Abuse Bill was reintroduced and completed its Commons stages on 6 July 2020. Subject to the Bill receiving royal assent, it will be implemented in April 2021.

# Objectives of the Bill

**The bill has four main objectives relating to domestic abuse;**

- to promote awareness
- protect and support victims
- transform the justice process
- improve performance

## Key themes

### **The Domestic Abuse Bill contains seven key parts:**

- Page 22
- Part One - Creating a statutory definition of domestic abuse;
  - Part Two – Domestic Abuse Commissioner;
  - Part Three - Powers for dealing with domestic abuse;
  - Part Four - Local Authority Support;
  - Part Five – Protection for victims and witnesses in court;
  - Part Six - Offences involving violent or abusive behaviour;
  - Part Seven – Other elements including Clare’s Law and polygraph testing of offenders.

## Local authority duty

### **The Bill will place the following new duties on local authorities:**

- Identify or establish a local partnership board which can oversee the response to domestic abuse and the implementation of the Domestic Abuse Bill;
- Provide support for victims of domestic abuse and their children within ‘domestic abuse safe accommodation’;
- Support to be commissioned based on a robust needs assessment;
- Report back annually to central government on progress.

## Local authority duty

### Safe Accommodation duty

- Duty applies to all domestic abuse specific accommodation in the city, both commissioned and non-commissioned
- A wide range of support can be included in the duty
- Central to this is support for children who are considered victims within their own right.



## Capacity Building Fund

**In order to prepare for the Domestic Abuse Bill the Ministry of Housing, Communities and Local Government have allocated a Capacity Building Fund**

- £6 million nationally
- Distributed equally across all tier one authorities – each receiving £50,000

The capacity building fund is not associated with the functions of the new duty and **local authorities are not expected to deliver the duty before it comes into force**. Instead, this funding will help authorities prepare so that, subject to successful passage of the Bill, they can start discharging the functions of the duty effectively as soon as the duty commences.

## Capacity Building Fund

### Expected outcomes of the fund include:

- Increased engagement with key partners to facilitate expertise and information sharing;
- Clear mapping of all existing local domestic abuse safe accommodation support providers, both commissioned and non-commissioned;
- Completion of a standardised needs assessment to assess the support required for victims of domestic abuse and their children locally;
- Review/plan the local frameworks for delivery.

## Proposed next steps

- Work underway to engage key partners within the city, including specialist domestic abuse providers
- Safer Wolverhampton Partnership to be identified as the responsible local partnership board
- Part of the capacity building fund to recruit expertise to coordinate standardised needs assessment and mapping of providers operating within the city
- Direct engagement with victims – particularly those who may face additional barriers in seeking support

## Proposed next steps

- Needs assessment, mapping and victim/survivor engagement to inform review of city Interpersonal Violence Strategy and future commissioning
- Report back to MHCLG in June 2021 to set out how the capacity building fund has contributed to local preparation for the duty
- It is anticipated that funding for new duty will be allocated to local authorities based on needs assessments.

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<b>CITY OF WOLVERHAMPTON COUNCIL</b>	<b>Adult and Safer City Scrutiny Panel</b> 19 January 2021
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<b>Report title</b>	Cover Report for the Adult Social Care Annual Report: The Local Account 2019-2020	
<b>Decision designation</b>	GREEN	
<b>Cabinet member with lead responsibility</b>	Councillor Linda Leach	
<b>Key decision</b>	No	
<b>In forward plan</b>	Yes	
<b>Wards affected</b>	All	
<b>Accountable Director</b>	Emma Bennett, Director of Children's and Adult Services	
<b>Originating service</b>	Adult Social Care	
<b>Accountable employee</b>	Jennifer Rogers	Interim Principal Social Worker 01902 555704 <a href="mailto:Jennifer.Rogers@wolverhampton.gov.uk">Jennifer.Rogers@wolverhampton.gov.uk</a>
	Tel	
	Email	
	Courtney Abbott	Advanced Practitioner for Quality and Improvement <a href="mailto:Courtney.abbott@wolverhampton.gov.uk">Courtney.abbott@wolverhampton.gov.uk</a>
	Email	
<b>Report to be/has been considered by</b>	Adult Leadership Team Strategic Executive Board	15 December 2020 06 January 2021

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**Recommendations for decision:**

The Panel is recommended to:

1. Note and comment on the Adult Social Care Local Account for 2019-2020.
2. Provide comment and challenge on proposed priorities for 2019-2020.
3. Approve the Adult Social Care Local Account for 2019-2020.

## **1.0 Purpose**

- 1.1 The purpose of the report is to seek comment and feedback on the 2019-2020 Adult Social Care Local Account prior to it being presented to Cabinet on 8 February 2021.

## **2.0 Background**

- 2.1 Local Accounts form a key part of the *Towards Excellence in Adult Social Care* (TEASC) approach to sector led improvement in Adult Social Care as they provide a mechanism for achieving local accountability. TEASC is a national programme led by the Association of Directors of Adult Social Services (ADASS) and the Local Government Association (LGA). The ambition of TEASC is that excellent Adult Social Care services will be delivered locally, supported by a regional and national programme of sector led improvement, peer challenge and leadership support. Local Accounts are part of this programme as they enable councils to self-assess their performance, gather feedback on how they have done from people who have used services and set priorities for improvement. They are also seen as a way of demonstrating openness and transparency.

- 2.2 Although not mandatory, it is considered good practice for councils to produce and publish a Local Account every year.

- 2.3 The purpose of a Local Account is to:

- Inform the public about the types of services that are available to help people to be as safe and independent as possible.
- Inform the public about progress made against Adult Social Care's priorities for the year.
- Compare local performance with regional and national figures.
- Identify priorities for the year ahead.

- 2.4 The Local Account highlights challenges as well as successes and uses real life examples to showcase how social care intervention has positively impacted on the lives of people who access services. It also gives the Council the opportunity to be transparent about:

- Complaints, including how quickly these are responded to and an example of how learning from a complaint has been put into practice to improve services for people.
- Spending and how finances are distributed throughout Adult Social Care.
- The number of people, including carers, who are supported by the Council.

- 2.5 It is general practice in most councils to structure the Local Account around the Adult Social Care Outcomes Framework (ASCOF). This framework is used nationally and locally to set priorities, measure progress and strengthen transparency and accountability in Adult Social Care. This is the approach used in Wolverhampton to measure performance in the Local Account because it enables meaningful comparisons to be



made with neighbouring authorities. It also provides an opportunity for measuring progress against Adult Social Care nationally.

### **3.0 Appendices**

3.1 Appendix 1 – Cabinet report

3.2 Appendix 2 – Adult Social Care Annual Report: The Local Account 2019-2020

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<b>Cabinet Member Consultation</b>			
Report title:	Adult Social Care Annual Report: The Local Account 2019-2020		
Cabinet member(s) consulted	Consulting employee	Mode of consultation	Primary date of consultation
Cllr Leach	Jenny Rogers / Courtney Abbott	Face to Face	8 January 2021
<b>Key comments arising from consultation (if applicable):</b>			

<b>Report title</b>	Adult Social Care Annual Report: The Local Account 2019-2020	
<b>Decision designation</b>	AMBER	
<b>Cabinet member with lead responsibility</b>	Councillor Linda Leach Adults	
<b>Key decision</b>	Yes	
<b>In forward plan</b>	Yes	
<b>Wards affected</b>	All Wards	
<b>Accountable Director</b>	Emma Bennett, Director of Children's and Adult Services	
<b>Originating service</b>	Adult Social Care	
<b>Accountable employee</b>	Jennifer Rogers	Interim Principal Social Worker 01902 555704 <a href="mailto:Jennifer.Rogers@wolverhampton.gov.uk">Jennifer.Rogers@wolverhampton.gov.uk</a>
	Tel	
	Email	
	Courtney Abbott	
	Email	Advanced Practitioner for Quality and Improvement <a href="mailto:Courtney.abbott@wolverhampton.gov.uk">Courtney.abbott@wolverhampton.gov.uk</a>
<b>Report has been considered by</b>	Adult Leadership Team	15 December 2020
	Strategic Executive Board	06 January 2021
	Adult and Safer City Scrutiny Panel	19 January 2021

**Recommendation for decision:**

The Cabinet is recommended to:

1. Approve the Adult Social Care Local Account for 2019-2020 for publication.

**Recommendations for noting:**

The Cabinet is asked to note:

1. The comments of the Adult and Safer City Scrutiny Panel on the Adult Social Care Annual Report: The Local Account 2019-2020.
2. The proposed priorities for 2020-2021.

## 1.0 Purpose

- 1.1 The purpose of the report is to seek Cabinet approval to publish Adult Social Care's annual report for 2019-2020, the Local Account.
- 1.2 A copy of the minutes from the Adult and Safer City Scrutiny Panel which met on 19 January 2021 are attached to this report as Appendix 1.

## 2.0 Background

- 2.1 Local Accounts form a key part of the *Towards Excellence in Adult Social Care* (TEASC) approach to sector led improvement in Adult Social Care as they provide a mechanism for achieving local accountability. TEASC is a national programme led by the Association of Directors of Adult Social Services (ADASS) and the Local Government Association (LGA). The ambition of TEASC is that excellent Adult Social Care services will be delivered locally, supported by a regional and national programme of sector led improvement, peer challenge and leadership support. Local Accounts are part of this programme as they enable councils to self-assess their performance, gather feedback on how they have done from people who have used services and set priorities for improvement. They are also seen as a way of demonstrating openness and transparency.
- 2.2 Although not mandatory, it is considered good practice for councils to produce and publish a Local Account every year.
- 2.3 The purpose of a Local Account is to:
  - Inform the public about the types of services that are available to help people to be as safe and independent as possible.
  - Inform the public about progress made against Adult Social Care's priorities for the year.
  - Compare local performance with regional and national figures.
  - Identify priorities for the year ahead.
- 2.4 The Local Account highlights challenges as well as successes and uses real life examples to showcase how social care intervention has positively impacted on the lives of people who access services. It also gives the Council the opportunity to be transparent about:
  - Complaints, including how quickly these are responded to and an example of how learning from a complaint has been put into practice to improve services for people.
  - Spending and how finances are distributed throughout Adult Social Care.
  - The number of people, including carers, who are supported by the Council.
- 2.5 It is general practice in most councils to structure the Local Account around the Adult Social Care Outcomes Framework (ASCOF). This framework is used nationally and locally to set priorities, measure progress and strengthen transparency and accountability in Adult Social Care. This is the approach used in Wolverhampton to measure performance in the Local Account because it enables meaningful comparisons to be

made with neighbouring authorities. It also provides an opportunity for measuring progress against Adult Social Care nationally.

2.6 The City of Wolverhampton's Local Account is organised under four main outcomes taken from ASCOF, as well as including a fifth outcome which considers value for money and use of resources:

- **Outcome One:**  
Enhancing the quality of life for people with care and support needs.
- **Outcome Two:**  
Delaying and reducing the need for care and support.
- **Outcome Three:**  
Making sure that people have a positive experience of care and support.
- **Outcome Four:**  
Safeguarding adults whose circumstances make them vulnerable and protecting them from harm.
- **Outcome Five:**  
Value for money, buying and use of resources.

### **3.0 Achievements highlighted in the 2019-2020 Local Account**

- 3.1 The 2019-2020 Local Account highlights areas of significant progress and improved performance, which is making a positive difference to people in the city. One example of this is the year on year decrease in the number of complaints received. In 2019-2020, there were 53 formal complaints, compared to 74 the previous year and 81 in 2017-2018.
- 3.2 A priority for Adult Social Care in 2019-2020 was to support people with care and support needs to live as independently as they can in their own homes, for as long as possible. The Telecare Response Service supported 1372 new people this year, which means that the service is on track to reach the goal of supporting an additional 3000 people between 2019-2022. This year, they have attended 3388 incidents and just under 7% of these required an ambulance. This has helped people to remain at home while also reducing the pressure on local health services.
- 3.3 The Home Assisted Reablement Programme (HARP) has supported more people to remain at home for longer after being discharged from hospital. This year, 81% of people aged 65 and older were still at home 91 days after being discharged compared to just under 75% in 2018-2019. The Independent Living Service has also been working to support this outcome. An example of this, which is included in the Local Account, involves Mary, who wanted to continue to live in her own home but had experienced a lot of falls and there were some parts of her property which she couldn't access safely. This included her showering facilities. Within two days of asking for help, adaptations were made to Mary's home which significantly reduced the risk of her falling and meant she could continue to live her life without any ongoing care and support.

- 3.4 Over the last two years Adult Social Care in Wolverhampton has been working hard to introduce a new way of working, called Three Conversations©. At the heart of this approach is having a meaningful conversation, where practitioners listen hard to what matters to people and make connections that will help support people become more independent and live their idea of a "good life". This looks different for everyone, but could mean getting a job, seeing friends or having their own home, like Pauline, who spent almost 40 years in different hospitals. This year, with the support of the Forensic Social Work Team and Transforming Care Partnership, Pauline was able to move into her own flat as part of a supported living arrangement. Pauline has said that she is able to "live and breathe freely" and that she is "delighted to have such a friendly and supportive network" around her helping her to feel safe.
- 3.5 Connecting more people to their communities has been a key focus this year. One of the drivers for this is because loneliness and isolation can have a huge impact on a person's physical and mental health. The Three Conversations © approach has supported this priority this year with its focus on "good" connections. The Carer Support Team and Community Support Team have also been working to connect more individuals to people and places in the community that will help them. As a result, this year there were almost 300 more Carer Conversations than in 2018-2019 and the Community Support Team supported 1350 people compared to 1210 last year.
- 3.6 The Community Support Team also organise Community Talking Points, which are opportunities for people to talk to someone about what is happening in their local area and get information and advice. These events take place at different venues across the city and have been really successful, with 20 more being organised this year than in 2018-2019. This has helped the Council identify and support more "hidden carers" within the city and have also resulted in at least one local café organising their own carers group.
- 3.7 Over the past few years, the Council has been working to make it easier and quicker for people to speak to someone who can help them and get the support that they need. The Sensory Impairment Team has offered "drop-in" sessions throughout the year to enable people to try different types of equipment before they buy them. This saves people money and time and also increases their independence by enabling them to find the equipment that best suits their needs.
- 3.8 The Welfare Rights Service has supported people in the city to claim over £16.1 million in annualised benefits in 2019-2020. There was also £1.7 million in annualised revenue gains for the City of Wolverhampton Council this year through Adult Social Care increased contributions. These gains come from the Welfare Rights Service supporting people to maximise their benefits where they are receiving a chargeable service from the City of Wolverhampton Council.
- 3.9 There are seven real life examples which highlight how adult social care in Wolverhampton has made a positive difference to people with care and support needs

and their carers this year. For example, 550 people in Wolverhampton received a direct payment and there has been a 132% increase in the number of people who received an Individual Service Fund this year. The Local Account gives examples of how people are using direct payments to have choice and control over the support they receive and also how some young people are being supported to use public transport on their own which is increasing their independence.

#### **4.0 Challenges highlighted in the 2019-2020 Local Account**

- 4.1 The guidance produced by Towards Excellence in Adult Social Care (May 2013) encourages Local Authorities to adopt a balanced approach when producing Local Accounts, so that challenges are reported alongside the good news stories.
- 4.2 Supporting people to leave hospital as soon as they are able has been a priority for the Council over the past three years. The number of people experiencing delayed transfers of care (DToc) in Wolverhampton continues to be below the national average, which is positive, and Wolverhampton was the 41st best performing health and social care system out of 151 local authorities in 2019-2020. Since last year's Local Account our rank has fallen, however the city is in a much stronger place than in 2017-2018 when the city was ranked 104th. It is important to note that numbers fluctuate every month which means the rankings also change monthly.
- 4.3 Some people will always need ongoing care and support and it is important that they are supported to have as much choice and control over their own lives as they would like. In 2019-2020, the number of people with care and support needs who said that they have control over their lives has slightly decreased (74% compared to 76%) and is slightly below the national average of 77%. The Council will prioritise this in 2020-2021 by continuing to support people with care and support needs to live as independently as they can in their own homes, for as long as possible, promoting direct payments and ISF's, continuing to connect people to their local communities and having good conversations so that people are supported to live their idea of a "good life".
- 4.4 Supporting people with care and support needs who want to work is an ongoing priority for The City of Wolverhampton Council. There were 47 adults with a learning disability in employment this year, which is less than last year. The Council intend to improve this by working closely with Adult Education to develop Supported Internships and ensure closer links with the Special Education Needs and Disabilities (SEND) Team, the Disabled Children and Young People's Team and Adults teams.

#### **5.0 Improvements to the 2019-2020 Local Account**

- 5.1 Each year there is a consultation to identify ways in which the Local Account can be improved. This year due to Covid the public consultation has been shorter than usual and was carried out virtually. Local groups were invited to provide feedback on the previous year's Local Account Groups invited to take part included the LGBT Alliance, Healthwatch, Pohwer, SUCCESS Group (a University of Wolverhampton group of around



50 people and carers with a diverse range of lived experience and backgrounds) and African Caribbean Community Initiative (ACCI). However, participation was more limited than usual and some groups were unable to take part.

- 5.2 Feedback from the consultation was generally positive, with the overall opinion that the information provided in last year's Local Account was useful and informative and that the pictures, infographics and stories made it easier to read. There was also agreement that the report had a "friendly and inviting" feel to it. As a result, much of the design and layout of the Local Account has remained the same as last year.
- 5.3 A key recommendation from the consultation was to change the "thumbs up/down/sideways" graphics used alongside the data about compliments and complaints. It was felt that these symbols could be interpreted by the public as saying that the Council discourages complaints and tries to "disprove" complaints when they are received. Consequently, this has been changed in the 2019-2020 report.
- 5.4 It was also suggested that people should have access to the Local Account in other formats, including easy read. In this year's Local Account there is a statement about how people can request copies of the document in other formats and an easy to read version will also be published and accompany the main report on the Council's Adult Social Care webpage. The aim is to also produce a video highlighting the main points and could include a sign language interpreter as well as subtitles.

## **6.0 Overview of local, regional and national performance**

- 6.1 The Adult Social Care Outcomes Framework (ASCOF) measures how well care and support services achieve the outcomes that matter most to people. It is used both locally and nationally to set priorities for care and support, measure progress and strengthen transparency and accountability. Every year quantitative data is provided at local, regional and national level that measures activity over the last statutory year and is taken from the Adult Social Care Survey and Survey of Adult Carers. This data is collated and published by NHS Digital each year usually around the end of October however due to Covid this has been delayed until December 2020.
- 6.2 The City of Wolverhampton Council uses this data in the Local Account to identify progress and areas which need to be monitored or addressed in the coming year. This is represented in a table (page 13) as well as in other areas throughout the document to enable comparisons to be made with previous years and other similar councils as well as national figures. This helps to benchmark local performance.

## **7.0 Evaluation of alternative options**

- 7.1 Although not mandatory, it is considered good practice for councils to produce and publish a Local Account every year.

## **8.0 Reasons for decision(s)**

8.1 The Adult Social Care Outcomes Framework (ASCOF) measures the extent to which care and support services are achieving the outcomes that matter most to the residents of Wolverhampton. The information in the annual report is used locally to set priorities for care and support and also provide a basis to measure progress and strengthen transparency and accountability. The publication of the report also provides a basis to review and reflect on progress and help identify areas of risk and or where further action is needed to improve performance against national social care standards in the future.

## **9.0 Financial implications**

9.1 There are no direct financial implications arising from this report.

[MK/11122020/D]

## **10.0 Legal implications**

10.1 There are no direct legal implications arising out of this report.

[TC/08122020K]

## **11.0 Equalities implications**

11.1 The Local Account highlights the work of Adult Social Care, which covers a diverse range of groups. In this report the work carried out by the teams to address equality issues experienced by individuals, families and communities are discussed and celebrated.

11.2 Consultation has taken place with representatives of people with lived experience and an equalities impact assessment form has been completed as part of this report.

## **12.0 All Other Implications**

12.1 The Local Account highlights how Adult Social Care in Wolverhampton are prioritising the health and wellbeing of people in the city. Supporting carers, working to reduce loneliness and isolation, supporting people to live their lives as independently as they would like and supporting people to live a “good” life has been a focus throughout the year.

12.2 The Covid-19 pandemic has had a significant international, national and regional impact on the provision of adult social care sector and will continue to impact on the management and delivery of services in the immediate future in response to changes in the level of demand.

12.3 Adult Social Care in the City of Wolverhampton Council has continued to operate under the Care Act throughout the pandemic, with some flexibilities and minor changes to the way work has been carried out and support / services provided. As such there has not been any need to implement any Care Act easements and the Council has remained at Stage 2. Most services have continued to be delivered as business as usual, whilst observing all government guidelines. Adult Social Care in Wolverhampton has adapted to working in creative and innovative ways that have enabled the people of Wolverhampton

to be supported whilst also ensuring people are safeguarded. This will be highlighted in more detail in the 2020-2021 Local Account.

### **13.0 Schedule of background papers**

13.1 There are no background papers for this report.

### **14.0 Appendices**

14.1 Appendix 1- Minutes from the Adult and Safer City Scrutiny Panel which met on 19 January 2021

14.2 Appendix 2 - Adult Social Care Annual Report: The Local Account 2019-2020

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# Adult Social Care Annual Report

The Local Account  
2019-2020



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# Foreword

Welcome to the City of Wolverhampton Council's Local Account for 2019-2020, which is our annual Adult Social Care report. This is our opportunity to reflect on the progress we have made during the last 12 months, identify key achievements and challenges and to set out our priorities for the year ahead.

Looking back now, I'm sure few of us would have been prepared for just how much our everyday life was about to change due to Covid-19. Although this is a report about 2019-2020, we feel it is right to take a moment to acknowledge how well the city has come together in response to the pandemic and to also reflect on the significant impact the virus has had on every single one of us. Adult Social Care, like the NHS, has continued to support people during this crisis, many on the frontline caring for those who need it most in our communities, whilst putting themselves and in some cases their own families at risk. We would like to recognise the tremendous contribution of all keyworkers, but with some particular recognition for those working in Adult Social Care, including care workers in the private and independent care sector, who are working tirelessly to keep our communities safe and supported.

Although undoubtedly the current situation is difficult and uncertain, it is still really important to take the time to review what our Adult Social Care teams achieved in 2019-2020. This in turn will help us shape our longer-term vision for the future of Adult Social Care in the city.

In this year's report there are some incredible real-life stories, which bring to life what a difference Adult Social Care is making to people in the city with care and support needs. We

have also included some important data which shows how we are doing compared with last year and have also measured our performance against regional and national figures.

Our biggest challenge continues to be trying to balance the budget at a time when people are living longer and with multiple and complex health conditions, which means more of us will need support from Adult Social Care than ever before. In last year's Local Account (2018-2019) we reported on how we were testing out a new way of working called Three Conversations ©, which would support us to make the most of our finite resources, encourage innovation and enable us to have better conversations with people and carers. This approach has helped us to understand what really matters to people and identify how we can be most useful by recognising strengths and making connections to the right people and places in the community to help individuals get on with their lives as quickly as possible. This year we have been further developing this new way of working across Adult Social Care. There are some fantastic examples in this report.

When we reflect back on 2019-2020 it is wonderful to see that there has been much to celebrate. For instance, the City of Wolverhampton Council has once more been recognised as a dementia friendly city, demonstrating that organisations are working together to make people living with the condition feel better understood, respected and supported. The Alzheimer's Society granted Wolverhampton Dementia Friendly Community Status for the third year running after recognising the work taking place to improve services for people living with dementia and their families and carers.

In September 2019 the City of Wolverhampton Council won two awards at the Association for Public Service Excellence (APSE) Awards. The Council was named APSE Overall Council of the Year in Service Delivery and also won the award for Best Collaborative Working Initiative, after working with partners to end rough sleeping, cutting homelessness figures in the city by nearly four fifths at a time when most other towns and cities are experiencing increases. The work of the Council and city partners to tackle homelessness in the city was also recognised at the MJ Local Government Achievement Awards in 2019.

In October 2019 hundreds of people turned out to celebrate at Wolverhampton's LGBTQ+ Pride event, which was an overwhelming success. Acts included the city's very own Nate Ethan, who is believed to be the country's first transgender rapper. The city also marked LGBTQ+ history month in February 2020 with the flying of the rainbow flag outside Wolverhampton's Civic Centre. In November a free health and wellbeing conference for Wolverhampton's LGBTQ+ community was held, which covered a range of topics including the needs of young people, mental health and wellbeing, sexual and reproductive health, reducing violence, victimisation and stigma, utilisation of health care, living with dementia and care in later life. Keynote speakers included Dr Michael Brady, the first National Adviser for LGBTQ+ Health in the NHS.

This year the City of Wolverhampton Council received grant funding to extend a pioneering project which uses artificial intelligence (AI) to help health and social care providers better predict future demand for services. Following a successful 'test and learn' phase, the Council

has been selected to receive further funding from NHS Digital to implement the project on a larger scale and demonstrate how AI could be used to predict demand for services more widely across England.

We really hope you enjoy reading this report and about the many ways we are transforming Adult Social Care in the city in response to the challenges we face. We would also like to take this opportunity to thank everyone who took part in the consultation to help shape this year's Local Account.



**Councillor  
Linda Leach**  
Cabinet Member  
for Adults



**Emma Bennett**  
Director of Adult and  
Children's Services  
for Adults



# About Adult Social Care in Wolverhampton

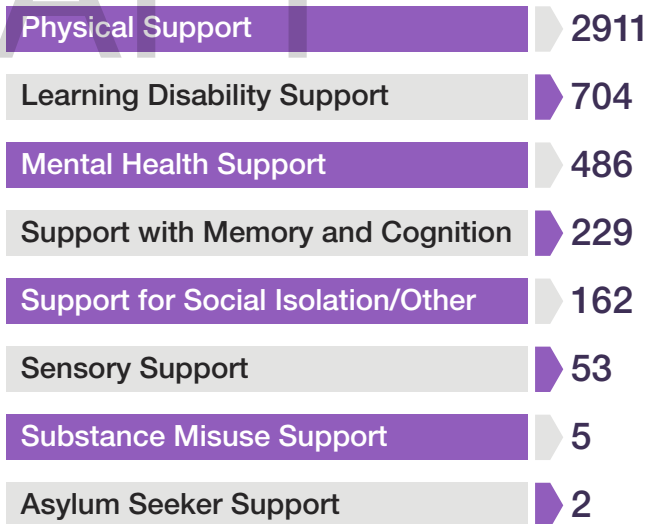
In England Adult Social Care is the responsibility of local authorities whilst working closely with other partners such as health organisations, housing, voluntary and third sector as well as many others to improve outcomes for people.

Adult Social Care supports people who have care and support needs, which could arise as a result of an illness or disability, and also their carers. This could include, for instance, people who have sensory loss, physical and/or learning disabilities, mental health difficulties, autism and needs associated with older age.

Under the Care Act 2014, one of the key pieces of legislation, Adult Social Care has a duty to make safeguarding enquiries where someone with care and support needs is experiencing, or is at risk of, abuse or neglect and cannot protect themselves because of those care and support needs.

Predominantly, Adult Social Care teams in Wolverhampton work with people over the age of 18, but also support young people who may already be known to children’s services as part of transition planning into adulthood.

**The main reasons people needed support from Adult Social Care in Wolverhampton this year were:**



### Find out more...

Our Council Plan 2019-2024 sets out how City of Wolverhampton Council will work with communities to deliver improved outcomes for the people of the city over the next five years.

You can read the plan by clicking **HERE** or you can visit the Council website, [www.wolverhampton.gov.uk](http://www.wolverhampton.gov.uk), and search for “Our Council Plan”.

## Measuring Progress

The Department of Health and Social Care publishes the Adult Social Care Outcomes Framework (ASCOF) annually, which measures how well care and support services achieve the outcomes that matter most to people. This can be used by local councils to look at their performance, improve quality of care and to identify priorities for local improvement.

Four of the outcomes from this framework are referred to throughout this Local Account, as well as an outcome which helps us to consider value for money and the use of the resources, including those we commission:

- Outcome 1** Enhancing the Quality of Life for People with Care and Support Needs
- Outcome 2** Delaying and Reducing the Need for Care and Support
- Outcome 3** Making Sure People Have A Positive Experience of Care and Support
- Outcome 4** Safeguarding Adults Whose Circumstances Make Them Vulnerable and Protecting Them from Harm
- Outcome 5** Value for Money, Buying and Use of Resources



# Developing a New Way of Working

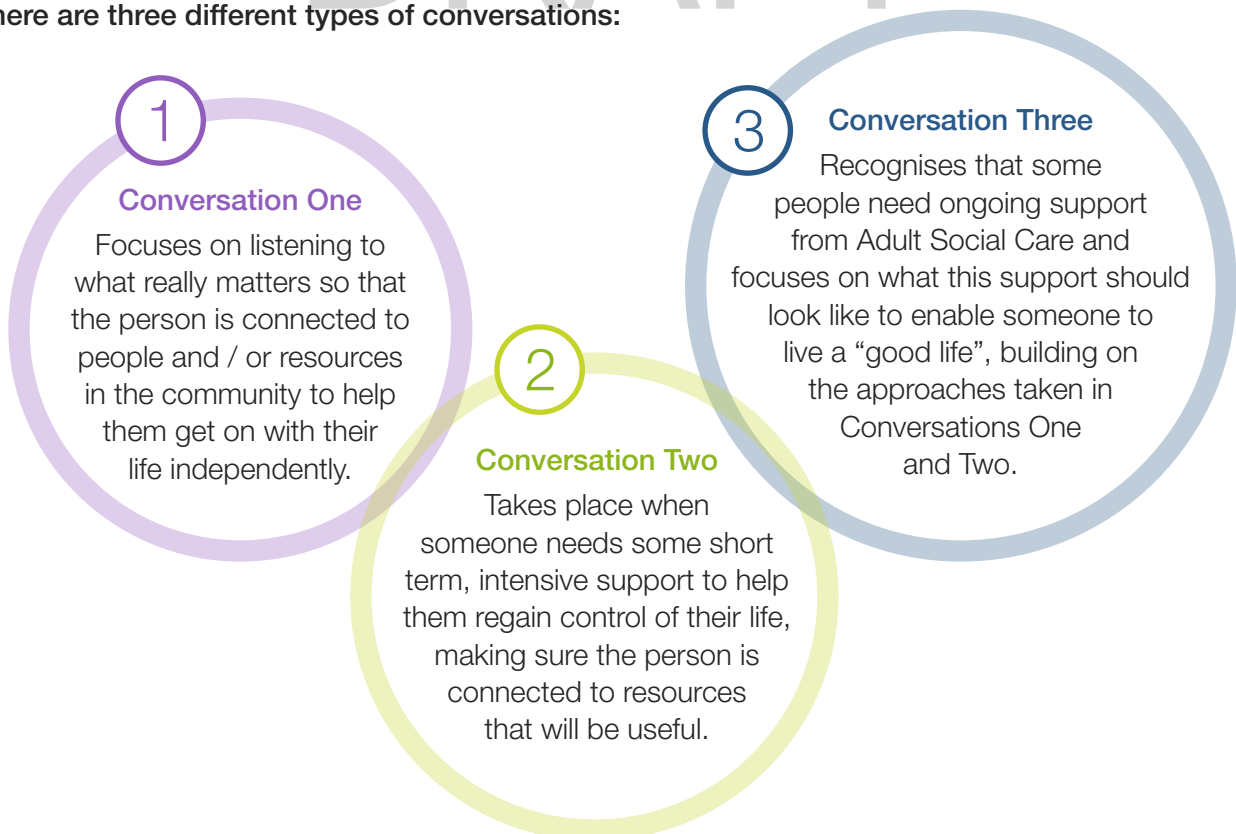
Over the last two years Adult Social Care in Wolverhampton has been working hard to introduce a new way of working, called Three Conversations©. Most teams are now working in this way.

At the heart of this new approach is having a meaningful conversation, rather than filling in lengthy forms and automatically thinking that formal services are the answer. People needing support will get to speak to someone who can help quickly, and they will continue to work with them so that the person doesn't have to keep repeating their story. This way of working focuses on strong connections, relationships and looking first at what's strong in someone's life, rather than just focussing on what's wrong (also called taking a "strengths-based approach").

So far, more people have been seen compared to the old way of working and they are not waiting as long to speak to someone in a social work team. Things tend to happen faster because some bureaucratic processes and systems have been removed or changed.

One key difference is the change in language. Jargon and labels like "cases" or "service users" are not being used anymore because it is important to use plain, non-judgemental language that shows respect and makes sense to everyone. This is why we have swapped the word "assessment" for "conversation" for example. We will always try and explain what we mean when using terminology that people may not know.

**There are three different types of conversations:**



**This means we will:**



Listen hard and have meaningful conversations to find out what really matters



Recognise people's skills and strengths by thinking about what's strong, not just what's wrong



Connect people to what's going on in their community and encourage the development of local community groups



Focus on making things work better for people



Develop approaches that promote independence and prevent, delay and reduce need as much as possible

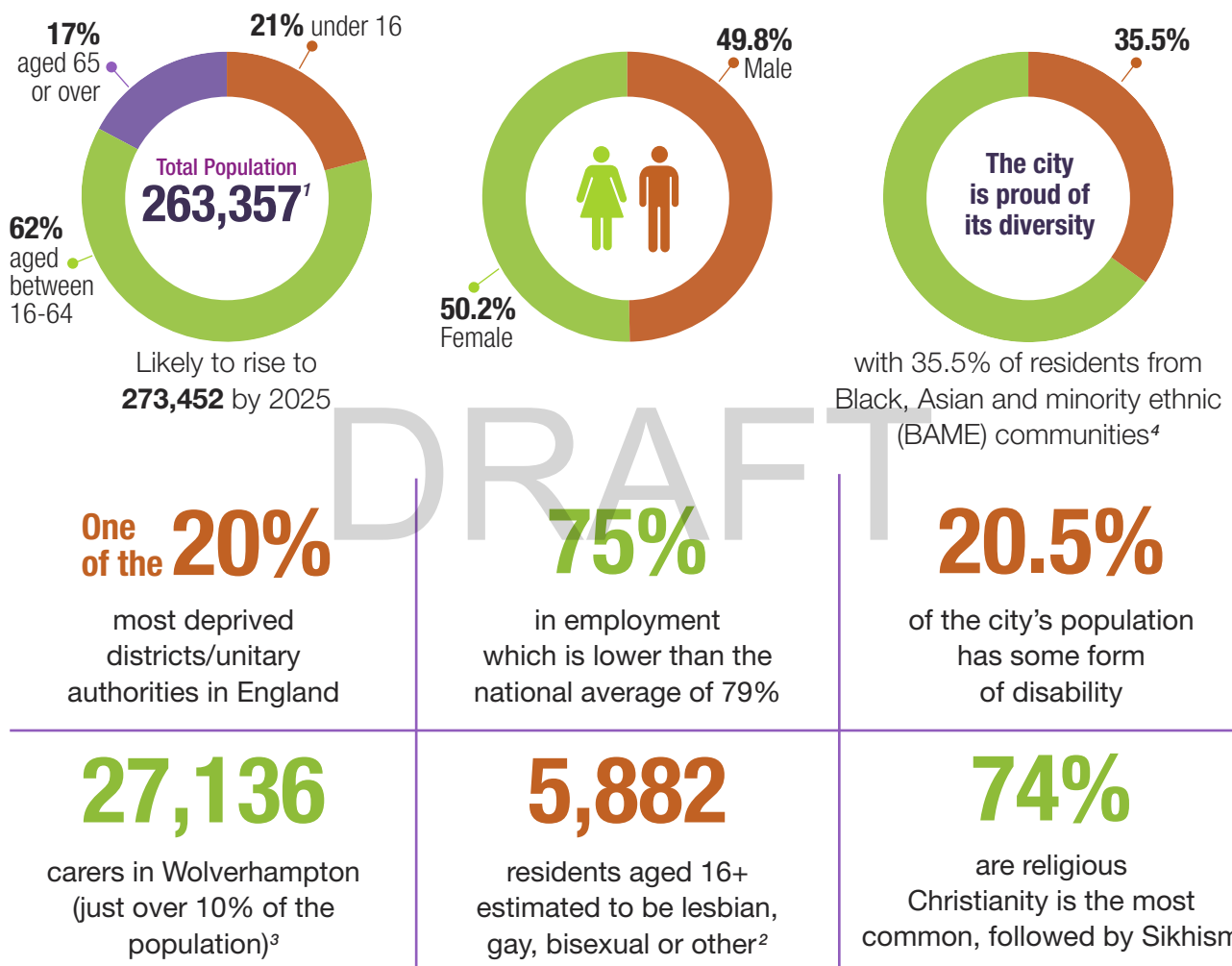


Consider what a 'good life' looks like for that person and make sure they have as much choice and control as possible

# The City of Wolverhampton and Its People

## Local Population

The City of Wolverhampton is a diverse place and the Council's Adult Social Care workforce are committed to promoting and respecting equality and diversity. It is important to us that we recognise what makes people unique. This could include culture, religion, gender and sexuality, as well as age and ability, amongst others.



The Adult Social Care workforce in Wolverhampton is supported to access information and resources, where appropriate, to make sure that we get things right for each individual and their specific needs and circumstances. All workers have equality and diversity training and employing managers also receive unconscious bias training.

<sup>1</sup> Figures have been obtained from the Office for National Statistics (nomis - official labour market statistics)

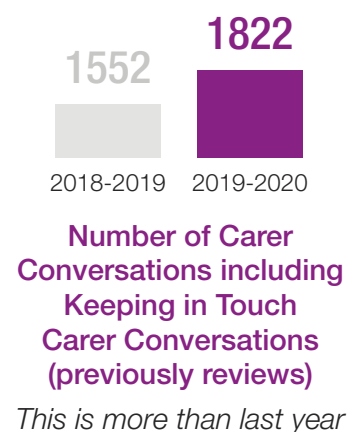
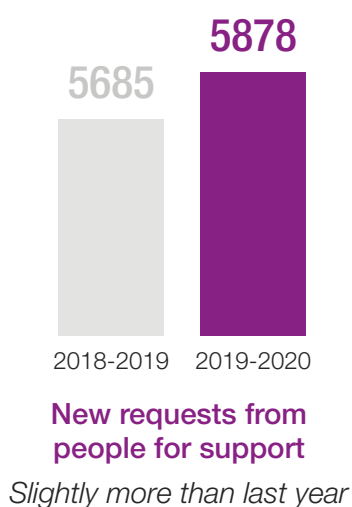
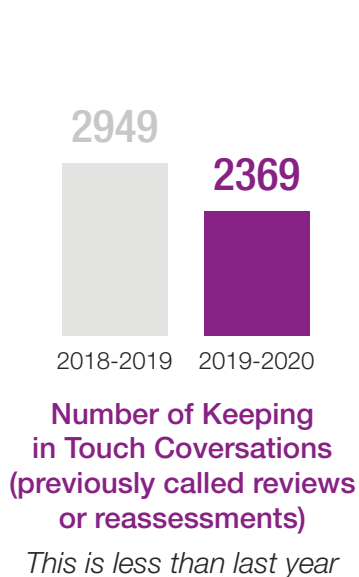
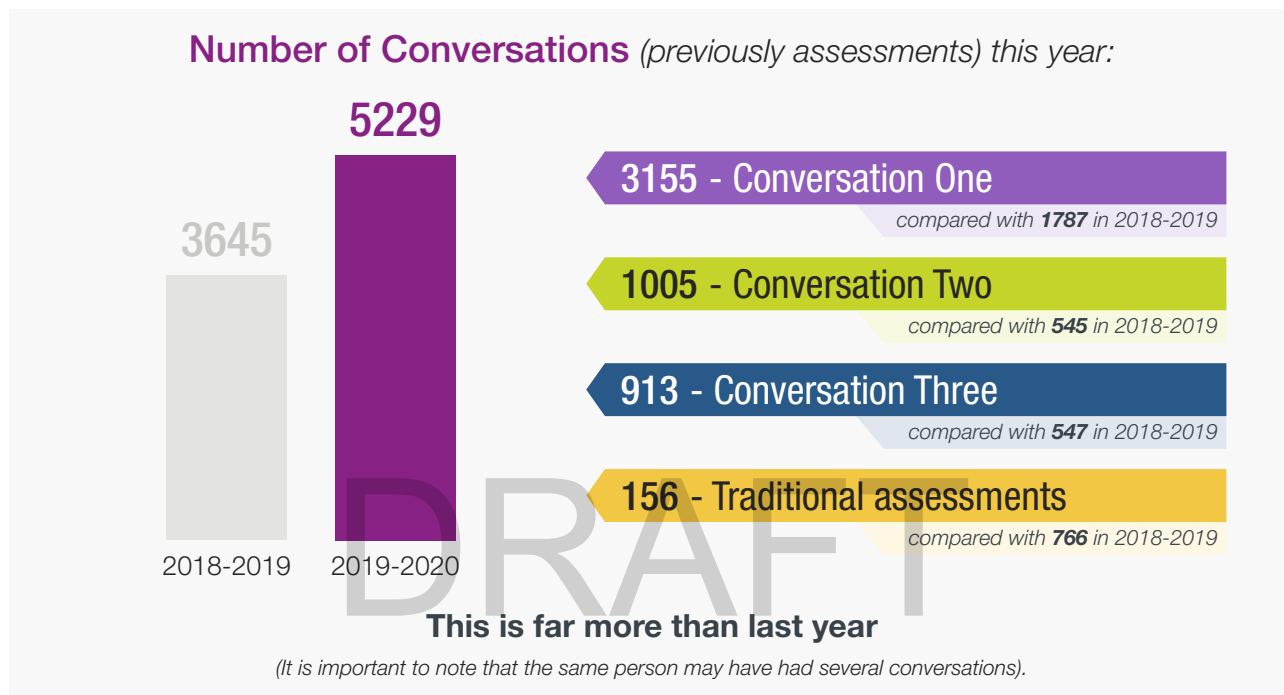
<sup>2</sup> The Office for National Statistics (ONS) "Sexual orientation, UK" release, 2018, estimated that 2.8% of adults in the UK identified themselves as Lesbian, Gay, or Bisexual (LGB) or other. "Other" includes those who do not consider themselves to fit into the heterosexual, gay, lesbian, or bisexual categories and possibly those who did not understand the terminology or who are against categorisation. Using the estimate of 2.8%, this equates to 5,787 adults in Wolverhampton who were LGB or Other. Estimates for men/women, and by age, are not exact and the numbers do not reconcile precisely because they are based on extrapolations from national data by ONS, which themselves use slightly different bases. Data at a local level on gender reassignment is unavailable. The problems with estimating and defining the data are summarised by the Office for National Statistics (ONS) in their Gender Identity Update, however a Gender Identity question will be included in the 2021 Census. *Source: Sexual Orientation, UK* (Office for National Statistics)

<sup>3</sup> Taken from 2011 Census

<sup>4</sup> Taken from 2011 Census

## Activity in Adult Social Care in 2019-2020

People contact our Adult Social Care teams every day looking for information, advice and support. When we speak to someone, we have a really good conversation to find out what will help and what matters most to the person to try to make sure they get the right support when they need it most.



## People Who Received Support from Adult Social Care in 2019-2020

In Wolverhampton, Adult Social Care aims to maximise people’s independence and connect individuals with people and places that will help them to get on with their lives. Where people need formal support, that support is shaped to focus on what a good life looks like for that individual using the **Three Conversations**® approach.



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**A Carer’s Emergency Card**  
is useful in an accident or an emergency as it identifies the person as a carer so that a contingency plan can be put into place for the person they care for.

To make an application for the **Carer’s Emergency Card** - Click **HERE** or visit [www.wolverhampton.gov.uk](http://www.wolverhampton.gov.uk) and search for “Carer Support”

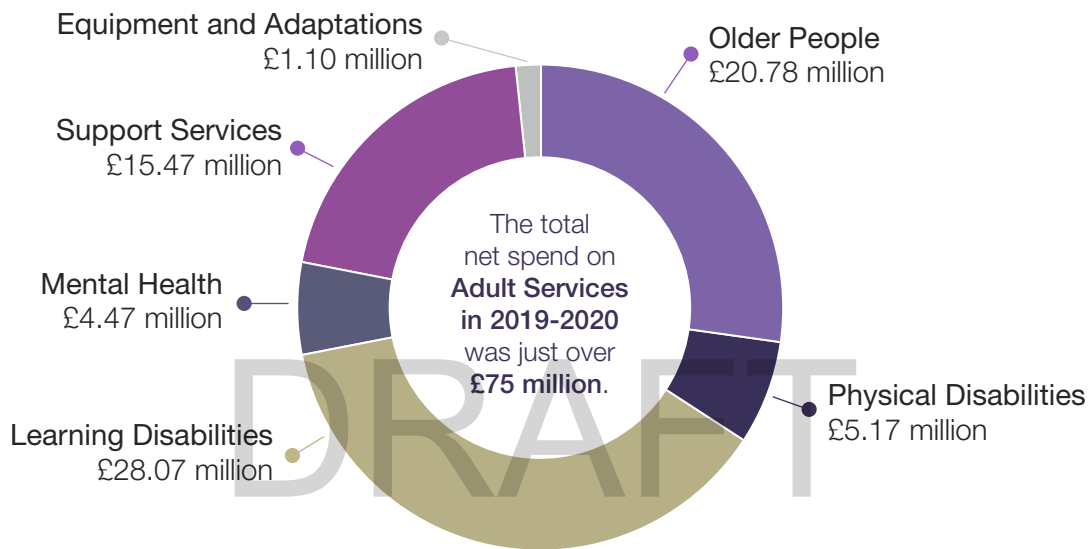


# Spending in 2019-2020

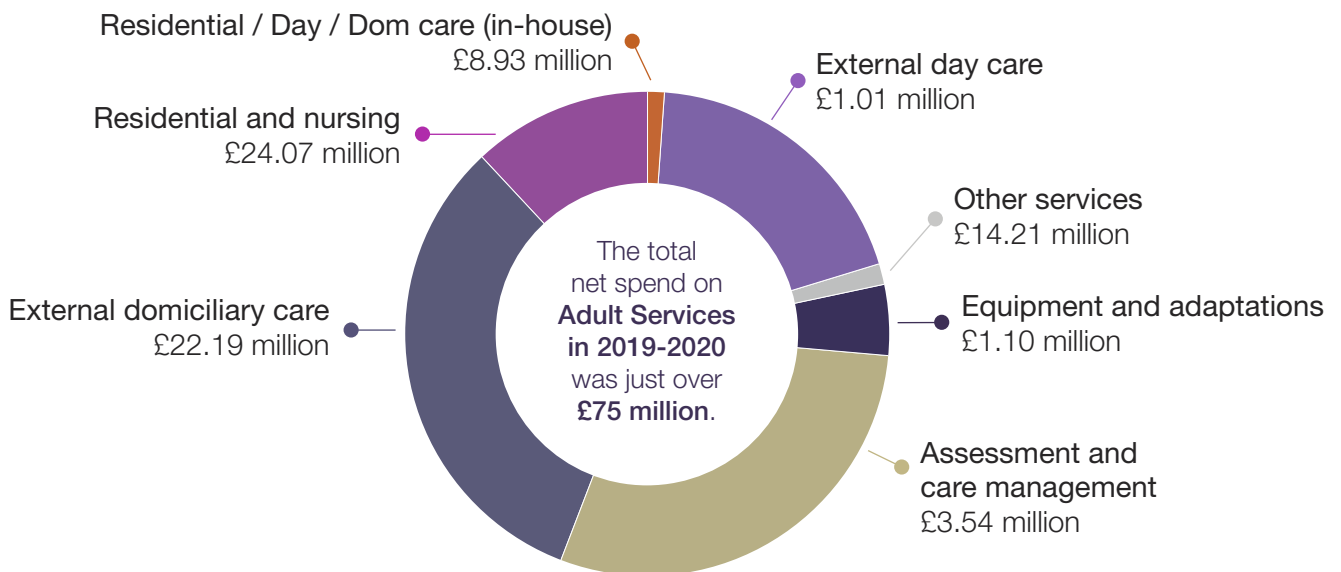
The **City of Wolverhampton Council** spent **35%** of its net revenue expenditure on **Adult Social Care in 2019-2020**, which is the same as last year.

*This was distributed in the following ways:*

## Breakdown of Spend by Groups



## Breakdown of Spend by Categories









## Measuring Performance

The Adults Social Care Outcomes Framework (ASCOF) is produced each year and provides local councils with information to enable them to understand how adult social care services are performing and to set priorities. It includes survey data collected from people who have experience of local services.

The City of Wolverhampton Council compares its performance to previous years and also benchmarks against similar council and national averages to help measure progress (some of the ASCOF findings are referred to elsewhere in this report).

Overview of Performance	2018 - 2019	2019 - 2020	Similar council average	National average	How did we perform in 2019-2020?
Social Care reported Quality of Life has remained stable.	19.2	19.2	19.3	19.1	
The overall satisfaction of people with care and support needs who use services has increased and is similar to the national and similar council average.	61.5%	65.3%	66.1%	64.2%	
The number of people who have self-directed support has increased and is above similar council average but slightly below national average.	87.8%	88.8%	84.7%	91.9%	
The number of people with care and support needs who say they have control over their lives has slightly decreased and is below the national and similar council average. So, this will be a priority for the Council for 2020-2021.	75.7%	73.8%	79%	77.3%	

# An Update on Progress

In the last Local Account, the City of Wolverhampton Council identified three key priorities for 2019-2020. This is an update about the progress that has been made.



## Priority and Target Set for 2019 - 2020

Connect more people to their communities and ensure they have easy access to information and advice when they need it.

### Progress Made

The majority of **Conversations in 2019-2020** have been Conversation One's (just over 60%). These are conversations which connect individuals to people and places locally that will help and do not lead to any formal services. This shows that teams are having really good, strengths-based conversations to connect as many people as possible to their community and ensure they have access to information and advice when they need it.

The Community Support Team has worked hard this year to connect more people to their community. You can read about this on page 30.

**THIS YEAR 54%** of people who had support from **Adult Social Care**, said that they have as much social contact as they would like.

*This is an increase from 52% last year and is significantly higher than the national average of 46% (ASCOF data 2019-2020).*

**THIS YEAR 72%** reported that it is easy to find information about services and support.

*This is an increase from 61% last year and is also higher than the national average of 68%. (ASCOF data 2019-2020)*

### Priority and Target Set for 2019 - 2020

Support people with care and support needs to live as independently as they can in their own homes, for as long as possible.

### Progress Made

There are many ways Adult Social Care have achieved this in 2019-2020. The Telecare Response Service attended 3388 incidents (including falls) this year. Of those, just under 7% needed an ambulance. This has helped people to remain in their own homes and reduced pressure on local health services. In March 2019 the Council set a target to increase the number of people supported by the Telecare Service to an additional 3000 people by 2022. This year 1372 new people were being supported, which means we are on track to meet this goal.



Social Work teams have continued to promote and support people with care and support needs to take up the option of direct payments and Individual Service Funds (ISFs) which increase choice and control. The number of Individual Service Funds have significantly increased this year. Read more about this on page 22.

The **Telecare Service** provides a range of equipment (such as alarms and sensors) that helps to support people to stay safe and independent in their own home for as long as possible. Should an accident or other emergency occur, **Telecare provides people with the ability to call for help 24 hours a day.**

You can read more about the **Telecare Service** and what they offer by clicking **HERE** or visiting **[www.wolverhamptonhomes.org.uk](http://www.wolverhamptonhomes.org.uk)** and searching for “**Telecare Service**”.

The number of people over 65 moving permanently into residential or nursing care is lower than last year (ASCOF data 2019-2020). This could suggest that more people are being supported in their own homes for longer wherever it is possible and safe to do so.

Although there are slightly more 18-64-year olds moving into residential or nursing care this year, there are now more people with a learning disability living in their own home or with their family (ASCOF data).



### Priority and Target Set for 2019 - 2020

**Make sure people are able to leave hospital as soon as they are well enough**

#### Progress Made

Supporting people to leave hospital as soon as they are able to do so has been an ongoing priority for Wolverhampton and there are strong partnerships in place to achieve this.

This year to help support safe discharges and reduce delay, Wolverhampton Clinical Commissioning Group, in partnership with the Council and the Royal Wolverhampton Trust, have piloted the use of Trusted Assessors. This has enabled people to leave hospital sooner, saving approximately 1361 bed days since the pilot began.

**Trusted Assessors connect people who are ready to be discharged from hospital with care homes or other supported accommodation that can meet their needs. This allows the person to leave hospital sooner than if they were waiting for the care home to complete the assessment.**

The Home Assisted Reablement Programme (HARP) team have continued to support people after being discharged from hospital to enable them to regain control of their life. Read more about this on pages 26 and 33.

There are 151 Local Authorities in the UK. Every month each Local Authority sends a report to the NHS which tells them how many people experienced a delay in being discharged from hospital, how many days the delay lasted and the reasons why. Each Local Authority is then given a “rank” for that month.

In February 2020 the city was ranked 41st. This means that Wolverhampton people had fewer delays than people in 110 Local Authorities.

Since last year’s Local Account our rank has fallen, however this is still well below the national average and the city is in a much stronger place than in 2017-2018. It is important to note that numbers fluctuate every month which means the rankings also change monthly.

**This remains a priority for Adult Social Care.**

## Progress in 2019-2020



### Outcome 1

## Enhancing the Quality of Life for People with Care and Support Needs

#### What this outcome means:

- Carers can balance their caring roles and maintain their desired quality of life.
- People are able to find employment when they want, maintain a family and social life and contribute to community life and avoid loneliness or isolation.

### What did Adult Social Care in Wolverhampton do to achieve this?

The Carer Support Team have continued to support carers this year to enable them to balance their caring role and maintain their desired quality of life. This has included raising awareness, identifying more carers and exploring ways in which they can bring carers together for mutual support and advice.

The Carer Support Team provides practical and emotional support for carers in the city.

You can find out more **HERE** or by visiting [www.wolverhampton.gov.uk](http://www.wolverhampton.gov.uk) and searching for “Carer Support”

### The impact was...

Almost 300 more Carer Conversations have taken place this year compared to last year and the team have worked hard with local communities to help identify and support more “hidden” carers (*read more about this on page 30*).

*The team continue to support carers by:*

Arranging regular celebratory events, such as Christmas meals - more than 80 carers attended this year

Continuing to host the very popular Carer’s Café at the Lighthouse Cinema, which provides an opportunity for carers to come together and socialise as well as hearing from guest speakers

Producing a carers bulletin (over 2500 are sent out each month, either electronically or by post)

Using social media (Instagram, Twitter and Facebook) to promote events and share information



### What people say about the Carer Support Team:

*“Exceptional service.*

*My support worker is empathetic and always offers great advice and information. The monthly news bulletins and City Carer Magazine are invaluable and packed full of relevant information and advice.”*

*“Lots of information we knew nothing about, what support we might need... you have lovely people on your staff. Thank you.”*

*“Excellent... cannot improve.”*

## What did Adult Social Care in Wolverhampton do to achieve this?

Supporting people with care and support needs who want to work is an ongoing priority for The City of Wolverhampton Council.

The Council has a contract with Enable, who provide a supported employment service for people in Wolverhampton with a disability. Enable mostly provides support for people with a learning disability, but also supports people with physical or sensory disabilities.

## The impact was...

In November 2019 Enable attended the British Association for Supported Employment (BASE) awards and were awarded Highly Commended Team of the year.

There were 47 adults with a learning disability in employment this year, which is less than last year. The Council intend to improve this by working closely with Adult Education to develop Supported Internships and ensure closer links with the Special Education Needs and Disabilities (SEND) Team, the Disabled Children and Young People's Team and Adults teams to promote our Supported Employment offer further.

There are some great examples of how people with care and support needs have been supported into paid employment this year, one these involves Phil whose story is below.



### A Dream Job

Phil has been having help from Adult Social Care to find a job since 2017. Over the years he has had several different casual and temporary jobs but has always dreamed of working in a school. With the support of Enable, this year Phil applied for a job as a cleaner in a local secondary school and was successful! He has now started and is receiving job coaching while he learns the job.

Barrie, Phil's job coach, said, *"Phil has thrown himself into the role 100% and has taken on board all the advice I have given him. The role is demanding, and high standards are expected; Phil is working hard to meet the expectations"*.

## What did Adult Social Care in Wolverhampton do to achieve this?

Wolverhampton's Forensic Social Work Team support people in Wolverhampton who have learning disabilities and are currently involved, or at risk of becoming involved, with the Criminal Justice system.

They also work with people who come under the Transforming Care Programme (TCP). This is a national programme which aims to make sure that people with learning disabilities and/or autism are supported to move out of hospital, where they may have been for some time, into the community. The programme also aims to prevent unnecessary admissions.

## The impact was...

The Forensic Social Work team have successfully supported many people over the last year, including Pauline, who had been living in hospital for many years. She is now living in her own home in the community. Her story is below.

**Pauline** has made a video which you can watch by clicking **here** or by visiting <https://www.healthierfutures.co.uk/transformation-areas/improving-care-quality-and-outcomes/learning-disabilities-and-autism>

As part of the TCP, Adult Social Care is working closely with regional partners, including education and health to support more people like Pauline. Between 2015 and 2020 the partnership has been very successful and fewer people are now in hospital settings.

Learn more about the **Transforming Care Programme** by clicking **here** or by visiting [win.wolverhampton.gov.uk](http://win.wolverhampton.gov.uk) and searching for The Transforming Care Programme in the Black Country.



STORIES OF  
DIFFERENCE**Pauline's Story**

Pauline is a woman who enjoys life and has many interests; she has a learning disability and some mental health difficulties. In the early 1980's, Pauline was admitted to hospital and spent the next 39 years in various psychiatric hospitals around the country. Over the years, Pauline became convinced that she would never be able to live in the community again. However, during the spring of 2019, Pauline's discharge planning started. At first, Pauline was not sure that she wanted to leave hospital as she thought that the community would not be a safe place for her. However, with the help of a dedicated Life Planning Team and the Forensic Social Work Team, Pauline was able to develop a realistic plan.



With this support, Pauline was able to picture a life out of hospital for the first time in almost 40 years! Pauline was supported to choose who would support her and where she would live. She loved decorating her new flat and bought things to make it homely, which she found very exciting.

After a seven-month transition, Pauline found a "home for life" with support workers who understand her needs and respect her individuality. Talking about this opportunity, Pauline has said, "I am free to live and breathe freely now" and "I am delighted that I have such a friendly and supportive network around me. I feel safe now." Pauline has made new friends and has even re-established contact with her family.

## What did Adult Social Care in Wolverhampton do to achieve this?

As part of the Three Conversations® approach teams have been thinking about how best to support people live a good life when individuals need on-going care and support.

This includes making sure that people know about the ways they can have greater control and choice over the support they receive, for instance by accessing **Direct Payments** and **Individual Service Funds** (ISFs).

Direct Payments give the person the means to employ their own staff or buy care from a provider of their choice using their personal budget.

Individual Service Funds (ISFs) are used when a person chooses a provider to manage their personal budget. With this option, the person still has choice and control over their support without having to manage the money themselves.

Learn more about **Direct Payments** by clicking [here](#) or visiting [www.wolverhampton.gov.uk](http://www.wolverhampton.gov.uk) and searching for Direct Payments.

## The impact was...

There has been a 132% increase in the number of people taking up the option of ISFs this year.

Around 550 people who receive care and support from Adult Social Care in the city have a direct payment. This has made a real difference for people like Ali and Ruth whose stories are below.

STORIES OF  
DIFFERENCE**More Choice and Control**

**Ali** lives with his parents who are also his carers. Ali has a direct payment for a personal assistant during term time to enable him to attend a University in another area. His direct payment enables him to live there and experience student life.

It has also meant that he is able to study at a University of his choice with the best course, rather than being restricted to the one that is most local to him.

STORIES OF  
DIFFERENCE**Whole Family Support**

**Ruth** lives at home with her family and her home life is really important to her. But over time her parents were starting to struggle to meet her care and support needs and they were considering residential care.

Working under The Three Conversations<sup>®</sup> approach the social worker spent time with Ruth, her family and the direct payments team and they came up with a plan to help achieve Ruth's idea of what a good life looked like, which for her was to continue to stay at home with her family.

They used direct payments creatively so that she could have personal assistant support during the day and some support at night. This meant that Ruth could stay at home, which is what everyone wanted, and her needs and those of her family were still being met.

## Progress in 2019-2020



### Outcome 2



## Delaying and Reducing the Need for Care and Support

#### What this outcome means:

- When people develop care needs, the support they receive takes place in the most appropriate setting and enables them to regain their independence.
- Earlier diagnosis, intervention and reablement means that people and their carers are less dependent on intensive services.

### What did Adult Social Care in Wolverhampton do to achieve this?

The Council's Independent Living Service (ILS) works with people to enable them to safely remain in their own home for as long as possible and to maximise their independence.

This could be by installing some simple equipment like grab rails or making more major adaptations like level access showers and stairlifts. Doing this can reduce risk, replace or delay the need for support.

This year the team has been exploring how to reduce the amount of time people wait to get the support they need. One way they have done this is by introducing a form which people can complete themselves if they are able to.

**This helps the team identify what they might need and saves time.**

### The impact was...

*Use of this form has meant that the process is much quicker for people, for instance:*

The person can often take small pieces of equipment home with them on the same day as their appointment and install it themselves if they are able to do so.

The in-depth information received on the form allows the team to make decisions on larger adaptations and this reduces the waiting time considerably.

**5,125 people** contacted the Independent Living Service for support in 2019-2020 and the team received a lot of positive feedback:

“It is amazing how something like this can make such a huge difference - dignity and independence! We are so grateful.”

“I honestly don’t know what I would have done without them... they are a credit to the caring profession”.

“Thank you for your kindness and for bringing a little ray of sunshine and leaving a lot of happiness behind.”

STORIES OF  
DIFFERENCE

## Regaining Independence

Mary contacted the Independent Living Service (ILS) after she had a number of falls but did not want to go to the Falls Clinic. One of the team visited Mary at home where she said that she was unable to use her ensuite as her walker did not fit. Mary also explained that she was unable to stand up after sitting on the toilet without holding on to the hand basin and that she had had several falls getting out of the bath.

Within two days the Independent Living Service were able to make sure that a frame was fitted around Mary’s main toilet and grab rails provided in the ensuite and next to the hand basin so that she could use her ensuite safely.

They also applied for a Disabled Facilities Grant to replace the bath with a walk-in shower so that Mary could shower safely. The adaptations to Mary’s home have significantly reduced the risk of her falling and meant she does not need any ongoing formal support. Mary has expressed her sincere thanks to the Occupational Therapist who made her home that little bit safer.

## What did Adult Social Care in Wolverhampton do to achieve this?

The Sensory Impairment Service provides support for people with a visual or hearing impairment.

Visits take place within the home environment to see if small aids or equipment would support daily living, reduce risk and enhance independence.

The team has been offering training and drop-in sessions throughout the year to better support people with a sensory impairment.

### The impact was...

The team carried out mobility training with people which focused on the correct use of guide canes. They also provided guidance on how to stay safe in the community.

The team introduced drop-in sessions at The Neville Garratt Centre so that people with a hearing and / or visual impairment could try different types of equipment before they purchased them. In some cases, people have been able to take the equipment home and have not required any other service. This will hopefully prevent people from choosing unsuitable equipment and in turn increase their independence.

Learn more about the **Sensory Impairment Service** by clicking **HERE** or visiting **win.wolverhampton.gov.uk** and searching for "Sensory Disability Service"

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## What did Adult Social Care in Wolverhampton do to achieve this?

Reablement is short, intensive support to help people regain skills and confidence. This might be needed for instance after a period in hospital or because of a fall, illness or something else which has impacted on the person's ability to do things for themselves.

In Wolverhampton, The Home Assisted Reablement Programme (HARP) provides this support in the person's home. Bradley Resource Centre also offers this but in a residential home setting. The support provided helps people to become as independent as possible, reducing the need for them to be admitted or readmitted to hospital or to require long term support.

This year there has been a continued focus on reducing the number of people who have to return to hospital after being discharged.

### The impact was...

The support provided by HARP has been more effective this year. More people aged 65 and older who had been discharged from hospital were still at home 91 days after being discharged (81%). Last year the number was just under 75%.

Films have been produced about **HARP** and **Bradley** to help explain to people and professionals about what they do and what people can expect.

You can watch the film for **Bradley** **HERE** and the film for **HARP** **HERE**

<sup>5</sup> The Bradley film link is [www.youtube.com/watch?v=SDb1J9ctZjg](http://www.youtube.com/watch?v=SDb1J9ctZjg)

<sup>6</sup> The HARP film link is [www.youtube.com/watch?v=XyfVCIUUPDA](http://www.youtube.com/watch?v=XyfVCIUUPDA)

## Progress in 2019-2020



### Outcome 3

## Making Sure People Have A Positive Experience of Care and Support

#### What this outcome means:

- People know what choices are available to them locally, what they are entitled to and who to contact when they need help.

### What did Adult Social Care in Wolverhampton do to achieve this?

Local evaluations of the Three Conversations© approach has found that when a person contacts Adult Social Care, people are not waiting as long to speak to someone in the social work team who can help them.

The Three Conversations© approach also encourages professionals and agencies to have a conversation with each other, rather than completing a lengthy referral form, which often means people and families have to wait for the support and information they need.

To build on this approach, this year each social work team has been linked to a specific worker in the Community Pathways team as well as the Community Support and Carers Support teams and HARP. Some teams are also building closer relationships with other services, such as housing and health colleagues, by inviting them to weekly team meetings.

### The impact was...

*Feedback about this new way of working has been very positive:*

“The response time was really good, I was contacted within a few days of the initial enquiry...everyone I had contact with has been very helpful and open-minded”

“It was reassuring to know that if things changed, I would be able to just call back and get some help”

Closer working between teams has meant that people are starting to be connected to the help and information they need from the right people more quickly than in the old way of working. An example of this is the closer relationships that have been built between social work teams and Community Pathways which you can read about below.

**The Community Pathways Team** works with people aged 16-64 who have a disability to enable them to live as independently as possible in the community. You can find out more by clicking **HERE** or by visiting [win.wolverhampton.gov.uk](http://win.wolverhampton.gov.uk) and searching "**Community Pathways**"

STORIES OF  
DIFFERENCE

## Working Together

**The Community Pathways Team** have been working with five young people after being connected to them by social work teams as part of the Three Conversations© approach. Each young person has been supported to consider a range of opportunities and new experiences linked to their individual goals and aspirations.

Three of them are developing their practical skills and are learning to use different modes of transport. This has been a huge achievement for these individuals who are now going out in the community without a family member for the first time in their lives. The individuals have also been connected with people who can support them to explore job opportunities.

In the old way of working the connection to Community Pathways may have taken longer or may not have really been considered.





## What did Adult Social Care in Wolverhampton do to achieve this?

In 2019-2020 the City of Wolverhampton Council has continued to improve support for people with dementia and their families.

Wolverhampton's Dementia Action Alliance (DAA) has been co-ordinating a wide range of activities to help people living with dementia and their families and carers this year.

### The impact was...

In May 2019, as part of Dementia Action Week, the DAA held two different events in the city.

The first was an event arranged by the DAA and the West Midlands Fire Service with Royal Wolverhampton School primary pupils and several tenants from Wolverhampton Homes. Some of the tenants have dementia and the purpose of the event was to work toward de-stigmatising the condition by helping young people learn more about the illness while enabling people with dementia and their carers to talk about their experiences.

The event was a real success as it encouraged people of all ages to find out more about each other and bond over the fire dogs. Conversations ranged from the work of the fire dogs to the difference in PE kit and schools!

*A second event was a marketplace at the Mander Centre on 21 May 2019. Feedback was very positive and showed what a difference it made for people:*

"I have been searching for something like this for a while; so happy we found it."

"The stalls were excellent; very informative and helpful."

"It was helpful and useful; spoke to relevant people who were able to support and signpost to the right service with a contact number."

Work has been done this year to increase the number of people who are Dementia Friends, particularly focussing on schools and as a result, more than 500 children, aged 7-18, have become dementia friends.

The new **Joint Dementia Strategy for Wolverhampton 2019-2024** has been approved. You can read the strategy and find out more about our range of **Dementia Services** and how you can get help and advice by clicking **HERE** or visiting [www.wolverhampton.gov.uk](http://www.wolverhampton.gov.uk) and searching for "**Dementia**".

## What did Adult Social Care in Wolverhampton do to achieve this?

There has been continued focus this year on improving the community offer, including increasing knowledge of the local community and supporting the growth of new community groups.

One way this has been done is by Community Talking Points which are organised by the Community Support Team and take place in various venues accessible to the public.

Community Talking Points are opportunities for people to talk to someone about what is happening in their local area and get information and advice. They take place most weeks across the city in places such as libraries, health clinics and New Cross Hospital.

### The impact was...

The Community Support Team have supported more people this year, as they helped 1350 people compared to 1210 in 2018-2019.

The Community Support Team have organised 71 Community Talking Points this year, significantly more than the 51 that were organised in 2018-2019.

Workers from the Carer Support Team have been based at Community Talking Points throughout the year to identify “hidden” carers and promote the role of carers. This resulted in a carers group being set up in Wednesfield by a local café owner and a local business in Low Hill was keen to offer carers the opportunity to meet and have a “cuppa” in their local community.

#### *Other events that the Community Support Team organised included:*

- “Tea and Chat” - with more than 25 people regularly attending.

**“Tea and Chat”** is an event that allows people to come along for a “cuppa” and a chat and is aimed at people who feel isolated and lonely. However, anyone is welcome to attend.

**This event has been so popular that it was extended to twice monthly.**

- A Community Market Place - to connect people to information and advice. This included the Fire Service, Healthy Minds, Healthwatch and the Citizen’s Advice Bureau. Over 80 people attended throughout the day.

# Progress in 2019-2020



## Outcome 4



Safeguarding Adults Whose Circumstances Make Them Vulnerable and Protecting Them from Avoidable Harm

### What this outcome means:

- Everyone enjoys physical safety and feels secure.
- People are free from physical and emotional abuse, harassment, neglect and self-harm.
- People are protected as far as possible from avoidable harm, disease and injury.
- People are supported to plan ahead and have the freedom to manage risks in the way that they wish.

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**2,668**

**Safeguarding Concerns** raised in **2019-2020** compared to **2,290 in 2018-2019** which is an increase.

**75%**

**of people who use a service said that they feel safe;** slightly higher than last year and higher than the national average which is 70%.

**84%**

**said that services help feel safe and secure;** this is similar to last year when it was 83% and lower than the national average.

**90%**

**of people said their desired outcomes were fully or partially achieved during an enquiry** which is just under the national average of 92%<sup>7</sup>.

<sup>7</sup> Safeguarding Adults England 2019-20

STORIES OF  
DIFFERENCE

## Making Safeguarding Personal

The Multi Agency Safeguarding Hub (MASH) received a safeguarding concern about Nazreen and her adult son, Adi. Nazreen had reported to police that she had been abused by Adi for the past 10 years. Adi was described as having mental health difficulties and had witnessed domestic abuse as a child, which had a traumatising effect. When the MASH social worker asked Nazreen about what she wanted to happen as a result of the safeguarding process, she said that all she wanted was for her son to have support with his mental health. The social worker liaised with all the relevant partner agencies including police and health and connected to the Multi- Agency Risk Assessment Conference (MARAC) where it was again made clear that Nazreen's desired outcome was to get help for her son.

Adi was arrested but his mother refused to make a statement. Therefore, he was released without charge. The MASH social worker asked a Mental Health social worker to make contact with Adi. This contact was made the following day whereas prior to The Three Conversations© Adi might have been placed on a waiting list and not spoken to by anyone for some time.

Adi was very keen to be supported to move into his own flat and came to realise how his behaviour had affected his mother. He expressed appreciation to the Mental Health social worker for not being patronising or judgmental as others had.

Adi was supported to move out of the family home and into his own home with the goal of helping him to take control of his life. Nazreen was also connected to the Carer Support Team who completed a Carer's Conversation and she was given advice and support.

There was a really strong multi-agency response which included the Independent Domestic Violence Advocate (IDVA), Police, Mental Health, Adult Social Care, GP and Carer Support Team. Adi is now getting the help and support he needs and feels listened to for the first time. Nazreen says that she can keep herself safe and now knows how to get support.

## What did Adult Social Care in Wolverhampton do to achieve this?

Some of the services provided by the Council are regulated services and receive regular inspections by Care Quality Commission (CQC).

CQC is the independent regulator of health and adult social care services in England. They make sure the care provided by services such as hospitals, dentists, care providers, ambulances, etc. meet the government standards of quality and safety.

The Council has achieved four Care Quality Commission (CQC) "good" ratings for its regulated services over the last three years.

Bradley Resource Centre and the HARP service were both inspected in 2019.

## The impact was...

CQC inspectors found that both services are effective, caring, responsive and well led and that people who are supported by HARP and Bradley feel safe. Both services have good infection control practices, and staff at both services had a good understanding of safeguarding.

*People supported by HARP and Bradley told inspectors:*

### HARP:

"They are all very professional and are wonderful carers. I definitely feel safe with them."

"They ask if it is ok with me before they do anything for me."

### Bradley:

"The staff are lovely and have loads of patience. We've had good relationships and they know me well. I feel very valued."

You can read the full report for **HARP** [HERE](#) or by visiting [win.wolverhampton.gov.uk](http://win.wolverhampton.gov.uk) and searching for "HARP".

You can read the full report for **Bradley Resource Centre** [HERE](#) or by visiting [win.wolverhampton.gov.uk](http://win.wolverhampton.gov.uk) and searching for "Bradley Resource Centre"

To find out more about **CQC** and how to contact them if you have a concern, visit [www.cqc.org.uk](http://www.cqc.org.uk)

## Progress in 2019-2020



### Outcome 5

## Value for Money, Buying and Use of Resources

### What did Adult Social Care in Wolverhampton do to achieve this?

Making sure there are good quality, effective local care and support services available in the independent sector is important to the City of Wolverhampton Council.

The Council's Quality Assurance and Compliance (QAC) Team monitors the quality of its care and support contracts. The team works in partnership with care providers where additional support is required to meet the expected quality and standards.

### The impact was...

Any service providing care that is defined in the Health and Social Care Act 2008 as a "regulated activity" has to be registered with CQC to be legally allowed to provide care. In Adult Social Care this is usually residential and nursing homes and agencies providing care in people's own homes, also called domiciliary care.

The majority of services in the city are rated good or above.

The data below shows the local CQC ratings for those services who are providing regulated activities in the city and how this compares nationally. This shows that at the end of March 2020, our local CQC ratings were similar to national figures.

National figures have been taken from **CQC's State of Care Report (2019-2020)**, to find out more, click **HERE**.

### City of Wolverhampton Council and National CQC Rating of Care Provision in Wolverhampton 2019-2020:

**2% Outstanding** (4% Nationally)

**74% Good** (80% Nationally)

**23% Requiring Improvement:** (15% Nationally)

**2% Inadequate:** (1% Nationally)

## What did Adult Social Care in Wolverhampton do to achieve this?

The Welfare Rights Service has been continuing to support the City of Wolverhampton Council and its residents this year in several ways including:

- Benefits information, advice, advocacy and representation, support with disputes and appeals.
- Training and consultancy - including Universal Credit training.
- A Benefit Bulletin Newsletter.
- Information guides for advisors and residents.
- Provision of information and advice to social work teams supporting people with care and support needs.

## The impact was...

The Welfare Rights Service has supported people in the city to claim over £16.1 million in annualised benefits in 2019-2020.

There was also £1.7 million in annualised revenue gains for the City of Wolverhampton Council this year through Adult Social Care increased contributions. These gains come from the Welfare Rights Service supporting people to maximise their benefits where they are receiving a chargeable service from the City of Wolverhampton Council.

**Over 300 satisfaction cards were received about the Welfare Rights service this year.**

“Thank you so much for your friendly and efficient service. Your kindness made a very difficult situation easier for me.”

“The Welfare Rights Officer was very good and supported me fully. She even came to accompany me to the appeal on her non-working day.”

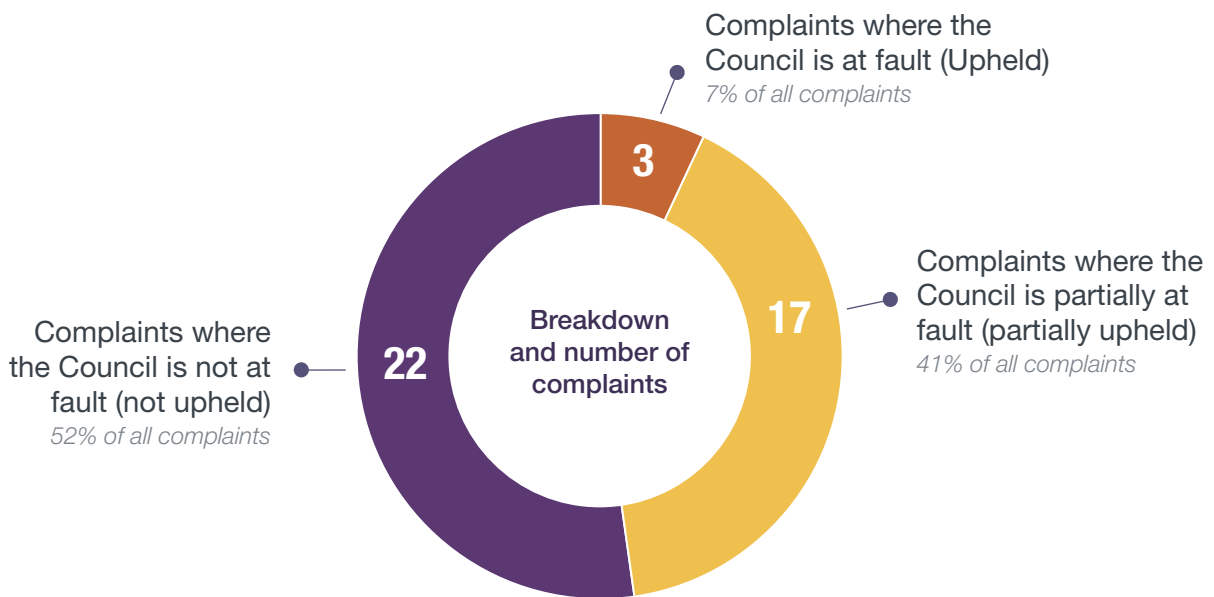
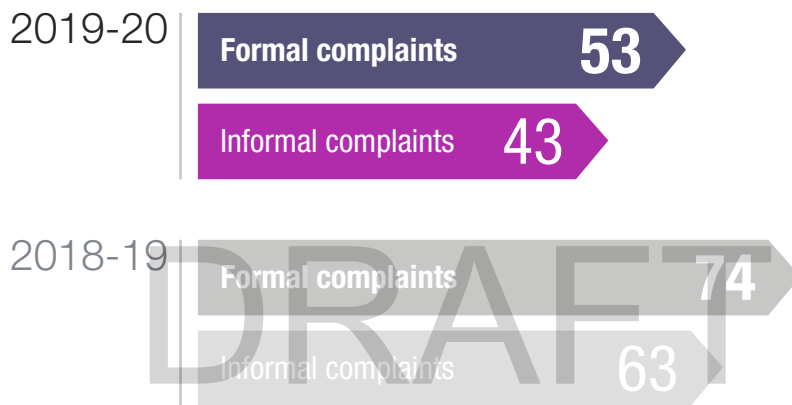
“The service was amazing in every way possible. Thank you very much indeed.”

# Compliments and Complaints

The City of Wolverhampton Council welcomes feedback to help identify where things are working well and to highlight where improvements may be needed. Each year the Council analyses all the complaints that have been received and makes sure that any learning is communicated to teams.

In 2019-2020, 4552 people received a service from Adult Social Care in Wolverhampton. From this number there were 53 formal complaints, compared to 74 the previous year and 81 in 2017-2018, which shows a year on year decrease.

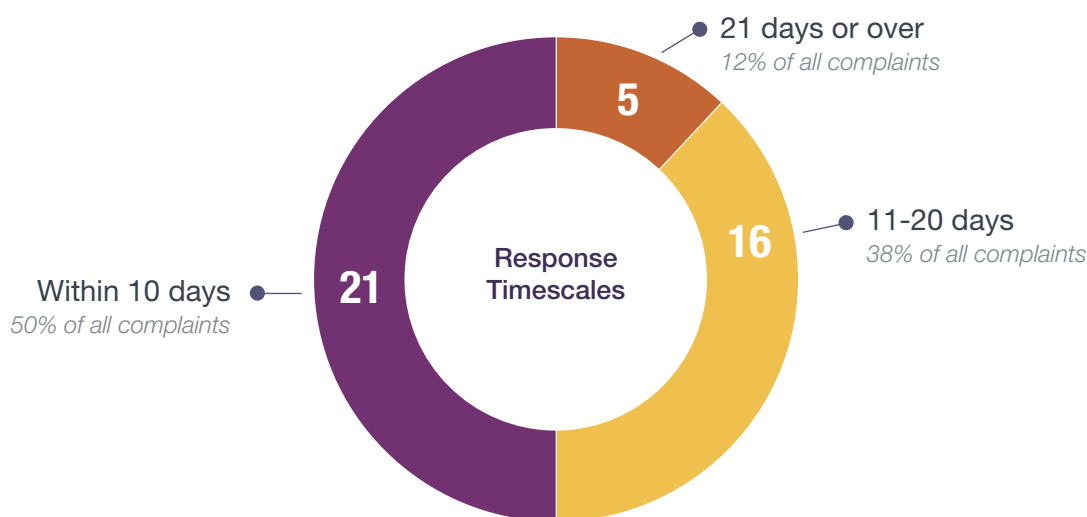
From the 53 complaints received in 2019-2020, 42 were concluded and resolved in the year, with the remaining 11 being carried forward to be resolved later in 2020.





## Response Timescales for complaints closed during 2019-20

50% of complaints were responded to within 10 days, which is slightly less than last year when this was 59%.



The average number of days to respond to and close all complaints over the year was eleven days which is about the same as last year. If a complaint is complex it may take longer to resolve, but people are updated regularly on the progress of their complaint.

**There were fewer compliments this year compared to last year:**



There were two Local Government Ombudsman (LGO) investigations and enquiries this year (fewer than in 2018-2019 when there were nine); neither of these were upheld.

During 2019-2020, a number of complaints led to improvements and changes being made. For instance, there was one complaint about an issue which occurred in a care home. In response to this complaint, the Quality Assurance and Compliance Team are working with the care home to help them maintain and improve the quality of care provided.

## What's Next? Priorities for Adult Social Care in Wolverhampton in 2020-2021

It is important that we recognise the significant and devastating impact the Covid-19 pandemic has had on the country from March 2020 onwards. Adult Social Care in Wolverhampton has had a vital role to play and has worked with partners, including health colleagues, public health and care providers amongst many others to make sure people and families continue to get the support they need and to stay safe.

Responding to the pandemic will naturally be the top priority for 2020-2021 and the next Local Account will detail how Adult Social Care has responded and how we have worked tirelessly to support local people and communities during this challenging and unprecedented time. Our priorities will also link to the Council's Relighting Our City Recovery Plan, which you can read more about here: [wolverhamptonrecovery.commonplace.is/about](http://wolverhamptonrecovery.commonplace.is/about)

Although Covid will feature heavily in our plans for 2020-2021, it is still important that we set out what priorities have been highlighted by this year's Local Account. This includes:

- **Making sure people are able to leave hospital as soon as they are well enough.**  
This is an ongoing priority. Most of us know that staying in hospital longer than is necessary can have a detrimental impact on people's health and wellbeing, as well as putting increased pressure on already strained health services. The City of Wolverhampton will continue to work to reduce the amount of time people spend waiting to leave hospital and it is important that there is ongoing progress next year.

- **Supporting more people with care and support needs to have more choice and control and be able to live their idea of a good life.**

Some people will always need ongoing care and support and it is important for us to make sure this support is built around what a "good life" looks for the person and their family and is delivered in a way that reflects their uniqueness and individual circumstances. To help achieve this we will continue to embed our Three Conversations© approach to ensure all of Adult Social Care is working in a way that focuses on what's strong and not just what's wrong. One way to achieve this will be to continue to promote direct payments and ISFs, as well as connecting people to people and places which link to the person's idea of a good life which could mean supporting them to get a job, have their own home or meet new people.

- **Continuing to support people with care and support needs to live as independently as they can in their own homes, for as long as possible.**

Being able to live in the place we call home, spending time doing things we enjoy and being with people who matter is important to all of us. To help achieve this priority there will be a continued focus on working and thinking differently as part of the Three Conversations© approach. Other teams will also have a crucial role to play including, reablement, telecare, Occupational Therapy and the Carers Support team.

Although this was also a priority for 2019-2020 and good progress has been made, there is potential for further improvement.

## Jargon Buster<sup>8</sup>

**Community Support Team** - The Community Support Team is an advice and information service that aims to enable people over the age of 18, living in Wolverhampton to continue to live independently. The Community Support Workers offer a range of Information and advice individually tailored for the person and puts them in touch with appropriate organisations and sources of support.

For more information click **HERE** or visit [www.wolverhampton.gov.uk](http://www.wolverhampton.gov.uk) and search for “**Community Support Service**”

**Community Talking Points** - The Community Support Team see people at a number of venues across the city, which are called Community Talking Points.

**Delayed Transfers of Care (DToC)\*\*** - When a person is ready to move from hospital to another type of care, but the care they need is not available, meaning they spend longer in hospital than medically necessary.

**Disabled Facilities Grant\*\*** - A grant that a person who has a disability might be able to get from their Local Authority to pay for changes to their home that make the home safer or easier to use (examples include widening doorways, adding ramps or adding a downstairs bathroom).

**Forensic Team\*\*** - Support for people with a learning disability who may be a risk to others, or who have been, or could be, involved in

the criminal justice system. Support may be provided in a secure hospital or in the community.

**Huddles** - Meetings where teams within the Council come together to share ideas and expertise in order to ensure that people who need help from Adult Social Care have the most appropriate support available to them.

**Independent Domestic Violence Advisor (IDVA)<sup>9</sup>** - Trained specialists who support people who are at risk of harm from intimate partners, ex-partners or family members.

For more information on **IDVA** click **HERE**

**Life Planning Team** - An independent service commissioned by the CCG to provide individualised additional support for the person leaving hospital. The supported person has an identified worker who works alongside the social worker and others to make sure that the person's wishes and feelings are heard.

**Local Government and Social Care**

**Ombudsman (LGO)** - An independent service which investigates individual complaints about local councils, all Adult Social Care providers and some other organisations providing local public services.

**Making Safeguarding Personal (MSP)** - Making Safeguarding Personal (MSP) means that we work with people to help keep them safe and achieve their goals.

<sup>8</sup> Definitions marked with \*\* have been taken or adapted from the Think Local Act Local (TLA) Jargon Buster.

<sup>9</sup> <https://blackcountrywomensaid.co.uk>

**Multi Agency Risk Assessment Conference (MARAC)\*\*** - A meeting where information is shared between different organisations (such as the Council, police, health services and others) about individuals who are at high risk of domestic violence or abuse.

**Multi-Agency Safeguarding Hub (MASH)\*\*** - The single point of contact for all early help and safeguarding concerns regarding children and young people in Wolverhampton and for all safeguarding concerns concerning adults. It brings together expert safeguarding professionals, making the best possible use of their combined knowledge and information to keep people safe from harm.

**Outcomes\*\*** - An aim or objective a person would like to achieve or something that needs to happen for that person to remain safe and healthy.

**Personal Budget\*\*** - Money that is allocated to a person by the local council to pay for care or support to meet the person's needs. Two types of personal budgets include:

- **Direct Payments\*\*** - the person or someone on the person's behalf manages their own personal budget and arranges support services for themselves.
- **Individual Service Fund (ISF)\*\*** - The person maintains control over how their personal budget is spent but a provider (such as for home care) takes the responsibility for managing the budget.

**Reablement\*\*** - A way of helping people remain independent, by giving them the opportunity to relearn or regain some of the skills for daily living that may have been lost as a result of illness, accident, disability or a period in hospital.

**Special Education Needs and Disability (SEND)** - A child or young person has special educational needs and disabilities if they have a learning difficulty and/or a disability that means they need special health and education support. This is shortened to SEND.

**Strengths Based Approach\*\*** - A way of working with people while focusing on their abilities rather than doing things for people or focusing on what they cannot do.

**Supported Internship<sup>10</sup>** - A supported internship is a type of study programme specifically aimed at young people aged 16 to 24 who have an Education, Health and Care Plan who want to move into employment and need extra support to do so.

For more information on **Supported Internship**, click **HERE**

**Telecare\*\*** - Technology that enables a person to remain independent and safe in their own home, by linking their home with a monitoring centre that can respond.

**The Care Quality Commission (CQC)** - The independent regulator of all health and social care services in England.

<sup>10</sup> [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/868461/Supported\\_Internships\\_Research\\_Report\\_February\\_2020.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/868461/Supported_Internships_Research_Report_February_2020.pdf).

**Transforming Care Programme (TCP)\*\* -**

A national programme to make sure that people with learning disabilities and/or autism are supported to move out of hospital where they may have been living for a long time and into the community and to prevent unnecessary admissions to care / hospital.

**Trusted Assessor\*\*<sup>11</sup>** - A professional who is trusted to understand a person's needs on behalf of one or more organisations, such as a local council, care provider or hospital, so that the person only needs to be spoken to once.

To read more about **Trusted Assessors**, click **HERE**

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<sup>11</sup> [https://www.cqc.org.uk/sites/default/files/20180625\\_900805\\_Guidance\\_on\\_Trusted\\_Assessors\\_agreements\\_v2.pdf](https://www.cqc.org.uk/sites/default/files/20180625_900805_Guidance_on_Trusted_Assessors_agreements_v2.pdf)

## Useful Contact Numbers

Adult Social Care ( <i>Office hours</i> ):	01902 555392
Adult Social Care ( <i>Emergency out of hours</i> ):	01902 552999
Bradley Resource Centre:	01902 553543
Carer Support Team:	01902 553409
Community Pathways:	01902 553323
Community Support Team:	01902 553445
Direct Payments:	01902 551294
Enable:	01902 554040 or 01743 276900
HARP:	01902 553452
Independent Living Service:	01902 553666
Telecare Service:	01902 553585
Sensory Disability Service:	ilsott@wolverhampton.gov.uk

We are committed to preventing the abuse of adults. If you suspect someone is being abused, call us on **01902 551199**. If immediate action is needed dial **999**.

### Feedback

Your feedback is important to us and will help us to improve the content of our Local Account in the future.

For more information on this document, or to let us know what you think, please contact **The Quality Improvement and Assurance Team** at City of Wolverhampton Council via e-mail at [QATeam@wolverhampton.gov.uk](mailto:QATeam@wolverhampton.gov.uk) or by post: **City of Wolverhampton Council, Adult Social Care Quality Improvement and Assurance Team, Civic Centre, St Peters Square, Wolverhampton WV1 1SH.**

*Please note that in order to protect the confidentiality of the people who have shared their stories, some names and details may have been changed.*

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You can get this information in large print, braille, audio or in another language by calling 01902 551155

**wolverhampton.gov.uk 01902 551155**

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