

CITY OF  
WOLVERHAMPTON  
COUNCIL

# Fulfilled Adult Lives Scrutiny Panel

17 January 2023

**Time** 6.00 pm      **Public Meeting?** YES      **Type of meeting** Scrutiny  
**Venue** Council Chamber- 4th Floor - Civic Centre

## Membership

**Chair** Cllr Val Evans (Lab)  
**Vice-chair** Cllr Stephanie Haynes (Con)

### Labour

Cllr Qaiser Azeem  
Cllr Olivia Birch  
Cllr Rashpal Kaur  
Cllr Louise Miles  
Cllr Lynne Moran  
Cllr Anwen Muston  
Cllr Clare Simm  
Cllr Jacqueline Sweetman

### Conservative

Cllr Christopher Haynes  
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 Scrutiny Team:

**Contact** Earl Piggott Smith  
**Tel/Email** 01902 551251 email:earl.piggott-smith@wolverhampton.gov.uk  
**Address** Scrutiny Office, 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

- | <i>Item No.</i> | <i>Title</i>   |
|-----------------|--|
| 1               | <b>Welcome and Introductions</b><br>[The Chair to welcome everyone to the meeting.]  |
| 2               | <b>Meeting procedures to be followed</b><br>[The Chair will explain how the meeting will proceed, how questions are to be asked and any matters of meeting etiquette.] |

### BUSINESS ITEMS

- |   |   |
|---|---|
| 3 | <b>Apologies</b>  |
| 4 | <b>Declarations of Interest</b>                                     |
| 5 | <b>Minutes of previous meeting (18 October 2022)</b> (Pages 3 - 12) |

### DISCUSSION ITEMS

- |   |  |
|---|--|
| 6 | <b>Performance, Budget Monitoring and MTFS</b> (Pages 13 - 42)<br>[James Amphlett, Head of Data and Analytics and James Barlow, Finance Business Partner, to present report] |
| 7 | <b>Adult Social Care Annual Report: The Local Account 2021 - 2022</b> (Pages 43 - 78)<br>[Laura Carter, Deputy Principal Social Worker, to present report]                   |
| 8 | <b>Fulfilled Adult Lives Scrutiny Panel - draft work programme 2022 - 2023</b> (Pages 79 - 82)<br>[Earl Piggott-Smith, Scrutiny Officer, to present report]                  |

# Fulfilled Adult Lives Scrutiny Panel

## Minutes - 18 October 2022

Agenda Item No: 5

### Attendance

#### Members of the Fulfilled Adult Lives Scrutiny Panel

Cllr Qaiser Azeem  
Cllr Val Evans (Chair)  
Cllr Christopher Haynes  
Cllr Rashpal Kaur  
Cllr Sohail Khan  
Cllr Louise Miles  
Cllr Lynne Moran  
Cllr Anwen Muston  
Cllr Clare Simm  
Cllr Ellis Turrell

#### Employees

Emma Cleary	Programme Manager
Meena Dulai	Head of Service Adult Improvement
Lesley Johnson	Carer Support Manager
Earl Piggott-Smith	Scrutiny Officer
Becky Wilkinson	Director of Adult Social Services
Rachael Murphy	Head of Adult Services

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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 meeting and advised it was being live streamed to the press and public. 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.
- 3 Apologies**  
Apologies were received from the following members of the panel:  
  
Cllr Stephanie Haynes  
Cllr Jacqueline Sweetman  
Cllr Olivia Birch  
  
Cllr Ellis Turrell substitute for Cllr Haynes

4 **Declarations of Interest**

There were no declarations of interest recorded.

5 **Minutes of previous meeting (5 July 2022)**

The panel members approved the minutes of the meeting held on 5 July 2022 as being a correct record.

6 **Our Commitment to All Age Carers 2022**

The Chair invited Becky Wilkinson, Director of Adult Services, to present the report.

The Director of Adult Services gave apologies for Sandra Ashton-Jones, Head of Service, who was unable to attend the meeting to present the report.

The Director of Adult Services introduced Leslie Johnson, Manager of the Carers Support Team and Rachael Murphy, Head of Adult Services, to the panel and advised they also would be available to answer any questions.

The Director of Adult Services presented information about the definition of a 'carer', the amount carers are estimated to save the economy and details about the numbers of carers in the City. The Director of Adult Services advised the panel that the local authority has a statutory duty to assess and provide support to carers.

The Director of Adult Services advised the panel that the issue of the level of support for carers was a main discussion item at the recent ADASS Spring Conference where there was recognition of the critical contribution that unpaid carers give to the social care sector.

The Director of Adult Services commented that some people supporting a family member, or a friend would not see themselves as a carer, but their efforts support the work of social care. There is estimated to be 27,000 people in Wolverhampton who identify themselves as a carer based on Census data in 2011. The Director of Adult Services advised the panel that the latest Census figures when published is expected to show an increase in the number of carers and commented on work being done to improve the support offered to them

The Director of Adult Services commented on the priorities of the Council's commitment to All Age Carers strategy and the core values that support them. There is a linked action plan for achieving the priorities detailed in the strategy.

The Director of Adult Services commented that the strategy will be refreshed in December 2022 and will be regularly reviewed in discussions with different groups of people and feedback from the public about the issues of concern, for example, employment and financial wellbeing services, and the support for young carers to encourage them to contact the service for advice and support.

The Director of Adult Services commented on the importance of not only supporting people in Wolverhampton but also supporting Council employees, in recognition of the increasing pressures on people who may be looking after children and or relatives with additional care needs.

The Director of Adult Services highlighted the challenge in identifying young carers who may not consider that they are caring for somebody in their family and outlined work being done to identify and support them. A series of workshops is planned to talk with different groups about ideas for reaching younger carers.

A series of events hosted by Wolverhampton Cares and other organisations is also being planned to find out the views of older carers, and to promote the support available to them.

The Director of Adult Services reassured the panel that there is commitment to the principal of co-production with the public in the future development of the strategy.

The panel were invited to comment on the report.

The panel commented on the challenges facing people who care for others and praised their commitment and dedication.

The panel suggested that it would be helpful for a future report to include performance and future targets to make it easier to monitor and evidence that progress is being made towards achieving the priorities detailed in the strategy document.

The panel welcomed the reference to offering carers adult education learning opportunities but queried the feasibility of people being able to take up the offer due to their caring responsibilities. The panel also queried the financial support available to help carers with the cost of attending adult education lessons.

Leslie Johnson, Manager of the Carers Support Team, advised the panel that the service offers a home respite service if a carer was interested in training or further education. The service would also provide the necessary support and IT equipment to allow a carer to attend lectures either online or in person. The level of support offered is flexible to meet the needs of the carer.

The Director of Adult Services welcomed the suggestion of including performance data in future reports and agreed to include the information in the action plans.

The panel welcomed the report and supported the role of Council in supporting carers and in particular the focus on the needs of young carers who face different challenges compared to those of adult carers.

The panel queried if there were events being arranged by the carers team to identify young carers by going into schools and to provide them with support that could help build their confidence.

The Manager of the Carers Support Team outlined the range of support available to young carers and efforts are being made to identify and talk to children in schools. The Manager of the Carers Support Team commented on the importance for young carers have a good quality of life and a normal childhood experience as possible and to support them in making choices as they move to becoming a young adult carer.

The panel queried the feedback received from the focus workshop sessions about the carers strategy and suggested that it would be helpful for a future report to show any changes made in response to the comments received.

The panel also queried progress being made to engage with carers and highlighted a concern that with an estimated 4000 carers on the register, less than 2000 carers are being sent the Council's carers quarterly information newsletter. The panel suggested that more work was needed to improve the situation.

The Director of Adult Services agreed to share feedback from the workshops with the panel when available and accepted the ideas for making improvements to the content of a future report.

The Director of Adult Services accepted the need to engage more with carers already known to the service and commented on work being done with local communities and GPs to promote the support available.

The panel highlighted the importance of including performance data in the report which can provide a useful indicator of where the service is expected to be in six to 12 months' time.

The Director of Adult Services supported this idea in helping to shape the delivery and development of services for carers.

The panel thanked the presenters for the report.

Resolved:

1. The panel comments about the layout and content of the strategy to be included in a future report in 2023.
2. The Director of Adult Services to provide the panel with a summary of the feedback from the focused workshop sessions with carers and stakeholders and details of any changes made to the Our Commitment to All Age Carers strategy when available.
3. The Director of Adult Services to share a final draft of the Our Commitment to All Age Carers with the panel when available.

## 7 **Wolverhampton Winter Plan Summary 2022 -2023 DRAFT**

The Chair invited Becky Wilkinson, Director of Adult Services, to present the report.

The Director of Adult Services advised the panel that the presentation would give a summary of Winter Plan 2022-2023 planning work.

The Director of Adult Services advised that the presentation was also intended to give assurance before the next planned scrutiny meeting in January 2023 of the work being by the Council and other key partners to date to prepare for expected increase in demand during the winter months.

The Director of Adult Services added that while the focus of the plan is on the role of RWHT, the Council has a responsibility around the Winter Plan to support the work of the hospital and people needing adult social care.

The NHS winter period covers the period October 2022 to March 2023.

The Director of Adult Services advised the panel that the Winter Plan was developed through the One Wolverhampton Partnership and commented on the positive working relationships with health colleagues and praised the joint efforts made by everyone involved in drafting the plan.

The Director of Adult Services advised the panel that based on modelling work there is expected to be a deficit of 52 beds in January 2023 without any mitigation or extra bed capacity. The Director of Adult Services commented on the role of adult social care in supporting this work.

The Director of Adult Services commented on specific areas of work in the Winter Plan, to either mitigate against the risks or create extra hospital bed capacity for example, reducing ambulance delays and admission avoidance, and gave details about the current funding available and where extra funding is needed to deliver the project.

The Director of Adult Services commented on the funding generally for the Winter Plan and advised that a decision is expected from the Government about the social care winter discharge monies and Wolverhampton's share of this allocation. The fund will be in addition to the £1 million budget for urgent and emergency care and funds from the community infrastructure budget to support the delivery of the Winter Plan.

The Director of Adult Services commented that the RWHT are already experiencing levels of pressures on bed capacity in the last 10 days that would normally be expected in the peak of winter demand. The Council is looking at how it can help support efforts to reduce the pressure on the hospital.

The Director of Adult Services reassured the panel that the Winter Plan will be assessed by NHS England to check that Wolverhampton has everything in place as much possible to mitigate against the challenges detailed in the presentation. The Director of Adult Services wanted to formally note her thanks to health colleagues who have responded positively when asked to contribute to the adult social care budget to help deliver the Winter Plan.

The panel were invited to comment on the report.

The Chair thanked the presenter for the report.

The panel queried the potential funding stream gaps detailed in the report and if the budget was sufficient to deliver the schemes. The panel highlighted the £150,000 funding required for Development and Implementation of a Primary Care Paediatric Respiratory Hub as an example. The panel also queried if there was enough time to get the schemes operational before the end of the winter period.

The Director of Adult Services agreed to contact colleagues in health to get a definite answer on that specific question on the scheme and report back to the panel. The Director of Adult Services added that NHS England will also be asking for similar reassurances about Wolverhampton's winter planning arrangements.

The panel discussed the importance of sustainable and adequate funding to ease the pressure on the health and adult social care sector. The Director of Adult Services acknowledged issues about secure funding is a key risk to delivery of the schemes and highlighted the impact of short-term grant funding on the ability to plan the delivery services.

The panel welcomed the report and were reassured that Wolverhampton has a very comprehensive winter plan in place to respond to the issues outlined in the presentation.

The panel suggested a progress report on the implementation of the Winter Plan actions be presented to a meeting of the panel in January 2023.

The panel thanked the presenter for the report and the good progress made in drafting the Winter Plan.

Resolved:

1. The panel agreed to note the progress in the development of the draft Wolverhampton Winter Plan Summary 2022- 2023.
2. The Director of Director of Adult Services to provide an update on the implementation and progress in addressing funding gaps detailed in the plan to a meeting of the Panel in January 2023.

## 8 **Transforming Adult Services Programme (TASP) Annual Report 2021-22**

The Chair invited Meena Dulai, Head of Adult Improvement, to present the report.

The Head of Adult Improvement outlined the background to the development of the Transforming Adult Services Programme annual report. The report includes details about the key achievements, progress against outcomes and the priorities for the service in 2023 – 2024,

The Head of Adult Improvement invited Emma Cleary, Programme Manager, to give the detailed presentation to the panel.

The Programme Manager outlined the background to the development of the Transforming Adult Services Programme (TASP) which started in 2016. The Programme Manager advised the panel that the intention is to bring further updates on progress of the transformation programme annually. The TASP was refreshed following a review in 2021 where opportunities to help streamline and transform services for the better was identified.

The Programme Manager outlined the vision and aims of the programme during Phase 2 of the redesign programme and the key successes to date. The programme is aligned to the Our City: Our Plan The Care Act 2014 and the Wolverhampton City Strategy 2011-2026

The Programme Manager commented on progress against the programme outcomes in the TASP Annual Report 2021-2022 and the priorities for 2022- 2023.

The panel were invited to comment on the report and presentation.

The panel wanted to formally record their thanks and congratulations on the progress made to deliver the outcomes for the transformation programme. The panel asked that a future report detail be provided of the different projects in each of the Council ward areas.



The panel asked for more details of the financial context of the programme in future reports referencing the budget savings figure of £50,000 in the presentation to Outcome 3: Increased use of technology to deliver care services.

The Director of Adult advised the panel that an update on progress of the redesign of adult social care has been sent separately to members which gives information about specific projects.

The Director of Adult Services commented on increased demand on adult social care service and advised the panel that £9 million growth in the budget had been secured this financial year to respond to this issue. The Director of Adult Services reassured the panel that the reason for introducing the transformation programme is not to save money and the aim is to redirect funds through the redesign of services to better match changes in demand across the City.

The panel queried the progress made in achieving the priorities detailed in the Wolverhampton City Strategy 2011 -2026 and the Our City: Our Plan Strategy and asked for an assessment on where the authority is against those strategies, the success measures used to assess progress and specifically the gap between where the service is now and where it needs to be to achieve them.

The Director of Adult Service responded that the indicators for the service are detailed in Our City: Our Plan strategy and highlighted that an important measure of performance used is the proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services. The Director of Adult Services commented that Wolverhampton is improving against this measure but needs to improve performance at the regional level.

The Director of Adult Services agreed to include details of the performance of the Council against this and other indicators in the next annual report to the panel. The information will also be included in the quarterly update reports of performance against the indicators in the Our City: Our Plan priorities to the panel.

The Director of Adult Services agreed to respond directly to the panel member query about an assessment of the gap between where the service is now and where it needs to be to achieve the stated priorities

The panel queried if comparative stats would be provided to show progress against the performance measures outlined in the report and that the indicators be SMART. The panel also queried how the existence of the Families Front Door project is being promoted to the public

The Head of Adult Improvement added that measures do need to be SMART and added that these indicators also need to be informed by user experiences of the service.

The Head of Adult Improvement commented that the people involved in the development of the Families Front Door project will be considering any issues raised. The project aims to ensure that people get in contact with the right person or team that they need to talk to get the support needed as quickly as possible.

The panel queried if there was early evidence about the impact of the TASP on addressing issues arising from the Wolverhampton Cares initiative, which highlighted the issue of workforce and recruitment as factors in the challenge when delivering adult social care services. The panel queried the extent to which the service is encouraging more people to consider working in the sector.

The Director of Adult Services accepted that workforce and retention of adult social care workers is an issue but highlighted the need to think about the language used such as describing the sector as a 'broken service' with low pay and exhausted staff will not encourage people to consider a career in the sector.

The Director of Adult Services commented on the importance of acknowledging these issues but also promoting positive messages about the value of the service.

The Director of Adult Services highlighted the importance of getting the right people into the service and focusing on training and developing the workforce while accepting the challenge in doing this at a time when other employers are also wanting to recruit and offering them something different to consider working in Wolverhampton.

The Director of Adult Services commented on other planned changes to better understand the needs of local people to support the priorities outlined in the presentation.

The panel suggested an updated report on progress could be presented to a future meeting.

The Director of Adult Services supported this proposal and had noted the issues raised by the panel which will help inform future reports.

Resolved:

1. The panel welcomed the report and agreed to receive an update from the Director of Adult Services on progress of the TASP Annual report actions to future meetings as appropriate.
2. The Director of Adult Services agreed to note the comments of the panel and to provide specific information requested.

9

### **Fulfilled Adult Lives Scrutiny Panel - draft work programme 2022- 2023**

The Chair invited Earl Piggott-Smith, Scrutiny Officer, to present the report. The Scrutiny Officer advised the panel of future agenda items on the panel work programme.

The panel were invited to comment on the draft work programme.

The panel suggested that the Chair of Health Scrutiny be contacted to suggest that the report Our Commitment to All Age Carers 2022 be added to the work programme

The panel thanked the presenter for the report.

Resolved:

1. The panel agreed to note the report.
2. The Chair of Health Scrutiny Panel to be contacted to consider adding the report Our Commitment to All Age Carers 2022 to work programme for discussion.

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# Performance, Budget and MTFS

Fulfilled Adult Lives Scrutiny Panel

17 January 2023

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Agenda Item No: 6

## Introduction

### Budget Scrutiny for

- Background
- 2022-2023 Performance and Budget monitoring update – as at quarter 2
- 2023-2024 Draft Budget and Medium Term Financial Strategy
- Future Challenges
- Strategic Risk Register

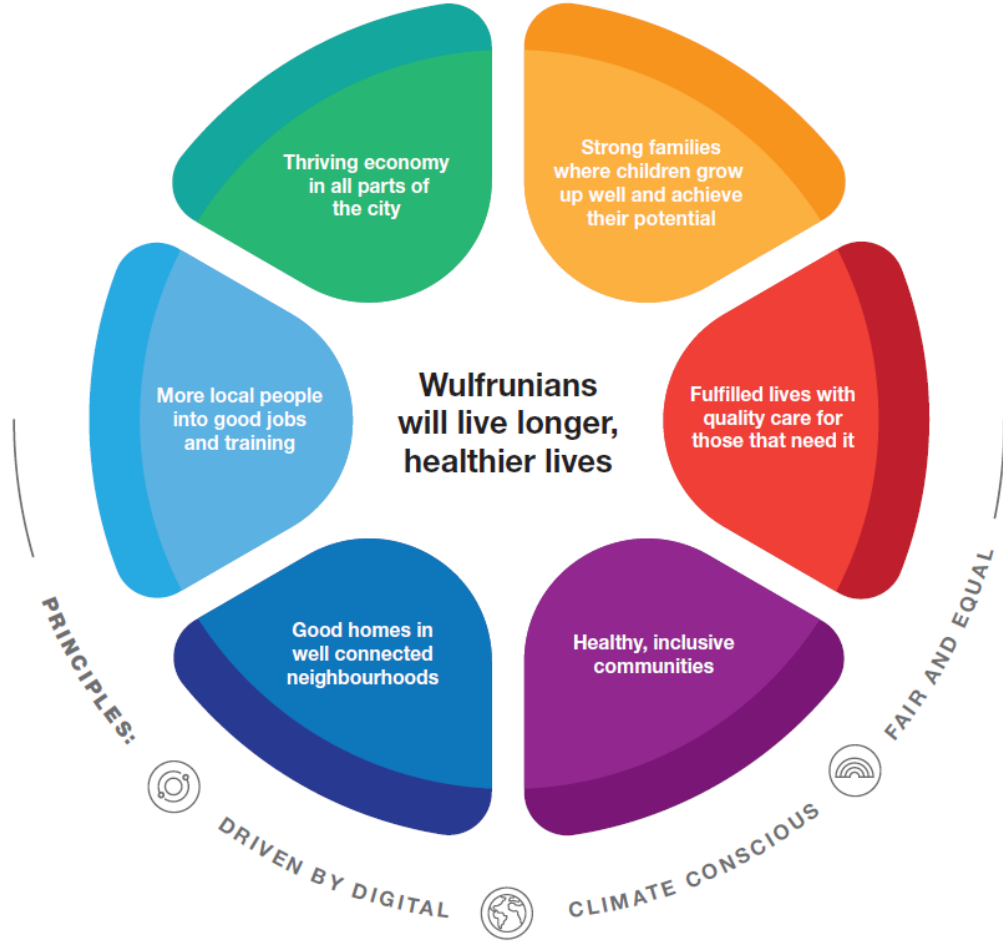
## Background

- The Council has built up a strong track record over many years of managing its finances well despite reductions in funding
- The Council's strategic approach to strategic financial planning is to align resources to Our City, Our Plan which was approved by Full Council on 2 March 2022
- Our City: Our Plan a new Council plan building on the Relighting Our City and providing a strategic framework for delivering the ambition that 'Wulfrunians will live longer, healthier lives.'

## Background

- This presentation provides an update on the in-year performance and budget position and the draft budget for 2023-2024.
- Scrutiny are asked to:
  - consider and comment on the draft budget and how it is aligned to priorities of the Council
  - Provide feedback to Scrutiny Board for consolidation and onward response to Cabinet on the Draft Budget and Medium-Term Financial Strategy 2023-2024 to 2025-2026





# **2022-2023 Performance and Budget Monitoring Quarter 2**

## Performance and Budget Monitoring – Quarter 2

- On a quarterly basis an integrated performance and budget monitoring report is presented to Cabinet.
- The quarter 2 position was presented to Cabinet on 16 November 2022
- Overall, a forecast overspend was reported across the Council of £1.5 million – this is in the main as a result of the 2022-2023 pay award.
- The following slides provide an overview of the services that fall under the remit of this panel.

## Overall Our City: Our Plan Performance – Quarter 2

In total there are currently 56 KPI's in the Our City: Our Plan performance framework.

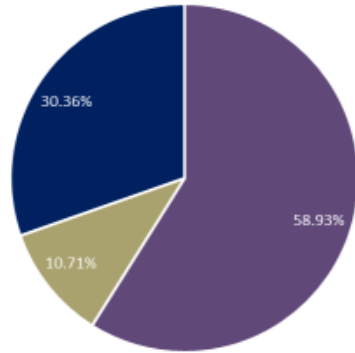
Of these;

- 33 have shown improvement or have seen similar performance
- 17 are yet to be update in the YTD (8 of these in Healthy Communities)\*
- 6 saw a decrease in performance

*\* Those not updated are where we are awaiting the publication of national data sets and the release schedule is not in our control. An example of this is Educational Attainment, which is a yearly updated that had not been published before the end of Q2 2022-2023*

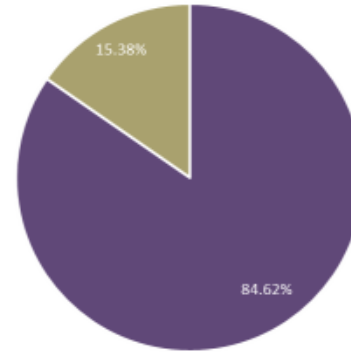
## Overall Our City: Our Plan Performance – Quarter 2

% of indicators improving  
(all indicators)



■ Improved or sustained ■ Decreased ■ Not reported yet

% of indicators improving  
(those with available updates)



■ Improved or sustained ■ Decreased

## Overall Our Council Q2 Performance

Number of indicators	Number showing improved or sustained performance	Number showing decreased performance	Number with no update
5	4	1	0

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### Decreased performance

% of adults with learning disabilities in paid employment

### No update in YTD

N/A

## Overall Our Council Q2 Performance

Data from the SALT statutory national return data released on 20th October 2022. Four of the indicators within the framework are linked to this release.

Large increase in the **percentage of adults in receipt of long-term services who are in control of their own lives** (81.6%), with Wolverhampton's performance national rank moving from 120th to 14th. This is an increase in quartile from D (the lowest) to A (the highest).

Wolverhampton Adult Social Care adopt a strengths-based approach to social work, supporting young people and adults to be as in control of their own lives as much as possible.

We ensure that people are at the centre of decisions made about them and that we listen to what a good life looks like for them. We respect their views; we include family where appropriate and ensure people have access to independent advocacy

## Overall Our Council Q2 Performance

Large increases were also seen in the **percentage of adults who use services who say social care services help them to feel safe and secure** (88.3%). Wolverhampton's national rank has moved from 111th to 48th, with the quartile moving.

We aim to have honest conversations with young people and adults we connect with. We aim to build trusting relationships. We do not make long term decisions when people's lives are in crisis. We listen, to understand what is important to people, what a good life looks like and how they can achieve it.

Our focus is ensuring people can access the right support at the right time to keep or regain their independence, continue to use what is strong in their families and communities, with choice and control. When there are safeguarding concerns we always ask people what is important to them, to make them feel safe and secure and ask whether that has been achieved.



## Overall Our Council Q2 Performance

**The percentage of adults with learning disabilities in paid employment** has decreased slightly, however this is in line with trends seen nationally.

The Council has recently created an in house supported employment team to target increased performance in this area, with improvements targeted before the end of the financial year.

**The percentage of older people (aged 65 and older) who were still at home 91 days after discharge from hospital into reablement/rehabilitation** services saw a 5% improvement on 2021/22, however this was a smaller increase than that seen nationally.

## Forecast Budget Position – Summary

Service	Net Controllable Revised Budget 2022-2023	Net Controllable Forecast 2022-2023	Q2 Variance		Reason for Quarter 2 Variance
	£000	£000	£000	%	
Adults Assessment and Care Management	5,650	5,641	(9)	-0.16%	
Adults Safeguarding	1,123	881	(242)	21.55%	The forecast underspend is mainly due to the delay in the introduction of new Deprivation of Liberty Safeguards legislation (Liberty Protection Safeguards) which will require the forecast staffing costs to meet the new statutory duties required of the local authority.
Carer Support	769	666	(103)	13.39%	The forecast underspend is mainly due to Carer Support care purchasing and also staffing underspend due to vacant posts. This is offset in part by the online carer support pilot.
Community Financial Support	1,629	1,613	(16)	-0.98%	
Community Support	142	142	-	-	
Director of Adults services and Additional Monies	(6,878)	(6,878)	-	-	
Emergency Duty Team	-	-	-	-	
Independent Living Service	1,731	1,729	(2)	-0.12%	
Learning Disabilities Care Purchasing	27,155	26,874	(281)	-1.03%	This budget was allocated considerable growth for 2022-2023 (net uplift £2.5 million) to cover fee uplifts and increased demand, and to date is showing a small underspend against this growth.
Learning Disability Provider	4,984	4,903	(81)	-1.63%	The forecast underspend is due to staffing.

## Forecast Budget Position – Summary

Service	Net Controllable Revised Budget 2022-2023	Net Controllable Forecast 2022-2023	Q2 Variance		Reason for Quarter 2 Variance
	£000	£000	£000	%	
Mental Health Assessment & Care Management	7,690	7,690	-	-	
Older People Care Purchasing	26,117	25,744	(373)	-1.43%	This budget was allocated considerable growth for 2022-2023 (net increase £4.2 million), due to changes such as the fee review and ending of the government's Homefirst Discharge funding, as well as increased spot placement costs due to pressures related to inflation. To date it is forecast that this growth will be sufficient and will result in a small underspend. There is however risk around this position due to the continuing impacts of inflation, and the potential changes brought about by charging reform.
Older People Provider Services	3,866	3,791	(75)	-1.94%	The forecast underspend is due to staffing vacancies.
Physical Disabilities Care Purchasing	5,647	5,647	-	-	
Commissioning and Transformation*	3,161	3,161	-	-	
	82,786	81,604	(1,182)	-1.43%	

\*Commissioning and Transformation falls under both Fulfilled Adults Lives and Stronger Families, Children and Young People Scrutiny Panel

## Forecast Budget Position – key areas to note

- Underspends are forecast on:
  - Adult Safeguarding - The forecast underspend is mainly due to the delay in the introduction of new Deprivation of Liberty Safeguards legislation (Liberty Protection Safeguards) which will require the forecast staffing costs to meet the new statutory duties required of the local authority.
  - Carer Support - The forecast underspend is mainly due to Carer Support care purchasing and also staffing underspend due to vacant posts. This is offset in part by the online carer support pilot.
  - Learning Disabilities and Care Purchasing – This budget was allocated considerable growth for 2022-2023 (net uplift £2.5 million) to cover fee uplifts and increased demand, and to date is showing a small underspend against this growth.
  - Older People Care Purchasing - This budget was allocated considerable growth for 2022-2023 (net increase £4.2 million), due to changes such as the fee review and ending of the government's Homefirst Discharge funding, as well as increased spot placement costs due to pressures related to inflation. To date it is forecast that this growth will be sufficient and will result in a small underspend. There is however risk around this position due to the continuing impacts of inflation, and the potential changes brought about by charging reform.

# **2023-2024 Draft Budget and MTFS 2023-2024 to 2025-2026 Overview**

## Overview

- The 2022-2023 budget and MTFs was approved by Full Council on 2 March 2022
- Reported a forecast budget deficit of £12.6 million in 2023-2024 rising to £25.8 million over the medium term to 2025-2026
- Work has been ongoing to reduce the deficit with an update to Cabinet on 19 October 2022 reporting an updated forecast budget deficit of £7 million for 2023-2024 rising to £31.6 million by 2025-2026
- Work will continue to be undertaken to bring forward proposals to set a balanced budget for 2023-2024 and deliver a sustainable medium term financial strategy

# 2023-2024 Draft Budget and MTFS 2023-2024 to 2025-2026 Overview

Scrutiny Panel	2022-2023 Gross Expenditure Budget £000	2022-2023 Gross Income Budget £000	2022-2023 Net Revenue Expenditure/ (Income) Budget* £000	Pay Award Inflation** 2023-2024 £000	Growth 2023-2024 £000	Savings 2023-2024 £000	2023-2024 Draft Net Revenue Expenditure/ (Income) Budget £000
Economy and Growth Scrutiny Panel	21,129	(13,853)	7,276	85	90	(1,030)	6,421
Health Scrutiny Panel	21,886	(21,886)	-	-	-	-	-
Residents, Housing and Communities Scrutiny Panel	80,500	(46,181)	34,319	271	642	(250)	34,982
Resources and Equality Scrutiny Panel	197,087	(108,345)	88,742	14,112	2,836	(1,852)	103,838
Fulfilled Adult Lives Scrutiny Panel	119,537	(38,574)	80,963	172	4,705	(2,000)	83,840
Stronger Families, Children, and Young People Scrutiny Panel	242,021	(189,715)	52,306	442	-	-	52,748
Commissioning and Transformation***	3,815	(262)	3,553	-	-	-	3,553
<b>Net Budget Requirement</b>	<b>685,975</b>	<b>(418,816)</b>	<b>267,159</b>	<b>15,082</b>	<b>8,273</b>	<b>(5,132)</b>	<b>285,382</b>
<b>Corporate Resources</b>			<b>(267,159)</b>	-	<b>(11,081)</b>	-	<b>(278,240)</b>
<b>Budget Challenge as at October 2022</b>							<b>7,142</b>

- \*draft revised budget after reversal of one-off virements and forecast impact of 2022-2023 pay award
- \*\* forecast impact of increments, changes to NI, does not factor in any uplift for 2023-2024 pay award – this will be held corporately until agreed
- \*\*\*Commissioning and Transformation falls under both Fulfilled Adults Lives and Stronger Families, Children and Young People Scrutiny Panel

## Overview – Uncertainties

- There continues to be significant uncertainty around
  - Future funding
  - Inflationary pressures
  - Future pay awards – currently assumes 4% in 2023-2024 and 2% for future years



# **Fulfilled Adult Lives Scrutiny Panel**

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# **2023-2024 draft budget and MTFs**

# Draft Budget

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Service	2022-2023 Gross Expenditure Budget £000	2022- 2023 Gross Income Budget £000	2022-2023 Net Revenue Expenditure/ (Income) Budget £000*	Pay Award Inflation 2023-2024 £000**	Growth 2023- 2024 £000	Savings 2023- 2024 £000	2023-2024 Draft Net Revenue Expenditure / (Income) Budget £000
Adult Assessment and Care Management	7,652	(1,505)	6,147	45	-	-	6,192
Adults Safeguarding	1,252	(108)	1,144	3	-	-	1,147
Carer Support	839	(54)	785	3	-	-	788
Community Financial Support	2,356	(614)	1,742	16	-	-	1,758
Community Support	148	0	148	-	-	-	148
Director of Adults services and Additional Monies	1,515	(8,379)	(6,864)	16	-	-	(6,848)
Independent Living Service	3,065	(1,279)	1,786	12	-	-	1,798

- \*draft revised budget after reversal of one-off virements and forecast impact of 2022-2023 pay award
- \*\* forecast impact of increments, changes to NI, does not factor in any uplift for 2023-2024 pay award – this will be held corporately until agreed
- At this point in time some growth and savings are provisionally being held in Corporate Accounts and will allocated when services have identified where it needs to be reflected.

# Draft Budget

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Service	2022-2023 Gross Expenditure Budget £000	2022- 2023 Gross Income Budget £000	2022-2023 Net Revenue Expenditure/ (Income) Budget £000*	Pay Award Inflation 2023-2024 £000**	Growth 2023- 2024 £000	Savings 2023- 2024 £000	2023-2024 Draft Net Revenue Expenditure / (Income) Budget £000
Learning Disabilities Care Purchasing	33,847	(6,691)	27,156	-	1,841	-	28,997
Learning Disability Provider	5,607	(302)	5,305	18	-	-	5,323
Mental Health Assessment & Care Management	8,938	(1,346)	7,592	12	400	-	8,004
Older People Care Purchasing	42,712	(16,298)	26,414	-	2,047	-	28,461
Older People Provider Services	4,193	(106)	4,087	47	-	-	4,134
Physical Disabilities Care Purchasing	7,413	(1,892)	5,521	-	417	-	5,938
Strategic Commissioning	3,815	(262)	3,553	-	-	-	3,553
<b>Total</b>	<b>123,352</b>	<b>(38,836)</b>	<b>84,516</b>	<b>172</b>	<b>4,705</b>	<b>-</b>	<b>89,393</b>

- \*draft revised budget after reversal of one-off virements and forecast impact of 2022-2023 pay award
- \*\* forecast impact of increments, changes to NI, does not factor in any uplift for 2023-2024 pay award – this will be held corporately until agreed
- At this point in time some growth and savings are provisionally being held in Corporate Accounts and will allocated when services have identified where it needs to be reflected.

## Changes to budget–saving / growth

- There are no savings targets in the MTFS currently under the remit of this panel.
- Under the remit of this panel the MTFS currently has the following growth built into the budget:

Growth		£ 000
Demographic Growth	Adult Social Services Demography/Demand/Transition including fee uplift	4,705

\*This excludes the reversal of prior year one-off savings

## Draft Budget

- Budget setting process is still under way. The Draft Budget is subject to changes that are implemented to close the current deficit for 2023-2024.
- Some growth and saving targets are currently being held in Corporate Accounts and will be transferred to services.
- The Draft Budget currently does not yet reflect any virements between services in 2023-2024.
- Work is ongoing to review and challenge budget requirements

## Risks / Key areas to note

- Demand for social care has increased following the pandemic and the outcome of the redesign could increase the overall cost of the structure of adult services initially.
- Inflation and cost of living crisis is having a significant impact on the provider market and care package costs; the local authority has a statutory duty to provide care for everyone with an assessed need for care so this presents a risk to the Care purchasing budget
- National instruction to focus on hospital discharges has resulted in more complex discharges being picked up by social care
- Workforce and retention; increases nationally of people leaving the profession and less people wanting to work in care creates further pressures

## Earmarked Reserves

Earmarked Reserve	Description of Reserve	Balance at 1 April 2022 £000	Forecast Balance at 31 March 2023 £000	Areas of anticipated expenditure 2022-2023	What would be the effect on services if the reserve is not utilised in this way	Approved Commitments for future years (2023-2024 onwards) £000
<b>Adult Services</b>						
Adult Services Transformation Reserve	Over the next few years the Adult Service Transformation Programme will be refreshed and will prioritise a number of key projects, including the redesign of the operating model, associate structures, and review of the practice model. This reserve will be used to support this transformation work and deal with the growing demand within Adult Social Care	(2,478)	(655)	This reserve will be used to support the redesign of Adult services.	This would mean less capacity to support increases in demand and transformational work.	268
Adults Social Care Reserve for Growth and Demand Pressures	This reserve is to support increases in growth and demand across adult social care	(1,000)	(2,000)	The Draft Budget and MTFS 2023-2024 to 2025-2026 reported to Cabinet on 19 October 2022, incorporated the use of this reserve in 2023-2024.		2,000
<b>Adult Services Total</b>		<b>(3,478)</b>	<b>(2,655)</b>			<b>2,268</b>

## Earmarked Reserves

- Full list of forecast balances of all reserves including Earmarked Reserves with specific Criteria were reported to Reserves Working Group on 8 November 2022 which can be access from:

<https://wolverhampton.moderngov.co.uk/ieListDocuments.aspx?CId=358&MId=19012&Ver=4>

\*updated to reflect use of reserves as approved Cabinet on 16 November 2022



## Strategic Risk Register

- Risks last reported to the Cabinet on 16 November 2022.
- The following strategic risk relevant to this panel:
  - Safeguarding Adults
  - Social Care Providers Adults
  - Changing Reform and Fair Cost of Care
- Strategic Risk register is available at:  
<https://wolverhampton.moderngov.co.uk/documents/s224776/Appendix%203%20-%20Strategic%20Risk%20Register.pdf>

[wolverhampton.gov.uk](http://wolverhampton.gov.uk)

**Fulfilled Adult Lives Scrutiny  
Panel**

17 January 2023

<b>Report title</b>	The Adult Social Care Annual Report: The Local Account 2021-2022	
<b>Cabinet member with lead responsibility</b>	Councillor Linda Leach	
<b>Wards affected</b>	All	
<b>Accountable director</b>	Becky Wilkinson, Director of Adult Services	
<b>Originating service</b>	Adult Social Care	
<b>Accountable employee(s)</b>	Meena Dulai Email	Head of Adult Improvement meena.dulai@wolverhampton.gov.uk
	Jennifer Rogers Email	Principal Social Worker jennifer.rogers@wolverhampton.gov.uk
	Laura Carter Email	Deputy Principal Social Worker Laura.carter@wolverhampton.gov.uk
<b>Report to be/has been considered by</b>	Adult Leadership Team Strategic Executive Board	10 November 2022 20 December 2022

**Recommendations for decision:**

The Scrutiny Panel is recommended to:

1. Note and comment on the Adult Social Care Local Account for 2021-2022.
2. Provide comment and challenge on proposed priorities for 2022-2023.
3. Approve the Adult Social Care Local Account for 2021-2022.

## 1.0 Purpose

- 1.1 The purpose of this report is to provide an update on how Adult Social Care performed in 2021- 2022 and seek comment and feedback to establish future priorities

## 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 From April 2023 the Care Quality Commission (CQC) will carry out assurance reviews of local authorities. There will be four areas CQC will explore as part of the assessment framework:

- How we work with people
- How we provide support
- How we ensure safety
- Leadership

- 2.3 Local accounts will be a way in which local authorities evidence how they assess themselves to provide transparency to local residents. Although not mandatory, it is considered good practice for councils to produce and publish a Local Account every year.

- 2.4 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 data.
- Identify priorities for the year ahead.

- 2.5 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 the outcome of formal and informal complaints.
  - Spending and how finances are distributed throughout Adult Social Care.
  - The number of people, including carers, who are supported by the Council.
- 2.6 This year the Local Account 2021-2022 has been structured around Think Local Act Personal's (TLAP) making it real statements. TLAP is a national partnership of more than 50 organisations committed to transforming health and care through personalisation and community-based support. The partnership spans central and local government, social care providers, the NHS, and the voluntary and community sector as well as people with lived experience, through the National Co-production Advisory Group (NCAG).
- 2.7 The City of Wolverhampton Council submitted a proposal to TLAP, setting out the commitment to using the [Making It Real](#) statements in this 2021-2022 report and to develop the Local Account in a more co-produced way. TLAP accepted the proposal, promoting the collaboration with the City of Wolverhampton Council on their website and social media.
- 2.8 Making it Real is a framework of best practice for personalised care and support. It is an easy to read, jargon-free set of principles that focus on what matters to people. The Local Account this year is therefore structured around the six making it real themes which have been co-produced with people and are considered by them to be the most important:
- Wellbeing and independence
  - Information and advice
  - Active and supportive communities
  - Flexible and integrated care and support
  - When things need to change
  - Workforce
- 2.9 Each of the six themes has a number of "I" statements which describes what good looks like from an individual's perspective. There are also "we" statements that helps organisations understand what they can do to live up to these expectations. Throughout the 2021-2022 Local Account, the "I/we" statements have been used to demonstrate how Adult Social Care in Wolverhampton is delivering personalised support that makes a difference to people.
- 2.10 In previous years the Local Account has been structured around the Adult Social Care Outcomes Framework (ASCOF). The ASCOF is a set of outcome measures, used both nationally and locally for demonstrating the achievements of adult social care. Nationally, the ASCOF gives an indication of the strengths of social care and success in delivering better outcomes for people who use services. Locally, it is also used for 'benchmarking' and comparison between areas. Whilst the 2021-2022 Local Account has been

structured around Making It Real, the ASCOF measures and data have still been incorporated into this year's report.

### **3.0 Achievements highlighted in the 2021-2022 Local Account**

- 3.1 The 2021-2022 Local Account highlights areas of significant progress and improved performance, which is making a positive difference to people in the city. An example of this is the increase in the number of people receiving direct payments, which offers a person more choice and control over how their care and support is delivered. This year more people have chosen to have a direct payment (615) compared to 537 people in 2020-2021. An example of how direct payments has made a positive impact is included in the report. Direct payments meant that Elna could move from a residential care home to her own tenancy and receive support at the time she wants, and in the way that works for her, maximising her independence and enabling her to have greater choice and control.
- 3.2 This year Adult Social Care in Wolverhampton has continued to embed the Three Conversations© Approach. At the heart of this is having a meaningful conversation, where practitioners listen hard to what matters to people and make connections that will help support people to live their idea of a "good life". This looks different for everyone, and for Jake, whose story is included in the Local Account, this was to be part of a family and to live in the countryside. The social worker got to know Jake, and they had really good conversations about what was important to him. He was connected to the Shared Lives service, and is now living as part of a family. He is much happier and feeling hopeful about his future.
- 3.3 Another key highlight in this year's Local Account is the work of the Welfare Rights Service which has supported people in the city to claim over £15.7 million in benefits during 2021-2022. This is the amount of increase in a person's benefits entitlement spread over a 52-week period. In addition, the increases in people's benefits have meant that the amount that people could afford to pay in contributions to the cost of their Adult Social Care services increased by £1.5 million for the year.
- 3.4 Positively, there has also been an increase in the number of people reporting the services they receive from adults social care in Wolverhampton make them feel safe and secure, with 88.3% reporting this, compared with 83.7% in 2019-2020 when this information was last collated. Wolverhampton is above the England average of 85.6%.
- 3.5 The Home Assisted Reablement Programme (HARP) provides support in the person's home, to help 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 HARP has supported more people to remain at home for longer after being discharged from hospital. In 2021-2022 75% of people aged 65 and older were still at home 91 days after

being discharged compared to just under 70.9% in 2020-2021. Whilst there has been an increase in this area locally, it is recognised however within the Local Account that the City of Wolverhampton is below the regional average of 81.2% and supporting with independence and wellbeing will continue to be a key priority for Adult Social Care in the city. An example of this is included in the Local Account, and concerns Ishaaq who was supported by the Community Occupational Therapy team to enable him to remain living at home with the help of some equipment and training for his support workers.

#### **4.0 Areas of challenges highlighted in the 2021-2022 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 There has been some increase in complaints during 2021-2022, with 53 informal complaints and 34 formal complaints, compared with 29 informal and 32 formal in the previous year. From 2021, the City of Wolverhampton Council widened its scope to include complaints from providers, which may account for the increase. However, despite having an increased number of complaints, Adult Social Care have received a significant increase in the number of compliments received; 441 compared with 142 the previous year.
- 4.3 Supporting carers is an ongoing priority for the City of Wolverhampton Council. The Carers Support Team provide both practical and emotional support to carers across Wolverhampton. An example of this, included in the 2021-2022 Local Account, concerns Ken who is the main carer for his wife Ann. Ken was finding it increasingly difficult to go shopping due to concerns about Ann's safety if she was in the house alone. The Carers Support Team arranged for support to be provided in the home for Ann, which meant that Ken could go shopping with peace of mind that his wife was safe at home. The Carers Support Team also offer online and in person carer support groups. These bring carers together to offer valuable mutual support and advice. Carers have provided positive feedback about the groups, which is included in the 2021-2022 Local Account, such as: *"I feel less alone knowing there is someone there who I can turn to and is always on the other end of the line"*.
- 4.4 However there has been a decrease in the number of carer conversations (assessments) carried out during 2021-2022. The ASCOF data also shows a decrease in carer's overall satisfaction, but this is a national trend. The Local Account 2021-2022 identifies carers as a key priority for 2022-2023. Key to this will be the launch of the "Our Commitment to All Age Carers."

4.5 Supporting people with care and support needs who want to work is also an ongoing priority for The City of Wolverhampton Council. During 2021-2022 there has been a reduction in the number of people in employment, however this is a national trend and due to Covid the focus of the supported employment team this year has primarily been to keep people in jobs. This was the case for Mary and Gareth, included in the Local Account, who have been able to continue working at the short-breaks services right through the Covid 19 pandemic. During the latter part of 2021-2022 the City of Wolverhampton Council set up a new internal supported employment service, with the aim of supporting more adults with care and support needs into employment. The goal over the next two years is to be one of the higher performing local authorities regionally and nationally.

## **5.0 Improvements to the 2021-2022 Local Account**

5.1 The City of Wolverhampton Council has committed to producing the Local Account 2021-2022 in a more co-produced way. In order to do this, we have worked alongside a young adult with a learning disability who receives support from Adult Social Care in Wolverhampton. He has provided feedback on the previous Local Account and shared his ideas on how to improve the new document, to make it more user friendly. Suggestions included making it shorter, avoiding pages which largely contain just text, and using accessible images at the top of key parts of the report to help people find the information.

5.2 Consultation has taken place with the Carers Group and the co-chairs of the City of Wolverhampton Council's Autism Partnership Board. Both groups have given feedback which has directly influenced the content of each section. The Carers Group for instance felt the use of real-life stories was relatable to their own circumstances and felt the "I/We" statements enhanced their understanding of the stories, giving them greater understanding of the information and data within the Local Account.

5.3 The co-chairs of the Autism Partnership board like how the report highlights successes alongside challenges, which they feel would increase the public's confidence in the City of Wolverhampton Council. The co-chairs also found the accessible images useful and felt this was a valued addition this year.

5.4 Additional feedback has been considered from a diverse range of community groups, some examples of which was for the document to be much shorter and to include contact details or links of where to find information or how to contact services.

5.5 As part of the collaboration with TLAP, the City of Wolverhampton Council will feedback on progress made with coproduction after 12 months, working alongside TLAP to set actions to increase coproduction in the future.



## **6.0 Priorities for 2022-2033**

- 6.1 A key priority for the City of Wolverhampton Council in 2022-2023 will be to prepare for regulatory activity whereby the Care Quality Commission (CQC) has a duty under the Health and Care Act 2022 to review and make an assessment of the performance of local authorities in England.
- 6.2 The City of Wolverhampton Council is also one of six Local Authorities that was chosen to participate in the Trailblazer programme for the early implementation of the social care charging reforms. The purpose of this work was to help test out with the Department of Health and Social Care what this would like and implement learning in readiness for the national roll out in Oct 2023. Wolverhampton was due to go live with this work from January 2023 however, it was announced in the Government's Autumn 2022 Statement that the charging reforms will now be delayed for two-years. There are ongoing discussions with the Department of Health and Social Care (DHSC) to understand what the delay means in practice, and what is happening with work completed to date.
- 6.3 The City of Wolverhampton Council will be continuing to redesign Adult Social Care in 2022-2023 so that systems and practice works better for people. This will help ensure that people receive the help they need at the right time. People with disabilities have particularly said that that the support they receive could be better so there will be a specific focus on this in 2022-2023.
- 6.4 Another key priority for 2022-2023 is the continued commitment to supporting carers. In launching the Our Commitment to All Age Carers, City of Wolverhampton Council will make sure carers of all ages across the city feel supported and the aim is that more of them will feel satisfied with the services they receive.
- 6.5 Finally, during 2022-2023 we will prioritise supporting adults with care and support needs into employment. Over a two-year period, the City of Wolverhampton Council's goal is to be one of the higher performing local authorities regionally and nationally.

## **7.0 Financial implications**

- 7.1 There are no direct financial implications arising from this report.  
[MK/06012023/M]

## **8.0 Legal implications**

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

[CS/06012023/1]

## **9.0 Equalities implications**

9.1 The Local Account highlights the work of Adult Social Care, which supports 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. 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. The specific needs of the individuals consulted with has been taken into account, to ensure each individual was able to fully engage with the process, for example seeing people in person where online meetings were not appropriate for their individual needs. This year within the Local Account, photos of local people have been included with their consent. Also, positive images of people with protected characteristics have been included throughout the document.

## **10.0 Climate change and environmental implications**

10.1 There are no direct climate change or environmental implications arising out of this report.

## **11.0 Health and Wellbeing Implications**

11.1 The Local Account highlights how Adult Social Care in Wolverhampton are prioritising the health and wellbeing of people in the city. Supporting carers, 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.

## **12.0 Human resources implications**

12.1 There are no direct human resources implications arising out of this report.

## **13.0 Corporate landlord implications**

13.1 There are no direct corporate landlord implications arising out of this report.

## **14.0 Covid Implications**

14.1 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.

## **15.0 Schedule of background papers**

15.1 There are no background papers for this report.

## **16.0 Appendices**

### 16.1 Appendix 1 - Adult Social Care Annual Report: The Local Account 2021-2022

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# Adult Social Care Annual Report

The Local Account 2021-2022

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Measuring Performance – Think Local Act Personal (TLAP) Making It Real	
<ul style="list-style-type: none"> <li>• Wellbeing, independence and workforce</li> <li>• Information and advice</li> <li>• Active and supportive communities</li> <li>• Flexible and integrated care and support</li> <li>• When things need to change</li> </ul>	<p>10</p> <p>14</p> <p>17</p> <p>20</p> <p>23</p>
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## Foreword

Welcome to the City of Wolverhampton Council's Local Account for 2021-2022, 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, as well as any challenges, and to set out our priorities for the year ahead.

This year we are very pleased to be working alongside Think Local Act Personal and have structured our report around their Making It Real framework.

Think Local Act Personal (TLAP) is a national partnership of more than 50 organisations committed to transforming health and care through personalisation and community-based support. Personalisation is rooted in the belief that people want a life, not a service. Their Making It Real framework has been co-produced with people who have experience of social care and other services. Its aim is to help ensure people receive good person-centred support and sets out what this should look like from the point of view of the person.

### Making it Real is built around six themes to reflect the most important elements of personalised care and support:



**Wellbeing and independence**



**Information and advice**



**Active and supportive communities**



**Flexible and integrated care and support**



**When things need to change**



**Workforce**

Each theme has a number of “I” statements that describe what good looks like from an individual’s perspective and some “we” statements that sets out what organisations will do to achieve this.

We are committed to working in partnership with people who have experience of adult social care and we would like to take this opportunity to thank TLAP and the people and carers who have helped us develop this report.

In this year's Local Account, we have included some real-life stories that bring to life what a difference Adult Social Care in Wolverhampton is making to people in the city who have care and support needs and their carers. You will also find some important data which shows how we are doing compared with last year and we have also measured our performance against regional and national figures. Much of the data has been taken from the Adult Social Care Outcomes Framework (ASCOF), which measures how well care and support services are doing in supporting people achieve what they want out of life.

It is really wonderful to see the progress that has been made this year, despite the ongoing challenges of Covid and its after-effects, and we are very much looking forward to the year ahead.



**Councillor  
Linda Leach**

Cabinet Member  
for Adults



**Becky  
Wilkinson**

Director of Adult  
Services



## About Adult Social Care in Wolverhampton

Adult Social Care supports carers and people who have care and support needs, which could arise as a result of an illness or disability. 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.

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 preparing for adulthood.

Across Adult Social Care in Wolverhampton, we use a Three Conversations© approach to help us make sure we are keeping people at the heart of everything we do in the city. Three Conversations© encourages us to focus on having a meaningful conversation, rather than filling in lengthy forms and automatically thinking that formal services are the answer.

This way of working helps us to think about what matters to people, their important 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").

To find out more about this approach [click here](#)

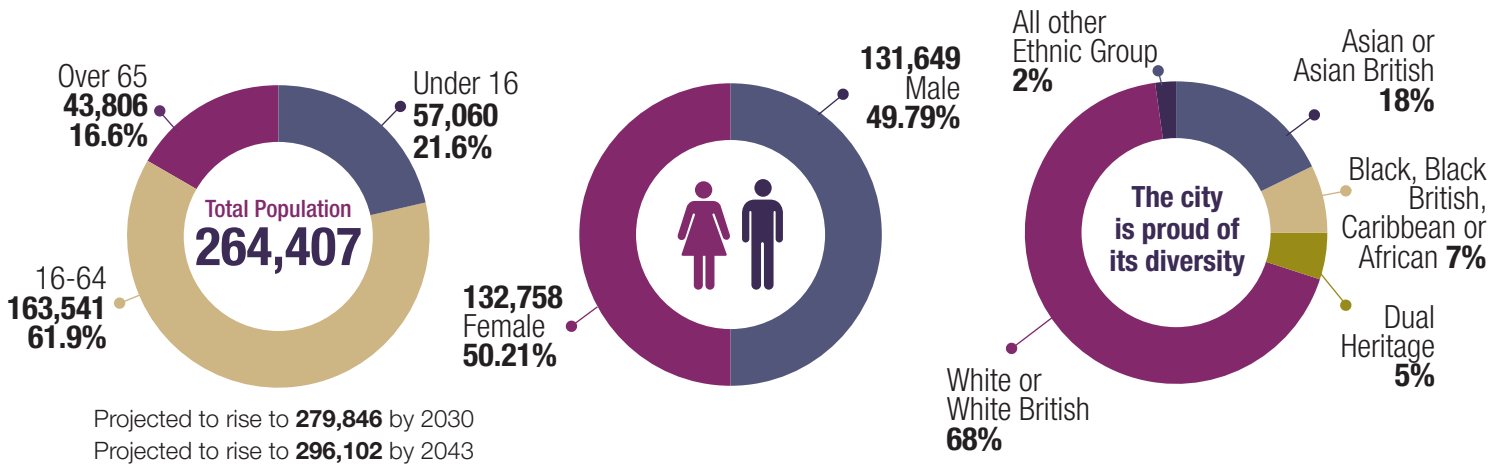
Our vision in Adult Social Care is linked to our Council plan and particularly the Council's priority to ensure fulfilled lives for all with quality care for those that need it.








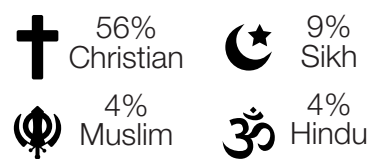

Find out More: [Our City: Our Plan | City Of Wolverhampton Council](#)



# The City of Wolverhampton and its people

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.

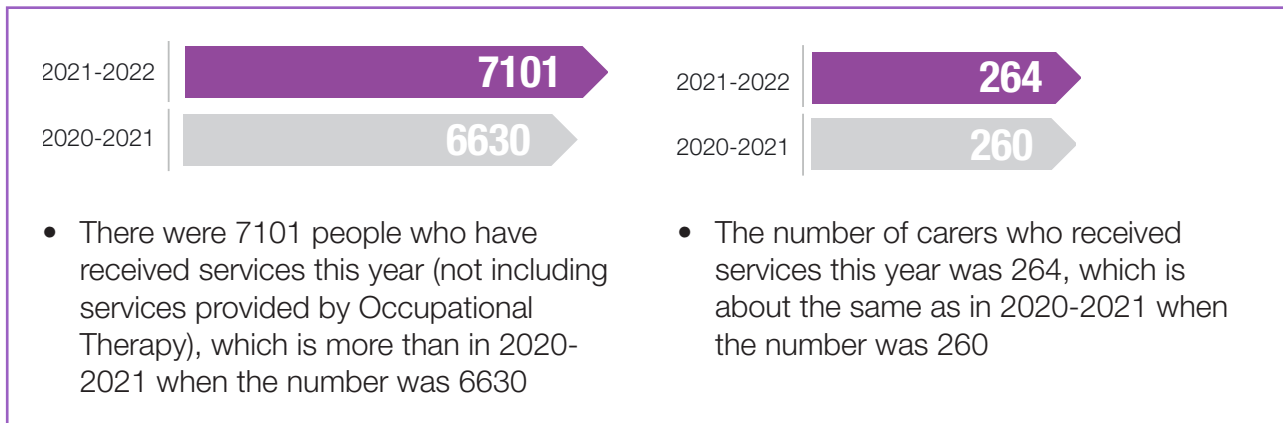


<p><b>27,136</b> carers in Wolverhampton (just over 10% of the population)</p> 	<p><b>71.1%</b> are in employment, compared with the England average of 75.1% (percentage of 16-64 population)</p> 	<p>One of the <b>20%</b> most deprived districts/unitary authorities in England</p> 
<p><b>37</b> is the average age of the population</p> 	<p><b>43%</b> of residents are married. 0.2% of residents are in a same-sex civil partnership.</p> 	<p><b>3.1%</b> of the population, which equates to 6428 residents aged 16+ define as LGB or other</p>  <p><b>6,428</b></p>
<p>0.007% of the UK population has a gender reassignment certificate</p>  <p><b>18</b> residents within Wolverhampton</p>	<p><b>37%</b> of residents have a religion.</p> <ul style="list-style-type: none"> <li>56% Christian</li> <li>9% Sikh</li> <li>4% Muslim</li> <li>4% Hindu</li> </ul> 	<p><b>21%</b> of residents have a disability. 61% of 65+ have a disability compared to 10% of 16-49</p> 

Wolverhampton has an aging population, with the 65 year and above age group expected to rise faster than younger groups, which will create increased demand for adult social care and health services in the city.

## Key activity in Adult Social Care this year

The City of Wolverhampton Council is committed to promoting people's independence. Support is provided to people who need it, and we make sure this is the right type of support for them.



Overall, we have had slightly fewer conversations with people who are not already known to us compared to last year, but more people have needed formal short term and long term support. This may be because of Covid, but it could also mean that we need to try and speak to people earlier to make sure they get the support they need to get on with their lives as independently as possible. So, one of our priorities this coming year will be to look at how Adult Social Care in Wolverhampton could be redesigned so that it works better for people with care and support needs.



There were 317 people aged over 65 who moved into long term residential care in 2021- 2022, which is just slightly more than in 2020-2021 when the number was 305

Slightly more people aged under 65 moved into long term residential care in 2021-2022

The small increase in the number of people moving into residential care is highly likely related to Covid, as we are seeing more people with increased health and care needs.

However, positively, this year we are seeing more adults aged over 65 remaining at home 91 days after being discharged from hospital having received reablement support compared to last year:

**People aged 65 and older who were still at home 91 days after discharge from hospital into rehabilitation or reablement services although we recognise we are slightly below the regional average in this area:**

	2021-2022	2020-2021
<b>Wolverhampton</b>	75.0%	70.9%
<b>Regional average</b>	81.2%	79.7%

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.

**Our continued priority is to support the wellbeing and independence of all adults we work with by providing reablement support and equipment where appropriate, to keep people in their own homes, in their own communities doing what they enjoy and living their idea of a good life for as long as possible.**

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.

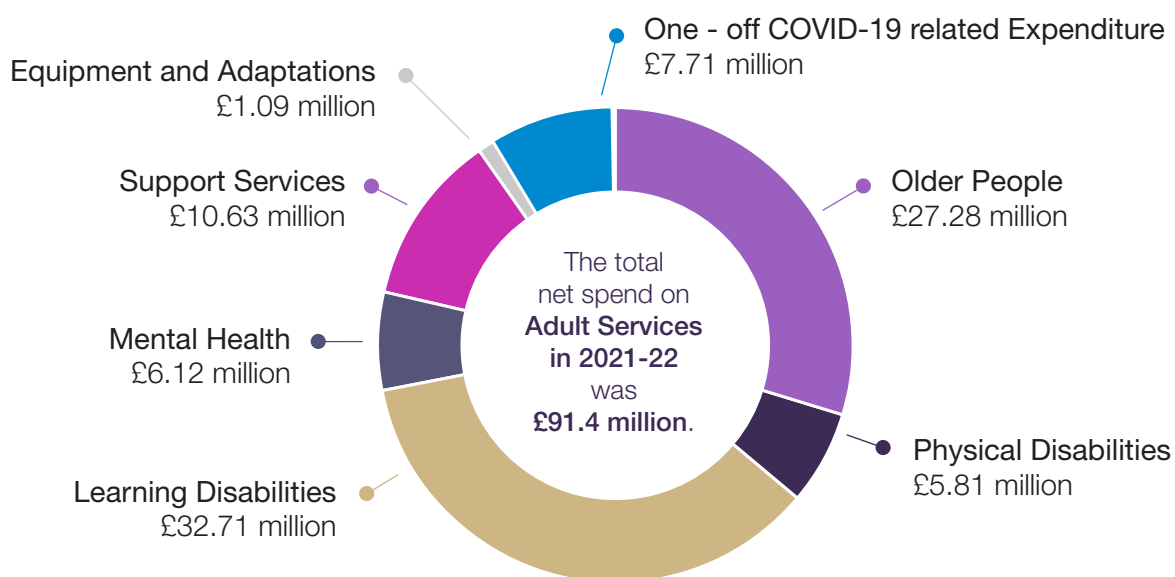




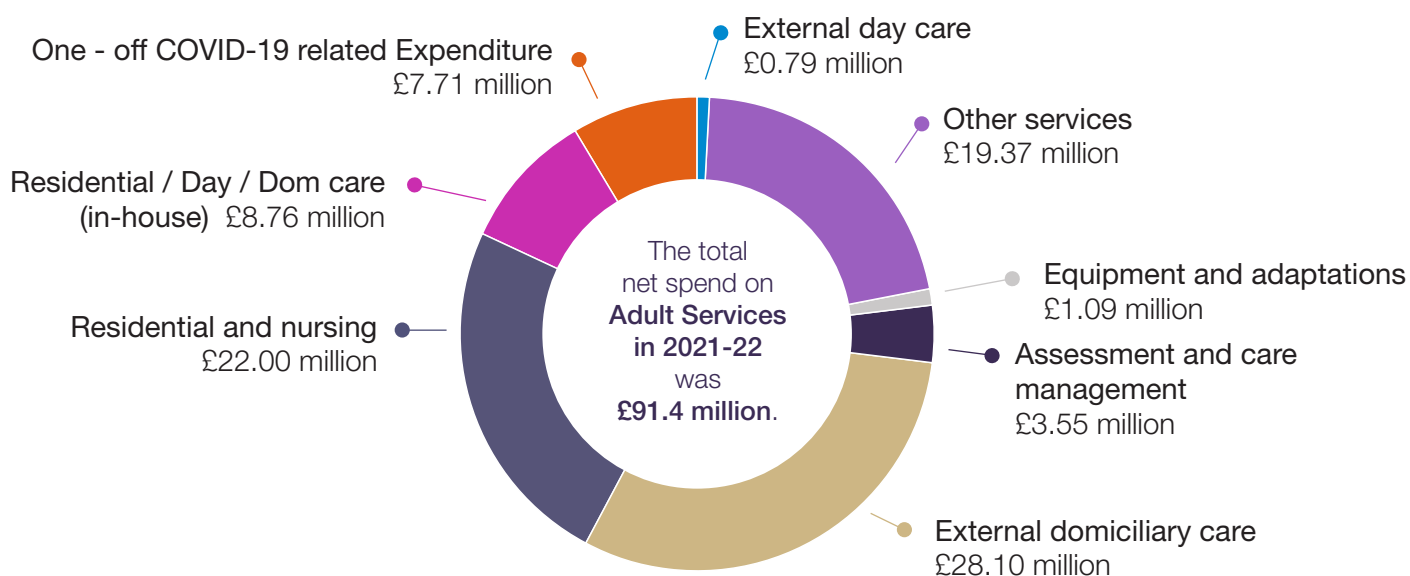
# Spending in 2021-2022

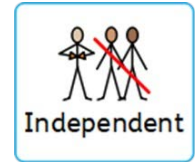
The City of Wolverhampton Council spent 42% of its net revenue expenditure on Adult Social Care in 2021-2022. This has increased from 37% in 2020-2021, when the total spend for Adult Social Care was 89.2 million.

## Breakdown of Spend by Groups



## Breakdown of Spend by Categories





# Making It Real in Wolverhampton: wellbeing, independence, and workforce

Using the Three Conversations<sup>®</sup> approach, we find out who and what is important in a person's life and what a good life looks like to them so that people can live the life they want and do things that matter to them. We listen carefully, think creatively and make sure the support and advice we give is right for the person and not only meets their needs, but promotes their wellbeing, health and, if necessary, keeps them safe.

## PERSON'S STORY

"We have conversations with people to discover what they want from life and the care, support and housing that will enable this, without restricting solutions to formal services and conventional treatments"

"I am supported by people who see me as a unique person with strengths, abilities and aspirations"

Jake is a 20 year old man who loves to be outdoors. He had previously been in the care of the City of Wolverhampton Council as a child and was living outside of the area. Jake needed support with his mental health and a social worker came to see him. She took the time to have a really good conversation with him, exploring his hopes for the future and what was important to him. Jake spoke about how he wanted a home, to be part of a family but still wanted to live in the country, rather than a city.

The social worker connected him to the Shared Lives service, who were able to identify a family who had experience of supporting young people who have experienced trauma and need support with their mental health.

While he was waiting to move, the social worker kept in touch with Jake, to make sure he knew what was happening and the mental health team made sure his birthday was celebrated with a cake and a visit to his new home.

Jake is now living with his new family in the countryside and is much happier. He feels like he has been listened to, valued and is hopeful for the future.

"We work with people to make sure that their personal plans promote wellbeing and enable them to be as independent as possible"

"I am supported by people who listen carefully, so they know what matters to me and how to support me to live the life I want"

Shared Lives is an option for people who need long term care and support and is an alternative to traditional care arrangements such as residential care. Carers who are part of the Shared Lives scheme would support the person in their own home and provide the support they need as well as welcoming the person into their family.

To find out more about Shared Lives [click here](#).



In Wolverhampton the Occupational Therapy (OT) service is split into two teams: the Independent Living Service (ILS) and the Community Occupational Therapy team (COT). Each team has a distinct function supporting adults and children throughout the city with ILS also offering specialist sensory support and assistive technology expertise.

In addition to the traditional social care OT work, the service has a contract to deliver therapy on behalf of the NHS to people recently discharged from hospital into health funded nursing homes.

**Assistive technology** is a term used to describe products or systems that support and help people live more independently and to improve or maintain their daily quality of life.

In 2021- 2022 there were 1,371 people connected to the COT team.

In 2021- 2022 there were 3892 people connected to ILS.

## PERSON'S STORY

"I live in a home which is accessible and designed so that I can be as independent as possible"

Ishaaq lives with his wife Faheeda in their own home. They have been married for over 30 years, and it is really important to them both to stay living together. Ishaaq has mixed dementia and over time he has needed more and more support. Faheeda supported Ishaaq whilst also having carers come in a few times a day. Recently Faheeda realised she needed more help but was worried that would mean Ishaaq would have to go into a nursing home. The social worker and an occupational therapist (OT) visited them and they had a conversation about what a good life looked like for them. It was clear that being at home was really important to them both. The OT provided some equipment to help Ishaaq walk and trained the care staff to use this safely. This enabled Ishaaq to remain at home safely with his existing package of support.

"We make sure people feel safe and comfortable in their own home, which is accessible, with appropriate aids, adaptations, technology and medical equipment"

You can find out more about the support that is available for people who have dementia [here](#) including local dementia cafes.

A **Dementia Cafe** is a warm and friendly environment, offering support and connection for people living at home with dementia and anyone who lives with them or helps to care for them. To find out more [click here](#).

If you wish to know more about dementia, you can become a Dementia Friend through the Alzheimer's Society. Anyone can do this - please visit [dementiafriends.org.uk](http://dementiafriends.org.uk) for more details.



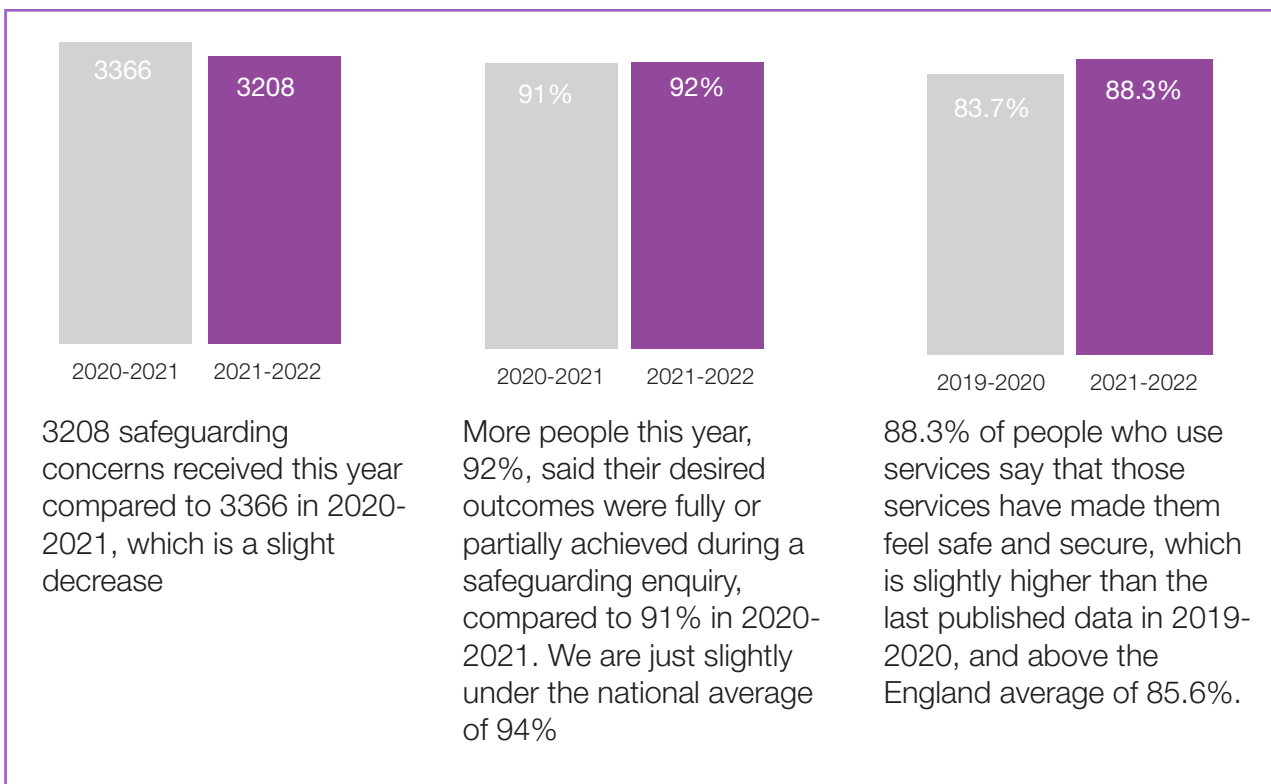
## Safeguarding



“I feel safe and am supported to understand and manage any risks”

“We work with people to manage risks by thinking creatively about options for safe solutions that enable people to do things that matter to them”

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.



This year, The City of Wolverhampton Council has set up the Partnership Missing and Exploitation Hub, which brings together agencies that have contact with children and adults who are at risk of, or who are being, exploited. Adult exploitation can take many different forms and can include sexual exploitation, forced or compulsory labour, human trafficking, criminal, and financial exploitation. The Hub shares relevant and appropriate information so that there is a comprehensive understanding of risk, threat, and harm from all forms of exploitation. It enables risk to be assessed and appropriate actions to be taken to reduce exploitation and keep individuals safe.

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**.



## Making It Real in Wolverhampton: information and advice

The Community Support Team is an advice and information service that aims to enable people over the age of 18 and living in Wolverhampton to continue to live independently and promote wellbeing. [Find out more here.](#)

The team connects people with their local communities to reduce loneliness, support wellbeing and improve quality of life. Working closely with neighbourhoods and local voluntary groups, the team have been able to connect people to activities that are happening in their local areas.

“I can get information and advice that is accurate, up to date and provided in a way that I can understand”

George is in his sixties, a self-employed photographer, with a keen interest in wedding photography. However, due to his physical health he has not been able to continue with his photography work. He was connected to the Community Support Service due to concerns about clutter in his property and damp. This was impacting on George’s health as he has chronic obstructive pulmonary disease (COPD) and over the last few months he had been in and out of hospital.

George was struggling to get his landlord to make essential repairs. The property had no smoke alarms and George did not know where to start.

The Community Support Team talked through each concern with George. They provided accessible information and advice, including what he could do to address the issues with his landlord and also details about finding a cleaner. The West Midlands Fire Service also visited to carry out a home safety check and talked to George about fire prevention. As a result of the support, George’s physical health has improved, meaning he is able to continue his photography.

George has provided feedback about the support he has received; *“Please let me say a huge thank you to you personally....Your professionalism and empathy with the way that you dealt with my 'plight' were second to none! You have helped me out considerably and indeed have made me aware of services that I would have otherwise been ignorant to. Thank you.”*

“We provide information to make sure people know how to navigate the local health, care and housing system, including how to get more information or advice if needed”

## Welfare Rights



“We provide free information and advice to everyone, including people who arrange or fund their own support and care”

“We make sure people know their legal rights and responsibilities”

“I know what my rights are and can get information and advice on all the options for my health, care and housing”

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.
- A Covid-19 Benefits Helpline for residents of Wolverhampton.
- Benefits training and consultancy for people from local groups and organisations.
- A Benefit Bulletin newsletter.
- Information guides and fact sheets for advisors and residents.
- Provision of information and advice to social work teams supporting people with care and support needs.

The Welfare Rights Service has supported people in the city to claim over £15.7 million in annualised benefits in 2021-2022. This is the amount of increase in a person’s benefits entitlement spread over a 52 week period. In addition, the increases in people’s benefits meant that the amount that people could afford to pay in contributions to the cost of their Adult Social Care services increased by £1.5 million for the year.

## Feedback received for the Welfare Rights Service

“...I truly appreciate what you and the team are doing to help rebuild my life. You are very special kind-hearted people, don’t let anybody tell you different. So, thank you from the bottom of my heart.”

“I would like to place on record a special thank you to you and the entire team. The help that has been provided was exceptional and I’m very grateful for that. Once again, thank you.”

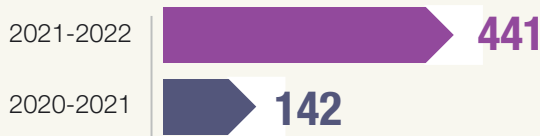
“I’d just like to thank you again for all your help with everything you’ve done...I couldn’t have gone through all this without your help and advice... We’re all so grateful and it means so much”

## Compliments and Complaints

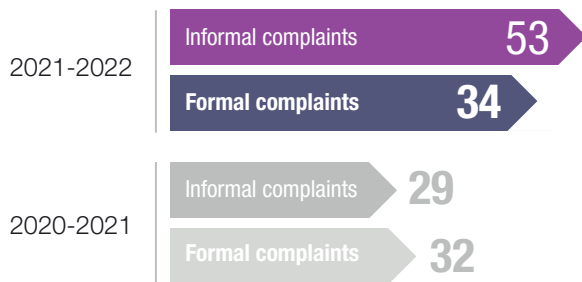
The City of Wolverhampton Council welcomes feedback to help identify where things are working well and to highlight where improvements may be needed. Each year the Council analyses all the complaints that have been received and makes sure that any learning is communicated to teams.



**There has been significantly more compliments this year:** 441 compliments compared to 142 in 2020-2021

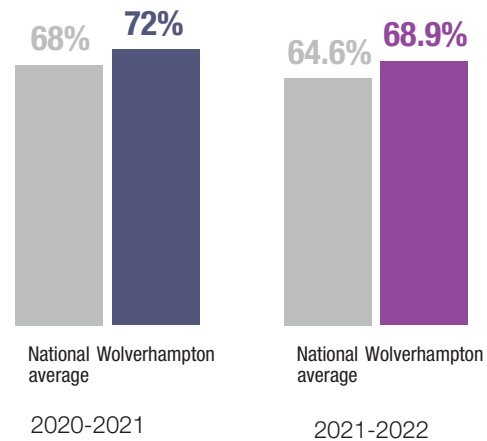


Although there have been more informal complaints most were able to be resolved, with the number of formal complaints remaining about the same as last year.

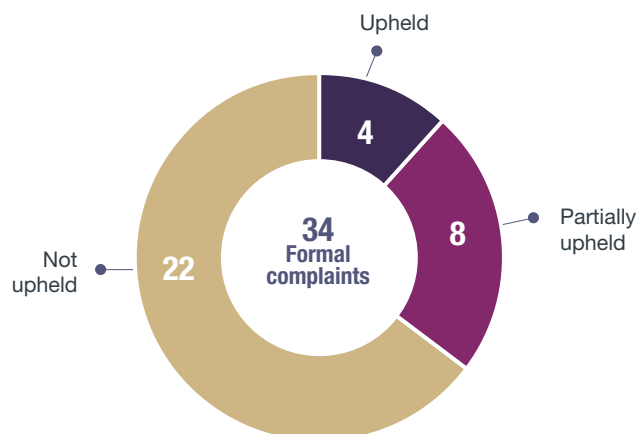


68.9% of people in 2021-2022 have reported that they find it easy to find information about services locally compared to 72.2% last year. Whilst this is a decrease, Wolverhampton is above the national average of 64.6% and is highest within the regional, as the regional average is 61.6%.

Our plan for this coming year is to improve people’s experience with finding information.



Out of the 34 formal complaints logged and investigated this year, four were upheld, eight partially upheld and 22 not upheld.





## Making It Real in Wolverhampton: active and supportive communities

This year the Carer Support Team have continued to support carers across Wolverhampton, providing both practical and emotional support. Carer groups, both online and in person, bring carers together to provide valuable mutual support and advice. These quotes are from some of our local carers about the Carer Support Team:

“Thank you so much for the time and effort you put into creating these groups, they are a great end to my week”

“Knowing my husband is safe whilst I’m having a break takes away stress”

“I feel less alone knowing there is someone there who I can turn to and is always on the other end of the line”

### PERSON'S STORY

The Carer Support Team has been supporting Ken, who is the main carer for his wife Ann. Ken has found it increasingly difficult to go out and do the shopping and go to the bank when needed, due to concerns about Ann’s safety when she is in the house alone. The Carer Support Team had a conversation with Ken where he was able to say what help he needed to continue caring for Ann. The team were able to put in place some support which meant that there was someone to stay at home with Ann so Ken could do the shopping without worrying about her safety. He was also connected to groups in the community linked to his interests and is able to access the carer group so he can talk to people in a similar situations and make friends locally. Ken said, ‘the service has been brilliant, and I would give it 100% as it’s supported me immensely’. Ken feels the service provides peace of mind and reassurance.

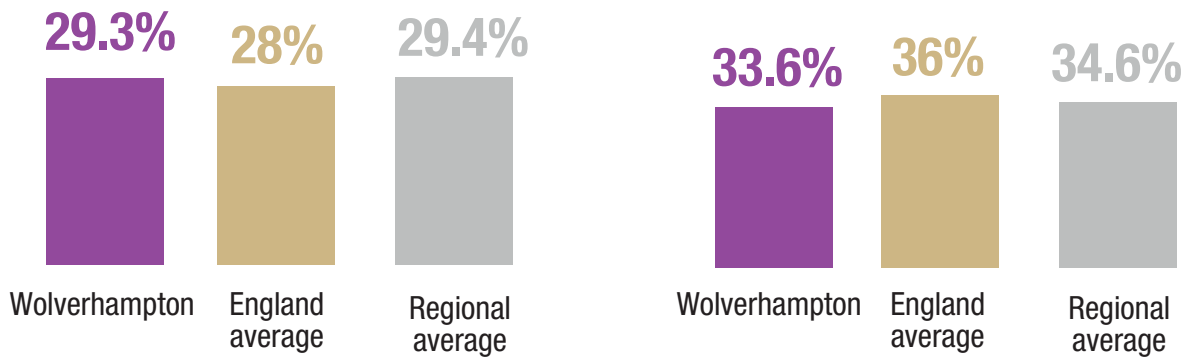
“We make sure that personalised care and support plans are co-produced and set out how people can be as active and involved in their community as possible, doing things that are important to them”

“I have people who support me, such as family, friends and people in my community”

The number of carer conversations carried out during 2021-2022 has fallen compared with 2020-2021. We also know from some data that carers aren't as satisfied as they were in previous years. However, this seems to be a national issue and is likely due to the impact of Covid and its after-effects and people's experiences of services as a whole and not just adult social care. Our Carer Support Team continue to receive fantastic feedback and provide an excellent service and support network to our carers locally. The City of Wolverhampton Council is committed to supporting carers, and we will be making sure they continue to be a key priority for us in 2022-2023.

Proportion of carers who reported that they had as much social contact as they would like 2021-2022

Overall satisfaction of carers with Adult Social Care 2021- 2022



For more information about the support offered to carers Carer support | City Of Wolverhampton Council

You can contact the Carers Support team on 01902 553409



## Supported employment



“I have opportunities to learn, volunteer and work and can do things that match my interests, skills and abilities”

“We work in partnership with others to create opportunities for people to work, both paid and voluntary, and to learn”

The number of adults in supported employment in Wolverhampton has dropped slightly this year but remains similar to the average for England. The reduction has been because of Covid as people and employers found it more difficult to meet and provide suitable opportunities. Our priority during 2021-2022 has centred on keeping people in jobs.

The City of Wolverhampton Council has taken steps in the latter part of 2021-2022 to set up a new internal Supported Employment Team. The intention is for more people in Wolverhampton with care and support needs to be supported into employment, and for Wolverhampton to be performing above the national average over the next two years.

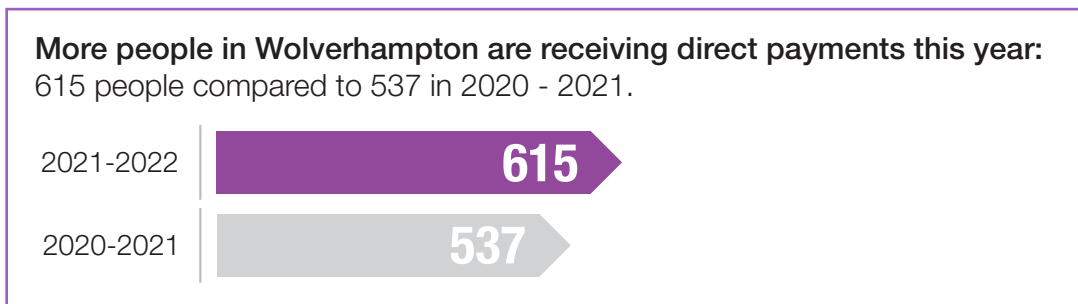


**Mary and Gareth** have received support from our supported employment service to find work. They have both been working as auxiliaries at the short breaks service in Wolverhampton.

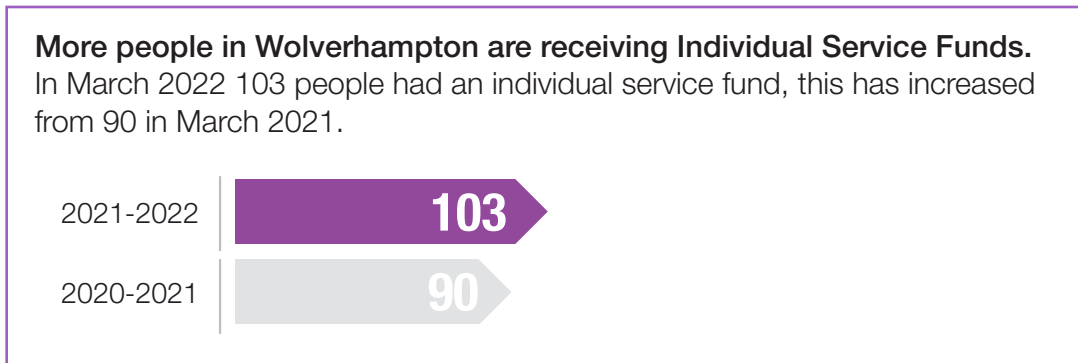
The short breaks service provides much needed overnight support to adults with care and support needs in Wolverhampton. Throughout the pandemic Mary and Gareth were supported by the team to continue to work and have been busy supporting people at one of our services.

# Making It Real in Wolverhampton: flexible and integrated care and support

Direct payments give people the means to employ their own staff or buy care from a provider they have chosen using their own personal budget. This gives people much greater choice and control.



Adult Social Care also offers Individual Service Funds (ISFs). These 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.



The data is also telling us that more people feel in control of their own life; 81.6% compared with 73.8% in 2019-2020, 2020, sitting above the England average of 76.9% and regional average of 76%. The goal is to increase this number further, so that more people have choice and control over their own support.

To find out more about direct payments [click here](#).



PERSON'S  
STORY

“I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and personal goals”

Elna is 52 years old. At the age of 40 she had a stroke which left her with Locked in Syndrome. While she needs the support of others with many aspects of her life, she is able to make decisions and express her thoughts, which she communicates using specialised equipment. Elna previously lived in a care home, however wished to have her own tenancy where she could freely meet her family members and have more control over her daily life.

Following a conversation with the social worker, Elna felt direct payments would be the best way to get the support she needs, as this would give her the flexibility to live the life she wanted. Elna has since been supported to move into a one bedroom flat, with equipment provided by the Occupational Therapy Team. Elna now has more access to the community and more control over her daily life, including who visits her property and how her support is provided.

“We talk with people to find out what matters most to them, their strengths and what they want to achieve and build these into their personalised care and support plans”

“We work with people as equal partners and combine our respective knowledge and experience to support joint decision-making”

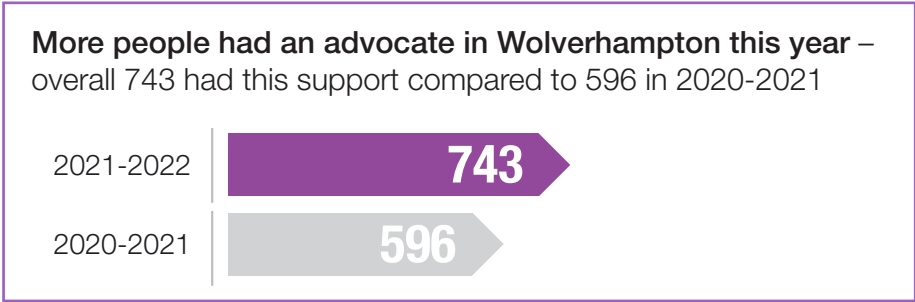
## Advocacy

When people have difficulties understanding information or expressing their wishes and views in certain situations, people can access an independent advocate. Advocates are specially trained to work with someone in this way, and independent of the local authority.

The City of Wolverhampton Council works with POhWER to provide advocacy to those who need it within Wolverhampton.



“We tell people about their rights to advocacy and representation and make sure these services are available”



To find out more about POhWER advocacy services [click here](#).



## Making It Real in Wolverhampton – when things need to change

“I am supported to plan ahead for important changes in life that I can anticipate”

“We work with people to write a plan for emergencies and make sure that everyone involved in supporting the person knows what to do and who to contact in a health or social care emergency”

In Wolverhampton we offer carers the opportunity to sign up for a Carer’s Emergency Card Scheme. The scheme has been set up to ease carers’ concerns about what would happen to the person they care for if they were suddenly taken ill or involved in an accident or emergency and were unable to say that someone is dependent on them. The card offers reassurance and also identifies the person has a caring role. In the event of an emergency, the card gives relevant contact numbers for adult social care, who will be able to access details of the carers and cared for person, along with emergency contact details

There are currently 2063 carers in the emergency card scheme.

For more information about the Carer’s Emergency Card Scheme please contact

Telephone: 01902 553409

Email: [carer.support@wolverhampton.gov.uk](mailto:carer.support@wolverhampton.gov.uk)

Carer support | City Of Wolverhampton Council

## What's next? Priorities for 2022-2023

Whilst there are a number of priorities for 2022-2023, there are some key ones for Adult Social Care in Wolverhampton this coming year.

These priorities are informed by data, other information and feedback we receive, which we have mentioned in this report. However, they are also prompted by changes in legislation and national drivers that means all adult social care services across the country will need to do things differently in the years to come.

- The Health and Care Act 2022 introduced a new duty for the Care Quality Commission (CQC) to review and make an assessment of the performance of local authorities in England. CQC will use a set of quality indicators which will have been approved by government to see how a local authority is performing so we will need to prepare for this
- The Adult Social Care charging reforms will be introduced in October 2023, which will change the way people are charged for the cost of their care. The City of Wolverhampton Council, along with four other local authorities are trailblazers for the social care charging reforms. Trailblazers will implement the changes early from January 2023\*
- We also know that we need to do things differently to make sure we speak to people quickly, and people receive the right support at the right time. People with disabilities have told us that the support they receive from social work teams could be better and we want to increase our satisfaction rates generally. So, this year we will be redesigning Adult Social Care so that it works better for people. We will also be involving people with lived experience to help us with this to make sure the changes make a difference
- We are committed to supporting our carers and they will continue to be a priority for us. We will be launching Our Commitment To All Age Carers this coming year to make sure we are offering support to all carers across the city.
- Another key priority for us is to continue to support autistic people and people with other support needs into paid employment via our new Supported Employment Team. Our future goal over the next two years is to be one of the higher performing local authorities regionally and nationally

\*This priority was paused during autumn 2022 following the government announcement to delay this aspect of the reform until 2025.

# 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 and Improvement Team at City of Wolverhampton Council

**via e-mail at**

QATeam@wolverhampton.gov.uk

**or by post:**

City of Wolverhampton Council,  
The Quality and Improvement 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.

**Proud to be working in partnership with Think Local Act Personal**



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

**wolverhampton.gov.uk** 01902 551155

  WolverhamptonToday  Wolverhampton\_Today  @WolvesCouncil

City of Wolverhampton Council, Civic Centre, St. Peter's Square, Wolverhampton WV1 1SH

### Fulfilled Adults Lives Scrutiny Panel

**Chair:** Councillor V Evans

**Vice Chair:** Councillor S Haynes

#### Remit and Function

- Ensuring that the Health and Social Care system to respond to and recover from Covid-19
- Ensuring independence for people with care and support needs
- Ensuring that people get the right support at the right time
- Ensuring the health and care reform agenda is delivered for people in Wolverhampton
- Protecting vulnerable people at risk of harm and exploitation
- % of older people (aged 65 and older) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services
- % of adults with learning disabilities in paid employment
- % of social care users supported to remain in their own homes
- % of adults who use services who say social care services help them to feel safe and secure
- % of adults in receipt of long-term services who are in control of their own lives

Item	Description	SEB Lead	Office Lead	Scrutiny Lead	Date of Meeting	Publication Date	Status
Update on Health and Social Care Act - Fair Funding	Request from the Director to add this item to the agenda – report on Health and Care Reform proposals and Wolverhampton being part of the trailblazer local authorities	Becky Wilkinson	TBC	Earl Piggott-Smith	5 July 2022	27 June 2022	Complete

Agenda Item No: 8

Adult Services Transformation Programme	Request from the Director to add this item to the agenda – the report outlines the vision for adult services and the key elements of the strategy	Becky Wilkinson	TBC	Earl Piggott-Smith	5 July 2022	27 June 2022	Complete
Principal Social Worker Annual Report	This is an annual report that is presented to the panel for discussion and comment on the work of the Principal Social Worker in promoting and improving the quality of social work practice and outline the key priorities for 2022-2023.	Becky Wilkinson	Jennifer Rogers	Earl Piggott-Smith	5 July 2022	27 June 2022	Complete
Our Commitment to All Age Carers 2022	Request from Director to add this item to the agenda	Becky Wilkinson	TBC	Earl Piggott-Smith	18 October 2022	10 October 2022	Complete
Adult Social Care Winter Planning 2022-23	Request from Director to add this item to the agenda	Becky Wilkinson	TBC	Earl Piggott-Smith	18 October 2022	10 October 2022	Complete



Transforming Adult Services Programme 2021-22 Annual report	Request from Director to add this item to the agenda	Becky Wilkinson	Emma Cleary	Earl Piggott-Smith	18 October 2022	10 October 2022	Complete
Performance, Budget Monitoring and MTFS	Request from Director to add this item to the agenda – report.	Becky Wilkinson	James Amphlet, James Barlow	Earl Piggott-Smith	17 January 2023	9 January 2023	
City of Wolverhampton Council's Local Account	This is an annual report that presented to the panel for discussion and comment	Becky Wilkinson	Laura Carter/Meena Dulai	Earl Piggott-Smith	17 January 2023	9 January 2023	Confirmed
Care and Support Provider Fee Review 2023-2024 and Market Sustainability	Request from Director to add this item to the agenda ( pre-decision scrutiny)	Becky Wilkinson	Helen Winfield	Earl Piggott-Smith	8 February 2023	31 January 2023	Programmed
Implementation of Carer Commitment and ambition for carers going forward	Request from Director to add this item to the agenda	Becky Wilkinson	Sandra Ashton-Jones	Earl Piggott-Smith	21 March 2023	13 March 2023	Programmed
Care and Support Provider Fee Review 2023-2024 and Market	This is an annual report that is presented to the panel for discussion and comment	Becky Wilkinson	Andrew Wolverson	Earl Piggott-Smith	21 March 2023	13 March 2023	Programmed

Sustainability – Follow Up Report							
Adults Social Work and Workforce Health Check 2022	This is an annual report that is presented to the panel for discussion and comment	Becky Wilkinson	Jennifer Rogers	Earl Piggott-Smith	21 March 2023	13 March 2023	<b>Programmed</b>
Fulfilled Lives for Quality Care For Those That Need it – Performance Report / Budget ( <i>Provisional</i> )	Performance and Budget Report.	Becky Wilkinson / Claire Nye	James Amphlett / Alison Shannon	Earl Piggott-Smith	21 March 2023	13 March 2023	<b>Programmed</b>