



Adults and Safer City Scrutiny Panel

24 September 2019

Report title	Adult Social Care Annual Report: The Local Account 2018-2019	
Cabinet member with lead responsibility	Councillor Linda Leach	
Wards affected	All	
Accountable director	David Watts, Director of Adult Services	
Originating service	Adult Social Care	
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Report has been considered by	Adult Services Management Team	3 September 2019
	Strategic Executive Board	10 September 2019

Recommendations for decision:

The Scrutiny Panel is recommended to:

1. Note and comment on the Adult Social Care Local Account for 2018-2019
2. Provide comment and challenge on proposed priorities for 2019-2020
3. Approve the Adult Social Care Local Account for 2018-2019

1.0 Purpose

- 1.1 To update Scrutiny Panel on the Adult Social Care annual report for 2018-2019, the Local Account, highlighting key aspects.

2.0 Background

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

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

- **Outcome one:**
Enhancing the quality of life for people with care and support needs
- **Outcome two:**
Delaying and reducing the need for care and support
- **Outcome three:**
Making sure that people have a positive experience of care and support
- **Outcome four:**
Safeguarding adults whose circumstances make them vulnerable and protecting them from harm
- **Outcome five:**
Value for money, buying and use of resources

3.0 Achievements highlighted in the 2018-2019 Local Account

- 3.1 The 2018-2019 Local Account highlights areas of significant progress and improved performance since last year. For instance, a total of 4073 new people benefitted from telecare from 2016 up to March 2019, which exceeded the original 3000 target. This year the Telecare Response Service attended 2410 incidents with less than 10% of these resulting in an ambulance call out. This has positive outcomes for individuals and their families as well as reducing pressure on local health services. The ambition is to continue to grow the service and support a further 3000 people by 2022.
- 3.2 The number of people experiencing delayed transfers of care (DToC) in Wolverhampton, has fallen by over 70% in the last 24 months. Wolverhampton was the 18th best performing health and social care system at the start of April 2019 (up from 104th in April 2017) and is in the top quartile of health and social care systems nationwide. This was highlighted as a key priority in the 2017-2018 Local Account.
- 3.3 In 2018-2019 the City of Wolverhampton Council continued to develop the efficiency and effectiveness of its reablement provision. Local data shows readmissions to hospital 91 days after reablement started has reduced from 17% to 8% this year. The number of people requiring no further services 91 days after starting reablement has increased from 53% to 60%.
- 3.4 Wolverhampton's Dementia Action Alliance has co-ordinated a wide range of activities to help people living with dementia and their families and carers this year including the city's wide-ranging programme to mark Dementia Action Week, which included dozens of events across Wolverhampton. The city was chosen to host the launch of a major report by the Alzheimer's Society into dementia care. Even more people are now Dementia Friends with a further 3,000 this year, taking the total to 13,000.

- 3.5 The Welfare Rights Service has supported people in the city to claim over £13.6 million in annualised benefits in 2018-2019 (£23.12 million with the 1.7 community inflator applied). There was also £973,328 in annualised revenue gains for the City of Wolverhampton Council this year through Adult Social Care increased contributions. These gains come from the Welfare Rights Service supporting people to maximise their benefits where they are receiving a chargeable service from the City of Wolverhampton Council.
- 3.6 Local data indicates that the number of people with a learning disability in paid employment has increased, having risen by 35% in 2018-2019. Local data tells us that there were 73 people in 2018-2019 compared to 54 in 2017-2018.
- 3.7 Adult social care in Wolverhampton has been testing out a new way of working this year called Three Conversations©. The Local Account contains a number of examples showing how this approach has had a positive impact, including a story of difference involving a person who was struggling at home and thought that residential care was the only option. The social worker was able to respond within 24 hours of the family contacting social care and they were quickly connected to a HARP (Home Assisted Reablement Programme) worker who suggested some reablement support. The visit had a positive impact on the individual and the family as they had been convinced that he would not be able to remain at home. In the old way of working the response would not have been so immediate as it would have taken time for a social worker to be allocated and then a further wait while a referral was made to HARP. The situation would likely have reached crisis point and options would have been limited. Instead the family felt supported, listened to and hopeful that the person could remain in his own home for as long as possible.
- 3.8 There are eight real life examples, some with links to short films, which highlight how adult social care in Wolverhampton has made a positive difference to people with care and support needs and their carers this year. Examples include an individual with autism being supported into paid employment and an example of how the Multi Agency Safeguarding Hub (MASH) is embedding a whole family approach, which has improved the experience of individuals who are part of a safeguarding enquiry.

4.0 Challenges highlighted in the 2018-2019 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 is an ongoing challenge highlighted in the 2018-2019 Local Account about supporting more people to live in the community for longer. One of the key priorities for 2019-2020 is to continue the progress made this year, particularly the work of three Conversations©. Local data indicates that the number of people over 65 moving permanently into residential and nursing care is higher than last year and so one of the key priorities next year will be to ensure that everything has been explored to enable people to live as independently as possible in their own homes for as long as they are

able to. Continuing to support the development of the community offer and connecting more people to their local communities will be crucial in achieving this.

4.3 Most residential care homes in the city are rated good or above and there is only one CQC regulated provider rated as inadequate. However more work is needed to support nursing and residential homes in the city improve and sustain quality and also to ensure that there are resources available to meet ongoing demand.

4.4 Adult social care in Wolverhampton has made good progress this year in reducing the amount of time people are waiting to be discharged home from hospital and the Council is committed to sustaining this next year.

5.0 Improvements to the 2018-2019 Local Account

5.1 Efforts have been made to improve the quality and authenticity of the 2018-2019 Local Account. ADASS, in its publication “Developing a good local account methodology and using the internet to engage with citizens and users”, recommends that there is community engagement as part of the process of developing Local Accounts and suggests that the publication includes a “frank representation of their views”. Consultations have taken place with people in May 2019 to gain feedback about the Local Account to help shape this year’s report. The main method used this year was a session with the SUCCESS group at the University of Wolverhampton. This group is made up of around 50 people and carers with a diverse range of lived experience and backgrounds.

5.2 Everyone who provided feedback as part of the consultation liked the real-life stories about people with care and support needs so this year’s Local Account includes eight examples. Some include links to short films to help make the report more interactive and to bring the stories to life.

5.3 Feedback also suggested that the previous Local Account was too long and “wordy” and at times too much data was used. This year the amount of data has been condensed, particularly in the “facts and figures” section, and some sections have been shortened.

5.4 There were also recommendations about making sure plain language is used and there was a suggestion about using a “jargon buster” at the end, which has been included in this year’s report.

6.0 Overview of local, regional and national performance

6.1 The Adult Social Care Outcomes Framework (ASCOF) measures how well care and support services achieve the outcomes that matter most to people. It is used both locally and nationally to set priorities for care and support, measure progress and strengthen transparency and accountability. Every year quantitative data is provided at council, regional and national level that measures activity over the last statutory year (April 2018 – March 2019) and is taken from the Adult Social Care Survey and Survey of Adult

Carers. This data is collated and published by NHS Digital each year usually around the end of October.

- 6.2 The City of Wolverhampton Council uses this data in the Local Account to identify progress and areas which need to be monitored or addressed in the coming year. This is represented in a table (page 11) to enable comparisons to be made with previous years and other councils as well as national figures. This helps to benchmark our local performance. At present the table is mostly blank as the data has not yet been published. This will be provided at a later date.

7.0 Financial implications

- 7.1 The work currently being undertaken in implementing the Three Conversations© approach provides some evidence of financial efficiencies. The evaluation of phase one and two in the main shows that although demand is increasing the number of new people going on to receive formal support has reduced and when support is put in place it is at a lower weekly cost to the council. This is likely due to the more relational and strengths-based approach being taken and people being better connected to their communities and to preventative support.
- 7.2 There are no direct financial implications arising out of this report. Any costs involved with the delivery of any actions mentioned in the Local Account will be contained within the existing 2019-2020 budget of £61.8 million for Adult Services.
[MI/02092019/N]

8.0 Legal implications

- 8.1 There are no direct legal implications arising out of this report.
[SB/28082019/O]

9.0 Equalities implications

- 9.1 The Local Account highlights the work of adult social care, which covers a diverse range of groups. In this report the work carried out by the teams to address equality issues experienced by individuals, families and communities are discussed and celebrated.
- 9.2 Consultation has taken place with people with lived experience and an equalities impact assessment form has been completed as part of this report.

10.0 Environmental implications

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

11.0 Human resources implications

- 11.1 There are no direct Human Resource implications arising out of this report.

12.0 Corporate landlord implications

12.1 There are no direct Corporate landlord implications arising out of this report.

13.0 Schedule of background papers

13.1 Appendix A: Adult Social Care Annual Report: The Local Account 2018-2019 (report to follow)