

Report title	Adult Social Care Annual Report: The Local Account 2019-2020	
Decision designation	AMBER	
Cabinet member with lead responsibility	Councillor Linda Leach Adults	
Key decision	Yes	
In forward plan	Yes	
Wards affected	All Wards	
Accountable Director	Emma Bennett, Director of Children's and Adult Services	
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Report has been considered by	Adult Leadership Team	15 December 2020
	Strategic Executive Board	06 January 2021
	Adult and Safer City Scrutiny Panel	19 January 2021

Recommendation for decision:

The Cabinet is recommended to:

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

Recommendations for noting:

The Cabinet is asked to note:

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

1.0 Purpose

- 1.1 The purpose of the report is to seek Cabinet approval to publish Adult Social Care's annual report for 2019-2020, the Local Account (Appendix 2).
- 1.2 A copy of the minutes from the Adult and Safer City Scrutiny Panel which met on 19 January 2021 are attached to this report as Appendix 1.

2.0 Background

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

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

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

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

2.7 The Adult Social Care Annual Report was presented to Adult and Safer City Scrutiny Panel on 19 January 2021. The meeting resolved:

- The Panel agreed to note the Adult Social Care Local Account for 2019-2020.
- The comments of the Panel to be included in the report to Cabinet on 8 March 2020.
- The Panel agreed to approve the Adult Social Care Local Account for 2019-2020.

3.0 Achievements highlighted in the 2019-2020 Local Account

3.1 The 2019-2020 Local Account highlights areas of significant progress and improved performance, which is making a positive difference to people in the city. One example of this is the year on year decrease in the number of complaints received. In 2019-2020, there were 53 formal complaints, compared to 74 the previous year and 81 in 2017-2018.

3.2 A priority for Adult Social Care in 2019-2020 was to support people with care and support needs to live as independently as they can in their own homes, for as long as possible. The Telecare Response Service supported 1372 new people this year, which means that the service is on track to reach the goal of supporting an additional 3000 people between 2019-2022. This year, they have attended 3388 incidents and just under 7% of these required an ambulance. This has helped people to remain at home while also reducing the pressure on local health services.

3.3 The Home Assisted Reablement Programme (HARP) has supported more people to remain at home for longer after being discharged from hospital. This year, 81% of people aged 65 and older were still at home 91 days after being discharged compared to just under 75% in 2018-2019. The Independent Living Service has also been working to support this outcome. An example of this, which is included in the Local Account,

involves Mary, who wanted to continue to live in her own home but had experienced a lot of falls and there were some parts of her property which she couldn't access safely. This included her showering facilities. Within two days of asking for help, adaptations were made to Mary's home which significantly reduced the risk of her falling and meant she could continue to live her life without any ongoing care and support.

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

increased contributions. These gains come from the Welfare Rights Service supporting people to maximise their benefits where they are receiving a chargeable service from the City of Wolverhampton Council.

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

4.0 Challenges highlighted in the 2019-2020 Local Account

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

5.0 Improvements to the 2019-2020 Local Account

- 5.1 Each year there is a consultation to identify ways in which the Local Account can be improved. This year due to Covid the public consultation has been shorter than usual and was carried out virtually. Local groups were invited to provide feedback on the previous year's Local Account Groups invited to take part included the LGBT Alliance, Healthwatch, Pohwer, SUCCESS Group (a University of Wolverhampton group of around 50 people and carers with a diverse range of lived experience and backgrounds) and African Caribbean Community Initiative (ACCI). However, participation was more limited than usual and some groups were unable to take part.
- 5.2 Feedback from the consultation was generally positive, with the overall opinion that the information provided in last year's Local Account was useful and informative and that the pictures, infographics and stories made it easier to read. There was also agreement that the report had a "friendly and inviting" feel to it. As a result, much of the design and layout of the Local Account has remained the same as last year.
- 5.3 A key recommendation from the consultation was to change the "thumbs up/down/sideways" graphics used alongside the data about compliments and complaints. It was felt that these symbols could be interpreted by the public as saying that the Council discourages complaints and tries to "disprove" complaints when they are received. Consequently, this has been changed in the 2019-2020 report.
- 5.4 It was also suggested that people should have access to the Local Account in other formats, including easy read. In this year's Local Account there is a statement about how people can request copies of the document in other formats and an easy to read version will also be published and accompany the main report on the Council's Adult Social Care webpage. The aim is to also produce a video highlighting the main points and could include a sign language interpreter as well as subtitles.

6.0 Overview of local, regional and national performance

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

7.0 Evaluation of alternative options

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

8.0 Reasons for decision(s)

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

9.0 Financial implications

9.1 There are no direct financial implications arising from this report.
[MK/11122020/D]

10.0 Legal implications

10.1 There are no direct legal implications arising out of this report.
[TC/08122020K]

11.0 Equalities implications

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

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

12.0 All Other Implications

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

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

12.3 Adult Social Care in the City of Wolverhampton Council has continued to operate under the Care Act throughout the pandemic, with some flexibilities and minor changes to the way work has been carried out and support / services provided. As such there has not been any need to implement any Care Act easements and the Council has remained at Stage 2. Most services have continued to be delivered as business as usual, whilst observing all government guidelines. Adult Social Care in Wolverhampton has adapted to working in creative and innovative ways that have enabled the people of Wolverhampton to be supported whilst also ensuring people are safeguarded. This will be highlighted in more detail in the 2020-2021 Local Account.

13.0 Schedule of background papers

13.1 There are no background papers for this report.

14.0 Appendices

14.1 Appendix 1- Minute Extract from the Adult and Safer City Scrutiny Panel on 19 January 2021

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