

Cabinet Meeting

29 November 2017

Report title	Adult Social Care Annual Report: The Local Account 2016-2017	
Decision designation	AMBER	
Cabinet member with lead responsibility	Councillor Sandra Samuels OBE Adults	
Corporate Plan priority	People - Stronger Communities	
Key decision	No	
In forward plan	Yes	
Wards affected	(All Wards)	
Accountable Director	David Watts, Service Director: Adults	
Originating service	Quality and Improvement Team	
Accountable employee	Louise Haughton Tel Email	Principal Social Worker Tel: 01902 553130 louise.haughton@wolverhampton.gov.uk
Report to be/has been considered by	PLT 30 October 2017 SEB 7 November 2017	

Recommendation for decision:

Cabinet is recommended to:

Approve the Adult Social Care Local Account for 2016–2017 for publication.

1.0 Purpose

- 1.1 To inform Cabinet on the content of Local Account for Adult Social Care 2016–2017, 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 to citizens.
- 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 case studies to showcase how social care intervention has positively impacted on the lives of people who use 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 service users accessing services.
- 2.5 It is general practice in most local authorities 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 our progress against performance across 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 1:**
Enhancing the quality of life for people with care and support needs
- **Outcome 2:**
Delaying and reducing the need for care and support
- **Outcome 3:**
Making sure that people have a positive experience of care and support
- **Outcome 4:**
Safeguarding adults whose circumstances make them vulnerable and protecting them from harm
- **Outcome 5:**
Value for money, buying and use of resources.

3.0 Progress and discussion

Key areas highlighted in the 2016-2017 Local Account

- 3.1 The 2016-2017 Local Account highlights areas of significant progress and improved performance since last year. The number of new telecare users, for instance, increased by 1480 between April 2016 and March 2017, compared to 760 in 2015-16. This means that the council is well on its way towards the 2019 target of 3,000.
- 3.2 Initiatives such as Smart posters were piloted, with the aim of Wolverhampton becoming more Dementia Friendly by raising awareness of the condition among businesses and the general public. This culminated in the City of Wolverhampton Council being named runner up in the Dementia Friendly Organisation of the Year category on 30 November 2016.
- 3.3 In 2016-2017 the City of Wolverhampton Council focussed on further improving the efficiency and effectiveness of its reablement provision. Of the people that received reablement services in their own home, 53% needed no other service after 91 days. This is a small increase since last year. This means that more people were able to live independently of services and exercise full choice and control over their daily lives.
- 3.4 The number of people with a disability, and known to social care, who were employed in the City rose from 19 in March 2016 to 32 in March 2017, an increase of 68%. This was highlighted as a challenge in the 2015-16 Local Account. Although there has been significant progress in this area, Adult Social Care has ambitions to further improve employment outcomes for individuals with care and support needs and so this will continue to be a priority in 2017-18.
- 3.5 The City of Wolverhampton Council has been the first in the metropolitan area of the West Midlands to achieve a joint adults and children's Multi Agency Safeguarding Hub (MASH). The partners involved in the MASH are all committed to making the 'Whole Family Approach' work. Examples of improvements in information sharing and partnership working include:

- Closer liaison with Probation Services, as a result of co-location, has led to successful outcomes in regard to perpetrator management
- The West Midland Local Government Pension Scheme requested safeguarding training, which MASH provided. As a result of the training a Pensions Officer applied some professional curiosity to some concerning activity in someone's pension, raised a safeguarding referral and this resulted in a criminal charge.

- 3.6 In April 2016, the Promoting Independence (PI) Team was set up to carry out annual reviews identified in Older People's services and pilot a new approach based on maximising people's strengths and exploring enablement. By March 2017 the PI team had completed 700 community reviews, which exceeded the target of 627. The latest data shows that over 75% of individuals who have worked with the PI team had either already got a telecare service in place or were referred to the telecare team as part of the work carried out by the PI workers. The original target had been 50%, so this exceeded expectations. Feedback from service users involved with the PI team indicates that there has been an overall improvement in their outcomes. Data relating to the PI team indicates that, overall, 40 people were referred to enablement services and 270 people had input from an Occupational Therapist to promote their independence and help them to achieve the outcomes they wanted.
- 3.7 13 people with mental health difficulties who lived in residential and nursing care moved to less restrictive care and support options in 2016-2017. The work carried out has enabled these individuals to live more independently, personalise their support and have more control over their lives. This section of the Local Account 2016-2017 will include a powerful case study about Mr C who has schizophrenia and was clinically obese. He had lived in a nursing home for over 12 years and did not participate in any social or physical activities. The social worker carried out a holistic assessment, looking in particular at his personal strengths and aspirations. After many discussions and visits to look at different options, Mr C moved into a supported living scheme. He has since been working with his support team to develop independent living skills and lose weight. He now prepares and cooks his own healthy meals with support, and has swapped his fizzy drinks for water and smoothies. Mr C has been socialising more with the other tenants who have all welcomed and supported him. Mr C now attends a football session once a week and has lost 4 stone in weight. His breathing, blood pressure and speech impairment have all improved.

4 Challenges highlighted in the 2016-2017 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 also reported and addressed alongside the good news stories.
- 4.2 One challenge highlighted in the 2016-2017 Local Account concerns carers. Local data suggests that carer reported quality of life and carer satisfaction with Adult Social Care has declined since this was last measured. Wolverhampton's Joint All Age Carer Strategy 2016-2020 has identified, through consultation, key priorities that carers have said are important to them and an implementation plan has been produced. Actions to

address the priorities include developing a carer charter and setting up a planned programme of events.

- 4.3 Performance data for the Local Account 2016-2017 indicates that there had been more admissions of older people (aged 65 and over) to residential and nursing care in the last 12 months, compared with 2015-16. Although this is a challenge, the Local Account 2016-2017 recognises that there has been a change of approach in this area over the last 12 months, which is evidenced by the work of the PI and Community Mental Health teams. This work highlights Wolverhampton's direction of travel as Adult Social Care continues to embed personalised and strength based approaches across the service.

5.0 Improvements to the 2016-2017 Local Account

- 5.1 Efforts have been made to improve the quality and accessibility of the 2016-2017 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".
- 5.2 Consultations have taken place throughout August and September to gain carer and service user views about the draft 2016 - 2017 Local Account. This has been mainly by a consultation event held on 15th September 2017. Healthwatch also provided their feedback.
- 5.3 Turnout at the consultation was low. As a result, next year's consultation on the Local Account will be re-designed to maximise user involvement and ensure more co-production. Meetings with identified carer and service user groups will therefore take place in February to shape the document at an earlier stage. Further consultation will also be held later in the year once a draft document has been created.
- 5.4 The majority of those who provided feedback as part of this year's consultation activity agreed that the priorities identified in the Local Account were the right ones. The majority of respondents (80%) felt that improving the support available to carers to enhance their quality of life was the most important of all the priorities. The second priority scoring highly at 60% was to enable more people with care and support needs to live in their own homes, if they choose to. Joint third priorities were supporting more people to be discharged from hospital as soon as they are well enough and continue to improve the information and advice available to residents about services in their local community. One respondent suggested that the name of the document should be clearer as "Local Account" in isolation suggests that it is a financial document, rather than an annual adult social care report. As a result, the title of the document has been amended.
- 5.5 The 2016-2017 document is less descriptive than previous versions and has a greater focus on evidencing impact and outcomes.
- 5.6 More case studies have been included, as well as links to social media sites, to bring the document to life and make it more interactive and relevant.

- 5.7 Part of the process of completing the document this year involved researching a range of Local Accounts from around the country. As a result, some changes were made to the usual format. This includes a greater emphasis on the analysis of figures presented in the 2016-2017 Local Account to help readers interpret and understand the meaning of the data. Performance data has also been integrated within the body of the document, rather than separating it out into a table, to make it more meaningful for readers.

6.0 Priorities for 2017-2018

- 6.1 The 2016-2017 Local Account recognises that, although resources continued to be a challenge in 2016-2017, Wolverhampton had ambitious plans to make a real difference for people needing support from adult social care. More ambitious, yet achievable, priorities have been set out in the 2016-2017 Local Account for 2017-2018.
- 6.2 As highlighted previously, there will be a focus on assessing and supporting carers.
- 6.3 The City of Wolverhampton Council is also making significant progress in addressing delayed transfers of care and this will be reported on in the Local Account 2017-2018. The authority has a plan of work that will improve the timeliness of discharges and strengthen its reablement services.
- 6.4 Another priority is to enable more people with care and support needs to live in their own homes, if they wish to. To achieve this frontline teams have been learning from the successes of, and approach used by, the PI team to enable this way of working to be applied consistently across the City. The Supporting Life Choices team was formalised in March 2017 to look for more creative housing and support options for people with disabilities and mental health needs. The progress of this team will be reported on in the 2017-2018 Local Account.
- 6.5 An ongoing aim of the Local Authority is to continue to promote Telecare as an enabler to independence (target of 3,000 people using Telecare by 2019).
- 6.6 A small-scale pilot, which started in Autumn 2016, has evidenced that the use of Individual Service Funds (ISFs) can provide enhanced opportunities and increased flexibility to meet needs and outcomes. ISFs are a different way for people with eligible care and support needs to purchase care from a provider. With an ISF the person has choice and control over their support without having to take on the responsibility of managing the money, which can sometimes put people off direct payments. Wolverhampton currently has approximately 200 ISFs and one of the priorities for the coming year is to increase this number to promote personalised approaches and effective use of resources.
- 6.7 Over the coming year Wolverhampton will continue to strengthen the MASH to embed the "Whole Family" approach by improving links to primary care, particularly GP's, and learning from quality assurance methods such as monthly thematic dip sampling. Professionals from adult services will be invited to more child protection strategy meetings and vice versa to improve the planning and delivery of enquiries. This will also increase the potential of identifying the best person to work with the family and achieve better joint working. There will also be more shadowing opportunities created for professionals to

understand each other's roles. This includes other professional colleagues currently not located within the MASH.

- 6.8 The City of Wolverhampton Council wants to increase the number of people reporting that services have made them feel safe and secure. Healthwatch Wolverhampton have been commissioned by the Safeguarding Adults Board to undertake a project to collate service user feedback on their experience of safeguarding. This work started in April 2017 and will help to measure performance against this priority. There will also be local data available to monitor progress.
- 6.9 Community Connectors have been trialled in other regions to work with individuals, groups and organisations to make it easier for local people to find out how they can get involved in groups, community activities or courses that could improve their well-being. In 2017-2018 the City of Wolverhampton Council are recruiting to this role to improve the information and advice for residents about services in their local community and strengthen people's personal networks

7.0 Evaluation of alternative options

- 7.1 The option of not producing a Local Account has been considered. However, this annual report is a key way of ensuring accountability to local taxpayers and wider communities, and can be used to describe both the risks for people needing care and support, and the steps being taken to mitigate them. Consultation and co-production are key parts of the Local Account process. The impact of not producing a Local Account could therefore result in adult social care making decisions without the involvement of people who it directly affects. There would also be a reputational risk if the report was not produced as it is considered good practice for Local Authorities to produce one annually.

8.0 Reasons for decision

- 8.1 With the continuing budget pressures, Local Accounts are a way of explaining to local stakeholders and residents the difficult decisions that need to be made. In such unprecedented times, it is more important than ever that Local Authorities are open and honest with residents about the challenges being faced and the successes that have been achieved despite this. The risk of not publishing a Local Account is that the realities of such challenges go unnoticed and local people with care and support needs are not involved in decisions about the priorities for the coming year. This is a key part of the consultation process for the Local Account.

9.0 Financial implications

- 9.1 There are no direct financial implications arising directly from this report. Any costs arising from the actions in the priorities will be met from existing budgets.
[AJ/18102017/P]

10.0 Legal implications

- 10.1 There are no direct financial implications arising directly from this report. Any costs arising from the actions in the priorities will be met from existing budgets.
[AJ/18102017/P]

11.0 Equalities implications

- 11.1 There are no direct equality implications in relation to this report as any equality implications for specific priorities would be addressed by the appropriate operational team. An event was held as part of the consultation for the 2016-2017 Local Account, which was open to a variety of service users and carer groups. The questions at this event were shaped to meet the needs of each attendee. This ensured that everyone had an opportunity to feedback their views about the document and have input into the production of this and future Local Accounts. An easy read version of the local Account will also be produced which will ensure that this document is more accessible to a wider group of individuals.

12.0 Environmental implications

- 12.1 There are no environmental implications arising from this report.

13.0 Human resources implications

- 13.1 There are no human resources implications arising from this report.

14.0 Corporate landlord implications

- 14.1 There are no corporate landlord implications arising from this report.

15.0 Schedule of background papers

- 15.1 *Towards Excellence in Adult Social Care; Statement of Purpose (2013)* – Local Government Association