



Fulfilled Adult Lives Scrutiny Panel

17 January 2023

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