

Report of Director of Adult Social Services

Report to Leeds City Council Executive Board

Date: 5th March 2014

Subject: Better Lives Lived – Leeds Local Account of Adult Social Care 2013/14

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. The Local Authority has produced its Local Account of Adult Social Care for citizens in Leeds. This document provides a user friendly description of the Council's Better Lives priorities as outlined in the Best Council Plan. These are described in detail on page 2 and throughout the document. It describes the quality of adult social care and support services in Leeds and provides an explanation of the Council's progress in achieving its objectives.
2. It is central government policy for local authorities to annually publish a Local Account for its citizens. The first Local Account for Leeds was presented to Executive Board in February 2012.
3. The Local Account of adult social care and support in Leeds is entitled 'Better Lives Lived' and is attached as an appendix to this report

Recommendations

- 1 The Executive Board is asked to note the contents of this report and the attached Local Account for Leeds, entitled 'Better Lives Lived'
- 2 The Executive Board is invited to include the areas for improvement set out in the attached Local Account for referral to the Health and Wellbeing and Adult Social Care Scrutiny Board for their oversight of performance.

1.0 Purpose of this report

- 1.1 This report introduces the 2013/14 Local Account of Adult Social Care Services for its citizens
- 1.2 The requirement for Local Authorities to produce a Local Account has been established by Central Government policy. This report provides members of the Executive Board with an explanation of the new responsibilities placed upon Councils and the Local Account's contribution towards enhancing local accountability to the public and as a tool to support sector led service improvement.
- 1.3 The report offers members of the Executive Board a highlighted summary of the main areas of achievement of Adult Social Care and indicates areas of service identified within the Leeds Local Account as requiring further development to sustain or improve performance.

2.0 Background information

- 2.1 In November 2010 The Department of Health published "Transparency in Outcomes a Framework for Adult Social Care". This introduced a requirement for Local Accounts of Adult Social Care arrangements to be produced by Councils in line with a broad national policy for establishing stronger accountability for Local Government to its citizens.
- 2.2 Local accounts are self-assessments of the quality of local adult social care and support and a public report of the progress the local authority and its partners have made towards achieving local strategic priorities for social care over the past year.
- 2.3 In a letter to Directors of Adult Social Services dated July 2011, the LGA and Department of Health suggested that all councils with social care responsibilities should consider producing a short, accessible local account during 2011/12. In overall terms, this first round was seen by the Board as a learning process for Local Authorities prior to mandatory production from 2012/13. They also suggested that councils report their account to local people by placing it on their websites and that they should consider publishing it through the Lead Member for Adult Social Care. The first Local Account for Leeds was presented at the Executive Board in February 2012.
- 2.4 The 2013/14 Local Account for Leeds has been produced with the support of a group of service users and carers, and with input from the Leeds Equality Forum. The Leeds Better Lives Board and the Association of Directors of Adult Social Services (Yorkshire and Humberside Region) have reviewed and offered amendments which have been incorporated into the final draft.

3.0 Main issues

- 3.1 The Local Account for Leeds 2013-2014 is published under the title "Better Lives Lived". The document provides a user friendly description of its social care activities and explanation of the Council's progress in achieving its objectives. It also

describes the Council's priorities for improvement and development over the coming year.

- 3.2 'Better Lives Lived' has been produced by people with social care needs; carers of people who need care and support; social care providers and council officers working together. This is an approach that we intend continue to develop as a clear foundation for future developments for adult social care and support in the city. With permission, the local account includes the real-life stories of some Leeds residents whose lives have been touched by adult social care and who, as a result, have been helped to stay independent, have been protected from harm, or have taken control over their care and support services.
- 3.3 The local account sets out how we intend to make Leeds the best city in the UK for people with social care needs to live. A city which offers its citizens the best support in maintaining their health and wellbeing. It describes the Council's programme of new measures that will help local people with care and support needs enjoy better lives than before. It describes how the Council has been working with a broad range of organisations to ensure that there are wider care and support choices available and better ways for people to gain access to them.
- 3.4 The local account explains how people with care and support needs will be supported to achieve better lives through three main themes:
- Better lives through integrated services which will be achieved by delivering the new city-wide Health and Wellbeing strategy, through which we will provide easier access to joined-up health and social care services. People with social care needs will receive co-ordinated, effective, personalised support from a range of agencies in the health, social care, independent and third sectors, all working together. These same services will, where possible, help people with poor physical or mental health to learn or re-learn the skills they need for independent daily living.
 - Better lives through housing care and support which will be achieved through extending the use of personal budgets, which are being used successfully by a growing number of people who are improving their own lives through taking control of their housing, care and support needs. We will improve the range of daytime activities for people with eligible needs, providing them with the day-to-day support they need to stay living at home, or close to home, for longer. People whose circumstances make them vulnerable in living safely and independently will be given the safeguarding and support they need to stay in control of their lives.
 - Better lives through enterprise which will be achieved through ensuring resources are efficiently matched and directed towards those with the greatest need. Existing and new kinds of enterprise will be developed in the Leeds care market which will provide a variety of services that are geared to respond to people with all levels of support and care need.
- 3.5 'Better Lives Lived' identifies a number of areas where improvements have been made and a number of areas where we still have much to do to meet citizens'

rightful expectations of their care and support. It provides an outline of key actions being taken to address these.

3.6 'Better Lives Lived' identifies the following key strengths for care and support available to Leeds citizens:

- A national survey showed that Leeds people with care and support services reported that they feel safer; have greater levels of satisfaction and have a better quality of life than they reported the previous year.
- Council arrangements for people wanting access to social care support by telephone, website, and at council receptions were found to be 'good' or 'excellent' through a 'mystery shopping' exercise undertaken by independent experts
- Most personal budget holders living in Leeds and responding to a national survey said that their arrangements helped them to feel part of their local community. A larger proportion of service users feel that they have control over their daily life than was reported in the previous year
- A study of integrated working by the Health Services Management Centre at the University of Birmingham and the Social Care Institute for Excellence shows service users and staff believe that integrated teams are making a difference to people's lives.
- As a result of better co-ordinated services and effective preventative services, fewer people in Leeds need to meet their care needs through support from the council for residential and nursing care. A smaller proportion of Leeds residents were admitted to council supported residential care than the average for similar cities and for England as a whole.
- Leeds has continued to help more learning disabled people into employment despite the challenging economic conditions.

3.7 The report also highlights areas for further improvement

- Over a quarter of the care and support users responding to a national survey said that it was difficult to get advice, information and support in Leeds.
- Over one third of service users responding to a national survey do not feel able to do enough, or more of the things that they value or enjoy
- A smaller number of people with mental health conditions were helped into employment, than the previous year.
- A national survey developed by central government to investigate whether carers are being supported in their caring role, shows that overall satisfaction levels with social services in Leeds is below that of similar cities. In addition Leeds carers report being less able to access information and advice, and less likely to be consulted about the needs of their family and friends.

3.8 Better Lives Lived outlines a number of actions being taken to address these issues.

- Council and health services are being brought together to offer more joined up provision offering a better experience and better outcomes for people with care and support needs (pages 10-13).
- The council is working to increase the number of people who are able to exercise choice and control over their services and to increase the range of services that they can choose from. The booklet includes numerous examples of these developments including those on pages 3, 5, 7, 8 and 14.
- The Council is encouraging a whole range of different kinds of enterprise to develop in Leeds. These include private enterprise, social enterprise, co-operatives, user and employee led organisations. (see page 17).
- The Council is working with carers organisations to improve the quality of information and support available to people supporting family and friends with care and support needs. (see page 17)
- The council is working with partners to develop the quality of our information for service users and carers using the systems outlined on page 8 of the booklet and developing new services making it easier for people to access the support they need. For example, the Integrated Neighbourhood Care Teams and the Assistive Technology Hub which is opening as a 'one stop shop' for assistive technology in Leeds (see page 11).

4.0 Corporate Considerations

4.1 Consultation and Engagement

- 4.1.1 Local Account for Leeds has been produced with the support of a group of adult social care service users and carers, and with input from the Leeds Equality Forum.
- 4.1.2 The Leeds Better Lives Board is an advisory body of key social care stakeholders in Leeds comprising service user and carer representatives; representatives of local service providers; local council members and senior health and social care managers. The board is responsible for providing community engagement in developing the long-term strategic direction for adult social care and support in the city, including the Leeds Local Account. The Board has a particular remit for joining up strategy to deliver action in the interests of local people. The Board has reviewed and approved the content of 'Better Lives Lived'.

4.2 Equality and Diversity / Cohesion and Integration

- 4.2.1 The Adult Social Care Directorate seeks to ensure that services are provided on the basis of identified need only and no other criteria is taken into account. Routes to access these services are expected to be fair and equitable and that social care

support meets those needs in a manner that is appropriate to individual culture and ethnic requirements.

- 4.2.2 Adult Social Care assures that it meets these requirements through the Equality Impact process, ensuring that all changes and developments within the Directorate's remit are appropriately and proportionately assessed. Such assessment seeks to identify whether barriers to the service for any specific equality group exist or may be created by changes to policy or services and where appropriate identifies what can be done to mitigate or remove those barriers prior to the decision making process. Such assessments are freely available on the Internet for any member of the public to access.
- 4.2.3 The Equality Impact Assessment screening tool indicates that production of the Leeds Local Account is unlikely to have a differential impact for the different equality characteristics. There are no likely public concerns caused by the production of the document. As it reports existing plans, it will not create any impact upon how our services, commissioning or procurement activities are organised, provided, and located. It will not create any impact upon workforce or employment practices. The Local Account will be published on the internet and will be made available in different languages and formats on request.
- 4.2.4 The Equality Impact Assessment Screening Tool for the Local Account is published on the Leeds City Council website and is attached as an appendix to this report.

4.3 Council policies and City Priorities

- 4.3.1 The Leeds Local Account refers to plans which are included within the Health and Wellbeing City Priority Plan and to the Priorities for Adult Social Care described within the Best Council Plan. It provides a context within which the drivers for changes to current arrangements for adult social care can be understood by citizens of Leeds.

4.4 Resources and value for money

- 4.4.1 The Local Account provides information for local citizens which will help them to understand the Council's budget plans for Adult Social Care and have sufficient information about its current financial circumstances to inform their views about the value for money it provides.

4.5 Legal Implications, Access to Information and Call In

- 4.5.1 There are no legal implications arising from this report
- 4.5.2 This report introduces a document intended to inform local citizens about Council adult social care and contains no confidential or exempt information.
- 4.5.3 The report is subject to call in

4.6 Risk Management

- 4.6.1 There are no risk management implications arising from this report

5.0 Conclusions

- 5.1 Leeds has produced its Annual Account of adult social care in Leeds for 2013/14 in line with national requirements.
- 5.2 The Local account identifies a number of areas for improvement and has detailed multi agency plans to ensure that all the areas identified for improvement are addressed in a continuing effort to achieve excellence in social care outcomes for adults.
- 5.3 The Local Authority will continue to face new challenges over the coming years, but is confident that the city will have the health and social care infrastructure that will allow it to meet and overcome them. We understand what we need to do and are well on the road to delivering services which fulfil the rising expectations of Leeds people, who want efficient services, offering good value for money and delivering the best social care and support.

6.0 Recommendations

- 6.1 The Executive Board is asked to note the contents of this report and the attached Local Account for Leeds, entitled "Better Lives Lived".

7.0 Background documents¹

- None

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.