

Report of Director of Adult Social Services

Report to Executive Board

Date: 11th February 2015

Subject: Even Better Lives Lived – Leeds Local Account of Adult Social Care 2014/15

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 'Even 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 'Even Better Lives Lived'.
- 2 The Executive Board is invited to refer the areas for improvement set out in the attached Local Account 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 2014/15 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 2014/15 Local Account for Leeds has been produced with the support of the Leeds Better Lives Board and following reviews by the Leeds Health Watch and the Association of Directors of Adult Social Services (Yorkshire and Humberside Region).

3.0 Main issues

- 3.1 The Local Account for Leeds 2014-2015 is published under the title "Even 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 'Even 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 'Even 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 'Even Better Lives Lived' identifies the following key strengths for care and support available to Leeds citizens:

- A national survey reported that service users in Leeds felt safer, were satisfied with their service, and had more control over their life than in the previous year.
- The Council is working with all the care homes and home care providers used by the Council to ensure that they comply with national and local standards of care.
- A 'mystery shopping' exercise by independent experts evaluated support in Leeds for access to services by telephone, website, face to face (at one-stop shops) and at Council receptions as 'good'.
- Over 80% of personal budget holders in Leeds who responded to a national survey reported that their personal budget had improved their quality of life.
- Most people reported that they found it easy to obtain information and advice about social care services and the number is increasing. However, Leeds performance in this area is still below average.
- More older people are being supported to live independently, leading to a decrease in the number of people needing to be admitted to residential or nursing care.
- Because of better co-ordinated services and effective preventative services, fewer people have their care needs met through support from the Council in 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.
- The proportion of people from Leeds who were ready to leave hospital, but whose discharge was delayed due to a social care related reason, decreased in 2013/14 and this performance was better than the national average.
- Older people in Leeds who receive short-term support by the Council to return home from hospital following an accident or illness are much more likely to have successfully remained independent than the national average.
- Leeds provides more accessible support than other authorities for adults with lower levels of social care need, such as luncheon clubs, neighbourhood networks and services run by voluntary groups - 12,800 people access these services every week. 69% of these are older people and 17% are from BME communities.
- Voluntary organisations reported that they had 2,632 volunteers and utilised 7,173 volunteer hours a week – the equivalent of 194 full time staff.
- The number of carers in Leeds who are receiving support from the Council, has continued to increase over recent years and more carers are receiving a specialist carer's service.

- Six new social enterprises were established in Leeds in 2013/14.

3.7 The report also highlights a number of areas which the council has identified for further improvement.

- Leeds is working to improve the availability of specialist short-term social care services for older people leaving hospital which will help them recover from illness or accident. The new integrated health and social care provision outlined on pages 12 to 15 are examples of the way in which the council is working with health and independent sector partners to deliver this.
- The council is also working to increase the number of people who are able to exercise choice and control over their lives and to increase the range of services that they can choose from. The booklet includes numerous examples of these developments including those on pages 8-10, 17-18, 24. It is also working to improve information and advice services so that people are better able to locate local services for people with care and support needs (p14,17-18, 26-27).
- The council is encouraging the communities of Leeds to come together to support citizens who are isolated or who may have care and support needs (see pages 19-20). The Council is also working with carers organisations to improve the quality of support available to people supporting family and friends with social care needs. (see page 16)
- Understandably, many people with care and support needs report that their quality of life is not good. Some report that they do not feel safe whilst others are lonely and feel isolated. (p9,19 & 20) A significant number of their family and friends are feeling the pressure of the impact of caring on their finances, social lives and employment (p5). The Council is encouraging the development of a whole range of new support which will provide improved, more flexible and localised care and a better fit with individual lifestyles. These new services will be delivered through a broad range of sectors including private enterprise, social enterprise, co-operatives, user and employee led organisations. (see page 22).

4.0 Corporate Considerations

4.1 Consultation and Engagement

4.1.1 Local Account for Leeds has been produced under the editorial guidance of the Leeds Better Lives Board. This 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 'Even Better Lives Lived'.

4.1.2 HealthWatch Leeds has also reviewed the document and has made the following comments

“Healthwatch Leeds is of the view that the way the Local Account is presented is an effective and interesting way of describing both the strategic thinking of Leeds Adult Social Care and the work being undertaken to achieve that vision. The inclusion of case studies and outlines of the targets and plans is especially helpful.

It is also important to maintain a consistent format (including the presentation of performance data) so that readers will be able to track the process of Leeds Adult Social Care’s thinking and progress in future years.”

Healthwatch Leeds has also asked for a section on commissioning practice to be included in next year’s local account.

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 2014/15 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 "Even Better Lives Lived".

6.2 The Executive Board is invited to refer the areas for improvement set out in the attached Local Account to the Health and Wellbeing and Adult Social Care Scrutiny Board for their oversight of performance.

7.0 Background documents¹

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.

- None