

Report of Director of Adult Social Services

Report to Executive Board

Date: 10th February 2016

Subject: Living Better Lives in Leeds: The Annual Report of Adult Social Care in Leeds 2015/16

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 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 'Living Better Lives in Leeds: The Annual Report of Adult Social Care in Leeds 2015/16' 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 'Living Better Lives in Leeds'.
- 2 The Head of Policy, Performance and Improvement for Adult Social Care will ensure that Living Better Lives in Leeds is published on the Leeds City Council Website within four weeks of approval by the Executive Board

1.0 Purpose of this report

- 1.1 This report introduces the 2015/16 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 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 'Living Life Your own Way' was presented at the Executive Board in February 2012. Subsequently, further local accounts have been published annually including, 'Better Lives Explained' (2013), 'Better Lives Lived' (2014) and 'Even Better Lives Lived' (2015).
- 2.4 The 2015/16 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 2015-2016 is published under the title "Living Better Lives in Leeds". 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 'Living Better Lives in Leeds' 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 to continue to progress 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 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 by enabling people to make the best use of their personal strengths and local community assets to meet their care and support needs. It will involve 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 'Living Better Lives in Leeds' 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 'Living Better Lives in Leeds' identifies the following key strengths for care and support available to Leeds citizens:

- A high proportion of Leeds users of care and support services are either extremely or very satisfied with the care and support services they receive. Increasing percentages feel safe and believe that their care and support services help them to feel safe.
- Leeds has sought to improve its service offer to citizens in 2015/16. The local authority has taken action to improve access to council funded care and support services and direction to other services that can help people with care and support needs by placing social workers in the council's Contact Centre. A Carers Assessment Team has been established at Carers Leeds to cope with the increase in demand for carers assessments following the Care Act.
- The council has invested in new community initiatives, aimed at improving employment opportunities for people with a learning disability, including a café run by a third sector organisation, which created jobs for 20 people.
- The council is actively working with its partners including local community groups to make the most of local skills, resources and assets which can be drawn upon by people with care and support needs to remain independent and socially active citizens. This approach is being adopted in some Neighbourhood Networks' and as part of the Time to Shine developments.

3.7 The report also highlights a number of areas where the council has identified that it faces continuing challenges.

- The Council continues to prioritise Adult Social Care services in the face of overall funding reductions from central government. As the Council's funding challenges continue and more straightforward savings have been delivered its ability to continue current levels of support are likely to come under pressure. (see pages 28-29)
- Understandably, some people with care and support needs in Leeds report that their quality of life is not good. Some report that they do not feel safe whilst others are lonely and feel isolated. A significant number of their family and friends are feeling the pressure of the impact of caring on their finances, social lives and employment. 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 pages 22-24).
- The council is 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. It is working to make more progress in helping people with care and support needs and who want to purchase their own services, to buy them quickly and easily. The booklet includes numerous examples of these developments including those on pages 14, 15, 18 & 20.

- A number of service users report that they do not find it easy to find information about care and support in Leeds. The Council and its partners are therefore working to improve information and advice services so that people are better able to locate local services for people with care and support needs (p6, 19).
- Leeds continues to work to improve support for carers, some of whom remain dissatisfied with the support and services they, and the person they care for, received from social services in the last 12 months. The booklet includes examples of these developments particularly on page 22
- Leeds still has too many older people admitted in to care homes, especially when they are being discharged from hospital. The Council is working together with local health and social care partners to help people who no longer require hospital treatment to be promptly discharged home and to help older people to settle back at home following an illness, accident or following an admission to hospital. Examples of this can be seen in the booklet on pages 14-16.

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 co-chaired by the Executive Member for Health and Well Being and Adult Social Care and by a service user representative and 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 'Living Better Lives in Leeds'.

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

"Healthwatch Leeds supports the local account as an effective and interesting way of describing the strategic work of Leeds Adult Social Care and the way progress is monitored.

We welcome the use of case studies, along with outlines of targets and plans for the future. The format used makes it easy for readers to follow the progress of the work over a longer time period."

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 Best Council Plan.

- 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 report of adult social care in Leeds for 2015/16 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 "Living Better Lives in Leeds: The Annual Report of Adult Social Care 2015/16".
- 6.2 The Head of Policy, Performance and Improvement for Adult Social Care will ensure that Living Better Lives in Leeds is published on the Leeds City Council Website within four weeks of approval by the Executive Board

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.