

Report of Director of Adult Social Services

Report to Executive Board

Date: 22nd March 2017

Subject: Better Lives for People with Care and Support Needs in Leeds: The Annual Local Account of Adult Social Care in Leeds 2016/17

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, accessible summary of the Council's Better Lives priorities as outlined in the Best Council Plan. It provides a short précis of the challenges faced by the council and its partners in delivering care and support locally and its 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 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, 'Better Lives for People with Care and Support Needs in Leeds'.
- 2 The Head of Policy, Performance and Improvement for Adult Social Care will ensure that 'Better Lives for People with Care and Support Needs in Leeds' is published on the Leeds City Council Website within four weeks of consideration by the Executive Board

1.0 Purpose of this report

- 1.1 This report introduces the 2016/17 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.

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. This requirement became mandatory from 2012/13. The LGA and Department of Health proposed that councils should consider publishing local accounts on their websites through their appropriate lead member. 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), 'Even Better Lives Lived' (2015) and 'Living Better Lives in Leeds' (2016).
- 2.4 In August 2016, the national Accessible Information Standards were introduced for all NHS and Social Care providers as part of the changes arising from the Care Act. These standards require local authorities to provide information to citizens with communication needs arising from impairments in formats which are accessible to them.
- 2.5 The 2016/17 Local Account for Leeds has been produced with the support of the Leeds Better Lives Board and following review by Leeds Health Watch.

3.0 Main issues

- 3.1 The Local Account for Leeds 2016-2017 is published under the title "Better Lives for People with Care and Support Needs in Leeds". The document provides a user friendly accessible summary of the Council's Better Lives priorities as outlined in the Best Council Plan. It provides a short précis of the challenges faced by the council and its partners in delivering care and support locally and its progress in achieving its objectives.

- 3.2 “Better Lives for People with Care and Support Needs 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. In previous years the account has included the real-life stories of 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. The latest iteration has included these as an ‘on-line supplement’ enabling Leeds to provide a short accessible summary document with access to case histories and development examples circulated through the Better Lives Blog and with detailed assessments of performance posted on the Leeds City Council Data Observatory.
- 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.
- 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 achieved through **Better Connections**’. This will involve working with local communities and partners to improve support for people with social care needs. 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. We will continue to use citizen-driven technology to reduce isolation and promote independence. The Council will also connect with the universities to stimulate social care research and innovation and link with the private sector to encourage corporate social responsibility
 - ‘Better Lives achieved through **Better Living**’. This includes improving the access of people with care and support needs to a range of non-institutional housing options. The council will enable more people to purchase their social care directly either individually or collectively with others in a similar situation. The council will be developing its services targeted at helping people to recover their independence following an accident or illness. We will also be providing support to sustain and improve the quality of services provided by independent sector organisations which will enable people to remain at home safely.
 - ‘Better Lives achieved through **Better Conversations**’. The council will encourage citizens, their families and their friends to hold new and different conversations about their care and support needs. These will focus on individual aspiration, independence and capacity. They will inform early interventions; swift response to a crisis and continued investment in effective, local community services that can be directly accessed by citizens.
- 3.5 The Leeds local account identifies the following key areas where improvements have been made in the support available to Leeds citizens:
- People in Leeds with social care needs report a higher quality of life than people living in similar towns and cities.

- More people feel satisfied with their care services
- A larger proportion of people who use services have said that they find it easy to find information about them
- More people who use services feel safe
- A growing proportion of people who use services say that they have as much social contact as they would like

3.7 The report also highlights a number of areas where care and support services need to improve further:

- A smaller proportion of people in Leeds who receive social care feel that they have control over their daily lives.
- Many people are waiting too long to receive the care and support services they need
- Too many people are going to live in care homes directly from hospital.
- Leeds needs to increase the number of people provided with short term social care support to help reduce hospital admissions and help people following their discharge back home

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 “Better Lives for People with Care and Support Needs 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 in the associated Better Lives Blog , (www.betterlivesleeds.wordpress.co). The revised format makes it easy for readers to understand the local challenges faced by those receiving or delivering social care and support services in Leeds. We endorse this report.”

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 issues and information that are already in the public domain, 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 as an 'easy read' version and 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 Leeds Health and Wellbeing Strategy 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 brief information for local citizens which will help them to understand the Council's budget plans for Adult Social Care.

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 2016/17 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 for People with Care and Support Needs in Leeds".

6.2 The Head of Policy, Performance and Improvement for Adult Social Care will ensure that 'Better Lives for People with Care and Support Needs in Leeds' is published on the Leeds City Council Website within four weeks of consideration 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.