

Report of Director of Adult Social Services

Report to Executive Board

Date: 10 February 2012

Subject: Leeds Local Account

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 first Local Account of Adult Social Care for citizens in Leeds. This document provides a user friendly description of the Council's social care activities; the quality of adult social care services and provides an explanation of the Council's progress in achieving its objectives. The Local Account also outlines the Local Authorities major plans for Adult Social Care.
2. The Local Account replaces the Care Quality Commission's annual performance assessment of Adult Social Care. The requirement for Local Authorities to produce a Local Account has been established by Central Government policy.
3. The Local Account of Adult Social Care is attached to Members' copies of this agenda and is available on request by contacting the clerk named on the front of the agenda sheet.

Recommendations

1. The Executive Board is asked to note the contents of this report and the attached Local Account for Leeds, entitled "Living Life Your Own Way".
2. The Executive Board are invited to consider the statement by the Local Involvement Network (LINK) which provides their perspective of the Council's progress and the extent to which local people have been actively engaged in prioritisation and planning. This is attached as appendix 1 to this report

3. 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 Purpose of this report

- 1.1 This report introduces the 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 This 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 Background information

- 2.1 The performance of each Council with Adult Social Care responsibilities was annually assessed by the Care Quality Commission up until the end of 2009/10. The final assessment of Adult Social Care in Leeds was published by the Care Quality Commission on the 25th November 2010 and was received by the Executive Board on 8th December 2010.
- 2.2 In 2011 the Government announced its intention to replace the Care Quality Commission's annual assessment of Adult Social Care from 2011/12 onwards. Instead, councils are required to publish a local account of their priorities for quality and outcomes in social care. 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.
- 2.3 The Local Government Association and Department of Health in conjunction with the Association of Directors of Adult Social Services have suggested that all councils with social care responsibilities should produce an accessible local account during 2011/12. In overall terms, this first round is seen as a learning process for Local Authorities prior to mandatory production of Local Accounts from 2012/13 onwards. Local accounts are intended to be self-assessed and published by Councils. There will be no National Government role in assurance nor do they intend to specify the content of a local account. Local Accounts are expected to provide a report of the quality and outcome priorities which the council has chosen, in consultation with its partners, and the progress it has made in achieving them during the past year. Councils are asked to secure appropriate independent challenge and scrutiny of the quality of the outcomes achieved.

- 2.4 In the future the Government propose that assurance of local accounts will be conducted between areas and by the social care sector itself. The Local Government Association (LGA) and Local Government Improvement and Development (LGID), are already developing a new system of peer-review through which councils will be able support each other to provide the most accurate and useful picture of social care. Through this mechanism, councils will be able to review one another's accounts, challenge poor practice and share expertise. The Government are also proposing that local Health Watches, established by the *Health and Social Care Bill*, are given a more formal role in assuring the account or acting as a signatory, to make sure that the voice of local people is heard in the process.

3 Main issues

- 3.1 The Local Account for Leeds 2010-2012 is published under the title "Living Life Your Own Way". 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 The document is divided into four main sections. The **first section** provides information about the quality of social care in Leeds. In particular it identifies the following strengths:
- In general, levels of satisfaction with services are improving with very high percentages of service users reporting that their personal needs were being met and having no concerns about their personal safety.
 - High numbers of compliments about social care services
 - Independent auditors have reported continued improvements in the quality of social work practice with regard to adult safeguarding practice.
 - The Council has seen an increase in home care service user's satisfaction with their services and have received a 49% reduction in complaints about home care since October 2008.
 - In 2010/11, a greater proportion of people's needs were assessed within 28 days (87%) than the previous year and a higher percentage of services were delivered within 28 days (91%). Our performance here is significantly better than the average for Councils in Yorkshire and Humberside and similar Councils across England.
 - More learning disabled people held paid employment in Leeds in 2010/11 (6.3% of those supported by the Council) than the average for similar Councils
- 3.3 The report also highlights areas for further improvement
- 25% of service users reported that they still did not have enough control over their daily lives
 - Not everyone has found it easy to find out about social care in Leeds and to access services
 - Continued complaints have been received about delays in services and changes to the way people get help

- There have been concerns about some of the consultation arrangements with existing service users
- We did not achieve our target to reduce the number of older people admitted to care homes in the year (911 people in 2010/11)

The report details some of the changes that the Council is making to its services as a result of these areas being highlighted

- 3.4 **The second section** of the Local Account describe how the Council is using its resources and explains how it is responding to its challenges. The report describes that the Adult Social Care Directorate has delivered savings of over £60m through efficiency savings over the last 5 years. In 2011/12 the Local Authority is projecting to deliver savings of almost £11m within its Adult Social Care Directorate. The main service changes within these savings relate to home care, day care and residential care. The home care service has been refocused on helping people to regain and maintain their independence through the reablement and telecare services. Alongside this, the amount of long-term care provided by the Council has reduced as staff have left the service, with the independent sector taking on more care.
- 3.5 There has been some reduction in the Council's residential and day care for older people provided directly by the Council alongside a growing role for the independent sector. Within day services for people with learning disabilities, people are being offered more flexible day opportunities using bases in local communities rather than in large day centres.
- 3.6 The Council expect that the demand for more social care will continue and that there will be increasing demands for higher quality social care. Ensuring that there is high quality adult social care available to the people of Leeds is a priority for support within the Council and the budget for services is expected to increase over the next two years whilst greater efficiencies within the services are being introduced. However, the budget will fall by around 3% in 2014/15 and the Council faces the challenge of increased demand with less money.
- 3.7 **The third section** of the Local Account provides an outline of the plans for the development of Adult Social Care in Leeds and provides a description of how service users have responded to the service changes. It divides these plans into four main groups based upon the national framework for Adult Social Care. These are, 'Enhancing quality of life for people with care and support needs'; 'Ensuring that people have a positive experience of care and support'; 'Delaying and reducing the need for care and support' and 'Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm'.
- 3.8 The Local Account acknowledges that as local services transform, some users of existing services and their carers have been worried and unhappy about how this has affected them. Some users of traditional services facing closure or change of function have experienced anxious periods when their future personal support has been unclear. Some changes have created unnecessary anxieties for some service recipients and we have not always got things right first time. We have been listening to these views and have revised many of our plans as a result

3.9 **The final section** of the account provides information about the people whom the Council is supporting with their social care and the type of support that they receive. It provides a profile of social care service users in the city. It identifies a rise in demand for more intensive support in the city and in particular

- The number of adult safeguarding referrals increased by 34% in 2010/11 over the previous year and referral rate is 435% higher than 2005/6.
- 12.4% more people received council funded home care in Leeds in 2010/11 than the previous year.
- The amount of home care hours delivered per week increased by 17% during the year.
- The number of older people in residential or nursing care funded by the Council as a result of them exhausting their personal resources has increased by 180% since 2006. This group amounted to around 20% of all the new residential and nursing home placements that the Council funded in 2010/11

4 Corporate Considerations

4.1 Consultation and Engagement

4.1.1 The Leeds LINK have had input into the development of the Local Account 2010/12 and have provided a statement on their perspective on the council's progress and the extent to which local people have been actively engaged in prioritisation and planning. This is attached as appendix 1 to 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 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.

- 4.2.3 The Equality Impact Assessment Screening Tool for the Local Account is published on the Leeds City Council website.

4.3 Council policies and City Priorities

- 4.3.1 The Leeds Local Account refers to plans which are included within the draft Health and Wellbeing City Priority Plan and to the Priorities for Adult Social Care described within the Council Business 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 As a report to Executive Board this is subject to call in.

4.6 Risk Management

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

5 Conclusions

- 5.1 Leeds has produced its first Annual Account of adult social care in Leeds. In future years the production of a Local Account will be mandatory for Councils with Adult Social Care responsibilities.
- 5.2 The Local account identifies a number of areas which the Authority has identified for improvement and has detailed multi agency plans in place to ensure that all the areas identified for improvement are addressed in a continuing effort to achieve excellence in social care outcomes for adults.

6 Recommendations

- 6.1 The Executive Board is asked to note the contents of this report and the attached Local Account for Leeds, entitled "Living Life Your Own Way".
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- 6.3 The Executive Board is invited to include the areas for improvement set out in the attached Local Account for referral to the Adult Social Care Scrutiny Board for their oversight of performance.

7 Background documents

- *“Living Life, Your Own Way”* – The Adult Social Care Local Account
- *Health and Social Care Bill* Department of Health 2011
- *“Transparency in Outcomes a Framework for Adult Social Care”* Department of Health 2010.