

**Report of Director of Adult Social Services**

**Report to Leeds City Council Executive Board**

**Date: 12 December 2012**

**Subject: Better Lives Explained – Leeds Local Account of Adult Social Care 2012/13**

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 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 requirement for Local Authorities to produce a Local Account has been established by Central Government policy. As part of learning process to prepare for the mandatory requirement a first Local Account for the citizens of 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 Explained' and is attached as appendix A 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 Explained*'
2. The Executive Board is invited to refer the Local Account to the Scrutiny Board (Health and Wellbeing and Adult Social Care) 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 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 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 its 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 it being published by the Lead Member. An initial Local Account for Leeds was presented at the Executive Board in February 2012.
- 2.4 The first mandatory Local Account for Leeds has been produced with the support of a working group of service users and carers groups, and with input from Leeds Local Involvement Network (LINK). The Health & Wellbeing and Adult Social Care Scrutiny Board gave consideration to the Local Account on 24<sup>th</sup> October 2012 and their suggested amendments have been incorporated into the final draft.
- 2.5 The Yorkshire and Humberside region of Association of Directors of Adult Social Services is committed to a sector led improvement and performance protocol that will monitor performance within the local government 'family' in the region. Regional sector led improvement work involves other organisations, including regulatory bodies, so that essential standards are met by our partners and in the independent

sector. The Local Account forms a key part of the regional sector led improvement process.

### **3 Main issues**

- 3.1 The Local Account for Leeds 2012-2013 is published under the title “Better Lives Explained”. 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 Explained’ has been produced by people with social care needs; carers of people who need care and support and council officers working together. This is an approach that we intend 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 Explained* 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. These have been structured around five key areas: 'Having the information I need, when I need it'; 'Keeping our friends and family and having active and supportive communities'; 'My support, my care'; 'Feeling in control and safe' and 'Personal budget: My money'.

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

- As a result of better preventative services and better alternatives, fewer people are needing 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
- Inspections show that all council run residential and nursing care homes are fully compliant with the Care Quality Commission standards
- All home care providers used by the Council who were assessed in 2011/12 met our local standards of care.
- 74% of the people completing their program of reablement in Leeds between January and April 2012 report that they now feel they have control over their lives
- 95% of adult social care service users report that they feel that their social care worker/s treated them with respect
- In 2011/12, Leeds City Council provided 52.1% of people receiving specialist social care services with their support through a personal budget and 17.7% of this group chose to take it as a cash payment. Leeds is rapidly increasing the proportion of people who receive support through personal budgets year on year. It is performing better than most local authorities.
- In 2011/12 over 80 learning disabled people were helped into employment , an increase of 23% on the previous year.

3.7 The report also highlights areas for further improvement

- Overall, 14% of service users were not satisfied with the care and support service they received.
- Although many more people than ever are receiving their social care through a personal budget, a smaller proportion feel that they have control over their daily life in 2011/12 (74%) than the previous year (79%). Leeds performance is now only average in relation to comparable towns and cities

- In some cases it took a long time for service users to get the right care, and some people have found that constraints around the planning of care made it difficult to get consistent staffing and flexible care.
- Only 64% of service users feel able to do enough or more of the things that they value or enjoy. This is a lower proportion than the previous year. Some people needing care and support have found that they are still not able to go out without having to plan a long way in advance and want better transport facilities.
- There remain a number of concerns reported about accessing information about services. Some have found navigating the council website for information to be difficult. Information has not always been easy for everyone to understand, was not always available in the required range of forms and there have been examples of it being wrong, out of date or inadequate
- Carers have sometimes felt excluded from discussions with professionals and have found that their concerns are not always taken seriously.

## **4 Corporate Considerations**

### **4.1 Consultation and Engagement**

- 4.1.1 The Leeds LINK have had input into the development of the Local Account 2011/12 and have confirmed that it represents an accurate account of the council's progress and the extent to which local people have been actively engaged in prioritisation and planning.
- 4.1.2 The Local Account was produced with the support of an editorial board comprising of people with social care and support needs and has taken contributions from a broad range of service users and carers, including those of BME communities. These are listed on page three of *Better Lives Explained*
- 4.1.3 The Health & Wellbeing and Adult Social Care Scrutiny Board gave consideration to the Local Account on 24<sup>th</sup> October 2012 and their suggested amendments have been incorporated into the final draft.

### **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 attached as appendix B 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 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 that 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 Conclusions**

5.1 Leeds has produced its Annual Account of adult social care in Leeds for 2012/13 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 Recommendations**

- 6.1 The Executive Board is asked to note the contents of the Local Account for Leeds, entitled “Better Lives Explained”
- 6.2 The Executive Board is invited to refer the Local Account to the Scrutiny Board (Health and Wellbeing and Adult Social Care) for their oversight of performance.

## **7 Background documents <sup>1</sup>**

None

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<sup>1</sup> 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.