
Report of Director of Adults and Health

Report to Executive Board

Date: 19 September 2018

Subject: Better Lives for People with Care and Support Needs in Leeds: The 2017-18 Annual Adult Social Care Local Account

Are specific electoral wards affected? If yes, 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 summary of the Council's *Better Lives* priorities for adult social care, including progress against these priorities and against the national adult social care outcomes framework indicators (ASCOF).
2. The Local Account of adult social care and support in Leeds is attached as an Appendix 1 to this report. The provisional ASCOF and *Better Lives* strategy measures for 2017-18 are available [here](#).

Recommendations

1. The Executive Board is asked to note the contents of this report, the attached Local Account, 'Creating Better Lives for People with Care and Support Needs' and the supporting measures.
- 2 To agree that a published version of the Local Account is produced and made available to public and partners. This includes being placed on the Leeds City Council Website following consideration by the Executive Board.

1.0 Purpose of this report

- 1.1 This report introduces the 2017-18 Local Account of Adult Social Care Services for Leeds citizens.
- 1.2 The expectation is for Local Authorities to produce a Local Account. This was established as central government policy earlier in the decade. 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 improvement.

2.0 Background information

- 2.1. The first Local Account for Leeds was presented to Executive Board in February 2012. The intent was that Local Accounts would evolve with each version and this has been the Leeds experience. This version follows the summary 'plan on a page' style of the previous iteration. For this year we are aligning the Local Account closer to the financial year. While this is more timely, reducing time lags, it is prior to the publication of the 2017-18 official data for England and all local authorities. Therefore the data used is provisional.
- 2.2 The Leeds Local Account is closely aligned with the council's *Better Lives* strategy, reflecting progress with the implementation of the strategy and the difference being made. This is the Council's strategy for people with care and support needs and reflects the collective endeavour of all the council's functions to this strategic aim. The refreshed *Better Lives* Strategy was presented to Executive Board in November 2017 with the ambition "*To ensure that people with care and support needs are able to have a fulfilling life*".
- 2.3 Local Accounts form a part of the national approach to adult social care sector-led improvement. Providing a key mechanism for demonstrating accountability for performance and outcomes. It is also a tool for sharing information on performance with people who use services and engaging with them to get feedback on their experience. From the outset the production of Local Accounts has been seen as an evolving process to best fit with local approaches and needs.
- 2.4 Social Care in Leeds provides a range of care and support services to help meet the needs of older people, people with a learning disability, mental health issues and physical impairment. These services can be provided on a direct access basis for preventative support through to residential and nursing care where appropriate, with a range of other options in between, with a particular focus on short term recovery based services. In 2017/18, Adult Social Care in Leeds provided services to nearly 11,000 people. Despite the financial challenges faced both in relation to demand and demographic growth and government funding cuts, the budget available for Adult Social Care services has been maintained or increased to meet these demand pressures. In 2018 the budget has once again increased to £201 million from £194 in 2017/18.

3.0 Main issues

- 3.1. The 2017-18 Local Account for Leeds, similar to the previous version, is published under the title Creating Better Lives for People with Care and Support Needs. It is intended as a user friendly summary of the Council's *Better Lives* priorities, having these as a plan on a page accompanied by a summary of our progress over the past year and our current position. This connects to the Best Council Plan Health and Well-being priority and its aim of enabling people with care and support needs to have choice and control.
- 3.2. Our *Better Lives* Strategy is delivered through three themed work-streams:
 - *Better Lives* through better conversations: working with people, their families and their communities to find the best way they can have their needs addressed on their terms and in the context of their lives.
 - *Better Lives* through better living: developing the options of accommodation, services or support that can best support people's needs.
 - *Better Lives* through better connections: working together at community and city levels to make the best of the resources we have, including new technologies.
- 3.3. The Local Account forms part of a wider *Better Lives* approach to transparency and accountability, offering a high level summary of progress against the strategy. This approach includes:
 - Oversight of the strategy's implementation has been the core business of the Better Lives Board. The Board includes cross party membership as well as representation from our partner organisations and people with direct experience of care and support services. The Board is an assurance board that receives a rolling programme of updates against the action plans for each of the Better Lives Strategy key themes. The action plan operates as a live document.
 - The Better Lives Leeds website (<https://betterlivesleeds.wordpress.com/>) This places the Local Account in a broader context of work ongoing and reflections on the experiences of people with care and support needs . As a website it is live and evolving. Pre 2016 elements of the blog content of this site would have been included in a Local Account offering examples 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 website makes it more live and relevant to ongoing work.
 - The performance measures relevant to *Better Lives* are the national Adult Social Care Outcomes Framework and the *Better Lives* Strategy indicators, accepting there is some overlap. These measures help us judge if we making a difference. Highlights are referenced below. The Local Account references a link to the national ASCOF measures. These will updated nationally in mid to late autumn. The provisional data and local indicators are available [online](#). Please note the carers survey measures are collected every second year.
- 3.4. The Leeds Local Account and supporting measure highlight the following key areas where improvements have been made in the support available to Leeds citizens:

- **Improved satisfaction of service users.** Adult Social Care service users have reported improvements in six key satisfaction measures taken from the 2017/18 Personal Social Services (PSS) survey. This includes the proportion of people who feel they have control over their daily lives.
- **Improved quality of life** Against the headline ASCOF quality of life measure for people receiving social care services, Leeds has seen year on year improvement being in the top quartile of authorities in 2016/17 and this year improving further.
- **Improved safety** When asking service users if they feel safe, a higher proportion did feel safe this year, against both a general measure and one that asks whether services make people feel safe. These they have improved year on year since 2013/14.
- **Improved quality of provision** increasing percentage of Leeds residential care and nursing homes rated as good or outstanding by the Care Quality Commission.
- **Reduction in the need for residential care** Admissions to residential and nursing care homes for older adults have continued the downwards trend of the last four years.
- **More responsive** with more issues resolved for the public at the first point of contact.

3.5. The Local Account also highlights areas where we want to focus future improvement.

1. Supporting the development and sustainability of a quality and committed care workforce, including the availability of apprenticeships and support for volunteers.
2. Continue to develop and extend the usage of short term services that support people with establishing and when necessary re-establishing their independence.
3. Promote people's independence and control through enabling and promoting the greater use of direct payments.
4. Ongoing work with providers to ensure the quality and availability of provision in all parts of the city.
5. Support the delivery of the Leeds Health and Care plan working with partners at all levels, city, locality and with the individual.

3.6 Following Executive Board approval the Local Account content a final version/layout for publication will be designed. The Better Lives Board will support this work.

4.0 Corporate considerations

4.1. Consultation and engagement

4.1.1 National surveys of people in receipt of a service or support from Adult Social Care underpin the conclusions of the Local Account. The work of the Better Lives Board informs the Local Account and members support the development of the document. 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 has a particular remit for joining up strategy to deliver action in the interests of local people. The work to date has been shared with representatives of Healthwatch Leeds with the intention of asking for their endorsement of the final version as an accurate summary of the Leeds position.

4.2. Equality and diversity / cohesion and integration

- 4.2.1 The Adults and Health 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 needs, culture and ethnic requirements. 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.
- 4.2.3 This report on the Leeds Local Account is not a decision making report and 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 direct impact upon workforce or employment practices.
- 4.2.4 The Local Account will be published on the internet and can be made available as an 'easy read' version on request. Analysis of performance and outcomes measures associated with the Local Account will be undertaken by equality characteristics where appropriate.

4.3. Council policies and best council plan

- 4.3.1 The Leeds Local Account and the Better Lives Strategy support the Leeds Health and Care Plan and in turn the Leeds Health and Well-being Strategy. They directly relate to priorities and ambitions within the 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 and current performance viewed.

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 and the impact of this expenditure.

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 expectations. The Local Account highlights priorities, progress, future ambitions and challenges for Adult Social Care. It is part of our continuing effort to achieve excellence in social care outcomes for adults. The majority of measures are moving in a positive direction and where this not the case or gaps exist with comparators these are identified and actions put in place. 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 know this involves both work with partners and how we work better through a strength based approach with communities, families and individuals.

6.0 Recommendations

6.1 The Executive Board is asked to note the contents of this report, the attached Local Account, 'Creating Better Lives for People with Care and Support Needs in Leeds and the supporting ASCOF and Better Lives measures.

6.2 To agree that a published version of the local account is produced and made available to public and partners, this includes being placed on the Leeds City Council Website following consideration by the Executive Board.

7.0 Background documents¹

7.1.n/a

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.