

Report of Director of Adults and Health

Report to Executive Board

Date: 16 October 2019

Subject: Better Lives for People with Care and Support Needs in Leeds: The 2018-19 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
Has consultation been carried out?	<input checked="" type="checkbox"/> Yes <input 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
If relevant, access to information procedure rule number: Appendix number:	

Summary

1. Main issues

- 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).
- The Local Account of Adult Social Care and support in Leeds is attached as Appendix 1 to this report. The provisional Adult Social Care Outcomes Framework (ASCOF) and Better Lives strategy measures for 2018-19 are available [here](#) and in Appendix 2.

2. Best Council Plan Implications (click [here](#) for the latest version of the Best Council Plan)

- The focus of the Local Account is our support for adults in receipt of social care services or who without the right support will become vulnerable to poor outcomes and in need of services. For this cohort of vulnerable adults all the Best Council Plan priorities are relevant in supporting their well-being. Most overtly health and wellbeing, housing, age friendly and strong communities but also inclusive growth in

terms of access to employment and as people live in families that often include children, a child friendly city is one where adults are best placed to support children.

3. Resource Implications

- The Local Account outlines the budget and activities taken in the previous year (2018/19) and identifies the priorities for the coming year. There are no direct resource implications for this report.

Recommendations

- 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 Adult Social Care Outcomes Framework (ASCOF) and Better Lives measures.
- 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 2018/19 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 two iterations. The Local Account reflects the last financial year, as with last year the timing is balancing availability of information with timeliness. The majority of performance information at this point is provisional and lacks comparator information with the official national release of local authority measures happening in coming weeks. The Local Account contains links to local provisional data and to national websites for confirmed data, when available.
- 2.2. The Leeds Local Account is closely aligned with the council's Better Lives strategy, reflecting our 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. An update of the *Better Lives Strategy* was last 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 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 and people with a learning disability, with mental health issues and with physical impairment. These services range from those available on a direct access basis for preventative support through to residential and nursing care, when this is the right option. Service users can be provided with:
- A period of time limited support with the aim of ensuring they become or stay as independent as possible e.g. reablement.
 - Ongoing low level support e.g. an item of assistive equipment.
 - Support through funding contributions to third parties such as neighbourhood networks, Carers Leeds and others.
 - Long term support intended to maintain their quality of life, this will be allocated on the basis of eligibility criteria/policies and subject to regular review e.g. homecare package.

The intention is to offer people the right support for them that helps them to make the most of their lives and to best utilise the strengths and assets they have in their lives. Leeds has a strong record of involving people in the transformation of care and support services and in supporting and involving those organisations who represent and advocate in their collective and individual interests.

- 2.5 In 2018/19, Adult Social Care in Leeds provided long term support to over 11,000 people, nearly 7,000 of whom were aged 65 and over. At the end of March 2019 7,000 people had been in receipt of long term support for over 12 months, 3,700 of whom were aged 65 or over.
- 2.6 Despite the financial challenges faced, including the reductions in government funding to local authorities, the budget available for Adult Social Care services has been maintained or increased to meet ongoing demand pressures including demographic growth. For 2018/19 the expected outturn is £187.1m with a budget set for 2019/20 of £199.4m, this budget incorporates demographic, fees and inflation pressures.

3.0 Main issues

- 3.1. The 2018/19 Local Account for Leeds, similar to the previous versions, is published under the title Better Lives Strategy ambition of Creating Better Lives for People with Care and Support Needs. The document restates the Council's Better Lives priorities alongside a summary of our progress over the past year. This connects to the Best Council Plan and in particular the Health and Well-being priority and its aim of enabling people with care and support needs to have choice and control; recognising that all priorities are relevant to adults in receipt of social care services.
- 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 is part of 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 in part an assurance board that receives a rolling programme of updates against each of the Better Lives Strategy key themes. The Board helps communicate progress and feedback on the Better Lives Strategy through community networks.
- The Better Lives Leeds website (<https://betterlivesleeds.wordpress.com/>). This places the Local Account in a broader context of ongoing work and in terms of 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 helps keep it 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. These measures help us judge if we making a difference. Highlights are referenced below. The Local Account contains a link to the national ASCOF measures. These will be updated nationally in mid to late autumn. Provisional data and local indicators are available online. A number of measures are based on the Adult Social Care Survey and the Survey of Adult Carers in England.

The Adult Social Care Survey is a national survey of care users that asks people over 18 with an open social work case and who use adult social care about their experiences. This questionnaire is run every year, the carers survey runs every 2 years, 2018/19 was a survey year. The carers survey is based on carers identified in open social work cases, work is ongoing with Carers Leeds around appropriate data sharing that would enable reaching a broader cohort of carers who are supported by Leeds City Council.

3.4. The Leeds Local Account and supporting measure highlight the following areas where improvements have been made in the support available to Leeds citizens:

- **High quality of life** - Against the headline ASCOF quality of life measure for people receiving social care services Leeds continues to perform well. Leeds is expected to be in the top tier of local authority performance, in 2017/18 Leeds was ranked equal first in the region and in the top 10 nationally. This measure considers people's views on: how much control they have; their personal care; food and nutrition; how clean and comfortable their accommodation is; how safe they feel; social contact; how they spend their time; and their sense of dignity.

- **Improved sense of safety** - Over 91% of service users say their services have helped them to feel safe and secure with 73% of respondents saying overall they feel safe. It is anticipated that Leeds will compare well on these results which are at their highest levels for the last 5 years.
- **Improved quality of provision** - An increasing percentage of Leeds social care providers, home care and residential providers, are rated as good or outstanding by the Care Quality Commission. This was 82% at the end of 2018/19, up from 76% and 65% for the previous 2 years. Supporting the sector and the quality of provision is a council focus with a Care Quality Team established to support this work and to drive improvement.
- **Reduction in the need for residential care** - Council admission rates to residential and nursing care homes for older adults continue to reduce year on year and are now likely to be close to if not below England rates for 2018/19. This is a 31% reduction since 2014/15. That the reduction is greater for existing social care service users than new users reflects our strategy of supporting people to be in a home that is appropriate for them and our overall strengths based approach. This reduction has helped mitigate cost pressures to maintain a viable provider sector and workforce.
- **More responsive** - More issues are being resolved for the public at the first point of contact through better direction to information, includes ongoing development of community based Talking Points.
- **Involvement of carers** - An increasing proportion of carers, 73.1% said they were included or consulted in discussions on the person they care for.
- **Avoiding unnecessary time in hospital** - This has been a challenge for Leeds, 2018/19 saw a reduction in overall delayed transfers of care of Leeds citizens, with low levels attributable solely to social care. Pleasingly there has been a reduction in the rate of delayed transfers of care from acute hospital provision, this reduction has increased in recent months. For July Leeds ranked 117th out of 151 local authorities for delayed transfers overall, 68th for delays attributable to either social care or to both the NHS and social care and 41st for delays solely attributable to social care. The needs of people with specialised mental health needs, including dementia, remains a focus for both social care and the NHS; in July 34% of delayed transfers nationally were classed as non-acute in Leeds it was 52%.

3.5. The Local Account highlights areas of focus for ongoing improvement.

- **Social Contact** - While Leeds compares well in terms of survey results these results also highlight that social contact for people in receipt of social care services should be a continuing focus with low proportions, just over half, saying they have as much social contact as they would like. For carers this is only a third.
- **Support for carers** - Continue to support carers in their caring role and to support their quality of life, especially for the third who don't find it easy to find information about support.

Adult Social Care is working with partners to ensure Leeds as a city supports carers, this includes ensuring information and advice is easily available, helping better balance care and work and helping carers find time for themselves. Information, advice and support services for carers have been re-procured on behalf of Leeds City Council and NHS Leeds Clinical Commissioning Group

(CCG). Better Care Funding has enabled Carers Leeds to work with more employers, through the 'Leeds Working Carers Employers Network' to improve support for staff balancing work with caring. Support for breaks has been remodelled with additional funding to support community based short breaks. Also through the Better Care Fund the council and the CCG have provided additional funding to increase the number of carers who receive a Time for Carers grant. The Leeds Commitment to Carers has resulted in a range of teams and organisations undertaking activities to support carers. New recurrent funding was distributed by Carers Leeds to support carers with the increased costs of caring in winter months

- **Integrated support** - Through supporting the delivery of the Leeds Health and Care plan Adult Social Care will continue closer working with partners at all levels; city, community and with the individual and family. Joined up support that helps people and families to help themselves being central. The continuing development of Local Care Partnerships and Integrated Teams will support this as does ongoing funding of Neighbourhood Networks.
- **Maintaining independence** - Continue to develop and extend the usage of short term services that support people in maximising their independence, especially in terms of recovery after hospital visits and in terms of prevention by reducing the need for admissions.
- **Direct Payments** - Promote people's independence, choice and control through enabling and promoting greater use of direct payments. This will be supported through new processes designed to make it easier to use payment cards and to employ personal assistants.

4.0 Corporate considerations

Consultation and engagement

- 4.1. National surveys of carers and 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 work to date has been shared with representatives of Leeds Involving People and Healthwatch Leeds. Healthwatch endorses the Local Account as an effective way of describing the strategic work of Leeds Adult Social Care and how progress is monitored.

Equality and diversity / cohesion and integration

- 4.2.1. The Adults and Health Directorate seeks to ensure that services are provided solely on the basis of identified need. 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. Analysis of service involvement is undertaken and where there are variations by equalities characteristics these are recognised and considered. Assurance is provided 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.

- 4.2.2. 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 already in the public domain. While it reflects priorities and focus it does not create any direct impact upon how service, commissioning or procurement decisions are taken; and therefore no direct impact upon workforce or employment practices.
- 4.2.3. The Local Account will be published on the internet and made available as an 'easy read' version. Analysis of performance and outcomes measures associated with the Local Account will be undertaken by equality characteristics where appropriate and possible.

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. The focus of the Local Account is our support for adults in receipt of social care services or who without the right support will become vulnerable to poor outcomes and in need of services. For this cohort of vulnerable adults all the Best Council Plan priorities are relevant in supporting their well-being. Most overtly health and wellbeing, housing, age friendly and strong communities but also inclusive growth in terms of access to employment and as people live in families that often include children, a child friendly city is one where adults are best placed to support children.

Climate Emergency

- 4.3.2. People's needs are best met in their homes and in their communities. The strength of the local workforce, the local provider market and the local community and voluntary sector are all relevant. Support on this basis reduces transport, reduces escalation to specialist services with related costs and environmental impacts. Greater use of technology is part of this.

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 the impact of this expenditure.

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.

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 2018/19 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 work to improve social care outcomes for adults. The majority of measures are moving in a positive direction or stable and where this is not the case or gaps exist with comparators these are identified and actions put in place. The future presents challenges with growing demand, with sustaining a viable and quality workforce and provider market, and with meeting budget challenges. The Local Authority will work collectively to make the most of our community and city assets, an example of this is work with the NHS to strengthen the Leadership Academy offer for those involved in care. Working with partners and working 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 Adult Social Care Outcomes Framework (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

n/a.

8.0 Appendices

Appendix 1 - The Local Account of Adult Social Care and Support in Leeds.
Appendix 2 – ASCOF (Adult Social Care Outcomes Framework) Measures.
Appendix 3 – Equality Assessment

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.