

2022/23 Leeds City Council Local Account for Adult Social Care

Date: 18 October 2023

Report of: Interim Director of Adults and Health

Report to: Executive Board

Will the decision be open for call in? Yes No

Does the report contain confidential or exempt information? Yes No

Brief summary

Leeds City Council has produced its Local Account of Adult Social Care for citizens in Leeds. This is a public facing account of our delivery of adult social care services for 2022/23. It is a statement of how well we are doing in delivering our ambitions and commitments for Adult Social Care. This is the first Local Account publication post-pandemic.

The majority of local authorities produce these accounts as a commitment to sector led improvement and to engaging with and being accountable to people using services, and to our local communities. There is no set template for a Local Account, they should be a concise summary statement of progress, supportive of local engagement and based on an honest reflection of how well we are doing. The focus is local but utilising national survey results and nationally defined activity and performance measures.

Following approval, the two Local Account versions presented here will be designed and then shared as part of ongoing engagement and improvement conversations. The 2022/23 account will restart the annual production of Local Accounts.

Recommendations

- a) Agree production and publication of the 2022/23 Leeds City Council Local Account for Adult Social Care

What is this report about?

1. Leeds City Council has produced its Local Account of Adult Social Care for citizens in Leeds. This is a public facing account of our delivery of adult social care services for 2022/23. It's a clear statement of how well we are doing in delivering our ambitions and commitments. It summarises our progress and performance in 2022/23 and reflects our ongoing conversations and engagement with people receiving support, their families and our communities.
2. This is a renewal of a local account publication post-pandemic; the last local account was produced in 2018/19. The majority of authorities produce local accounts as a commitment to sector led improvement, to support engagement and to be accountable to people using services and to local communities. 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. There are commonalities but no consistency across local authorities. The Local Account needs to work for Leeds.
3. The original intent for local accounts was to support ongoing public accountability following the cessation of Care Quality Commission (CQC) inspection in 2010. Over a decade later the renewal of CQC Assurance for local authorities' adult social care services has given local accounts an additional relevance as a public facing statement of local authority awareness, transparency and commitment to supporting adults with care and support needs.
4. Local accounts are a 'point in time' summary statement; we have aligned the Leeds account to reflect on the previous municipal year. They draw on ongoing conversations with the people who use care and support services, with people being helped by the wider preventive services provided in Leeds and with the partnerships and organisations advocating and supporting on their behalf. National service user and carers surveys are referenced. They provide a shared position and concise statement of progress, performance and ambition for adult social care.
5. The 2022/23 Local Account is presented against the national Making it Real framework; this is a set of straightforward personalised principles that focus on what matters to people. The six themes of Making it Real describe what good looks like from an individual's perspective and what organisations should be doing to live up to those expectations. It is supportive of co-production between people, commissioners and providers.
 - Wellbeing And Independence
 - Information And Advice
 - Active And Supportive
 - Flexible And Integrated
 - When Things Need To Change
 - Workforce
6. The Local Account presents headline measures for 2022/23 on requests for support, safeguarding concerns, long term service users, social care activity and finance. The 2021 national census is referenced to highlight the changing Leeds population. The majority of the information presented is based on information submitted and available nationally, noting that 2022/23 comparative information will be available in coming months to allow for benchmarking. One key source to see how Leeds compares is the [Adult Social Care Data Hub - NHS Digital](#).

7. How adult social care performance is assessed nationally informs our local conversations and helps inform our priorities. Leeds is aware and active in work to shape how social care is evaluated and assessed across England. This includes a transition to person (client) level service returns to government, updating of the measures used in the national Adult Social Care Outcomes Framework (ASCOF) and incorporation of Adult Social Care measures into the new Office for Local Government (Oflog) indicators for assessing the performance of local government.
8. Currently there are 7 Oflog Adult Social Care measures, five are from ASCOF, four of these from surveys and one from the service activity return. Making up the seven is an additional service activity indicator and an indicator from the Skills for Care workforce data set. Leeds is in the median range of local authorities for these 2021/22 indicators with the exception of how easy people who use services find access to information. These indicators will shortly be updated with 2022/23 data, this will show that the access to information measure has improved. Good access to information is a priority for service users and for the public, to help access timely support and advice that maintains independence and then at times of crisis for people and families.
9. This year's Local Account acknowledges the challenging context, including post Covid recovery and cost of living. The impacts of these challenges on social care provision are understood and being responded to through reshaping person focused services; integrated working with partners; and building resilience and capacity in the care sector. The Making it Real principles provide a basis for assessing how well we are doing in responding to challenges and in reshaping activity based on co-production and close working with partners. The local Better Lives Strategy is part of our Best City framework. The Better Lives Board is a key hub in our engagement and co-production relationships and has been involved in the Accounts' production.
10. Previous Leeds Local Accounts were based on the plan on a page principle. For 2022/23 we will continue with a summary version, this will be alongside reintroducing a longer version. Attached to this report are draft versions that subject to Executive Board approval will be designed, published and communicated. The Local Account will be consistent with and thematically aligned to other council published material. It is a public document and not intended to be technical or overly detailed and analytical, it does however signpost the reader to this detail.
11. The resumption of the Local Account will form part of annual engagement and feedback. We will iterate and improve each year building in more voice, feedback and case studies. Keeping succinct and aligned to our city strategies, to our Better Lives priorities and plans and to our Adult Social Care Plan. Using data to evidence what difference are we making.

What impact will this proposal have?

12. The publication of the Local Account will support ongoing partnership and engagement work. CQC will consider the Local Account as part of their preparation and review work for any future assurance visit to Leeds.

How does this proposal impact the three pillars of the Best City Ambition?

Health and Wellbeing Inclusive Growth Zero Carbon

13. Supporting our Best City Ambition is our Better Lives Strategy. This is Leeds City Council's strategy to enable people with care and support needs to live good and fulfilling lives. We know that to live a good life, people need more than adult social care, to support people to live and age well we need to consider factors such as communities, housing, transport, employment, and our increasingly digital world. The Local Account is Leeds City Council's Adult Social Care contribution for supporting people with care and support needs to live good and fulfilling lives, consistent with our city ambitions.

What consultation and engagement has taken place?

Wards affected: All.

Have ward members been consulted? Yes No

14. The Local Account reflects formal consultation such as national surveys and ongoing dialogue with people using services and their representatives. The Better Lives Board being a key focus to hear views from wider networks, to share insight and progress and to incorporate feedback from.

What are the resource implications?

15. While the local account references Leeds City Council expenditure on Adult Social Care there are no direct resource implications.

What are the key risks and how are they being managed?

16. There are no specific risks with the Local Account.

What are the legal implications?

17. There are no direct legal implications with the production of the Local Account.

Options, timescales and measuring success.

What other options were considered?

18. There is no set template for a Local Account, for our 2022/23 account our approach was to be accessible, informative on the state of adult social care, and supportive of ongoing engagement and learning. The intent was not to duplicate other local or national reporting. While continuing with the previous 'Plan on a Page' version this will be accompanied by a longer version, we will iterate these each year as part of an annual conversation and feedback cycle for the provision of adult social care in Leeds.

How will success be measured?

19. The Local Account refers to a range of feedback including surveys, outcome measures and performance measures, many of which are national measures. Future performance will be visible in service, council, city and national performance and assurance arrangements.

What is the timetable and who will be responsible for implementation?

20. Subject to approval the two attached documents will be, designed, published and shared with stakeholders later in 2023 as part of supporting ongoing conversation and engagement.

Appendices

- Draft 2022-23 Leeds Local Account for Adult Social Care
- Draft Summary 2022-23 Leeds Local Account for Adult Social Care
- Equality Assessment

Background papers

- None.