

# North Tyneside Council

## Report to Cabinet

### Date: 10 June 2013

**ITEM 7(g)**  
Title: North Tyneside  
Local Account for Adult  
Social Care

**Portfolio(s):** Adult Social Care

**Cabinet Member(s):** Councillor Lesley  
Spillard

**Report from Directorate:** Community Services

**Report Author:** Jacqui Old, Head of Adult Social Care (Tel:(0191) 6437008)

**Wards affected:** All Wards

#### **PART 1**

##### **1.1 Purpose:**

The purpose of this report is to provide an update to Cabinet on the production of the second Local Account for Adult Social Care and to seek Cabinet's endorsement before publication.

Every council in England has been advised to produce an annual report, the Local Account about the adult social care services provided by the Authority.

The Authority was required to produce a self assessment report for central government until 2010; now the Authority is advised to publish a report in the form of a Local Account to both the local Health and Wellbeing Board and Local Involvement Networks (LINK, which was replaced by 'Healthwatch' in April 2013). Both groups will scrutinise, challenge and ultimately sign off and endorse the Local Account as being a true and accurate account of Adult Social Care provision in North Tyneside.

##### **1.2 Recommendation(s):**

It is recommended that Cabinet:

(1) Endorse the publication of the North Tyneside Local Account for Adult Social Care.

##### **1.3 Forward Plan:**

Twenty eight days' notice of this report has been given and it first appeared on the forward plan that was published on 3 April 2013.

##### **1.4 Council Plan and Policy Framework**

This report relates to the 2012 – 2015 Council Strategic Plan, Priority 1; Sustaining our front line Council services within the Council, but only spending what we can afford.

## 1.5 Information:

### 1.5.1 Background

The Adult Social Care Outcomes Framework (ASCOF), first launched by the Department of Health on 31<sup>st</sup> March 2011, referred to a “broader, more transparent and outcome-focused approach to presenting information on what Adult Social Care has achieved”. It places much greater emphasis on the delivery of outcomes, personalisation, the promotion of choice and control, and on the direct involvement of individuals and their carers in the provision of social care services for the individual. The ASCOF contains four outcome domains which are based on Personalisation, Protection, Prevention and User Positive Experience.

The ASCOF also relies much more heavily on councils ‘telling their own story’ i.e. facilitating a process through which the issues that matter to social care users and their carers locally are captured, reported on and communicated to central Government.

Every council in England has been advised to produce an annual report, called the Local Account rather than a self assessment report for central Government. The Local Account contains information about the social care services provided by the Council.

The Local Account identifies the Authority’s priorities for quality and improving outcomes in Adult Social Care. It also replaces the Care Quality Commission’s annual assessment of councils as commissioners and instead will be scrutinised and endorsed by both the Health and Wellbeing Board and Healthwatch.

Adult Social Care has worked hard to develop the ideas and content of its first Local Account, published in 2012, to ensure that its second Local Account is more informative and provides the reader with more information about performance during the year. Much of the development work has been carried out as a result of peer review with neighbouring Local Authorities and regional work related to best practice.

The Local Account details the work Adult Social Care has carried out in relation to its four standards of:

- Prevention - Helping to support individuals to remain as independent as possible for as long as possible, through the use of appropriate advice, information, care and support services, and by working together with the NHS and other Council services.
- Personalisation - Supporting individuals to achieve more choice and control over the type of care and support they receive through a personal budget.
- Protection - Protecting vulnerable individuals in North Tyneside from abuse and keeping them safe from harm by working together with the North Tyneside Clinical Commissioning Group, Public Health, the Police, the Fire Service, and our partners in Housing and Children’s services.
- Positive Experience - Providing individuals with a high quality service and offering good advice and information about care and support, housing related support, welfare assistance, and community activities, as well as supporting people to access social care and support services.

Within each of these four standard areas, the Local Account details Adult Social Care’s commitment to customers, their carers and residents of North Tyneside, as well as the

work carried out during the year, key performance measures, relevant facts and figures, and the planned work for the year ahead.

In addition to these four standards, key information about the health and wellbeing issues which impact upon North Tyneside residents and Adult Social Care customers has been included, as well as information about the workforce, and financial information about financial expenditure.

Many of the changes and additions to this year's Local Account are as a result of the joint work carried out by Adult Social Care and North Tyneside LINK, now HealthWatch, through the Local Account Scrutiny group. This informal scrutiny group has provided a level of overview and scrutiny throughout the year and has helped to shape the Local Account and its content. LINK members, and residents of the borough, form part of this group.

In addition to this year's written Local Account, Adult Social Care will also produce a video version. Last years Local Account video was well received by customers and service providers. The video will bring the document to life, by featuring customers, their carers and members of the Adult Social Care workforce talking about their experience of social care services.

## 1.5.2 North Tyneside's Local Account – Accountable to You

This years Local Account for Adult Social Care will include key performance highlights from 2012/13, which are detailed below:

### 1.5.2.1 Prevention:

- In 2012/13 Adult Social Care radically changed the way that people access low level support services like equipment and adaptations or care call, and as a result support is provided to 2,400 individuals to live independently in their own homes and support a further 9,000 individuals are supported with such low-level, one-off support services.
- Over 93% of equipment and minor adaptations were delivered within 7 working days. During the year a total of 27,602 pieces of equipment were delivered.
- The Reablement service has gone from strength to strength with 96% of customers rating the service as good or excellent during the year.
- Adult Social Care provided over 1500 reablement services to individuals during the year, many of whom received the services following a stay in hospital. At the end of the year 89.56% of customers who used reablement services to regain independence after a period of illness or disability, were still living in their own home 91 days later. This is well above the service target of 86% and higher than our regional comparator Authorities.
- Additional feedback from customers also shows that 99% of individuals who received reablement said that support workers treated them with dignity and privacy, and 91% of people said that since receiving reablement support services they felt more confident to cope on their own, or with limited help.
- Work began during the year to develop and trial reablement services to individuals with learning disabilities (LD) and mental health (MH) conditions. The aim is to improve outcomes for these individuals just as we have improved outcomes for

older people. Work will continue this year to ensure that Adult Social Care is meeting the care and support needs of the individuals accessing its services.

- The waiting time for an occupational therapy assessment was reduced to 7 weeks from 11 weeks, which reflects a significant effort by the Occupational Therapy team over the year to reduce an individual's waiting time for an assessment.
- Adult Social Care continued to support individuals with learning disabilities to achieve independence through employment and accommodation opportunities. At the end of the year 90.18% of learning disabled customers lived in their own home or with their family, and 9.82% were in paid employment. A further 6.8% were also taking part in voluntary work within the community. Performance in this area of the service is extremely high in comparison with regional comparator Authorities.

#### 1.5.2.2 Personalisation:

- A new and more transparent way of allocating financial resources, known as the Resource Allocation System (RAS), was introduced to customers who have adult social care needs. The RAS gives customers a clear indication as to how much money is available to them to meet their social care needs and enables them to plan and design services around their individual needs.
- 95.63% of Adult Social Care customers now have a personal budget, ensuring that they have more choice and control over the care and support they receive.
- The Support Planning Café, which operates in conjunction with a community organisation called Skills for People, was established. The café supports customers and their carers to take greater control over the planning and development of the support they receive through personal budgets.
- In September 2012 new budgets for carers were introduced, which is a joint project with the North Tyneside Clinical Commissioning Group and the Local Authority. Following a carer's assessment, carers are able to apply for a fund to meet their needs as a carer and to support them in their caring role.

#### 1.5.2.3 Protection:

- During the year Adult Social Care responded to 755 adult safeguarding concerns, with 51% dealt with at the point of contact through provision of information and advice. Fewer concerns are now taken into formal safeguarding procedures due to more stringent use of threshold tools and the effective role of the safeguarding professionals within our Gateway Team. During the year only 44% of concerns were taken into formal safeguarding.
- The North Tyneside Safeguarding Adults Board held a joint safeguarding conference with the North Tyneside Local Safeguarding Children's Board, which allowed colleagues from all relevant agencies to discuss and consider case studies and share best practice on cases that impact upon both children and adults. Learning from this conference will inform joint working across adult and children agencies to promote a 'whole-family' approach.
- A Competency toolkit for all internal and external care staff was introduced to ensure they understand how to recognise and respond to abuse of vulnerable adults.

- The mobile library the PlusBus has also promoted awareness of harm and abuse on its route around North Tyneside. The PlusBus is provided in partnership between the Authority, Age UK and VODA (Voluntary Organisations Development Agency). As well as offering library services, it offers supportive services including Internet access and IT support, employment advice and support and welfare and benefits advice.

#### 1.5.2.4 Positive Experience:

- SIGN North Tyneside (Signposting, Information and Guidance Network) was developed and launched in May 2012. The network is made up of customer led organisations and third sector information providers, and offers a simple information and advice pathway with clearly defined roles and responsibilities to provide a seamless service for Adult Social Care customers.
- Adult Social Care developed its Customer Contact Centre, the Adult Social Care Gateway Team, to improve and streamline individual's access to care and support services, as well as to provide advice and information. Last year the Gateway Customer Contact Team answered 116 calls each day; a total of 29,285 over the last 12 months.
- During the year Adult Social Care carried out two national surveys as part of the new national survey schedule for all Councils in England. The carers' survey was sent out in December 2012. The purpose of the survey is to gather carers' views about their satisfaction with the Authority's provision of support and services, the impact of their caring role upon their lives and what level of support they provide. The results of this survey will feed into the national outcome measures within the ASCOF and will help Adult Social Care to understand more about carers in North Tyneside.

Results from this survey show that 78.25% felt they had been included or consulted in discussions about the person they care for, and 76.32% found it easy to find information about services. Both results were in line with the group average for the region. This was the first year we carried out this survey and so we cannot compare ourselves against previous performance.

The user survey was sent out in February 2013. The purpose of that survey is to gather the views of current Adult Social Care customers on the Authority's provision of care and support to them. The results of this survey will feed into the national outcome measures within the ASCOF and will help Adult Social Care to understand more about customers and carers in North Tyneside.

Results from this survey showed that levels of satisfaction have improved from last year. 82.1% of customers felt they had control over their daily life, representing an increase of 8.8%, and 81.1% said that the services they access make them feel safe and secure, representing an increase of 2.2% from last year.

- The Contract Monitoring Team within Adult Social Care inspected 72 external care providers throughout the year to ensure the quality of the service they deliver to residents of North Tyneside. These services include residential care homes, day care services and homecare services. The inspections focus on ensuring that individuals have a good quality, personalised service, are treated with dignity and respect, and are safe and protected from avoidable harm.

### 1.5.2.5 Financial Performance:

- In 2012/13 Adult Social Care achieved savings of £6.384 million in line with the CEI (Change Efficiency and Improvement programme) target for the service. Many of these savings were achieved through the reduction and modernisation of former Supporting People projects, robust application of Continuing Health Care rules, the review of the Intermediate Care service, a contribution for reablement from the NHS, the restructure and redesign of Adult Social Care's operating model and restructure of the in-house provision for Learning Disabilities and Mental Health.
- The CEI target for the Service in 2013 / 2014 is £4.044m, and this includes savings related to the transfer of the Public Health team from the local NHS.
- Work is ongoing to further develop the outline savings plans for 2014/ 2015 and beyond.

### 1.5.2.6 Priorities for the year ahead 2013/14

Adult Social Care currently has 3 key strategic aims which continue to be relevant and guide the service. They are as follows:

- **Personalisation:** Continuing the journey of personalisation, to give greater choice and control in a way that is affordable for now and the future.
- **Commissioning:** Commissioning services and only directly providing those that others cannot.
- **Safeguarding:** Continuing to drive up and monitor the quality of services provided to safeguard vulnerable people in our community.

To deliver these aims we know that we need to focus our work on:

- Ensuring that the safety and wellbeing of our residents drives everything we do.
- Providing services which deliver effective prevention and which promote good health, well-being and involvement.
- Bringing together health and care services to aid recovery and provide ongoing support to reduce the need for acute care.
- Developing a range of different types of supported housing options which allow people to remain in their own home as long as possible.
- Continuing to recognise and support the contribution of carers.
- Empowering and supporting communities to help them find their own priorities and solutions.
- Supporting the market to deliver services that offer real choice and control and which are fairly priced and affordable.
- Proactively engaging and involving our customers, partners and providers.
- Investing in and valuing our workforce.

### 1.5.3 Next Steps

Adult Social Care and North Tyneside LINK, now North Tyneside Healthwatch, have been working together over the last 12 months in the form of a Local Account Scrutiny group. This informal group of Healthwatch members, and residents of North Tyneside, will be involved in the sign-off process for the Local Account this year. In addition the Local Account will also be reviewed by the Health and Wellbeing Board and the Adult Social Care, Health and Wellbeing Sub Committee.

The final Local Account document and video will be published on the Council website in June 2013. The Local Account will be publicised across North Tyneside using established communication methods, such as our local libraries and customer service centres. Copies of the Local Account will be available from these locations, and the Local Account video will also be playing on TV screens within these locations.

Copies of the Local Account will also be sent out to our Signposting, Information and Guidance Network (SIGN North Tyneside) members to share with their members across North Tyneside.

It is essential that the Local Account is publicised across the borough to ensure that our customers, their carers and other residents of the borough have the opportunity to see what work has been carried out by Adult Social Care during the year and how well the service has performed. It will also enable Adult Social Care to engage on a much wider level with residents of the borough.

## **1.6 Decision options**

The following decision options are available for consideration by Cabinet:

### Option 1

Cabinet may endorse the publication of the North Tyneside Local Account for Adult Social Care.

### Option 2

Cabinet may not endorse the publication of the North Tyneside Local Account for Adult Social Care.

Option 1 is the recommended option.

## **1.7 Reasons for recommended option**

Option 1 is recommended for the following reasons:

National guidance on the Local Account states that councils are advised to publish and share their performance for the 2012/13 and outline plans and priorities for the year ahead to residents, adult social care customers and other stakeholders.

## **1.8 Appendices:**

Appendix A – Accountable to you – North Tyneside Adult Social Care’s Local Account

## **1.9 Contact officers:**

- Haley Hudson, Senior Manager Planning, Partnerships and Transformation, Adult Social Care, tel. (0191) 643 7008.
- Ruth Battey, Senior Performance Officer, Adult Social Care, tel. (0191) 643 7350.
- Alison Campbell, Finance Business Manager, tel. (0191) 643 7038.

## **1.10 Background information:**

The following background papers/information has been used in the compilation of this report and is available at the office of the author:

- (1) Transparency in outcomes: A framework for quality in Adult Social Care. Department of Health January 2011.

## **PART 2 – COMPLIANCE WITH PRINCIPLES OF DECISION MAKING**

### **2.1 Finance and other resources**

The financial implications of the service changes detailed in the document were included within the Financial Planning and Budget Setting Process.

### **2.2 Legal**

There are no legal issues directly arising from this report.

### **2.3 Consultation/community engagement**

#### **2.3.1 Internal Consultation**

Consultation has been undertaken with relevant staff groups within the service, with many contributing to the production of the Local Account document and video. In addition, performance results from the 2012 Workforce survey have also been used to measure the performance of the service.

#### **2.3.2 External Consultation/Engagement**

The performance and information in the Local Account has been tested and supported through:

- Involvement and consultation with the Local Account Scrutiny group made up of members from the Local Involvement Network (LINK), now Healthwatch, and
- Ongoing feedback from key stakeholders including NHS North of Tyne and the North Tyneside Clinical Commissioning Group,
- Two satisfaction surveys of 3,000 Adult Social Care customers were also undertaken and the results have been used to measure the performance of the service.

### **2.4 Human rights**

There are no human rights implications directly arising from this report.

### **2.5 Equalities and diversity**

There are no issues in relation to equality and diversity arising from this report.

### **2.6 Risk management**

There are no identified risks directly arising from this report.



## 2.7 Crime and disorder

There are no crime and disorder implications directly arising from this report.

## 2.8 Environment and sustainability

There are no environment and sustainability implications directly arising from this report.

### PART 3 - SIGN OFF

- Chief Executive  x
- Strategic Director(s)  x
- Mayor/Cabinet Member(s)  x
- Chief Finance Officer  x
- Monitoring Officer  x
- Strategic Manager for Policy, Partnerships, Performance and Communications  x

