


Health and Wellbeing Board 10 March 2015	 Tower Hamlets Health and Wellbeing Board
Report of the London Borough of Tower Hamlets	Classification: Unrestricted
Adult Social Care Local Account 2013-2014	

Lead Officer	Robert McCulloch-Graham
Contact Officers	Jack Kerr - ESCW SPP
Executive Key Decision?	Yes/No

Executive Summary

Local accounts provide the basis to assessing and reporting on Adult Social Care performance, following the withdrawal of the Care Quality Commission's Annual Performance Assessment. The Local Account is a report for citizens and consumers about the performance of Adult Social Care, leading to greater involvement and challenge and is to be used as a tool for self-improvement.

This Local Account covers the period of 2013-2014 and also sets out priorities for 2013/14.

Recommendations:

The Health and Wellbeing Board is recommended to:

1. Note the content and format of Tower Hamlets Local Account for 2013/14 and approve it for publication
 This proposal will require formal consideration by the CABINET

1. REASONS FOR THE DECISIONS

- 1.1 The Local Account is being put before HWB for sign off and information purposes.

2. ALTERNATIVE OPTIONS

- 2.1 N/A

3. DETAILS OF REPORT

- 3.1 The role of Care Quality Commission (CQC) in relation to local authorities and social care changed in 2011. The requirement for local authorities to produce an Annual Performance Assessment within a format prescribed by CQC has been abolished. A sector led approach to improvement has replaced the external regime.
- 3.2 In 2011 the Government also introduced the publication of a single data set for local government. Following consultation a new outcomes framework for adult social care (ASCOF) was also introduced along with complimentary frameworks covering public health and the NHS.
- 3.3 Part of the focus for these changes was to strengthen local accountability to residents, users and carers. To enable this, councils need to find meaningful way of reporting back to citizens and consumers about performance. Across the sector it has been suggested that one means of achieving this is to provide a local account, a self-assessment accessible to local people to comment on.
- 3.4 The Association of Directors of Adult Social Services (ADASS) has recommended that all councils with social care responsibilities produce a 'local account' as a means of reporting back to people on the quality of services and performance in adult social care. Local Accounts were described in the Department of Health's 'Transparency in outcomes: a framework for adult social care' consultation paper (November 2010, section 4) as a way of being more open and transparent about the care and support that is provided locally by the Council.
- 3.5 There is no prescription about the content or format of Local Accounts, as local circumstances and needs are likely to vary. ESCW has previously produced three Local Accounts for 2010-11, 2011-12 and 2012-13. Although this is not a statutory requirement, it is a document which is viewed as a key means of communicating with a variety of key stakeholders. The information within the Local Account acknowledges the invaluable contribution made by our health and care partner organisations.
- 3.6 The purpose of the Local Account is to make the people of Tower Hamlets aware of the work undertaken by the Department during 2013-14, in relation to both social care and safeguarding. It uses a combination of performance information, survey results and case studies to demonstrate how Tower Hamlets Council has enhanced the quality of life for people using care and support services.
- 3.7 The Local Account will help to publicise the range and scale of services we provide. The Local Account will be published as a council wide document and made available to the public through the Tower Hamlets Council website.

Tower Hamlet's Local Account

- 3.8 The intention locally is to use the Local Account as a live document; part of a wider set of mechanisms for obtaining customer views and feedback and informing residents, users and carers about our progress in delivering outcomes and our priorities for the future.
- 3.9 Without replicating the extensive narrative contained within the Local Account, key messages include:
- 3.9.1 We continue to respond to one of the greatest challenges we have ever had to face – significant cuts in funding provided by Central Government to Local Government. These cuts are leading to difficult decisions across the public sector, and will continue to do so for the next few years. In addition to this, many of the borough's residents are facing their own challenges, because of changes being made to welfare benefits
- 3.9.2 The introduction of the 2014 Care Act. The Act brings together more than 40 separate pieces of legislation and puts people's needs, goals and aspirations at the centre of care and support, supporting people to make their own decision, realise their potential and pursue life opportunities. Significantly the Bill sets out new rights for carers, emphasises the need to prevent and reduce care and support needs, and introduces a national eligibility threshold for care and support. Additionally It introduces a cap on the costs that people will have to pay for care and sets out a universal deferred payment scheme so that people will not have to sell their home in their lifetime to pay for residential care. The Care Act will be implemented in two phases in April 2015 and April 2016. In preparation for these changes we have set up a Care and Health Reform Programme. Much of the information in this Local Account and our plans for the future relate to the Care Act.
- 3.9.3 The number of people in England who have health problems requiring both health and social care is increasing. For example, in the next 20 years, the percentage of people over 85 will double. This means there are likely to be more people with 'complex health needs' - more than one health problem - who require a combination of health and social care services. But these services often don't work together very well. For example, people are sent to hospital, or they stay in hospital too long, when it would have been better for them to get care at home. Sometimes people get the same service twice - from the NHS and social care organisations - or an important part of their care is missing. Consequently the government has announced that the Health and Social Care system will be fully integrated by 2018. Work to make this a reality in Tower Hamlets has been a key priority for us in the previous year. Tower Hamlets Health and Wellbeing Board has oversees these developments through the Integrated Care Board. The strategy for Integration in Tower Hamlets is part of a shared 5 year plan, 'Transforming Services Together', across Tower Hamlets, Newham and Waltham Forest. Tower Hamlets, working alongside Waltham Forest and Newham became part of the "WELC Integrated Care Pioneer". The WELC Pioneer Programme drives the

delivery of the Integrated Care Programme within the 5 year 'Transforming Services Together' plan. In 2013/14 the introduction of the Better Care Fund provided us with a great opportunity to drive our Integration agenda forward. This work has been spearheaded by Tower Hamlets Health and Wellbeing Board who have agreed how this money will best be spent.

3.9.4 Looking at the ASCOF results (attached in the appendix of the Local Account) the key issue that stands out was our performance against ASCOF measure 2A part 2, namely the number of council-supported permanent admissions of older people aged 65 and over to residential and nursing care per 100,000 of the population (the lower the number the better here as the idea is to help keep people in the community for as long possible) Our level of performance in this area was 644.2, above the national average of 650.6 but below both the inner London average of 545.2 and the London average of 454. However there are a number of facts behind this figure that show our performance in this area is not as bad as it may initially look when compared with other London boroughs. Namely,

- Over the last four years we have continued to make significant improvements in this area. In 2010/11, 785 per 100,000 of the population were supported in this way. In 2013/14 this figure was 644 per 100,000 of the population. Our improvement in this area over that period is the third best nationally.
- ASCOF 2A is a two part measure and it should be noted the two figures directly impact each other. ASCOF 2A part 1 measures the number of council-supported permanent admissions of younger adults aged 18 to 65 to residential and nursing care per 100,000 of the population. In Tower Hamlets we do a very good job at keeping people as independent as possible for as long in possible in their own community. The number of council-supported permanent admissions of adults aged 18-64 to residential and nursing care is 9.2 per 100,000 of the population. This a significant improvement on lasts years figure of 22.2 per 100,000 of the population and is above the national average of 14.4 per 100,000 of the population, the London average of 10.2 per 100,000 of the population, and the inner London average of 11.6 per 100,000 of the population. As a consequence of supporting people in the community for longer our residents generally tend to access residential and nursing care at an older age than other boroughs at a point where they are too frail to be supported in the community.

3.9.5 In last year's Local Account we acknowledged that Tower Hamlets had some work to do to improve its delayed transfers of care from hospital which are attributable to adult social care. As a result we have invested money from our Winter Resilience budget to fund four 'Step Down' beds to assist in discharging medically fit patients from the Royal London Hospital. There are 2 beds that are residential for people with dementia and 2 beds in Extra Care Sheltered Housing. We have worked hard to improve this, in 2013/14 the average number of delayed transfers of care which are attributable to social care per 100,000 adult (18+) population was 1.5. This

is below both London average of 2.3 and the national average of 3.1. It can be said that our new step down beds have helped to contribute to this.

4. COMMENTS OF THE CHIEF FINANCE OFFICER

- 4.1. The cost of producing the Local Account will be met through existing budgets, there are no other direct financial implications arising from the publication of the local account.
- 4.2. The Local Account includes a section on the financial position of the relevant divisions of the ESCW directorate. This includes financial outturn and performance data for 2013/2014 which is consistent with publications and reports that are already within the public domain. In particular, the Council's annual accounts and reports submitted to Cabinet and full Council.

5. LEGAL COMMENTS

- 5.1. The report informs members about the publication of a Tower Hamlets Local Account. The local account is intended to be a source of information, developed locally, which may include quality and outcome priorities and how these have been progressed; a description of partnership working; and data relating to quality and performance. Local information and local outcome measures should be contained in a local account, supplementary to national outcomes measures so as to promote quality, transparency and accountability in adult social care.
- 5.2. The delivery by the Council of its statutory functions in respect of adult social care in a way that is high quality, transparent and accountable is consistent with good administration. There is thus adequate power to support development of a local account inherent within the statutory functions which will be the subject of the local account narrative. Were it necessary, an additional source of power may be found in the general power of competence in section 1 of the Localism Act 2011. The general power enables the Council to do anything that individuals generally may do, subject to such restrictions and limitations as are imposed by other statutes.
- 5.3. The local account is a report and summary that ranges across the Council's adult social care functions. To the extent that the local account sets out priorities or actions, these are a reflection of the content of a number of Council plans and strategies. The delivery of these may give rise to legal issues that will need to be addressed. The Council will continue to have act within its statutory functions, including by complying with its many duties in respect of adult social care and its best value duty under section 3 of the Local Government Act 1999.
- 5.4. In developing the local account, the Council will need to have due regard to the need to eliminate discrimination, harassment, victimisation and any other conduct prohibited under the Equality Act 2010, the need to advance equality of opportunity and the need to foster good relations between persons who share a protected characteristic and those who don't

6. ONE TOWER HAMLETS CONSIDERATIONS

- 6.1. The report informs Cabinet that the Local Account is a requirement under Transparency in Outcomes: A framework for adult social care (ASCOF). The Local Account development process seeks to identify areas of inequality for local people. The report highlights areas where further work will be carried out in the coming year to better understand and address potential issues.
- 6.2 The report addresses provision of care and support for vulnerable people, particularly safeguarding, in conjunction with partners. The report is therefore very relevant to the aims of One Tower Hamlets and has a direct impact on the following Strategic Objectives:

7. SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT

- 7.1 NA

8. RISK MANAGEMENT IMPLICATIONS

- 8.1. NA

9. CRIME AND DISORDER REDUCTION IMPLICATIONS

- 9.1 NA

10. EFFICIENCY STATEMENT

- 10.1 NA

Appendices and Background Documents

Appendices

- Appendix 1 - Tower Hamlets Adult Social Care Local Account 2013/14