

Briefing for Scrutiny Lead Member

Directorate Portfolio	Adults Health and Wellbeing
Scrutiny Lead	Cllr Asma Begum

This briefing note is intended to provide the Scrutiny lead member with an overview of their portfolio. It will be used to inform the Overview and Scrutiny Committee's work programme for the municipal year 2014/15. The issues highlighted in the note will be further discussed in a meeting between the Scrutiny lead member and Corporate Director.

Section One: Overview of areas covered within the portfolio

The Education, Social Care and Wellbeing directorate is committed to improving outcomes for vulnerable adults, children and young people in Tower Hamlets. The directorate controls a General Fund budget of approximately £188m (this does not include the dedicated schools grant). This briefing (in conjunction with the Children, Schools and Families briefing) provides an overview of the directorate, key national legislative and policy developments and identifies a number of challenges and opportunities which present themselves in 2014/15.

Adult social care services are part of the Education, Social Care and Wellbeing directorate. It is responsible for Adult Social Care functions of the Council, the Supporting People function, and following the 2012 Health and Social Care Act, the Public Health function. The directorate leads on partnership work with the NHS.

Tower Hamlets Council provides a wide range of care, support and assistance to adults in need. This ranges from giving advice and information through to long-term residential care for the elderly, people with physical or learning disabilities or mental health problems. Adult social care assessments are made by the Assessment and Care management services. In 2012/13 4690 residents in Tower Hamlets received 'FAC's eligible' adult social care services.

The Council has Adult Social Care Teams that provide many different services to residents who need longer term support. These services include support planning for personal budgets, safeguarding investigations, residential and nursing placements, carers' assessments and the provision of advice.

Last year we carried out 1570 carer assessments and a significant proportion received support as a result of this. We supported 1125 Carers with short breaks or packages of support to help them maintain their caring role whilst we provided a further 378 carers with information and advice. We estimate that there are many more carers in the borough who have not yet got in contact with adult social care services.

Public Health moved into the Council in April 2013 and has an annual budget of approximately 15.85% of the ESCW directorate budget (equivalent to approximately £28.5m). The aim of the Public Health Team is to help the Council put health and wellbeing at the heart of everything they do. Public Health staff work on a diverse range of projects and work programmes that includes surveillance of the health of the population and commissioning health services for the local population.

Section Two: Key national legislative and policy developments

Care Act (2013)

The Care Bill received Royal Assent on 14 May and has now been passed into law as the Care Act 2014. The Bill consolidates existing care and support law into a single, unified, modern statute. The Act introduces major reforms to the legal framework for adult social care, to the funding system, to the duties of local authorities and rights of those in need of social care. Some of the key implications for adult social care include:

- Carers will have a legal entitlement to support if assessed as eligible (carers can currently request an assessment but do not have a legal entitlement to support)
- A cap on social care costs will be introduced (see the next section for more information on this)
- National eligibility threshold for service users and carers (Local Authorities currently set their own threshold within a national framework)

- A new duty to provide information, advice and preventative services; to shape the market and to promote cooperation and integration between social care and partners such as health and housing.

Dilnott Commission and funding reform

The Dilnott Commission published its findings in July 2011, looking at how social care should be funded long-term. Further details were then released in the Government announcement in February 2013 and through the Queen's Speech in May 2013. The key measures are:

- To have a cap on social care costs of £72,000 introduced in April 2016 for older people.
- The cap will be lower for adults of working age, and will be zero for people who have eligible needs before they turn 18.
- Once the cap is reached the Council takes over payments for individuals who are eligible for support. Individuals can retain an amount of assets while still being eligible for state support.

Integration

Government launched 'Integrated care and support: our shared commitment' (May 2013) which calls for urgent and substantial action to make integrated care and support to be the norm by 2018. Tower Hamlets already has joined up (integrated) teams in specific areas (the Community Learning Disability Service and Mental Health Services). Working with our NHS colleagues, plans are being put in place at the moment to set up integrated services over the forthcoming year for vulnerable older adults. Tower Hamlets has been selected by the Department of Health to be part of a Pioneer Site for health and social care integration.

Section Three: Key local challenges and opportunities

Challenges:

1. Increased demand:

It is anticipated that the demand for adult social care (and therefore cost pressures) will increase between now and 2020, due to a number of key drivers associated with the ageing population (e.g. dementia). This will be a continuation of a gradual trend which has been in evidence for several years already. It is also anticipated that the number of young people with disabilities transitioning through from children's services to adult social care will increase, creating further cost pressures.

2. Changes to carers:

The Care Act legislates for carers to have a legal entitlement to support if assessed as eligible. The 2010 Carer JSNA found that there are a large number of carers in the borough, most of whom are currently not receiving support from adult social care services. The enhanced rights for carers have the potential to pose some financial risk for Tower Hamlets.

3. Welfare Reform

Over the last two years a range of welfare reform changes have impacted residents in Tower Hamlets. As of April 2013, key changes includes a cap on the total amount of benefits people receive, the introduction of universal credit, a 'bedroom tax', and the transition from Disability Living Allowance to Personal Independence Payments. These changes will undoubtedly have a greater impact on the most vulnerable residents in the borough as family stress and anxiety, overcrowding and potential re-location, all take their toll. We have been working hard over the previous year to mitigate against the impact of these changes and will be continuing our work to engage with our service users on this issue over the coming year to ensure they are fully informed of the help available to them.

4. Funding reform:

Introducing a cap on an individual's lifetime care costs will present a series of potential challenges to the borough. It will require us to gather more financial information from people who need social care, including self-funders.

Opportunities

1. Integration:

Integration with health services provide many opportunities for adult social care to provide a more coherent and seamless service to people living in the borough. The Health and Wellbeing Board will play a key role in this. Similarly, the integration of the former Adults Health and Wellbeing Directorate and the Children,

Schools and Families Directorate provides opportunities to provide better quality services e.g. children with disabilities moving from children's social care to adult social care should experience a smoother transition.

2. Personalisation:

Offering support that is increasingly personalised to the individual continues to provide opportunities for people to receive a better quality service. For example, we know that people who receive a Personal Budget report higher-than-average satisfaction levels (in the 2012-13 Service User Survey, 68% of people with a Personal Budget reported being extremely or very satisfied with their support compared to an average of 61%) and will continue to offer these to people in long-term support services.

3. Public health:

The transfer of public health to the Council provides good opportunities for adult social care and public health to work together to delay the need for support from adult social care.

Section Four: Progress against key performance indicators

2013/14 Strategic Measures	Quarter 4 2013/14 Outturn and RAG Status (Green – better than target, Amber at or better minimum standard, and Red – below minimum standard)	Direction of travel from previous year	Commentary
Social care clients and carers in receipt of Self Directed Support	58.7% RED	Performance is improving	Whilst the quarter 3 outturn is below target, it is an improvement from last year's figure. Stretch target reflects current national target, and is far in excess of London top quartile threshold of 59.7
All age all cause mortality – females	496.7 (2010-12) RED	Performance is improving	The all age all cause mortality rate declined for both females and males across the three years to 2012-13 though the rate remains consistently higher than that for both London and England
All age all cause mortality – males	750.7 (2010-12) RED	Performance is improving	The all age all cause mortality rate declined for both females and males across the three years to 2012-13 though the rate remains consistently higher than that for both London and England
Rate of those stopping smoking	3,071 GREEN	Performance is improving	The rate of people aged 16 and over setting a date to quit smoking in Tower Hamlets is double the London rate and significantly higher than that for England overall
Under 18 conception rate	24.3 GREEN	Performance is improving	The teenage conception rate (for 15-17 year olds) in Tower Hamlets fell sharply in 2012-13 to below the England and London averages
Number of children who are obese	23.6 RED	Performance is improving	The proportion of 4-5 year olds in Tower Hamlets who are overweight or obese has been slightly below 24% for the last three years and remains slightly, though not significantly, greater than that for London and England.

The Department of Health Adult Social Care Outcomes Framework monitors the quality of adult social care services in Tower Hamlets. It is a way of seeing how we are meeting government expectations around the quality of adult social care services. The table below sets out our results for 2012/13

Enhancing quality of life		2011/12 results	2012/13
1A	Social care-related quality of life	(i) LBTH: 17.9 (ii) London: 18.1	LBTH: 18
1B	The proportion of people who use services who have control over their daily life	(i) LBTH: 62.5% (ii) London: 69.9%	LBTH: 70.5%
1C	Proportion of people using social care who receive self-directed support	(i) LBTH: 38.3 % (ii) London: 47.1 %	LBTH: 52.6%
1C	Proportion of people using social care who receive direct payments	(i) LBTH: 17.7% (ii) London: 17.3%	LBTH: 23.4%
1D	Carer-reported quality of life.	Not available in 2011/12	LBTH: 7.0
1E	Proportion of adults with learning disabilities in paid employment	(i) LBTH: 2.5% (ii) London: 9.3%	LBTH: 7.9%
1F	Proportion of adults in contact with secondary mental health services in paid employment	(i) LBTH: 6.9 % (ii) London: 5.9 %	N/A
1G	Proportion of adults with learning disabilities who live in their own home or with their family	(i) LBTH: 43% (ii) London: 65.7%	LBTH: 60.5%
1H	Proportion of adults in contact with secondary mental health services who live independently, with or without support	(i) LBTH: 89.4 % (ii) London: 73.8 %	N/A

Delaying and reducing the need for care		2011/12 results	2012/13
2A	Permanent admissions to residential and nursing care homes for younger adults, per 100,000 population	(i) LBTH: 24.7 (ii) London: 16.6	LBTH: 22
2A	Permanent admissions to residential and nursing care homes for older adults, per 100,000 population	(i) LBTH: 851.6 (ii) London: 542.6	LBTH: 673 per 100,000

	2B	Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into Reablement/rehabilitation services [effectiveness of the service]	(i) LBTH: 86.6% (ii) London: 84.8%	LBTH: 81.8%
	2B	Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into Reablement/rehabilitation services [offered the service]	(i) LBTH: 4.8% (ii) London: 4.8%	N/A
	2C	Delayed transfers of care from hospital	(i) LBTH: 14.6% (ii) London: 7.6%	LBTH: 8.1 / London: 7.1 / England: 9.5
	2C	Delayed transfers of care from hospital, and those which are attributable to adult social care	(i) LBTH: 5.2% (ii) London: 3.0%	LBTH: 2.3 / London: 2.7

Ensuring people have a positive experience		2011/12 result	2012/13
3A	Overall satisfaction of people who use services with their care and support.	(i) LBTH: 65.2% (ii) London: 57.2%	LBTH: 64.3%
3B	Overall satisfaction of carers with social services	Not available in 2011/12	LBTH: 28%
3C	The proportion of carers who report that they have been included or consulted in discussion about the person they care for	Not available in 2011/12	LBTH: 63.5%
3D	The proportion of people who use services and carers who find it easy to find information about services	(i) LBTH: 73 % (ii) London: 72 %	LBTH 73.2%

Safeguarding adults	2011/12 results	2012/13
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4A	The proportion of people who use services who feel safe:	(i) LBTH: 58.9 % (ii) London: 58.9 %	LBTH: 58.8%
4B	The proportion of people who use services who say that those services have made them feel safe and secure	(i) LBTH: 81.8% (ii) London: 73%	LBTH: 84.9%

Section Five: Customer perception and satisfaction

1. Annual Service User Survey¹ -

- Based on the 895 responses to the survey, 60.6% of service users are extremely or very satisfied with their care and support services, compared to 64.7% in 2011-12 and 60% in 2010-11. 6.4% are dissatisfied with care and support in 2012-13, compared to 5% last year.
- 87.3% said their care and support helps them feel in control of their daily lives, compared to 83.3% in 2011-12. 84.6% said care and support helps them feel safe, compared to 81.2% last year. The proportion of people who say support helps them to feel safe is ten percentage points above the 2011-12 England average.
- 82.2% feel treated with respect by the people who assess their need for care and support (e.g. a Social Worker), compared to 81.9% in 2011-12.

2. Bi-annual Carer Survey²

- Based on the 193 responses to the survey, 24.6% of carers are extremely or very satisfied with the support provided to them or the person they care for, whilst a further 36% are quite satisfied. 12.6% are dissatisfied.
- 80.7% of carer survey respondents agree that they were treated with respect by the person carrying out their assessment.
- 34.3% of respondents said they found their carer assessment very useful, 45.9% found it quite useful, and 19.8% did not find it useful.

Section Six: Cabinet Forward Plan items

Item	Cabinet Meeting Date
Contract - Direct Payments Support Service	TBC
Mental Health Accommodation Strategy Update	TBC
Supporting People Framework Agreement for housing related services	TBC
Extra Care Sheltered Housing Contract Award	25/06/2014
Mental Health Recovery & Wellbeing Services	23/07/2014
Older People Day Services Review	03/09/2014
LSAB Annual Report	01/10/2014

Section Seven: Suggested topics for O&S reviews

Transforming Services, Changing Lives Programme – update from the Tower Hamlets Clinical Commissioning Group.

¹ This annual survey was carried out for the third year in 2012-13. It was sent to 3372 people in receipt of Tower Hamlets-funded "FACS eligible" adult social care. 895 service users completed this survey in February 2013. 13/14 results currently being analysed.

² The bi-annual survey was carried out for the first time in 2012-13. It was sent to 730 carers who received a carer assessment in the last 12 months. 193 carers completed this survey in October 2012. Next Survey takes place October 2014

Tower Hamlets Health and Wellbeing Board –first performance report (out in September 2014)

Review of Community Mental Health Services (a joint service with the NHS)