


Health and Wellbeing Board Tuesday 15 March 2015	
Report of the London Borough of Tower Hamlets	Classification: Unrestricted
Adult Social Care Local Account 2014-2015	

Lead Officer	Luke Adams, Interim Director of Adult Services
Contact Officers	Jack Kerr, Strategy Policy & Performance, LBTH
Executive Key Decision?	No

1. INTRODUCTION/SUMMARY

- 1.1** This report provides the Health and Wellbeing Board with a summary of achievements and priorities as set out in the Local Account of Adult Social Care.
- 1.2** The aim of the Local Account is to provide transparency for local people to better understand how social care is being delivered in Tower Hamlets, leading to greater involvement and challenge. This Local Account covers the period of 2014-2015 and also sets out priorities for 2015/16.

2. FOR HEALTH AND WELLBEING BOARD TO CONSIDER

- 2.1** The Health and Wellbeing Board are asked to note content of the attached Local Account
- 2.2** The Health and Wellbeing Board are asked to consider if the scope of the next Local Account should be extended to take into account the integration agenda and widen the remit to public health and align it more closely to the work of the Health and Wellbeing Board.

3. BACKGROUND

- 3.1** The Association of Directors of Adult Social Services (ADASS) have previously 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.
- 3.2** The purpose of the Local Account is to make residents of Tower Hamlets aware of the work undertaken by Adult Social Care during 2014-15. It uses a

combination of performance information, survey results, and examples of latest work to demonstrate how Tower Hamlets Council has enhanced the quality of life for people using care and support services. The Local Account also helps 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 and published as a magazine.

- 3.3** This year's Local Account primarily focuses on how Tower Hamlets Council has responded to the changes made by the Care Act.

4. BODY OF REPORT

- 4.1** This report will not serve to replicate the extensive narrative within the Local Account, but will summarise key messages. The Local Account is attached to this report as Appendix A.

- 4.2** The introduction of the 2014 Care 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 Act 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. In order to deliver these changes we 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.

- 4.3** The number of people in England who have health problems requiring both health and social care is increasing. 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', meaning more people with more than one health problem, requiring a combination of health and social care services. But these services often don't work together as well as they should. For example, people can be sent to hospital, or stay in hospital too long, when it would be better for them to get care at home. Sometimes people have to go through the same information a number of times, to both 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 priority for Adult Services last year and remains a key priority going forward. 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' Health and Wellbeing Board oversees the delivery of this work through the Integrated Care Board and services are now being coordinated through Tower Hamlets Integration Provider Partnership (THIPP). This partnership group includes representatives from Tower Hamlets Council, Barts Health NHS Trust, East London NHS foundation Trust and Tower Hamlets CCG. This work is still in the early stages of development but the focus so far has been on ensuring a positive patient experience and, as such, patients can expect an improved experience

of care across all health and social care services in the local community. This work has been boosted by being recognised as one of the government's 50 vanguard sites which means we will be able to draw on extra government funding to specifically help us improve integrated care services in Tower Hamlets through THIPP. Lastly, a number of schemes have begun to be implemented using resources made available through the Better Care Fund. This will remain an important resource in helping to move forward our ambitions to join up health and social care services.

4.4 Key Priorities

- Demand for adult social care is likely to rise in future. At the same time, the amount of funding we get from the government has gone down. One of the main ways we want to address this is by continuing to focus on “prevention” to help people stay as well as possible for as long as possible. For example, this will include working with partners to explore the use of Assistive Technology to combat loneliness and isolation for people with dementia.
- We will continue with the things we know work well. This ranges from setting up more work placements for adults with a learning disability to further developing the support provided to people with dementia.
- We will offer people more choice. More people will be offered personal budgets and more people will have a choice over any equipment they need to stay safe at home.
- We understand that people would like the option of choosing the type of services they receive. In response to this, we will be carrying out a review of the services we currently provide to see which services people use the most. This will help us to commission more of services that you like to use. In addition to this, we are now recording social care needs that cannot be adequately met by products and services currently available for people to choose from. We will feed these needs back to the organisations we commission on a regular basis so that required products and services are provided on the market for people to choose from.
- People have been telling us for a long time that it can be a very disjointed and disorienting experience when they have to move between different services. For example, people who need social care and health care have to meet with at least two sets of professionals, sometimes more, all asking similar questions for assessments, but working completely separately. This doesn't make sense; it's frustrating for those involved and wasteful of resources too. It's much better to join things up so people who use different services are treated as 'whole people' and have an altogether smoother, more seamless, less fragmented experience. Moving forward, integration remains a key priority for us. We will continue using the Better Care Fund to deliver more integrated and coordinated health and social care services. To take this work forward the council works in several formal partnerships with NHS and voluntary sector bodies. These include

the Health and Wellbeing Board, the Integrated Care Board and the Tower Hamlets Integrated Provider Partnership (THIPP). In 2015, THIPP was named by the government as one of 50 national 'Vanguard' sites by NHS England, which are piloting new ways of working in health and social care. The borough is currently developing plans for integrated care that could be adopted nationally and is receiving additional support from NHS England to develop the programme. We will continue to develop this area of work.

- We currently have a one year Carers plan. This plan sets out how adult social care will support carers between 2015 and 2016 in partnership with Tower Hamlets Clinical Commissioning Group, third sector providers and others. It follows on from the Tower Hamlets Plan for Carers 2012-15. It is an interim position for adult social care pending the development of a more detailed 2016-19 Plan for Carers. We are currently working on the new Carers Plan and launch this in 2016. The 2016-19 Plan for Carers will have a wider scope than the current one year plan, and will have a greater focus on partners such as the Tower Hamlets Clinical Commissioning Group as well as young carers.

5. COMMENTS OF THE CHIEF FINANCE OFFICER

- 5.1** 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.

6. LEGAL COMMENTS

- 6.1** 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.
- 6.2** 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.

- 6.3** 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.
- 6.4** 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.

7. ONE TOWER HAMLETS CONSIDERATIONS

- 7.1** 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.
- 7.2** 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:
- **A Safe and Supportive Community** – bringing together support for the most vulnerable residents with community safety issues
 - **A Healthy Community** – including public health, access to primary care and mental health
- 7.3** The Local Account is intended to be a mechanism for local challenge. The format of this year's Local Account, a magazine summarising key information will increase this involvement further and encourage more people to get involved in the development of social care for vulnerable adults.

8. BEST VALUE (BV) IMPLICATIONS

- 8.1** The Local Account is published annually as a paper copy in a magazine format. This incurs design and printing costs. However, this is a necessity as 65% of our Adult Social Care clients have told us they do not use the internet.

9. SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT

Not applicable

10. RISK MANAGEMENT IMPLICATIONS

- 10.1** The Association of Directors of Adult Social Services 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. This is recommended as best practice however it is not a statutory responsibility to do so.

11. CRIME AND DISORDER REDUCTION IMPLICATIONS

Not applicable

12. SAFEGUARDING IMPLICATIONS

- 12.1** The Local Account makes reference to safeguarding practices in adult social care and latest progress made in this area. The final draft of the Local Account will be amended to include contact details for people who want to report abuse or contact the safeguarding board/team

13. EQUALITIES CONSIDERATIONS

- 13.1** The text for the Local account has been written in plain English and has been designed so that it is as accessible as possible for services users and carers to read and understand. We will also be producing an 'easy read' version for adults with a learning disability.

14. CONCLUSION

- 14.1** The Local Account is being presented to HWBB for discussion so that they can note its content and have an oversight of the work that has taken place in Adult Social Care. HWBB are being asked to consider if future Local Accounts should take into account the work of Public Health and align more closely to the Health and Wellbeing Board agenda.

15. APPENDICES

Appendix 1 Adult Social Care Local Account 2014-15