

<b>Cabinet</b>	 <b>TOWER HAMLETS</b>
05 April 2016	
<b>Report of:</b> Luke Addams, Corporate Director of Adult Services	<b>Classification:</b> Unrestricted
<b>London Borough of Tower Hamlets Adult Social Care Local Account 2014/15</b>	

<b>Lead Member</b>	Councillor Amy Whitelock Gibbs, Cabinet Member for Health & Adult Services
<b>Originating Officer(s)</b>	Jack Kerr, Strategy, Policy and Performance Officer
<b>Wards affected</b>	All wards
<b>Key Decision?</b>	No
<b>Community Plan Theme</b>	A Healthy and Supportive Community

## Executive Summary

- 1.1** This report provides Cabinet with a summary of achievements and priorities as set out in the fifth annual Local Account of Adult Social Care.
- 1.2** The Association of Directors of Adult Social Services (ADASS) recommended that all councils, with social care responsibilities, produce a 'Local Account' as a means of reporting back to citizens and consumers on performance in adult social care. 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 key priorities for the future.
- 1.3** The Local Account will be made available for download on Tower Hamlets Council's website alongside copies of the Local Account from previous years. For people who do not have access to the internet the Local Account will also be printed as a magazine. Copies of the magazine will be made available at a range of different services throughout the borough such as Day Centres, the Carers Centre, One Stop Shops, Idea Stores, GP surgeries, and the different information and advice agencies that comprise Local Link.
- 1.4** It was agreed at the Health and Wellbeing Board that the scope of next year's Local Account will be extended to take into account the Council's integration agenda and as such the Local Account will align more closely to the work of the Health and Wellbeing Board. This will include progress made working with our partners in Health services and the work of Public Health.
- 1.5** It was also agreed at the Health and Wellbeing Board that next year's Local Account will be developed more closely with service user groups and

Healthwatch to review how it is read and used by local people.

## **Recommendations:**

The Mayor in Cabinet is recommended to: / The Mayor is recommended to:

1. Note the content of the Local Account as attached at Appendix A and approve it for publication

### **1. REASONS FOR THE DECISIONS**

- 1.1 To provide Cabinet with an overview of Tower Hamlets Adult Social Care performance during 2014 – 2015.

### **2. ALTERNATIVE OPTIONS**

- 2.1 NA

### **3. DETAILS OF REPORT**

- 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 made available for download on Tower Hamlets Council's website alongside copies of the Local Account from previous years. For people who do not have access to the internet the Local Account will also be printed as a magazine. Copies of the magazine will be made available at a

range of different services throughout the borough such as Day Centres, the Carers Centre, One Stop Shops, Idea Stores, GP surgeries, and the different information and advice agencies that comprise Local Link.

- 3.3 This year's Local Account primarily focuses on how Tower Hamlets Council has responded to the changes made by the Care Act.
- 3.4 The Local Account has been presented to the Health and Wellbeing Board and received approval and good feedback on its readability, clarity, and nature of information included.

### **3.5 BODY OF REPORT**

- 3.6 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.
- 3.7 The introduction of the 2014 Care Act brings together more than 40 separate pieces of legislation, changing the way in which we provide adult social care services. Significantly the Act sets out new rights for carers 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.
- 3.8 The number of people in England who have health problems requiring both health and social care is increasing. In the next twenty years, the percentage of people over eighty-five 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. Consequently the government has announced that the Health and Social Care system will be fully integrated by 2018. The Local Account provides an overview of work undertaken over the past year to help join up health and social care services.
- 3.9 Residential and Nursing Care placements require the biggest allocation of the Adult Services budget at roughly £30m. Depending upon a combination of a person's care needs and financial means, they will either be entitled to full or part funding from the local authority or be expected to fully fund this themselves. In London the average cost of a care home placement is approximately £628 per week, this increases to approximately £889 per week for care home placements with nursing care needs. In 2014/15 182 people were supported in a Nursing Care home and 610 were supported in a Residential Care home.
- 3.10 **Key Performance**  
The Adult Social Care Outcomes Framework (ASCOF) is a national framework that measures how well care and support services achieve the outcomes that matter most to people. The ASCOF enables 'benchmarking'

and comparison between areas to assist with local accountability in reporting to the public as it provides validated sources of outcome information. There are four main outcome areas set out below.

- 3.11 ASCOF Outcome Domain 1: Enhancing quality of life for people with care and support needs.

**3.10.1 ASCOF 1A: Social Care Related Quality of Life**

The Tower Hamlets social care-related quality of life score out of 24 was 18.2. This performance is in line with the London average of 18.5 and slightly below the England average of 19. This is in line with our performance from last year when we scored 18 out of 24

**3.10.2 ASCOF 1B: The proportion of people who use services who have control over their daily life**

In Tower Hamlets the proportion of service users who report that they have control over daily life was 71.3%. This is in line with the London average of 71.6% but below the England average of 77.3%. This does however mark an increase on our performance from the previous year which was 69.9%.

**3.10.3 ASCOF 1C (1A) The proportion of people who use services who receive self-directed support (aged 18 and over)**

In Tower Hamlets the proportion of people who use adult social care services who receive self-directed support (Personal Budgets) is 64.7%. This is below both the London average of 81.1% and the England average of 83.7%. However, whilst our performance in this area is notably below the London and England average it should be noted that we are consistently improving year on year in this area. 64.7% of service users allocated a personal budget in 2014/15 is an increase from 55% in 2013/14, 52.6% in 2012/13, and 38.3% in 2011/12.

The level of annual review activity of a service user's support plan has been low over the last few years while personal budgets have been rolled out. This has led to a slower conversion of traditional care packages to personal budgets. Anecdotal evidence suggests that some service users have been reluctant to accept personal budgets. Further work is required to explaining the benefits of personal budgets to service users and this is something we are now prioritising.

Changes have been made to Adult Social Care processes so that all new assessments & reassessments in compliance with the Care Act 2014. This places a duty on the Council to offer Personal Budgets to service users in all instances. Review activity, and the conversion of short term services to longer term Personal Budgets, is being actively monitored. Short term care packages are now being recorded differently, so not only can they be more easily targeted for review, we are also able to discount them from the performance figures, which is already showing us a better position. Early indications would suggest

an improvement in performance within the short term to 69.8% (December 2015).

#### 3.10.4 ASCOF 1C (1B) The proportion of carers who receive self-directed support

In Tower Hamlets the proportion of Carers receiving self-directed support is 33.1%. This is below both the London average of 84.6% and the England average of 77.4%.

The level of annual review activity of a service user's support plan has been low over the last few years while personal budgets have been rolled out, and this has led to a slower conversion of traditional care packages to personal budgets. Anecdotal evidence suggests that some service users have been reluctant to accept personal budgets. Further work is required to explaining the benefits of personal budgets to service users and this is something we are now prioritising.

Changes have been made to Adult Social Care processes so that all new assessments & reassessments are carried out in compliance with the Care Act 2014. This places a duty on the Council to offer Personal Budgets to service users in all instances. Review activity, and the conversion of short term services to longer term Personal Budgets, is being actively monitored. Short term care packages are now being recorded differently, so not only can they be more easily targeted for review, we are also able to discount them from the performance figures, which is already showing us a better position. Early indications would suggest an improvement in performance within the short term to 69.8% (December 2015).

We are also developing our new Carers plan in the next year which will ensure that all Carers who are eligible and want a Personal budget will receive one.

#### 3.10.5 ASCOF 1D: Carer Reported quality of life scores

The level of reported quality of life Carers in Tower Hamlets is an average score based on responses to the Carers Survey. The Tower Hamlets Carer-related quality of life score was 7.5 out of 12. This performance is in line with the London average of 7.6 and the England average of 7.9.

#### 3.10.6 ASCOF 1E: The proportion of adults with a learning disability in paid employment (aged 18 to 64)

In Tower Hamlets 5% of people with a Learning Disability are in paid employment. This is below the London average of 8% and the England average of 6%. We are planning to increase this figure over the next year, for example, by offering people more work placements at the Council. It is a Council priority to bring forward a new employment strategy which will include action to tackle these issues.

3.10.7 ASCOF 1F: The proportion of adults in contact with secondary mental health services in paid employment (aged 18 to 69)

In Tower Hamlets 5% of people with a mental health issue are in paid employment. This is below the London average of 6% and the England average of 6.8%. We are planning to increase this figure over the next year, for example, by offering employment advice and support. It is a Council priority to bring forward a new employment strategy which will include action to tackle these issues.

3.10.8 ASCOF 1G: The proportion of adults with a learning disability who live in their own home or with their family

In Tower Hamlets 67.4% of people with a learning disability live in their own home or with their family. This is below the London average of 69.1% and the England average of 73.3%. This does however mark an increase on our performance in this area from the previous year which was 63%. We now have an “accommodation plan” in place to enable those living in care homes outside the borough to return if it is appropriate for them to do so.

3.10.9 ASCOF 1H: The proportion of adults in contact with secondary mental health services living independently, with or without support

In Tower Hamlets 92% of people with mental health issues live in their own home. This is above the London average of 78% and the England average of 59.7%. This is also an increase from our performance in this area last year which was 90%. We have a range of supported living schemes in the borough that has helped to support people with a mental health problem to live independently in the community.

3.10.10 ASCOF 1I (1): The proportion of people who use services who reported that they had as much social contact as they would like

In Tower Hamlets 40% of people who use adult social care services reported that they have as much contact as they would like. This is below the London average of 41.8% and the England average of 44.8%. This does however mark an improvement on our performance from the previous year which was 38%.

3.10.11 ASCOF 1I (2): The proportion of Carers who reported they had as much social contact as they would like

In Tower Hamlets 36.2% of carers reported they have as much contact as they would like. This is above the London average of 35.5% but below the England average of 38.5%. We are currently planning the development of our new Carers Plan which will look to make sure that Carers are not socially isolated.

**3.11 ASCOF Outcome Domain 2: Delaying and reducing the need for care and support**

3.11.1 ASCOF 2A(1): Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population (aged 18 to 64)

In Tower Hamlets 12.7 people per 100,000 of the population were admitted to a residential or nursing care home. (A lower number is better here as the aim is to support people to live independently in the community for as long as possible). Our performance in this area is in line with the London average of 12 people per 100,000 of the population and above the England average of 14 people per 100,000 of the population.

**3.11.2 ASCOF 2A(2): Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population**

In Tower Hamlets 591 people per 100,000 of the population were admitted into a residential or nursing care home. A lower number represents better outcomes for residents and Tower Hamlets performance is below performance compared to the London average of 491 people per 100,000 of the population but above the England average of 668 people per 100,000 of the population.

It should be noted that over the last five 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. This reduced again in 2014/15 to 591 per 100,000 of the population. Tower Hamlets is one of the most improved Local Authorities for this period in the Country.

**3.11.3 ASCOF 2B: The proportion of older people (aged 65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services**

In Tower Hamlets 90.2% of older people were still at home 91 days after being discharged from hospital into reablement services. This is above the London average of 85% and the England average of 82%. This also marks an improvement on our performance in this area from last year which was 80%. Our excellent performance in this area is testament to our integration work across NHS and social cares e.g. the integrated care teams and hospital social workers.

**3.11.4 ASCOF 2C(1): Delayed transfers of care from hospital, per 100,000 of the population**

In Tower Hamlets there were 6.3 delayed transfers of care cases from the hospital per 100,000 of the population. This is in line with the London average of 6.9 cases per 100,000 of the population and above the England average of 11.1 cases per 100,000 of the population.

**3.11.5 ASCOF 2C(2):Delayed transfers of care from hospital that are attributable to adult social care, per 100,000 population (aged 18 and over)**

In Tower Hamlets 1.8 delayed transfer of care cases per 100,000 of the population were attributable to adult social care. This is above the

London average of 2.4 cases per 100,000 of the population and the England average of 3.7 cases per 100,000 of the population.

3.12 ASCOF Outcome Domain 3: Ensuring that people have a positive experience of care and support

3.12.1 ASCOF 3A: Overall satisfaction of people who use services with their care and support

60.5% of service users in Tower Hamlets were satisfied with their care and support service in 2014/15. This is above the London average of 59% but below the England average of 64%. Results from the most recent adult social care service user survey reveal overall satisfaction rates in Tower Hamlets adult social care services continues to trend upwards, with this year's results recording the highest levels of satisfaction, and lowest levels of dissatisfaction in services since the service user survey began in Tower Hamlets five years ago.

3.12.2 ASCOF 3B: Overall satisfaction of carers with social services

In Tower Hamlets 32% of Carers were satisfied with adult social care services. This is below the London average of 35% and the England average of 41.2%. It is a Mayoral priority, including within the Council's Strategic Plan, for the Council to improve support for carers who provide vital support for vulnerable people. We are currently planning the development of our new Carers Plan. We will work closely with Carers to develop this plan to make sure that it responds to their needs.

3.12.3 ASCOF 3C: The proportion of carers who report that they have been included or consulted in discussion about the person they care for

In Tower Hamlets 50.7% of Carers reported that they have been included or consulted in discussions about the person they care for. This is below both the London average of 65.1% and the England average of 72.3%. It is a strategic and Mayoral priority for the council to improve support for carers who provide vital support for vulnerable people. We are currently planning the development of our new Carers Plan. We will work closely with Carers to develop this plan to make sure that it responds to their needs.

3.13 ASCOF Outcome Domain 4: Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm

3.13.1 ASCOF 4A: The proportion of people who use services who say that those services have made them feel safe and secure

In Tower Hamlets 86.8% of people who use adult social care services have reported that those services have made them feel safe and secure. This is above the London average of 81.2% and the England average of 84.5%.

### **3.14 Key Priorities**

The following priorities have been identified in the Local Account as key areas LBTH Adult Social Care will be working on going forward

- 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.
- Integrated care services is 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.

- We will work to improve how children with a disability transition into adulthood and into adult social care where applicable so that holistic support is provided at an early stage.
- We will implement the 'Ethical Care Charter' in our home care services, to make sure home care workers are paid properly and treated professionally by providers, in order to improve quality and dignity in these vital services.

#### **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.

#### **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:
- **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
- 6.3 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.

- 6.4 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.

## **7. BEST VALUE (BV) IMPLICATIONS**

- 7.1 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 no use the internet.

## **8. SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT**

- 8.1 NA

## **9. RISK MANAGEMENT IMPLICATIONS**

- 9.1 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.

## **10. CRIME AND DISORDER REDUCTION IMPLICATIONS**

10.1 NA

## **11. SAFEGUARDING IMPLICATIONS**

11.1 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

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### **Linked Reports, Appendices and Background Documents**

#### **Linked Report**

- NONE

#### **Appendices**

- Appendix 1 – 2014/15 Tower Hamlets Adult Social Care Local Account Magazine

#### **Background Documents – Local Authorities (Executive Arrangements)(Access to Information)(England) Regulations 2012**

- NONE

#### **Officer contact details for documents:**

NA