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Health and Social Care Scrutiny Board (5)  
Cabinet

19 September 2018  
2 October 2018

**Name of Cabinet Member:**

Cabinet Member for Adult Services – Councillor F. Abbott

**Director Approving Submission of the Report:**

Deputy Chief Executive (People)

**Ward(s) affected:**

All

**Title:**

Adult Social Care Annual Report 2017/18

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**Is this a key decision?**

No.

This is a report of performance for 2017/18 and no recommendations are made that have significant financial or service implications.

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**Executive Summary:**

The Adult Social Care Annual Report 2017/18 (also referred to as Local Account) describes the performance of Adult Social Care and the progress made against the priorities for the year. It also provides specific examples of the operational activities to support service users and carers. As with the report for 2016/17 it is aligned around the Adult Social Care values and principles as a mechanism of demonstrating what we are doing in practice to put what we sign up to strategically into practice.

Although there is not a statutory requirement to produce an annual report, it is considered good practice as it provides an opportunity to be open and transparent about the successes and challenges facing Adult Social Care and to show what is being done to improve outcomes for those that come into contact with Adult Social Care. The production of an annual report is part of the Local Government Associations (LGA) approach to Sector Led Improvement. This approach was launched following the removal of national targets and assessments for Adult Social Care.

The production of the 2017/18 report has drawn on the pool of feedback and information that was gathered over the year from a range of sources including social care staff, Partnership Boards, Adult Social Care Stakeholder Reference Group, providers, partner organisations and people that have been in contact with Adult Social Care along with their families and carers.

**Recommendations:**

1. Health and Social Care Scrutiny Board (5) is asked to:
  - (i) Consider the report and submit any comments to Cabinet for their consideration on the content of the report
  
2. Cabinet is asked to:
  - (i) Consider comments from the Health and Social Care Scrutiny Board (5)
  - (ii) Approve the Adult Social Care Annual Report 2017/18 (Local Account)

**List of Appendices included:**

Appendix One - Adult Social Care Annual Report 2017/18 (Local Account)

**Background papers:**

None

**Has it been or will it be considered by Scrutiny?**

Yes – Health and Social Care Scrutiny Board (5) on 19 September 2018.

**Has it been or will it be considered by any other Council Committee, Advisory Panel or other body?**

No

**Will this report go to Council?**

No

## **Report title: Adult Social Care Annual Report 2017/18 (Local Account)**

### **1. Context (or background)**

- 1.1 The Local Government Association (LGA) launched its approach to Sector Led Improvement in 2011. This approach was introduced following the removal of national targets and assessments and with the aim of driving improvement through self-regulation, improvement and innovation. As part of this approach to Sector Led Improvement the expectation is that an Annual Report is produced by all local authorities with Adult Social Care responsibilities. The production of an Annual Report is not a statutory requirement, nor has any statutory guidance been issued on its content or style.
- 1.2 The Annual Report describes the performance and achievements along with considering the challenges for Adult Social Care in Coventry. It is intended to provide assurance to stakeholders that Adult Social Care is delivering its objectives and is achieving positive outcomes for people in Coventry within the resources available.
- 1.3 In producing the report it is important that the Council understands whether the support offered to people is making a difference. The focus of Adult Social Care is to provide personal and practical support to help people live their lives by promoting their independence and wellbeing. The Annual Report is structured around the ten themes that contribute to the Adult Social Care vision and provides commentary on what has been done to make progress against each of these themes.
- 1.4 The content of the Annual Report is informed by feedback on the experiences of people who come into contact with Adult Social Care, this feedback may be given in person, through groups or in response to surveys. A number of case studies and direct quotes have been used to demonstrate the impact that Adult Social Care has on individuals and their families. Those who have commented on previous reports have consistently stated that case studies are an important aspect of the report, as they help to demonstrate outcomes for individuals and the difference it has made to their lives.
- 1.5 Some of the key improvements delivered over 2017/18 identified in the report that have had a positive impact on people are as follows:
  - The city has a new facility offering a purpose-built specialist Housing with Care Scheme (HWC) for people either living with dementia or with a cognitive impairment. This model moves away from the traditional HWC models of support and provides a more structured approach to enable people living with dementia to live independently in a safe environment. This is a new approach for which there are a very limited number of such schemes across England.
  - In June 2017 new home support arrangements came into effect within Coventry. The New Home Support framework was recommissioned with the aim of improving quality and performance. This has led to a reduction in waiting times for services to start and locality based provision supporting a greater understanding of the needs of local communities.
- 1.6 The Annual Report also identifies the key challenges for Adult Social Care and the key areas of activity that are being progressed. Although an annual report is produced it needs to be recognised that the work of Adult Social Care does not fit neatly within a twelve-month period and delivery of the Adult Social Care vision through promoting independence and providing personalised care and support is very much an ongoing endeavour.

1.7 It also needs to be recognised that although this is an Adult Social Care report the successful delivery of Adult Social Care is increasingly intertwined with health services, and, as we progress, how support is brought together across health and adult social care to deliver positive outcomes will be an increasing focus.

1.8 Some of the key challenges we are addressing include:

- Increasing demand for services resulting from an ageing population. The number of over-85s is expected to grow by 22 per cent in the next ten years and this group of people are more likely to live with multiple health conditions that require support.
- Increasing costs of care as a result of external factors including National Living Wage and the complexity of the care needs that people are experiencing.

1.9 Some of the ways we are seeking to address these challenges include:

**Improving our approach to promoting independence.**

To meet the challenge of increasing demand we have developed our approach for older people and adults with a physical disability to provide short term support to help individuals regain their independence e.g. after a period of illness. After receiving support, we have found that many people don't need any further help, or only a little, so they can carry on living independently in their own homes. This approach helps improve outcomes and reduces demand.

**Improving the experience at initial contact**

The implementation of an appointment booking system for social workers. When a member of the public requires a visit from a social worker they are given an appointment date and time. The benefit for the public is that people know when they can expect a visit, this reduces follow up calls and ensures appointments are scheduled at a time convenient for the customer.

**2. Options considered and recommended proposal**

2.1 An Annual Report provides the opportunity to evidence and communicate Adult Social Care's performance in an accessible and transparent way as part of an overall approach to Sector Led Improvement. It is therefore recommended that the Annual Report for 2017/18 is endorsed by the Cabinet.

**3. Results of Consultation undertaken**

3.1 Although the Annual Report for 2017/18 was not subject to specific consultation, the content has been drawn from feedback gathered from people who come into contact with Adult Social Care together with comments from other partner organisations and stakeholders in the City.

**4. Timetable for implementing this decision**

4.1 Once approved, the Annual Report will be published on the Council's internet pages and shared with partners and stakeholders

## **5. Comments from the Director of Finance and Corporate Services**

### **5.1 Financial implications**

Whilst there are no direct financial implications arising from the production of the report, the performance of Adult Social Care continues to be impacted by changes to Council resources and national legislation changes.

The report highlights the £81.8m Adult Social Care Spend in 2017/18 compared to £78.1m in 2016/17 (4.7% increase), which has largely been driven by the increased costs associated with National Living Wage and increases in complexity of packages. This increase was resourced from the additional Council investment in Adult Social Care in the 2016 Budget report (partly funded through the Adult Social Care precept) as well as the extra resources identified in the Governments Spring Budget 2017. The additional Spring Budget funding led to the overall underspend of £1.2m across the Adult Social Care Division's budgets last year.

### **5.2 Legal implications**

There are no direct legal implications arising from the publication of the Annual Report.

The publication of the report is in accordance with the 2011 Department of Health recommendation that all local authorities' Adult Social Care directorates publish an Annual Report. This shows how the local authority performed against quality standards, and what plans have been agreed with local people for the future.

## **6. Other Implications**

### **6.1 How will this contribute to achievement of the Council's Plan?**

This Annual Report demonstrates the progress of Adult Social Care in maintaining and improving outcomes for the population of Coventry. This progress contributes to the Council's objectives of citizens living longer, healthier, independent lives and contributes to the priorities in the Council Plan to protect the city's most vulnerable people.

### **6.2 How is risk being managed?**

A range of risks are presented in the delivery of Adult Social Care services which are managed through the directorate and corporate risk registers.

### **6.3 What is the impact on the organisation?**

There is no direct impact on the organisation.

### **6.4 Equalities / EIA**

An Equalities Impact Assessment is not appropriate for this report. Equality Impact Assessments have been built into the development and delivery of work within Adult Social Care. There has been a continued drive to embed equality and diversity within operational practice, commissioning plans and performance monitoring.

## 6.5 Implications for (or impact on) the environment

None

## 6.6 Implications for partner organisations?

There are no direct impacts for partner organisations. The Annual Report provides an overview of Adult Social Care's performance and provides assurance to partners that progress in being made.

### Report author(s):

#### Name and job title:

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#### Directorate:

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Timothy Etherton	Programme Support Officer	People	13/07/2018	18/07/2018
Lara Knight	Governance Services Co-ordinator	Place	21/08/2018	21/08/2018
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Gail Quinton	Deputy Chief Executive	People	04/09/2018	04/09/2018
Councillor F. Abbott	Cabinet Member (Adult Services)		03/09/2018	06/09/2018

This report is published on the Council's website:

[www.coventry.gov.uk/meetings](http://www.coventry.gov.uk/meetings)

**Appendices**

Adult Social Care Annual Report Summary 2017/18 (Local Account)