
Health and Social Care Scrutiny Board (5)
Cabinet

11 September 2019
8 October 2019

Name of Cabinet Member:

Cabinet Member for Adult Services – Councillor M. Mutton

Director Approving Submission of the Report:

Deputy Chief Executive (People)

Ward(s) affected:

All

Title:

Adult Social Care Annual Report and Key Areas of Improvement 2018/19 (Local Account)

Is this a key decision?

No.

This is a report of performance for 2018/19 and no recommendations are made that have significant financial or service implications.

Executive Summary:

The Adult Social Care Annual Report and Key Areas of Improvement 2018/19 (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 2017/18 it is aligned around the Adult Social Care values and principles as a mechanism of demonstrating the actions we are taking 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 our services. 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 2018/19 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.

The Local Account also looks forward to 2019/20 and includes summary details regarding key areas for improvement. These are improvements the service intends to progress in order to

further improve service delivery and cost efficiencies. Although the improvements will deliver a contribution towards overall corporate budget savings targets this is not the main driver for change. The priority is to improve care and support services for adults and in doing so to create a stable provider market for the city, within the context of ongoing uncertainty for the future funding of adult social care.

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 and Key Areas of Improvement 2018/19 (Local Account)

List of Appendices included:

Appendix One - Adult Social Care Annual Report and Key Areas of Improvement 2018/19 (Local Account)

Background papers:

None

Has it been or will it be considered by Scrutiny?

Yes – Health and Social Care Scrutiny Board (5) on 11 September 2019.

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 and Key Areas of Improvement 2018/19 (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 more specific 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. 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 and improvement priorities do 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.
- 1.6. 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.
- 1.7. Some of the key challenges we are addressing include:
 - Increasing demand for services resulting from an ageing population. Based on current forecasts in the next decade, by 2029, the city should expect to have an additional 8,900 people aged over 65 and an additional 2,000 people aged over 85. This group of people are more likely to live with multiple health conditions that require support.

- Increasing costs of care because of external factors including National Living Wage, increases to employer pension contributions and the increased complexity of the care and support needs that people are experiencing.

1.8. Taking action to address these challenges is a key focus within Adult Social Care and a set of activities are in place to make progress against this as well as achieving further service and cost improvements. Therefore, as well as a summary of 2018/19 performance the Local Account includes summary details regarding key areas of improvement for 2019/20 which has four key themes:

- Deploying strength based social care approaches as our standard practice
- Ensure our promoting independence approach is applied for all people who come into contact with Adult Social Care where this may be beneficial
- Improve service productivity by focussing on improving our self-service offer so people can play a greater role in managing their own care and support needs
- Ensure our delivery models are as effective as possible which includes making better use of what is available within communities to support people

Examples of the projects being undertaken include;

- **Improving our approach to promoting independence.**
We have an established commitment to promoting people's level of independence. Our success has, so far, largely been in relation to older adults but we have now extended the principle of the approach to support adults with physical disability and used the principles to develop a bespoke service for adults with learning disability. The principles are consistent, but our delivery models vary to meet specific and different needs of the individuals requiring support. We are now developing this delivery model to support adults with enduring mental illness in a similar manner, and to those in receipt of ongoing-term services (which are often geared to providing maintenance and not improvement). To date our approach has shown that after receiving support, many people don't need any further help or assistance at lower levels, so they can carry on living independently in their own homes for longer periods of time.
- **Improving the experience at adult social care initial contact**
We have prototyped a new approach for responding to new referrals for help and support. This incorporated occupational therapy assistants discussing people's circumstances over the phone when they first contact us and looking at ways of maintaining and promoting independence. This might include the allocation of equipment, connecting people with community led third sector services or referrals into a Promoting Independence service. A sample of people who experienced the service during the prototype were contacted four weeks later to understand their experience of the service and to establish whether the support and advice provided enabled them to maintain independence. Most people contacted said they felt the support they received was helpful and being contacted quickly had made a difference and we are looking to mainstream this way of working. Post prototype we are now working on making this improved approach part of our normal way of operating.

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 2018/19 is approved by the Cabinet.

3. Results of Consultation undertaken

- 3.1. Although the Annual Report for 2018/19 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. A limited number of printed copies will also be produced.

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 £85.9m Adult Social Care Spend in 2018/19 compared to £81.8m in 2017/18 (5.0% increase), which has largely been driven by the increased costs associated with National Living Wage and increases in complexity of packages of care. 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.

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 the Council's Plan (www.coventry.gov.uk/councilplan/)?

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. Equality and Consultation Analysis (ECA)

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) climate change and 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:

Andrew Errington, Adults Principal Social Worker

Directorate:

People

Tel and email contact:

Andrew Errington on (024 7683) 1542 or andrew.errington@coventry.gov.uk

Enquiries should be directed to the above people.

Contributor/approver name	Title	Directorate	Date doc sent out	Date response received or approved
Contributors:				
Andrew Errington	Adults Principal Social Worker	People	06.08.19	07.08.19
Pete Fahy	Director of Adult Services	People	06.08.19	07.08.19
Timothy Etherton	Programme Support Officer	People	06.08.19	06.08.19
Lara Knight	Governance Services Co-ordinator	Place	09.08.19	09.08.19
Ian Bowering	Head of Social Work (Prevention and Health)	People	09.08.19	21.08.19
Sally Caren	Head of Social Work-Mental Health and Sustainability	People	09.08.19	27.08.19

Marc Greenwood	Head of Business Systems	People	09.08.19	20.08.19
Jon Reading	Head of Commissioning and Provision	People	09.08.19	20.08.19
Names of approvers for submission: (Officers and Members)				
Barry Hastie	Director of Finance and Corporate Resources	Place	09.08.19	19.08.19
Janice White	Team Leader, Legal Services	Place	09.09.19	12.08.19
Gail Quinton	Deputy Chief Executive	People	23.08.19	23.08.19
Councillor M. Mutton	Cabinet Member (Adult Services)		30.08.19	30.08.19

This report is published on the Council's website:

www.coventry.gov.uk/meetings

Appendices

Adult Social Care Annual Report and Key Areas of Improvement 2018/19 (Local Account)