



Cabinet
26 January 2015

Report from the Strategic Director Adults

For Action

Wards affected: ALL

Adult Social care – Local Account 2013/14

1.0 Introduction

- 1.1 Towards Excellence in Adult Social Care (TEASC) is the national sector led improvement programme hosted by the Local Government Association (LGA) and supported by the Association of Directors of Adult Social Services (ADASS). TEASC's goal is to support the adult social care sector to sustain proven, cost-effective, high quality services, tailored to individual need.
- 1.2 Local accounts are a key part of the TEASC programme. They are seen as providing a mechanism by which every council demonstrates local engagement and accountability. They are also a tool for planning improvements, as a result of sharing information on performance with people who use services and engaging with them to get feedback on their experience.
- 1.3 The document attached at Appendix A is the full version of the report, but an executive summary and easy read version will be created to facilitate broader engagement. This will be done in collaboration with Bheard, the adult social care service user and carer group.

2.0 Recommendations

- 2.1 The Cabinet is asked to note the finance and performance information, and the public service standards contained in this report, and consider the current and

future risks associated with the information provided and the strategic priorities identified.

3.0 Consultation and engagement

- 3.1 The 2013/14 Local Account was developed in consultation with the Adult Social Care service user and carer group, and other stakeholders including the Carers Hub and Healthwatch. At the start of the process a range of stakeholders came together to comment on the 2012/13 document and advise on improvements that could be made for the 2013/14 document.
- 3.2 The group felt that the 2012/13 Local Account was a business document that would not engage people who did not work in the sector. The four key changes they wanted to make to the structure of the document were:
- The document needs to be shorter – it was 50 pages long in 2012/13. It should be an overview, which links in to the wide range of information that is already out there
 - As well as looking back, there needs to be more focus on future challenges and priorities
 - Rather than talking about the population and adult social care teams in an abstract way, there needs to be a greater focus on case studies: people who have been supported by adult social care and services that people access. This would help to make the document more accessible
 - It needs to tackle the issues that people really want to know about, for example, the quality of home care.
- 3.3 Throughout the process, stakeholders have been engaged to shape and confirm the case studies and the service user and carer group have been involved in signing off the document and planning how we use it, particularly at this crucial time in the consultation on the budget planning cycle for 2015/17.

4.0 Summary

- 4.1 The Local Account provides an introduction to adult social care in Brent, highlighting the scale of the care sector and stressing the fact that a significant amount of care happens without the Council's involvement, through family and friends crucially and through privately purchased support.
- 4.2 It then sets out Brent Council's role not only to provide advice and information, but also to assess and help people to find the support they need. However, it also stresses the importance of partnership. The success of the care sector in Brent is dependent on Brent Council leading, but also on the quality of the partnerships it develops with other public sector organisations, social care providers and most importantly the residents of Brent.
- 4.3 The document then sets out the money that has been spent in 2012/13, stressing the fact that year on year the department has continued to do more with less. Over the last 5 years, adult social care has delivered £18.1m savings. In 2012/13 the

budget was £89.2m, in 2013/14 the budget was £88.7m. These savings have been achieved during a period when there has been continuing growth in demand as people live longer with more complex health conditions. Although family and friends continue to provide vital support, there has been a 25% increase in short term reablement (to reduce long term needs), and a 12% increase home care (the core service to support people in the community and avoid residential placements and higher costs).

- 4.4 The 2012/13 Local Account identified four priorities: Zero tolerance of abuse; Prevention; Early Intervention; and Choice and Control. Section 5 of the document goes into each of these in detail, setting out what the priority means, highlighting a relevant person case study, a number of service case studies and priorities for the future.
- 4.5 The performance information is also organised under these priorities, and it highlights that some significant improvements have been made, particularly in relation to 'Zero Tolerance of Abuse'. However, there are still areas where we need to do more. The key area, which is already being addressed in 2014/15, is 'Choice and Control'. Although there is an argument to say that as the budget constricts delivering 'choice and control' becomes more difficult, there still needs to be a greater focus on increasing the number of Personal Budgets and Direct Payments to ensure people feel they have choice and control. The good news is that in October 2014 the Direct Payments number has already exceeded the 2013/14 London benchmark and will continue to increase this year.
- 4.6 Finally, the document focuses on the need for greater involvement throughout the year. Accountability is not achieved through publishing this document. The department needs to be held to account through a variety of mechanisms through the year and these are set out in Section 7 - Your Views Count. This is particularly important in adult social care because of the vulnerability of the people we serve. They need to feel confident that they can raise concerns about the quality or the safety of the services they receive at any point and in any way they feel comfortable. Central to this is a clear understanding of what they can expect from us. Therefore, the public service standards, developed on the back of the department's Core Skills programme and with the service user and carer group are also attached at Appendix B.

5.0 Financial Implications

- 7.1 There are no financial implications.

6.0 Legal Implications

- 8.1 There are no legal implications.

9.0 Diversity Implications

- 9.1 There are no diversity implications.

10.0 Staffing Implications

10.1 There are no staffing implications.

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