

Adult Social Care & Health Overview & Scrutiny Committee

15th February 2012

Warwickshire Local Account 2011

Recommendation

That the Adult Social Care & Health Overview & Scrutiny Committee:

- Ratify the decision of Cabinet to support the publication of the Warwickshire Local Account 2011.

1. Background

- 1.1 As part of the commitment to reduce the burden of national bureaucracy the regulatory framework for adult social care previously administered through the Care Quality Commission was brought to an end in 2010. The Department of Health (DH) have now released the new framework for local assessment "Transparency in Outcomes" which sets a range of performance measures against which activity will be measured. As part of this framework the DH reiterated its commitment to the use of sector led improvement and within this the need for all local authorities with adult social care responsibilities to produce "local accounts" which provide the communities that they serve with an assessment of service quality and performance improvement.
- 1.2 The content and style of the local account is derived by each local authority on an independent basis and is not bound by legislative restrictions. However there is a clear expectation that the local account must address the areas of focus highlighted within the transparency in outcomes framework and consider the relative performance of the organisation in delivering against its stated objectives for adult social care alongside recognition of any areas for further improvement. In developing local accounts authorities are asked to express their approach, performance and areas for improvement against four key domains:
- Enhancing the quality of life for people with care and support needs
 - Delaying and reducing the need for care and support
 - Ensuring that people have a positive experience of care and support
 - Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm

A copy of the Warwickshire Local Account 2011 is attached as appendix A to this report. The document covers the performance year 2010/11 but does contain reference to activity delivered in 2011/12 where this is appropriate to set the context for our direction of travel.

2. Information and Advice

2.1 Cabinet agreed in principle the content of the local account for publication in January 2012 subject to ratification by the adult social care and health overview and scrutiny committee. A copy of the report to Cabinet is attached for at appendix B.

2.2 Within the Warwickshire Local Account a range of Performance Highlights have been identified which relate to the four domains or areas of focus expressed at 1.2. In addition to this we have also sought to identify the areas for continued improvement and development that we will be seeking to address in the current year against each domain. Although the areas for improvement that have been highlighted are broad in nature there are also some key strands of activity that the People Group will be seeking to address in the current and coming year and these are highlighted below for the committee:

- Increase the use of personal budgets so that people can make informed decisions and choices about the range of services they will use to support them and reach new Government targets for 2011/12.
- Develop a revised specification for direct payment support services and undertake a tender process during 2012/13.
- Reduce delays in transfers of care between health and social care by improving working arrangements and referral processes.
- Develop Safe Haven schemes for people with learning difficulties who feel unsafe in their local communities and we have also provided safeguarding training to ten adults with learning disabilities who will act as peer reviewers of services in 2012.

2.3 Following ratification by the Overview & Scrutiny Committee the Warwickshire Local Account 2011 will be published on the WCC website and made available to the public as a reference document to highlight the adult social care services that we deliver and commission whilst identifying our direction of travel from a performance perspective and our continued focus on improvement.

3. Recommendations

3.1 That the Adult Social Care & Health Overview & Scrutiny Committee:

- Ratify the decision of Cabinet to support the publication of the Warwickshire Local Account 2011.

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Portfolio Holder(s): Cllr Mrs Izzi Seccombe



A year of change

Adult Social Care Local Account
Warwickshire 2010/11

4,692
new
customers
were assessed

7,346
people
were
reassessed

6,035
reviews
were
completed

2.86
million hrs
of home
care were
provided

13,450
pieces of
equipment
were
supplied

11,933

people received an
Adult Social Care
service

900
people
used our
reablement
service

2,628
people were
supported to
live in nursing
or residential
care homes

9,305
people were
supported
in the
community

1,654
people received
a direct
payment to
purchase
their care

Introduction

We are pleased to present our first Adult Social Care Local Account to let local communities know how we are performing.

This document replaces the Care Quality Commission's Annual Performance Assessment and last year we were rated as "Performing well".

In Warwickshire we want to support people, especially the most vulnerable and disadvantaged, to access every opportunity to live independently and maintain their wellbeing in their communities.

In 2010/11 we faced many challenges. Like other local authorities we had to make unprecedented spending reductions and Adult Social Care was not immune, however we have worked in a way to put those with the highest needs first and ensure we get better outcomes for our residents.

We also faced increased demographic pressures at a time when Warwickshire's older population is higher than the national and regional average. Some 9,000 people aged over 65 received a funded social care support package last year and there was an increase in the number of young adults with complex needs who needed specialist care.

But while the landscape has been challenging there have been opportunities to do things better and differently and our transformation programme has made significant progress in delivering against our targets. Change is vital - not just to cope with the challenges - but to meet the needs, expectations and choices of people today. By doing things differently we believe we can achieve better results for our customers and improve efficiency.

Our reablement service is a great success story. Reablement is giving up to six weeks of free support following a hospital stay or time of crisis so people can recover their independence at home. We found that more than 58% of those using the service in 2010/11 no longer needed a care package, showing that we can improve people's quality of life while saving money.

The number of people who received self-directed support - choosing how their care budget was spent - was well above the national average, and in the last year, we have seen a significant increase in the number of adults with learning disabilities and mental health needs using personal budgets.

The number of Extra Care Housing places has also increased over the last year, so more older people and adults with a disability have the opportunity to live independently 'at home' rather than 'in a home'.

But none of these achievements would have been effective without input from our customers. Customers' and carers' views have shaped important strategies over the past year for dementia, learning disability and supporting independence for older people. In addition, the Assembly, a fifty-strong group of people who use social care have been involved in reviewing, coproducing and steering our services.

It's the involvement of local people which is also vital to the success of the Local Account and we want that involvement to grow. We don't just want to inform people on how we have delivered, we want local people to help drive the improvements in services to make them as effective as possible for the people who matter.

Although this is an account of the Council's performance the truth is we cannot work alone, and increasingly we need to have effective and efficient partnerships with Health, and Housing agencies, Independent sector providers and the voluntary sector.



A handwritten signature in black ink, appearing to read 'W Fabbro'.

Wendy Fabbro
Strategic Director, People Group



A handwritten signature in black ink, appearing to read 'Izzi Seccombe'.

Cllr Izzi Seccombe
Portfolio Holder Adult Social Care

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What is a Local Account?

As part of the Government's commitment to reduce the burden of national bureaucracy, a new system of 'local accounts' was introduced to assess local authority adult social care. The Local Account replaces the previous system of assessment operated by the Care Quality Commission.

The idea is that there is a greater focus on local assessment and local accountability with authorities reporting back to the communities they serve, on service quality and improvement.

From 2012 there will be a national requirement for all local authorities to produce a Local Account and we are keen to involve the local community in the development of this document as it evolves each year.

The Local Account is divided under the following performance headings which have been set out by the Department of Health:

- Enhancing quality of life for people with care and support needs;
- Promoting independence, delaying and reducing the need for care and support;
- Ensuring that people have a positive experience of care and support; and
- Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm.

Understanding local need

The Council and the Primary Care Trust are also required to complete an assessment of needs through the Joint Strategic Needs Assessment (JSNA). The aim of this document is to identify where there are needs in the community so services can be designed accordingly. The full report is available online at Warwickshire Observatory and explores a wide range of health and social care needs for both children and adults.

About Warwickshire

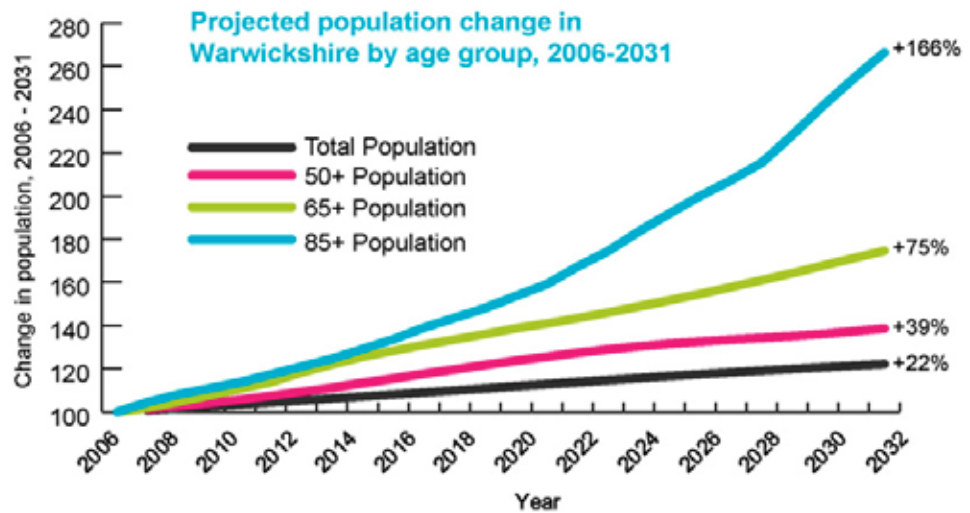
Warwickshire lies to the south and east of the West Midlands conurbation, and has established links with Coventry, Birmingham and Solihull in the West Midlands region. Despite the focus of population within the main towns of the County, a significant part of Warwickshire is rural in nature. Warwickshire lies at the heart of Britain's transport network and several key strategic routes pass through the County.

Warwickshire's population has been growing for the past four decades and the latest estimates suggest the County is home to 536,000 people. Across Warwickshire as a whole, the highest rates of projected population growth are in the groups aged 65 and over. The rate of growth increases with age, with the oldest age group (those aged 85 and over) projected to almost treble in size (from 12,000 to 35,000) by 2033. As well as the on-going growth in the older population the level of people with dementia is increasing at a very high rate with studies predicting a 37% increase to almost 11,000 people by 2025.

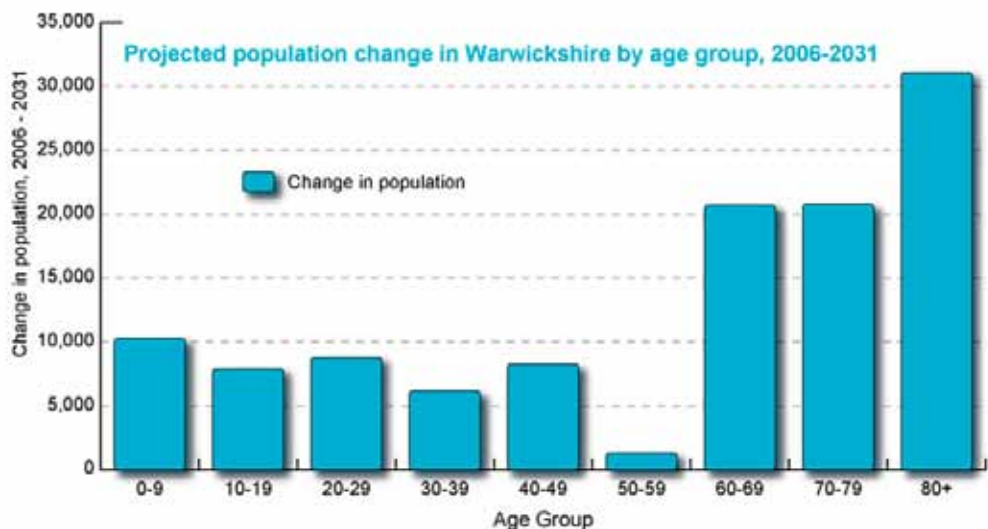


Future Challenges

The population of Warwickshire is projected to reach a total of 634,900 by 2033 – an increase of 98,900 people or 18.4% on the 2010 Office of National Statistics' (ONS) mid-year estimate. This increase over the 25 year period is higher than the projected regional and national population growth rates of 14% and 18% respectively.



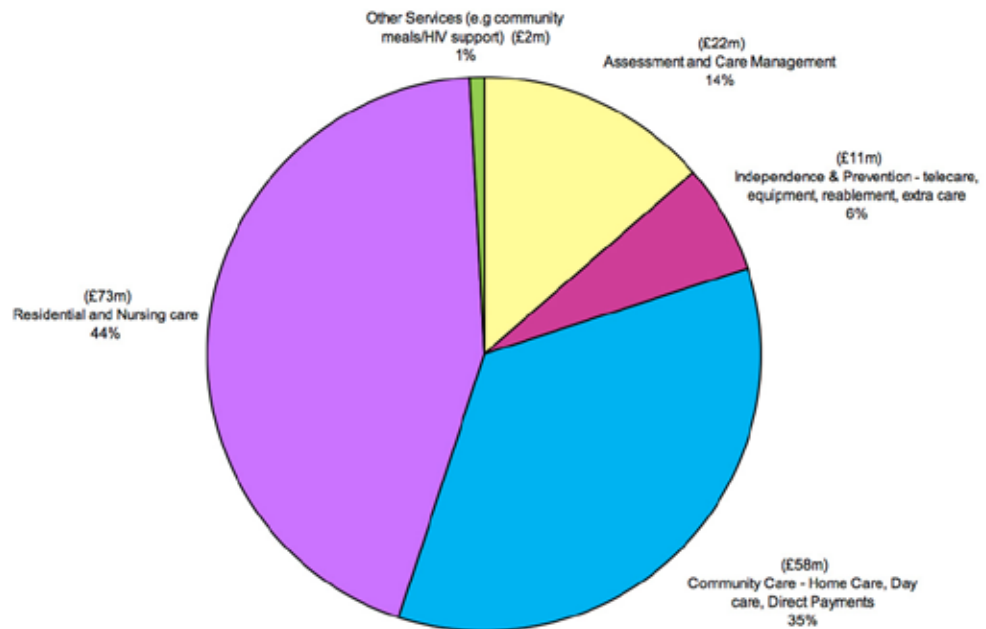
Not only would this place pressure upon traditional public sector services, if every person of 85 and over needed to access social care, but also upon carers whose contribution to supporting individuals with care needs is currently under-recognised nationally. One of the key issues, relating to this, is the increase in the numbers of people over the age of 80 (see chart below) who are likely to be cared for, formally or informally, and the reduction in numbers of people in the 50-59 age range who traditionally have acted as carers.



How much do we spend?

Adult social care accounts for the largest part of the council's net controllable budget but is also funded from contributions from partner organisations, specific government grants, and charging customers for some of the services they receive on a means-tested basis. All of these sources of funding supported £166m of gross spending in 2010/11. The pie chart below shows how this money was spent on different services.

Adult Social Care Expenditure 2010/11



The council is required to publish full audited accounts each year, the overall 2010/11 accounts are available on <http://www.warwickshire.gov.uk/accounts>

Who do we spend it on?

During 2010/11 nearly 12,000 people, with a variety of needs, received adult social care services. This includes services based in the community, as well as residential care. The table below shows the breakdown of the amount we have spent to support customers from different client groups during 2010/11. The amount we spend is dependent upon both the number of people receiving services and the complexity of the support that they require.

Gross Expenditure 2010/11 by Client Group

| Client Group | Gross Expenditure |
|-----------------------|---------------------|
| Older People | £90,036,673 |
| Learning Disabilities | £51,417,154 |
| Physical Disabilities | £16,001,149 |
| Mental Health | £7,751,673 |
| Service Strategy | £368,554 |
| Other Care Services | £319,284 |
| TOTAL | £165,894,487 |



Strategic Commissioning

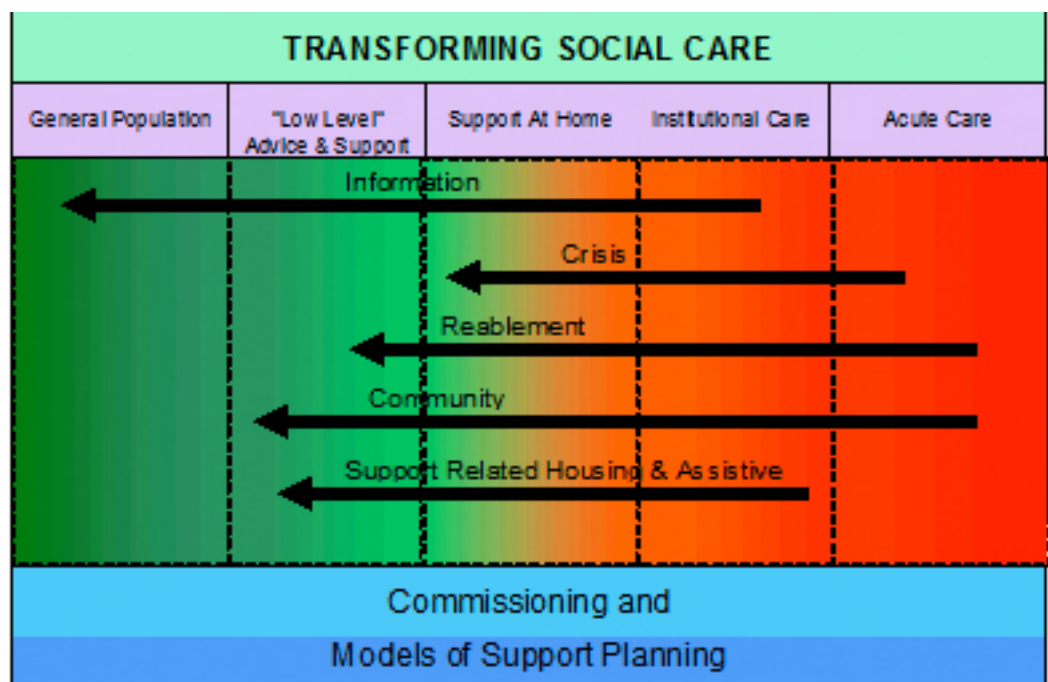
Strategic Commissioning is about analysing and prioritising needs in our communities and designing and delivering services that target our resources in the most effective way. Adult Social Care in Warwickshire is a Strategic Commissioning organisation and our key role is to determine the best fit between diverse initiatives in social care, reablement, early intervention, and prevention, alongside personalisation (which gives the customer choice and control over their care), to ensure a coherent approach to service delivery.

Commissioning Principles

Our key aim is to secure financial stability, create a thriving and sustainable social care market, create a dialogue for providers to identify efficiencies, opportunities and make progress with our commissioning strategies and as such the following principles underpin all commissioning activity:

- Efficiency - enabling commissioners to achieve quality services at value for money;
- Sustainability - embodying a general approach to a proper working relationship which fosters sustainable, long-term provision (where appropriate) in the interests of service users and carers.
- Proportionality - achieving what is necessary or highly desirable in the simplest possible way.
- Suitability - reflecting the service that is required and the actual agreement between parties;
- Simplicity - Plain English wherever possible, with clear explanations of jargon and acronyms;
- Fairness - reflecting a fair and proper balance between commissioner and provider, with risk properly allocated; and
- Equality - contracts should be the same for every service area.

Importantly, commissioning decisions are based on the transformation model detailed below with a real focus on shifting people from acute care to support in the home. Ultimately our aspirations are to enable more people to become managers of their own care with minimal or no requirement for adult social care support.



Enhancing the quality of life for people with care and support needs

We want to enable people to lead fulfilled, independent lives and through adult social care we support people to:

- **live their own lives to the full and achieve the outcomes which matter to them by accessing and receiving high quality support and information;**
- **balance their roles as carers and maintain their desired quality of life;**
- **manage their own support as much as they wish, so they are in control of what, how and when support is delivered to match their needs; and**
- **find employment when they want, maintain a family and social life and contribute to community life, and avoid loneliness or isolation.**

Performance Highlights 2010/11

- We met the national target of 30% of our customers accessing support through personal budgets, allowing individuals to purchase their own support rather than being dependent on the local authority to source their care.
- Warwickshire Employment Support Team, our learning disability employment service submitted a winning bid for £13,000 from the European Social Fund to spend on a programme to engage with more than 100 local employers on the recruitment of learning disabled people.
- We improved the way we support customers to complete their own assessment of their needs by offering them new arrangements for 'my assessment' and 'my support plan'. These were the result of a review which involved both customers and carers to ensure both arrangements are easy to use and place the customer at the heart of our assessment processes.
- The number of people with dementia and a learning disability taking up a direct payment increased during 2010/11. This was a result of both changes in legislation and enhancement to our assessment processes. This means that those who were previously excluded from taking a direct payment due to lack of capacity are now able to do so, and we have trained staff to encourage and support this.
- We developed a new information and advice strategy to make it easier for all customers and carers, regardless of whether they are privately or social care funded, to access the information they need.
- We created the Warwickshire Directory which is a searchable source of online information offering access to services in the community, which are more wide ranging than traditional social care provision.
- The Transformation Assembly of customers and carers reviewed the revised adult social care website and their satisfaction for information provided stood at 77%.
- We enhanced our assessment arrangements to ensure that carers needs are assessed in their own right so that they can be supported to carry out their caring role. This helps to identify the level of replacement care for carers and supports them to focus on achieving a quality of life for themselves through activities such as healthy exercise, education, training, or by maintaining or re-entering employment and social interaction.
- We have restructured and re-commissioned our carer support service to offer improved information and signposting to specialist support. This is in addition to closer working with GP's, hospitals, employers and voluntary agencies to promote better awareness and support for carers.

Case study

Charlotte Smirthwaite from North Warwickshire secured paid employment thanks to Warwickshire Employment Support Team (WEST) and increased her independence working at her local Costa Coffee.

WEST's 'job carving' process made the most of Charlotte's skills and helped boost her confidence in the workplace.

But that wasn't the only success. Despite living in a rural village, Charlotte was determined to make her own way into work and WEST helped her with travel training. By working with Arriva and their drivers, WEST supported Charlotte to plan and practise her route. WEST also liaised with the Borough Council and a local neighbour, who stepped in to improve Charlotte's safety by cutting back an overgrown hedge which was obstructing Charlotte's view up the road.

Charlotte says: "The best thing about my job is meeting new people and I really enjoy it. WEST helped me to find the job at Costa and with travel training at the start. I have to catch two buses and I enjoy going on the bus on my own."



Areas for improvement

- Continue to improve information, advice and further enhance the Warwickshire Directory of Services (<http://Directory.warwickshire.gov.uk>)
- Continue to develop access to a Personal Assistant (PA) register including exploring access to a PA bank.
- Increase the use of personal budgets so that people can make informed decisions and choices about the range of services they will use to support them and reach new Government targets for 2011/12;
- Support more people with learning disabilities to find employment opportunities;
- Develop a brokerage system to support people to access a wide range of support outside traditional social care;
- Develop a revised specification for direct payment support services and undertake a tender process during 2012/13.

Key performance measures

| Definition | 2010/11 Result | 2011/12 Forecast | 2011/12 Target | 2010/11 Comparing our Performance | |
|---|-------------------|---------------------|-------------------|-----------------------------------|-------------------------------------|
| | | | | Average for similar councils | Average for all English councils |
| Proportion of adults with a learning disability in settled accommodation (high is good) | 56% | 58% | 70% | 60.2% | 61% |
| Proportion of adults with a learning disability in employment (high is good) | 5.9% | 6.5% | 11% | 5.3% | 7.2% |
| Proportion of adults in contact with secondary mental health services in settled accommodation (high is good) | 76.7% | 80% | 80% | data not available | data not available |
| Proportion of adults in contact with secondary mental health services in employment (high is good) | 19.4% | 20% | 20% | data not available | data not available |
| Social care-related quality of life (Social Care Survey) | 18.4 | 18.4 | 18.4 | 18.7 | 18.7 |
| The proportion of people who use services who have control over their daily life (Social Care Survey) | 68% | 68% | 68% | 76% | 75% |
| Proportion of people using social care who receive self-directed support (high is good) | 29.3% | 45% | 45% | 27.5% | 30.1% |



Delaying and reducing the need for care and support

Our aim is to support people to lead independent lives and to maintain their health and wellbeing wherever possible.

As part of our transformation programme for adult social care we recognise the need to provide reactive services at a time of crisis while also enabling people to help themselves at an earlier stage. We are therefore shifting our focus to provide better information and signposting to community-based alternatives which promote health and wellbeing, prevent or limit deterioration and support recovery during a period of crisis.

Through adult social care we support people to:

- **have the opportunity to have the best health and wellbeing throughout their life, and access support and information to help them manage their care and needs;**
- **ensure earlier diagnosis, intervention and reablement so that people and their carers are less dependent on intensive services;**
- **ensure the support they receive takes place in the most appropriate setting, and enable them to regain their independence;**

Performance highlights

- Extra Care Housing schemes are being developed across the county to offer older people and adults with disabilities help with daily living without having to give up their privacy and the independence of living in their own home. We are making significant progress in this area, and the 2010/11 year saw the creation of 64 new extra care places. Extra Care Housing is emerging as a preferred choice to residential and nursing care homes, and we are proceeding with our plans to develop more than 500 extra care places by 2013/14.
- March 2010 saw the launch of our new 'Reablement' service which rolled out across the county in November 2010 to help people recover their independence after a hospital stay or a time of crisis. The scheme is not only improving people's quality of life but is also delivering savings. Of the 900 people who have used the service since March 2010, 57% needed no further care or support. And of the remaining customers who required on-going support, 42% required fewer support hours than when they entered the service.
- We have revised our strategic approach to telecare and in 2010/11 our response service expanded to cover all areas of the county. 'Telecare' uses assistive technology that can help people who are frail or with a physical sensory or learning disability or mental illness to continue to live at home safely.
- The Affordable Warmth Working Group, led by Warwickshire County Council and NHS Warwickshire has been established to promote and raise awareness of issues surrounding affordable warmth, fuel poverty and seasonal excess deaths in Warwickshire.
- An event was held by the Affordable Warmth Work Programme to engage and inform frontline colleagues in a strategic approach to addressing fuel poverty and links to winter deaths in Warwickshire. Attendees representing 30 organisations including NHS Warwickshire, Warwickshire County and all District Councils, Act on Energy, voluntary organisations and Warwickshire Fire and Rescue Service have signed a pledge to tackle fuel poverty and demonstrate their commitment to reduce winter deaths through, Housing, Health, Financial support and Awareness.



Case study

*Alan * was referred to the Reablement Service via the Hospital Social Care Team as his independence had deteriorated following a series of mini strokes. The reablement service offers people up to six weeks free support to overcome difficulties and do everyday tasks again, such as washing, dressing, cooking and shopping.*

Prior to his admission to hospital, Alan was used to living an independent life and with the help of a walking stick was able to make his own way to the local shop.

An occupational therapist and a home carer from the service drew up a reablement support plan with Alan to help him regain his confidence around the home so that he could do tasks for himself again such as bathing, dressing and meal preparation. The Reablement Service visited Alan twice a day, for 45 minutes in the morning and 30 minutes in the evening. One of Alan's main goals was to regain his confidence in walking to the local shop. Detailed mobility/transfer assessments were carried out by the Occupational Therapy Assistant to highlight his specific needs and with the assistance of a walking aid and minor adaptations to his home his difficulties were overcome.

Following the reablement service's initial support, Alan's confidence has improved in many different areas of his life. Alan has not only reached his goal of getting to the local shop on his own but he also requires no further care or support now the service has ended.

** The name has been changed.*

Areas for improvement

- Reduce the number of people requiring home care packages through our focus on recovery and re-ablement.
- Reduce the proportion of people using residential care by providing other accommodation options that offer support and independence and increase the pace and expansion of Extra Care provision.
- Expand the use of telecare and telehealth equipment as an alternative to traditional forms of support.
- Finalise, publish and implement a health and wellbeing strategy for Warwickshire to be delivered through the Health and Wellbeing Board.
- Reduce admissions to residential care directly from hospital, through our work to increase access to alternative services and a focus on recovery and reablement.
- Reduce delays in transfers of care between health and social care by improving working arrangements and referral processes.

Key performance measures

| Definition | 2010/11 Result | 2011/12 Forecast | 2011/12 Target | 2010/11 Comparing our Performance | |
|--|----------------|------------------|----------------|-----------------------------------|----------------------------------|
| | | | | Average for similar councils | Average for all English councils |
| Admissions to residential care homes per 10,000 population (low is good) | 57.5 | 59 | 59 | 72.5 | 70 |
| Delayed transfers of care (low is good) | 18.8 | 16 | 17 | 11.7 | 10.5 |
| Proportion of people whose outcome measures are fully or partially achieved at completion of reablement | 60% | 70% | 70% | data not available | data not available |
| Proportion of older people (65+) who are still at home after 91 days following discharge from hospital into rehabilitation services (high is good) | 86.3% | 88% | 85% | 81.1% | 83.1% |
| Proportion of customers not receiving a funded service 91 days after leaving reablement | 56.7% | 63% | 63% | data not available | data not available |
| Number of older people entering residential care direct from hospital as a percentage of all admissions to residential care | 43% | 37% | 40% | data not available | data not available |



Ensuring that people have a positive experience of care and support

We continue to place customers and carers at the heart of service design and delivery to ensure we are providing quality services. A comprehensive programme of customer engagement and consultation took place in 2010/11 with regard to service developments and changes, and we regularly monitored customer and carer satisfaction of services. Our approach to customer/carers assessments and reviews also placed an even stronger focus on individuals' outcomes to ensure we were delivering effective, personalised care.

We want the people we support and their carers to have a positive experience of Adult Social Care services in Warwickshire.

We aim to do this by ensuring:

- **people who use social care, and their carers, are satisfied with their experience of care and support services;**
- **carers feel that they are respected as equal partners throughout the care process;**
- **people know what choices are available to them locally, what they are entitled to, and who to contact when they need help; and**
- **people, including those involved in making decisions on social care, respect the dignity of the individual and ensure support is sensitive to the circumstances of each individual**

Performance Highlights

- We are committed to co-production, which is where customers and carers work as equals with social care staff on the design, development, delivery and review of services. In 2010/11 we formed the 'Transformation Assembly', a group of 50 customers and carers who have experience of using services themselves. The Assembly are playing an integral role in reviewing, redesigning, commissioning and monitoring services.
- Twenty three members of the Assembly have been trained as independent peer reviewers of services and have already undertaken work including in partnership with Warwickshire Local Involvement Network (LINK) on a Dignity in Care project. This involved going into nursing/residential care homes across Warwickshire and talking to residents and their families about their experiences of dignity within a care home setting.
- Our Adult Social Care survey on 2011 found that 91% of respondents that they were either extremely, very or fairly satisfied with their care and support service.
- In 2010 we developed our own carer's survey which looked at carer's quality of life relating to different areas. Based on the feedback from this survey and our other engagement activity we have developed the Carers Self Directed Support assessment process.
- We improved the 'RAS' scoring methodology. The 'RAS' is the Resource Allocation System which identifies the level of financial support people will need to achieve outcomes in their lives and calculates an allocated budget. The treatment of carers as equal partners in this process is a key priority, and we rebalanced the scoring to ensure the carer's input is formally recognised within a whole family framework.
- Information continues to be a key priority for carers and as a result, in 2010/11 we redesigned our carers support service. Our revised service focuses on greater collaboration with colleagues in health for example, GPs and Acute Services were identified as one of the most effective mediums for improving access to information.

- A focus group of family carers was formed to discuss the specification for the tendering of Complex Needs services and also advised on appropriate locations for Changing Places toilet facilities.
- Consultation on proposals to close/transfer local authority run residential care homes offered carers the opportunity to join in both one-to-one interview sessions with customers and dedicated open meetings for family, friends and carers. Information arising from the consultation has directly influenced decision-making.
- Carers were involved in several stages of the work which led to the retender of the Carers Support Service. This included participation in focus groups looking at preferred methods of accessing information and a review and redesign of the carer's emergency card service.

Case study

In order to ensure Warwickshire County Council residential care homes are fully meeting the individual needs of residents, care home managers have introduced more personalised plans for residents, further dementia training for staff and improved feedback channels for residents and their family carers.

Homes have fully embedded the 'My Day' documentation which actively engages care home staff to work towards residents' desired outcomes in a way that is sensitive to the individual and their choices. In order to ensure all residents views are captured, homes which provide dementia care have provided additional staff training in a range of techniques to establish better communication with residents so their wishes can be recorded to improve consistency and personalised care throughout shifts.

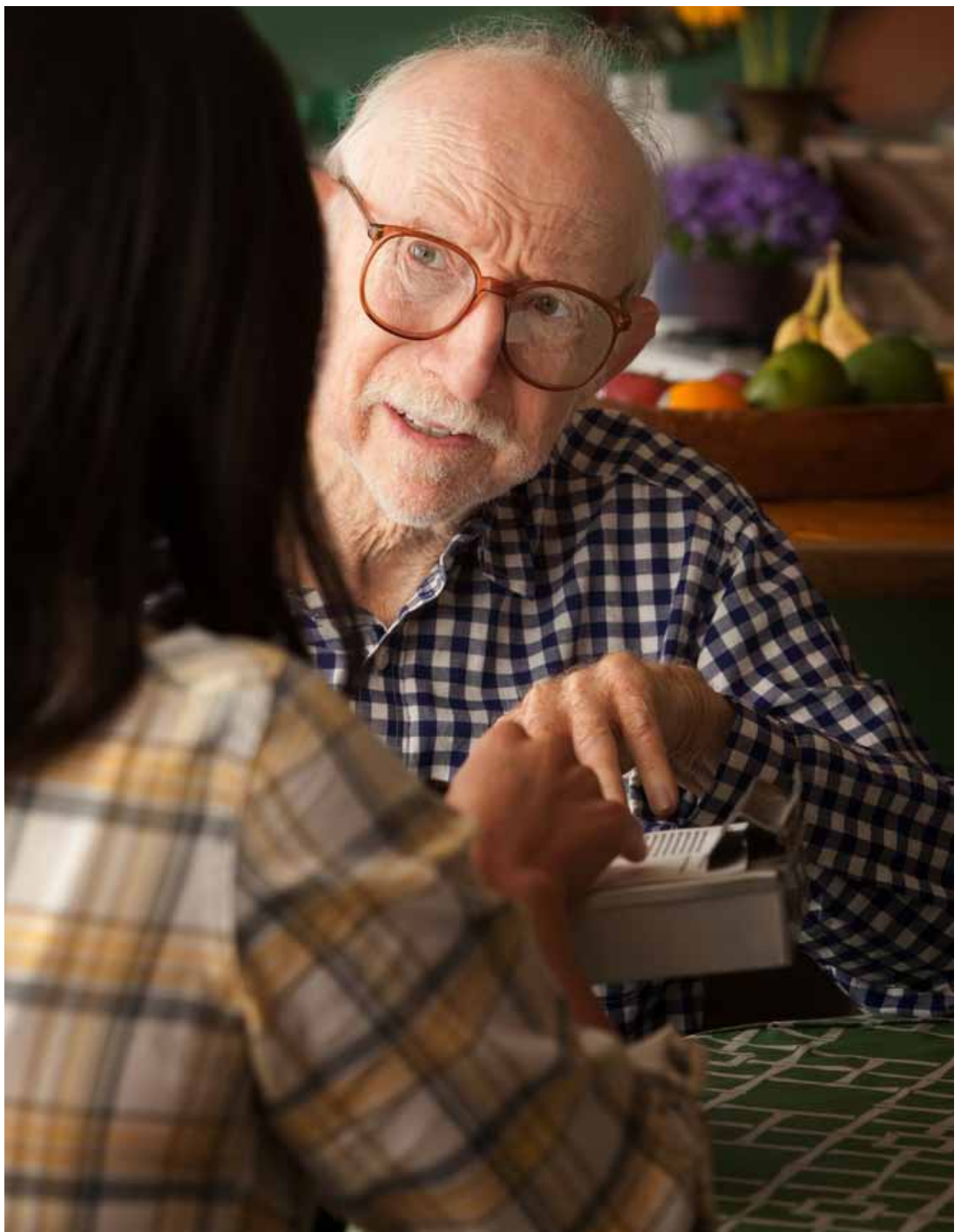
Residents are able to appoint an independent advocate to chair their monthly meetings and care home managers attend such meetings only by the request of residents. Residents who do not participate in meetings are provided with minutes and the opportunity for feedback. In addition, family carers and residents are able to use care home 'comment boxes' as well as being offered information on comments, compliments and complaints procedures. Residents' surveys are also conducted on an annual basis.

Areas for Improvement

- Build upon feedback from both the local and national carers surveys in 2012/13 to assess carers' ability to obtain the information they need.
- Continue to embed positive practice with the Transformation Assembly and commissioning decisions.
- Achieving transformational change in its approach to strategic commissioning and the provision of adult social care services.
- Outcome-focused approaches to customer/carer assessments and reviews have been developed which will enable us to work with individual carers and customers to identify the most relevant and responsive support.
- Improve our approach to supporting carers, ensuring that carers needs are always taken into account during the assessment of the 'cared for person', and that carers always have opportunity for assessment in their own right if they prefer, and when they need support provided directly to them.

Key performance measures

| Definition | 2010/11 Result | 2011/12 Forecast | 2011/12 Target | 2010/11 Comparing our Performance | |
|---|----------------|------------------|----------------|-----------------------------------|----------------------------------|
| | | | | Average for similar councils | Average for all English councils |
| Overall satisfaction of people who use services with their care and support | 91% | 91% | 91% | 91% | 90% |
| The proportion of people who use services and carers who find it easy to find information about support | 50% | 50% | 50% | 54% | 55% |
| Proportion of Carers receiving an assessment in their own right | 15.9% | 17.5% | 17.5% | 34.9% | 39.8% |



Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm

One of our key aims in adult social care in Warwickshire is to protect the most vulnerable people in our communities so they can lead fulfilled lives in safety, without fear of harassment or abuse.

Through effective safeguarding we aim to ensure:

- **everyone enjoys physical safety and feels secure;**
- **people are free from physical and emotional abuse, harassment, neglect and self-harm;**
- **people are protected as far as possible from avoidable harm, disease and injuries;**
- **people are supported to plan ahead and have the freedom to manage risks the way they wish**

Performance Highlights

- By improving our referral system to ensure safeguarding concerns are shared between agencies, we are able to identify vulnerable adults to minimise the risks of harm at an earlier stage. To support this we have a specialist team of safeguarding officers who work closely with partners from other agencies to ensure that abuse is recognised, reported and acted upon.
- The specialist team of safeguarding officers screen all council safeguarding alerts to identify the most appropriate way to manage the referral at the very start of the process. This is supported by jointly funded multi agency training designed to ensure consistent application of the safeguarding framework that is in place.
- In 2010/11 we tested our arrangements for serious case reviews through our role as lead agency for Warwickshire Safeguarding Adults Board.
- To help address the issue of under reporting and fear of reporting in relation to safeguarding issues we have increased publicity, ensured information is widely available in a variety of locations and advertised the Safeguarding Adults single point of contact across the county as part of a communications strategy aimed at maximising referrals.
- We have updated the Inter-Agency Safeguarding Adults Policy to improve procedures and practice across partnership supported by a new training framework to help staff deal more effectively and consistently with the complexities of safeguarding cases.
- We have refreshed and enhanced our recording practices to meet national “Abuse of Vulnerable Adults” (AVA) requirements, to ensure appropriate levels of management oversight at key points in the Safeguarding Adult process.
- Risks to vulnerable people associated with the implementation of personalisation and the vision for adult social care are managed through comprehensive risk registers and management arrangements.
- We have developed preventative strategies to balance and respect the rights of individuals to enjoy independence and choice while minimising their risk of harm. For example, the ‘keeping safe plan’ is used by teams to support people who are managing and purchasing their own care through direct payments.

- A range of local initiatives to raise awareness and guidance for people with learning disabilities on protecting themselves from harm such as our programme on Hate Crime have been launched.
- We have developed programmes which focus on ensuring customers make appropriate decisions about the level of risk they take in accessing services that they choose to meet their needs.
- WCC continues to a limited extent to be a direct provider of social care services and we recognise that staff in these services need to be equipped to recognise and react to possibility of safeguarding concerns. To support this we continue to ensure appropriate levels of access to high quality targeted training around issues of safeguarding or care staff employed by local authority.
- Specific training has been delivered to ensure that staff are aware of the issues around potential abuse, including Deprivation of Liberty safeguards and the Mental Capacity Act Code of Practice.
- Identified as a priority the need to develop partnership arrangements and structures with regard to Warwickshire Safeguarding Adults Board (WSAB) and appointed interim development manager to carry this work forward.



Case study

Warwickshire County Council's Learning Disability Partnership Board teamed up with Mencap, New Ideas Advocacy, WCC's Safeguarding Team & Warwickshire Police to back Mencap's 3 year campaign 'Stand By Me' to raise awareness of crime which is motivated by hate, prejudice and hostility against a person with a disability.

During Learning Disability Week in June 2011 the campaign highlighted the issue of Hate Crime and also focussed on asking the police to commit to ten promises to stand by people with a learning disability to end Hate Crime. A host of information sharing events was held across the county and a petition was used to collect signatures from local people and organisations to offer their support to the campaign.

As part of this work a survey was conducted at council-run day centres to understand what people knew about Hate Crime. More than 70 people with a learning disability took part in the survey and over 50% said they had been a victim of hate crime at some point during their lives. More than 90% of people said that they knew who to report a hate crime to and a third of people said that a reporting card would make it easier for people with a learning disability to report a hate crime.

As a result, Warwickshire County Council worked with Warwickshire Police and the Learning Disability Partnership Board to produce the 'I want to report a hate crime' card to make it easier for people with learning disabilities to report hate crime. The card has been designed to take into account an individual's communications needs, so that just by showing the card, it is visually clear that someone is asking for help. Its small credit card size fits into a wallet and contains telephone numbers of who to contact if they have been subject to a hate crime.

Janine Wheatley, who has a learning disability, is Co-Chair of Warwickshire's Learning Disability Partnership Board and helped launch the card in August. She said: "It's important that all people who are vulnerable, know about hate crime. Lots of people with learning disabilities suffer and that is wrong."

The card has been distributed to 2,000 people including people with a learning disability and their carer's. The council is working with New Ideas Advocacy and together they have been visiting customer groups and holding sessions to raise awareness of disability hate crime as well as delivering training to day centre staff.

Work around this agenda continues and the Hate Crime Card will be incorporated into the tender for the development of new support services for customers with disabilities. We are also working with businesses to act as safe zones and to show the Hate Crime symbol so that people who have experienced Hate or Mate Crime have a place of safety to go to.

Areas for improvement

- Develop Safe Haven schemes for people with learning difficulties who feel unsafe in their local communities and we have also provided safeguarding training to ten adults with learning disabilities who will act as peer reviewers of services in 2012.
- Develop our work to raise awareness of safeguarding for people who may be vulnerable due to their age and in 2011 we promoted World Elder Abuse Day. We are continuing to work on this issue in partnership with Age UK Warwickshire and we are developing an initiative to raise awareness among councillors and the wider public of the increasing, yet hidden issue, of financial abuse of older people.
- Produce a strategic business plan for the Warwickshire Safeguarding Adults Board based upon the six safeguarding principles defined in the 2011 national guidance. The principles are: Empowerment, Protection, Prevention, Proportionality, Partnership and Accountability.
- Revise and implement a new structure for Warwickshire Safeguarding Adults Board to better reflect the future direction of work.
- Widen engagement and participation in the work of Warwickshire Safeguarding Adults Board by customers and carers through development of local safeguarding networks.
- Develop and implement a prevention strategy for adult safeguarding.

Key performance measures

| Definition | 2010/11 Result | 2011/12 Forecast | 2011/12 Target | 2010/11 Comparing our Performance | |
|---|-------------------|---------------------|-------------------|-----------------------------------|-------------------------------------|
| | | | | Average for similar councils | Average for all English councils |
| The proportion of people who use services who feel safe | 95% | 95% | 95% | 94% | 93% |
| The proportion of people who use services who say that those services have made them feel safe and secure | 55% | 55% | 55% | 57% | 57% |

Contact us

If you have any feedback or questions about the content of this Local Account then please contact:

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Cabinet

26th January 2011

Adult Social Care Local Account 2010/11

Summary

As part of the commitment to reduce the burden of national bureaucracy the regulatory framework for adult social care previously administered through the Care Quality Commission was brought to an end in 2010. The Department of Health (DH) have now released the new framework for local assessment “Transparency in Outcomes” which sets a range of performance measures against which activity will be measured. As part of this framework the DH reiterated its commitment to the use of sector led improvement and within this the need for all local authorities with adult social care responsibilities to produce “local accounts” which provide the communities that they serve with an assessment of service quality and performance improvement.

This report presents the first local account for Warwickshire for consideration and approval before its publication in January 2012 in line with regional guidance developed by the Association of Directors of Adult Social Services (ADASS).

Recommendation

It is recommended that Cabinet approve the “Local Account” attached as appendix A to this report for publication subject to the completion of any amendments requested by Cabinet.

1. Introduction

- 1.1 The “Transparency in Outcomes Framework” sets an expectation that local authorities will work towards a limited range of national measures of performance but also clearly states the need for a broader based approach to local outcome delivery. One of the key expectations of the framework is that each local authority with adult social care responsibilities will produce local accounts which express the way in which national and local priorities are being met and the standards of delivery within the local area.

In developing local accounts authorities are asked to express their approach, performance and areas for improvement against four key domains:

- Enhancing the quality of life for people with care and support needs
- Delaying and reducing the need for care and support
- Ensuring that people have a positive experience of care and support
- Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm

The extract from the Department of Health document which expresses the domains and the key performance measures that support them is attached as appendix B for information.

1.2 On a national level the Government remains committed to the development of sector led improvement which involves local authorities taking responsibility for challenging performance and driving improvement through peer review and local accountability. In order to take forward the principles of sector led improvement some synergy in the use of local accounts will be required across the region. To this end ADASS proposed that each Council in the region develops a local account utilising a methodology which:

- Reports performance against the national outcomes framework
- Includes a meaningful range of locally developed measures of performance
- Includes assessments of performance based on customer experience and or feedback
- Benchmarks performance across the region wherever possible

In Warwickshire we have sought to develop our local approach in a way which matches these expectations and as a result we have produced a local account which states our objectives, key performance highlights and measures (benchmarked where possible) alongside an indication of activities required to improve further in the future.

1.3 There is a clear expectation that local accounts will be published and made available to local communities and that they should be used to inform and drive improvement in service quality and delivery. In addition to this the content of local accounts will be used to inform peer assessment and sector led improvement interventions although the mechanisms and approach for this are yet to be defined and agreed. To facilitate this we will be publishing the local account on the Council website and promoting its availability to the public.

2. Information & Advice

2.1 The approach to the production and publication of local accounts is intended to be

defined at a local level and for this reason there is not a prescriptive framework against which a response is required. However there is a regional expectation that the core principles expressed in 1.2 are included within the local account and that publication will take place in the first instance before the end of the current financial year with a second iteration to be developed in 2012/13. Following the publication of the first round of local accounts it is anticipated that ADASS will seek to agree a more consistent approach and style for the content of future local accounts and will in addition identify those local authorities who would benefit from a peer assessment to further assess, challenge and support progress.

- 2.2 In developing our local approach to the national and regional expectations we have sought to ensure that we are able to express a clear vision of the current position in Warwickshire, the future challenges that we face in relation to demography and our priorities as a strategic commissioning organisation to meet the needs of the local population. This information sets a clear context for the narrative information that we are then able to present under the key headings as expressed at 1.1.
- 2.3 In producing narrative contextual information to express performance and direction of travel against the domains of assessment we have utilised the national and local performance measures identified in our revised approach to performance management within adult social care to underpin our responses. The national measures expressed within “Transparency in Outcomes” are clearly intended to act as headline areas with a need to supplement these with more detailed local measures and for this reason we have included the broader range of data that we collect to support the management of the business at both a strategic and operational level.

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