

# HEALTH AND WELLBEING BOARD

8 DECEMBER 2015

<b>Title:</b>	Local Account 2014/15
<b>Report of the Cabinet Member for Adult Social Care and Health</b>	
<b>Open Report</b>	<b>For Information</b>
<b>Wards Affected:</b> All	<b>Key Decision:</b> No
<b>Report Author:</b> Louise Hider, Principal Commissioning Manager	<b>Contact Details:</b> Tel: 020 8227 2861 Louise.Hider@lbbd.gov.uk
<b>Sponsor:</b> Councillor Worby, Cabinet Member for Adult Social Care and Health	
<b>Summary:</b> <p>Every year the local authority produces an Adult Social Care Local Account. The Local Account is the Council's statement to the local community and service users about the quality of social care services in Barking and Dagenham.</p> <p>In order to make the Local Account more interactive, dynamic and representative of the views of residents and services, this year the Council produced the Local Account for 2014/15 as a film. The film was made by local filmmakers, sourced through Creative Barking and Dagenham, who interviewed a range of local residents, council staff and staff from commissioned services to capture their experiences and opinions.</p> <p>The film is available in full, as well as in a number of short films which highlight some of the important areas of the work undertaken in Adult Social Care services last year. The films can found on the Council's Youtube channel (LBBarkingandDagenham - <a href="https://www.youtube.com/user/LBBarkingandDagenham">https://www.youtube.com/user/LBBarkingandDagenham</a>) and on the Care and Support Hub – <a href="http://careandsupport.lbbd.gov.uk/localaccount">http://careandsupport.lbbd.gov.uk/localaccount</a></p> <p>The film launch will have taken place before the meeting of the Health and Wellbeing Board, at 5:15pm.</p>	
<b>Recommendation(s)</b> <p>The Health and Wellbeing Board is recommended to:</p> <ul style="list-style-type: none"><li>• Comment on the Local Account film, and raise any questions or concerns that they have.</li></ul>	
<b>Reason(s)</b> <p>The Local Account is the basis of an on-going 'conversation' about the quality and future development of social care services. It is the Council's way of accounting to the local community for the quality of its services and is an essential component of the sector-led improvement work taking place nationally, and particularly in London for Adult Social</p>	

Care.

The Local Account supports the Borough's vision of: 'One borough; one community; London's growth opportunity' and particularly the priority of 'enabling social responsibility'. One of the guiding principles underpinning Adult Social Care in Barking and Dagenham is that of giving service users meaningful choice and control over the care and support that they receive. The Borough is committed to working with the local community to help create a Borough that supports wellbeing, promotes independence and encourages residents to lead active lifestyles as far as they possibly can. This is championed through our own services, the work of our service providers and our health Partners in order that we are all working together to provide the best outcomes for our residents who need social care in Barking and Dagenham. The Local Account outlines how far we have achieved our vision and priorities, as well as the areas in which we need to develop and improve.

## **1. Introduction and Background**

- 1.1 The Local Account is the Council's statement to the local community and service users about the quality of social care services in Barking and Dagenham.
- 1.2 The Local Account looks backwards to the achievements of the previous year and looks at the areas which require improvement or development, including the key activities which will take place in the year ahead. It also gives an overview of social care performance, as well as how much has been spent on social care services, in the previous financial year.
- 1.3 The Local Account is a way of opening up information on adult social care. It should foster a conversation between the Council, service providers, commissioners, service users and the public. The Local Account should empower people to challenge or commend local services as they see fit. It should promote accountability and engagement, delivering a clear account of adult social care services which can be disseminated, discussed and challenged, with services being improved as a result.
- 1.4 Every local authority with social care responsibilities should produce a Local Account. Although it is not a statutory document, the Local Account is a key feature of the sector-led improvement approach adopted by all local authorities to improving Adult Social Care services. Local Accounts provide local authorities with a key mechanism for demonstrating accountability for performance and outcomes at a national, regional and local level.

## **2 Local Account 2014/15**

- 2.1 This year's Local Account is the fourth to be produced in Barking and Dagenham and looks at work undertaken in the 2014/15 financial year.
- 2.2 Previous Local Accounts have been produced in a written format. These written documents have been long and not very engaging, with little readership from individuals outside of the council. These written documents have also had limited input from residents and service providers. As such it was felt that the documents did not adequately express individuals' feedback and experiences of Social Care

to aid Adult Social Care services to learn, improve and develop.

- 2.3 Taking this into consideration, this year the Council worked with local filmmakers to produce a film for the Local Account. The Council and the local filmmakers, sourced through Creative Barking and Dagenham, interviewed local residents, council staff and staff from commissioned services. The film captures local experiences of social care services in 2014/15 and gives individuals' views of what has been working well and what needs improving. Additionally, the film provides an overview in a dynamic, infographic format of the performance and spend in Adult Social Care in the last financial year.
- 2.4 The video is available in its full format, as well as short films which highlight some of the important areas of the work undertaken in Adult Social Care services last year. The following table provides a summary of the key areas covered by the Local Account:

Area (all available in short film)	Key Messages
How is Adult Social Care delivered?	<p>This section looks at some of the services that provided support to residents in Barking and Dagenham in 2014/15. The film interviews staff and residents at the Memory Lane resource centre which supports individuals with dementia, as well as their carers. Dementia was chosen as a key focus due to the findings of the Dementia Needs Assessment undertaken in 2014, particularly that dementia rates in Barking and Dagenham will rise by 10% over the next decade.</p> <p>This section also showcases some of the micro-providers who set up or developed their business in 2014/15. The micros talk about their experiences of setting up in the Borough, the challenges they face and the range of services that they offer to residents with personal budgets.</p>
Personal assistants	<p>2014/15 was a year in which the number of personal assistants (PAs) in Barking and Dagenham grew substantially. Over the last year the council has worked to build up the PA market in the Borough and we now have over 120 PAs on our PA register. Many people in the Borough are choosing to buy care services from a PA and this section of the film focuses on residents' experiences of buying services from a PA, as well as insights from one of the Borough's social workers.</p>
Supporting people into employment	<p>One of the areas of focus for improvement is that of supporting individuals with learning disabilities and mental health needs into employment, education and training. This section of the video highlights some of the work that one of our providers, the Richmond Fellowship, does to support residents. The film interviews Carol, a service user with learning disabilities and she talks about her experiences, particularly in how the Richmond Fellowship has helped her to build her confidence and access opportunities.</p>

Area (all available in short film)	Key Messages
Performance and finance	This section gives our key performance and finance highlights for the 2014/15 financial year. We were keen to provide this information in a fun, and digestible format, and the filmmakers used infographics to get the key messages across. The script from this section, outlining the key highlights can be found in Appendix 1.
Working with the NHS	One of our key successes in 2014/15 was the launch of the Joint Assessment and Discharge (JAD) service. This section of the film interviews two members of staff who work in the JAD, the JAD manager and a resident who was recently discharged from hospital, to talk about their experiences.
End of Life Care	This part of the film gives us a poignant reminder of why getting end of life care 'right' is so important. The filmmakers interviewed Mr and Mrs Dowsing, who talked about their very positive personal experience of the end of life care provided to their relative at Abbey Care Home. The Borough is working to improve end of life care services in Barking and Dagenham but still has some way to go – three quarters of people tell us that they want to die at home, however last year 60% of people died in hospital. This section also discusses the challenges in ensuring that the fees the council pay to care homes are sustainable.
Informal carers	Since 1 April 2015, carers have new rights to receive services following an assessment. This section talks about the importance of identifying and assessing informal carers and offering them support, and interviews one informal carer, Melanie, who talks about her experiences of caring for her daughter, Cody.
The Care Act 2014 and the future of Adult Social Care	The final part of the film focuses on the work that the Borough did to prepare for the introduction of the Care Act 2014. It also talks about some of the main challenges facing Adult Social Care, particularly the financial climate and delivering 'more for less', and the importance of integrated working between the council and the NHS.

- 2.5 The Local Account film was launched on 8 December 2015 at 5:15pm at Barking Learning Centre, Town Square, Barking. The full film, as well as the short films, are available on the Council's Youtube Channel (LBBarkingandDagenham) <https://www.youtube.com/user/LBBarkingandDagenham> and also on the Care and Support Hub at <http://careandsupport.lbbd.gov.uk/localaccount>.

## 4 Mandatory Implications

### 4.1 Joint Strategic Needs Assessment

The Local Account is a stocktake of the performance of adult social care in Barking & Dagenham and, as such, complements the identification of need and the priorities for future action described in the JSNA. The data from the annual

returns, which is the basis for the performance section of the Local Account informs the refresh of the JSNA.

#### **4.2 Health and Wellbeing Strategy**

The commitments set out in the Health & Wellbeing Strategy are consistent with the views expressed in the Local Account as to the future development of social care services: towards more integrated delivery and greater personalisation. The two documents therefore complement each other and, where the Local Account may flag up issues not dealt with in detail in the Strategy, the broad thrust for the future of social care remains consistent.

#### **4.3 Integration**

Integration is a theme that occurs in a number of places in the Local Account, and the film reaffirms the Council's commitment to work with partners in the development of integrated services and improving the experience of local residents in accessing health and social care services.

#### **4.4 Financial Implications**

There are no significant immediate financial implications arising from the Local Account. The spend for Adult Social Care in 2014/15 is detailed in the film and in Appendix 1.

#### **4.5 Legal Implications**

Whilst there is no legal requirement to publish a Local Account, it stands in lieu of more assertive performance management by regulators, and lack of a Local Account of suitable quality could be taken into account should formal regulatory intervention be necessary. The report details the preparations the Council has made for the changes in adult social care legislation introduced by the Care Act 2014.

#### **List of Appendices:**

**Appendix 1:** Performance and Finance - Key highlights in 2014/15