

Report Title	Hackney Local Account of Adult Social Care Services 2017/18
Meeting	Health in Hackney Scrutiny Commission
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## 1. Summary:

1.1. This report accompanies the London Borough of Hackney's (LBH) Local Account of Adult Social Care Services for 2017/18.

1.2. Whilst a non-statutory requirement, many Local Authorities including Brighton, Waltham Forest and Haringey continue to produce a Local Account of their Adult Social Care Services. LBH has also continued to produce an annual Local Account as part of its commitment to best practice and transparency and feedback received tells us that this document is valuable for residents, staff and Elected Members.

1.3. The Local Account is used as a key mechanism for Local Authorities to demonstrate accountability regarding their performance and outcomes on an annual basis, as well as providing an overview of key priorities.

1.4. Local Account documents should be citizen focused and aimed at the whole community, and we have ensured that we have co-produced this document with people who use our services. It is vital that we seek the feedback of people who use our services both on the services we provide as well as the document as a whole, to ensure that it remains an accessible and valuable to the residents of Hackney.

1.5. The Health in Hackney Commission is asked to endorse Hackney's Local Account for 2017/18 and is invited to make suggestions for the further development of the next Local Account for 2018/19.

## 2. Background / History:

2.1. LBH has produced a Local Account since they were first introduced nationally in 2011/12. Over time the content and style has evolved, the 2014/15 Account consisted of a suite of ten documents, each one focusing on a specific service area. From 2015/16 the Local Account captures all of the key achievements and headlines within one document, which was a change based on feedback from residents.

2.2. Co-production with people who use our services has been integral to the design, feel and content of this local account. We sought their feedback on last year's Local Account and

ensured that we acted on what they liked (short service specific sections, vibrant colours, large figures) and didn't like (jargon, lack of transparency, case studies). This primarily involved Adult Services hosting a series of focus groups with service users including members of the Making it Real board in August and September 2018 whereby attendees reviewed the last Local Account and provided feedback and suggestions for improvement. This was then built in to the design and structure of this updated Local Account.

2.3. This year we also have a dedicated co-production page, which lists all of the activities that people have been involved in to help shape our services. This page was written by the Making it Real Board; a group of individuals who use services or care for someone who use services, who are referred to as experts by experience.

2.4. We will continue to look at ways to reduce and condense the Local Account, to ensure that it is focused and accessible. We will explore ways to do this in an iterative way over the coming years in continued collaboration with people who use our services.

2.5. The document has been reviewed and endorsed by Healthwatch who have provided comments and contributed to it by way of a Foreword, which sits alongside those of the Group Director and the Deputy Mayor and Cabinet Member for Health, Social Care, Transport and Parks.

2.6. The Local Account will be shared widely with Hackney citizens, staff and other key stakeholders. Whilst it will be available predominantly via the Council's website, hard copies will be produced on demand in an appropriate format, including an easy read version as part of the Council's commitment to ensuring wide accessibility. In addition, a limited number of hard copies will also be available in key community locations across the Borough, including hard copies in libraries and key council buildings. It will also be circulated through voluntary and community services and organisations in the borough.

### **3 Key highlights and Issues:**

3.1. The Council has continued to focus resources on preventing, reducing or delaying people's need for long term services so that they are able to remain healthy and well and living as independently as possible within their communities for as long as possible.

3.2. The statistics within the Local Account show that demand is consistent. In 2016/17 we received 7,557 requests of support whereas in 2017/18 these requests we standing at 7,549.

3.3. Against that backdrop, the Council's gross spend on Adult Social Care has decreased by £1.891 million from £119.742 million during 2016/17 to £117.851m in 2017/18. This reflects the savings that Adult Social Care has had to make.

3.4. We conducted a full review of the Integrated Learning Disability Service (ILDS) in consultation with service users and carers and designed a new way of supporting residents to better meet people's needs.

3.5. In 2017/18 3,338 people who were directed to other types of help and support including community activities encouraging them to remain healthy and well and encourage them to actively participate in the communities.

3.6. During 2017/18 a total of 457 service users received support via a direct payment, compared to 429 during 2016/17, an increase of 6.5%. There will, however, be continued

efforts to bring the proportion of residents receiving support via a direct payment or part direct payment, in line with the London average.

3.7. In 2017/18 there were 3,091 carers known in Hackney. Between the Council and the Carers Centre, 991 carers were either assessed or reviewed and went on to receive a Direct Payment, respite or information and advice to support them in their caring role. This is a decrease of 147 on 2016/17.

3.8. The Council and its partners will continue to undertake significant work to improve performance. An area of focus for the Council is our continued work around Delayed Transfers of Care (DToc). Over the past year we have seen a substantial improvement in our performance with DToc. In May 2017 we saw a total of 959 bed day delays which were reduced to 589 by March 2018, a reduction of 45%. The number of adult social care related delays reduced by 80% in the same period.

#### **4. Next Steps for the year ahead**

4.1. We remain committed to our approach to enable people to remain living independently at home.

4.2. We will continue to work with carers and partners in the redesigning of services to ensure that our offer for future best meets the needs of carers in the borough.

4.3. 2019 will see the launch of our redesigned Integrated Learning Disabilities Service.

4.4. We will work with colleagues across the Council to develop an Older People's Strategy, through a process led by older people, ensuring they have a central place in shaping all council services and the wider priorities of the Council.

4.5. We will continue to embed co-production with service users, carers and partners across the work we do in Adult Social Care.

4.6. As part of our redesign of the Integrated Learning Disability Service, we will launch the new multi-disciplinary Preparing for Adulthood team in 2019. This team will support young people moving from Children's services into Adult services.

4.7. We will work closely with our partners to continue to move to a model of Integrated Commissioning to ensure a more joined up approaches to health and social care and better outcomes for people.

4.8. We will begin working with Partners for Change to deliver a transformative programme of change, where we will move to a strengths-based approach to practice. This approach focuses on how Adult Social Care services can work with service users and their families to collaborate and develop care and support that puts them at the centre and supports them to achieve the outcomes they want from their lives.

#### **5. Recommendations**

5.1. It is recommended that the Health in Hackney Scrutiny Commission endorses the Local Account.

5.2. It is recommended that the Health in Hackney Scrutiny Commission notes this update report.