

Report Title	Hackney Annual Report of Adult Social Care Services 2018/19
Meeting	Health in Hackney Scrutiny Commission
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1. Summary:

1.1. This report accompanies the London Borough of Hackney's (LBH) Annual Report of Adult Social Care Services for 2018/19. This report was formerly known as the Local Account, however this year we have changed it's title in response to feedback from our Experts by Experience (residents who have used our services, and their carers) who have worked with us to coproduce the document and suggested that this changed title was more accessible for people in Hackney.

1.2. Whilst a non-statutory requirement, many Local Authorities including Brighton, Waltham Forest and Haringey continue to produce an Annual Report of their Adult Social Care Services. LBH has also continued to produce an Annual Report 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 Annual Report 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. Annual Report 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 accessible and valuable to the residents of Hackney.

1.5. The Health in Hackney Commission is asked to endorse Hackney's Annual Report for 2018/19 and is invited to make suggestions for the further development of the next Annual Report for 2019/20.

2. Background / History:

2.1. LBH has produced an Annual Report 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 Annual Report 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 Annual Report. We sought their feedback on last year's Annual Report and ensured that we acted on what they liked (short service specific sections, vibrant colours, large figures) and didn't like (jargon, some aspects of the presentation, the title of the report). This primarily involved Adult Services hosting a series of focus groups with service users including members of the Making it Real board in July and September 2019 whereby attendees reviewed the last Annual Report and provided feedback and suggestions for improvement. This feedback and suggestions for improvement were then built into the design and structure of this updated Annual Report.

2.3. The Annual Report also includes a dedicated co-production page, which was written by those people who use our services and lists all of the activities that people have been involved in to help shape and transform 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 we refer to as experts by experience. This demonstrates our ongoing commitment to coproduction and shows how coproduction activities have been increasing each year, with aspirations for even more coproduction in 2019/20.

2.4. We will continue to look at ways to reduce and condense the Annual Report, 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 Hackney 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 Annual Report 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. Demand continues to rise for Adult Services and the people we are supporting have increasingly complex needs. Adult Services is focusing on our approach to providing support to people through our 3 conversations strengths-based approach where we will be working with residents to network them into the rich variety of services and activities across the borough. In addition, the 3 Conversations approach provides highly personalised support to individuals who are experiencing crisis, supporting them to overcome crisis and to remain independent and healthy living within their communities.

3.3. Despite the cuts in government funding, LBH has continued to protect funding for Adult Services as far as possible, in the context of increasing demand. The Council's gross spend on Adult Social Care has increased by £12.959 million from £117.851 million during 2017/18 to £130.81m in 2018/19 and this includes significant levels of non-recurrent funding. Adult

services continues to wait for a long term, sustainable funding settlement for social care from the Government.

3.4. In 2018/19 3,142 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 community.

3.5. During 2018/19 a total of 457 people received support via a direct payment, which remained the same as in 2017/18. There is a constant turnover of people receiving Direct Payments, with new people choosing to arrange their support via a direct payment and other people moving away from Direct Payments but our overall numbers remain largely the same. We have ambitions to increase this in 2019/20 and there will 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, offering increased choice and control to people who receive care and support.

3.6. In 2018/19 there were 1,136 carers supported by Adult Services. Of these, 1,031 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 represents an increase of 40 from 2017/18. As we continue to work with carers to shape our new services, we hope that in 2019/20 the number of carers accessing support in Hackney will continue to increase.

3.7. The Council and its partners will continue to undertake 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, as there was a 28% decrease in the number of Delayed Transfers of Care during 2018/19 (a total of 5750 DToCs) compared to 2017/18 (a total of 8039). Delayed Transfers of Care continues to be a key priority and closely monitored by health and social care commissioners and providers.

3.8 Whilst the inspection of our Housing with Care scheme by the Care Quality Commission (CQC) in 2018-19 was disappointing as we were rated 'Inadequate', there has been a lot of work completed to ensure that improvements were made in the areas highlighted during the inspection. In July 2019 the services were reinspected by CQC and the service was given a rating of 'Requires Improvement' which is an improvement on the 'Inadequate' rating demonstrating that our improvement plan is working but there is still more work to be done.

3.9 Hackney Shared Lives Scheme was inspected by CQC in June 2019 and achieved a 'Good' rating in all domains.

4. Next Steps for the year ahead

4.1. We remain committed to our approach to enable people to remain living independently at home and within their communities. This will be at the heart of everything we do.

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

4.3 We will continue to embed our strengths based approach to practice through the 3 conversations approach, supporting our residents in a personalised way and ensuring that they are able to access the right support at the right time. 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

4.4. We will work with colleagues across the Council to develop an Ageing Well 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 coproduction with people who use our services, carers and partners across the work we do in Adult Social Care, recognising the value of involving people from the outset when shaping our services.

4.6. As part of our redesign of the Integrated Learning Disability Service, we will continue to focus on supporting young people through our Preparing for Adulthood work who 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 Care to ensure more joined up approaches to health and social care and better outcomes for people. A key priority over the coming year will be our work to align the services we provide with health partners within neighbourhoods across the borough.

5. Recommendations

5.1. It is recommended that the Health in Hackney Scrutiny Commission endorses the Annual Report for 2019/20.

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