



Author/Lead Officer of Report: Phil Holmes,
Director of Adult Services

Tel: 0114 273 6751

Report of: *Executive Director of People Services Portfolio*

Report to: *Cabinet*

Date of Decision: *13 December 2017*

Subject: *Adult Social Care Local Account 2016/17 –
Independent, Safe and Well*

Is this a Key Decision? If Yes, reason Key Decision:-	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
- Expenditure and/or savings over £500,000		<input type="checkbox"/>		
- Affects 2 or more Wards		<input type="checkbox"/>		
Which Cabinet Member Portfolio does this relate to? <i>Health and Social Care</i>				
Which Scrutiny and Policy Development Committee does this relate to? <i>Healthier Communities and Adult Social Care</i>				
Has an Equality Impact Assessment (EIA) been undertaken?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
If YES, what EIA reference number has it been given? <i>(Insert reference number)</i>				
Does the report contain confidential or exempt information?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
If YES, give details as to whether the exemption applies to the full report / part of the report and/or appendices and complete below:-				

Purpose of Report:

Sheffield's *Independent, Safe and Well* report is a public document which provides an overview on Adult Social Care performance during 2016/17 and the plan for the year ahead.

Recommendations:

To note the content, and approve publication of *Independent, Safe and Well*, Sheffield's Local Account of Adult Social Care and Support (2016/17)

Background Papers:

'Independent, Safe, and Well 2017' (Local Account) – note: attached copy if still awaiting final design/proof reading amendments

Lead Officer to complete:-		
1	I have consulted the relevant departments in respect of any relevant implications indicated on the Statutory and Council Policy Checklist, and comments have been incorporated / additional forms completed / EIA completed, where required.	Finance: <i>Ann Hardy</i>
		Legal: <i>Louise Bate</i>
		Equalities: <i>Ed Sexton</i>
<i>Legal, financial/commercial and equalities implications must be included within the report and the name of the officer consulted must be included above.</i>		
2	EMT member who approved submission:	<i>Jayne Ludlam</i>
3	Cabinet Member consulted:	<i>Cate McDonald</i>
4	I confirm that all necessary approval has been obtained in respect of the implications indicated on the Statutory and Council Policy Checklist and that the report has been approved for submission to the Decision Maker by the EMT member indicated at 2. In addition, any additional forms have been completed and signed off as required at 1.	
	Lead Officer Name: <i>Phil Holmes</i>	Job Title: <i>Director of Adult Services</i>
	Date: <i>04/12/2017</i>	

1. PROPOSAL

- 1.1 Sheffield's *Independent, Safe and Well* report (our 'Local Account') is a public document which provides an overview on Adult Social Care performance during 2016/17. It looks at some of the things citizens told us, and what we plan in the year ahead. It provides some background information on the service, highlights positive activity over the last year, and demonstrates the room for improvement in adult social care performance in Sheffield.
- 1.2 The Council is not legally obliged to publish this document. However, doing so provides the candour and transparency that is essential in this time of unprecedented challenge for public services.
- 1.3 The content of *Independent, Safe and Well* needs to be understood in the context of the "Improvement and Recovery Plan" report for Adult Social Care that Council Cabinet considered in September of this year. The following was noted in that report:
 - 1.3.1 Low customer satisfaction cannot be attributed to insufficient resources. Other authorities have higher rates of satisfaction for adult social care from local people than Sheffield even though their constraints on resources are comparable.
 - 1.3.2 Therefore there needs to be considerable emphasis upon practice and leadership development, as well as the use of systems that reduce bureaucracy.
 - 1.3.3 Adult Social Care in Sheffield is seeking to shift into prevention and well-being. This means moving away from the crisis intervention model that currently predominates, and instead increasing focus on access to universal services and early help and preventative support. This will improve outcomes for local people and promote better usage of adult social care resources.
- 1.4 *Independent, Safe and Well* demonstrates some very modest improvement over the last year, but a significant gap to the level of satisfaction and outcomes for customers that ought to be achievable in Sheffield.
- 1.5 The foundations for much better performance are now being put in place. For example:
 - 1.5.1 The Council has already achieved a significant improvement in the efficiency and effectiveness of the home-based support it provides (via the Short Term Intervention Team) and used the money saved to invest in better home care across the city
 - 1.5.2 This has helped enable a large reduction in the number of older people waiting to leave hospital over the course of 2017

- 1.5.3 Provision for adults with a Learning Disability has been improved by developing more “Supported Living” options to replace residential care and give people more independence and dignity
- 1.5.4 Support for carers is now commissioned via the Sheffield Carers Centre using a “one-stop shop” approach that enables more coordinated information, advice and access to resources
- 1.5.5 Social work teams have been restructured to provide greater emphasis upon better information and advice including more accountability to local neighbourhoods
- 1.5.6 A new electronic case management system is being introduced in October 2018 which will significantly reduce bureaucracy from the current system
- 1.5.7 A new practice framework is also being introduced over the coming year. The “Three Conversations” approach will greatly simplify current practice, and develop a much clearer focus on “working with” our population rather than “doing to” them.

2. HOW DOES THIS DECISION CONTRIBUTE ?

- 2.1 As outlined in the local account, adult social care plays a key role in contributing towards the Council’s ambitions for *better health and wellbeing* (helping more people to be safe, independent and well in their communities), *thriving neighbourhoods* (neighbourhoods with communities that support each other) and *tackling inequalities* (making it easier for individuals to overcome obstacles and achieve their potential).
- 2.2 The local account can also help us to be an *in touch organisation* (helping us to listen and be responsive, so services are designed to meet the increasingly diverse needs of individuals in Sheffield). Local accounts are recognised as an important way to strengthen accountability. It is 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.

3. HAS THERE BEEN ANY CONSULTATION?

- 3.1 This year’s local account outlines our approach to working with people who use services, and carers, to make services better for people. It includes examples of where customers and carers have used their wealth of expertise to develop and improve services during 2016/17.
- 3.2 The local account also outlines some of the priorities that we have set for the year ahead. Customer and carer feedback has helped shape these priorities.
- 3.3 We have used feedback from our Service Improvement Forums, and from partners, to develop the local account.

3.4 During 2017/18 we want to strengthen how we use the local account in gaining feedback on our performance. We will also factor any feedback from customers, carers, and partners, on the format and content of the report into plans for next year's local account.

4. RISK ANALYSIS AND IMPLICATIONS OF THE DECISION

4.1 Equality of Opportunity Implications

4.1.1 An Equality Impact Assessment (EIA) has not been undertaken for the production of the report. However, many of the activities detailed in the local account report have undergone an EIA.

4.1.2 Planned activity for 2017/18 will also be subject to EIA. In the 'plans for the year ahead' section of the local account, we have reinforced our commitment to assessing the impact of any changes that we make to our services on different groups of people. This should help us to make better decisions and to try to ensure that the services we provide and commission are fair and accessible to all.

4.1.3 We have worked with the Communications Service, and asked for feedback from service users, to make the report itself as accessible as possible.

4.1.4 The Council has a duty under section 149 of the Equality Act 2010 (the public sector equality duty) in the exercise of its functions to have regard to the need to:

- a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
- b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

This duty has been taken into account during consideration of the feedback received from customers, carers, and partners to shape the Council's priorities for 2017/2018 and in developing the Local Account.

4.2 Financial and Commercial Implications

4.2.1 The local account includes a section on expenditure during 2016/17. This includes the following headlines – *gross expenditure (i.e. not including any contributions from clients or CCG)* of £128.05 million:

- Adults aged under 65 with mental health problems: £12.15 million
- Adults aged 65+ (including people with physical disabilities and sensory impairments, mental health problems, and other eligible social care needs): £67.35 million
- Adults with learning disabilities: £48.55 million

- 4.2.2 The local account refers to the impact of austerity on adult social care funding and how Sheffield Council has always taken the steps necessary to deliver the best possible services to the people of Sheffield and will continue to do so.
- 4.2.3 This is in the context for a continued increase in the number of people needing support and the complexity of people's needs, and the cost of providing services which continues to increase alongside reduced budgets nationally.
- 4.2.4 The Local Account paper has been produced by using officer time in existing teams and there are no financial implication to its' production.

4.3 Legal Implications

- 4.3.1 Whilst it is considered best practice to publish Local Accounts, the Council does not have statutory a duty to do so. The format and content of Local Accounts is not prescribed by legislation, and can therefore be determined at the local level.

4.4 Other Implications

- 4.4.1 The Local Account will form part of the Adult Social Care performance reporting to Scrutiny Committee in January 2018.

5. ALTERNATIVE OPTIONS CONSIDERED

- 5.1 Sheffield was not legally required to produce a local account. However local accounts are considered good practice and are produced by most local authorities.
- 5.2 National guidance leaves the format and content to be determined locally. We have continued with a similar approach to the local account produced last year, which received positive feedback locally and regionally.

6. REASONS FOR RECOMMENDATIONS

- 6.1 Since 2011, local accounts have formed a key part of the national TEASC (Towards Excellence in Adult Social Care) approach to sector led improvement in adult social care. They can provide a key mechanism for demonstrating accountability for performance and outcomes.
- 6.2 Although not mandatory, local accounts are considered good practice and are produced by most local authorities.
- 6.3 Local accounts are a core component of the overall approach to sector led improvement, alongside peer challenge and support, benchmarking common data sets and making best use of resources from accessing best practice in how to deliver good outcomes for local people who use

services at a time of diminishing resources and growing demand. All of these components will support councils to be self aware of their performance and to set priorities through engaging local people.

- 6.4 We have focused on producing a short, easy to read report, which is accessible for local people but can also be used to judge our performance, as part of the sector led improvement programme.

This page is intentionally left blank