



What are we doing to
improve people's lives in
Telford and Wrekin?

ADULT SOCIAL CARE
LOCAL ACCOUNT 2013 - 2014

a co-operative
council



Telford & Wrekin
COUNCIL

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Introduction

Welcome to the 2013/14 Local Account

In producing the 13/14 Local Account we have taken account of the National Audit Office's overview of Adult Social Services in England and in particular their comments about Local Accounts and the inclusion of benchmarked performance information.

Local Accounts are a way of ensuring that communities have an overview of the performance and development of Adult Social Services in their area. The Local Account also provides a point of reference for members, partners, and the local social care market. The publication of Local Accounts is seen as a measure of the successful engagement of local authorities in sector led improvement.

Telford & Wrekin Council's aim is to maintain the services that we provide to protect and support vulnerable people. We realise that wanting to be as independent as possible and feeling safe is important to everyone. When people need extra support, we will:

- Provide them with information and advice to help themselves
- Help them to regain skills they may have lost and develop new ones
- Help them to have choice and control over the support they need.

This is against a backdrop of severe financial pressures from Government funding cuts to local government, to the welfare benefits system and local NHS services. This is at a time when the number of older people in our population is increasing and a growing number of dependent young people are living into adulthood. As a result, in 2013/14, the Adult Social Services budget reduced by £3.077m and a further reduction of £5.152m has to be made in 2014/15.

This does mean changing the traditional way that services have been provided in the past.

Other key challenges over the coming year are the implementation of the Better Care Fund, and the Care Act 2014. More information is available on page 25 of this document.

The future provides both challenges and opportunities as we develop closer working relationships with Telford & Wrekin Clinical Commissioning Group (CCG), NHS providers, local service providers, local voluntary organisations and local communities to develop more integrated pathways to better meet the health and social care needs of our population. We must continue to implement more efficient and creative ways of delivering care and support to an acceptable quality standard within our reducing budget.

Cllr Arnold England
Cabinet Member



Paul Taylor
Director, Health,
Wellbeing and Care



Our Telford and Wrekin

POPULATION 2010

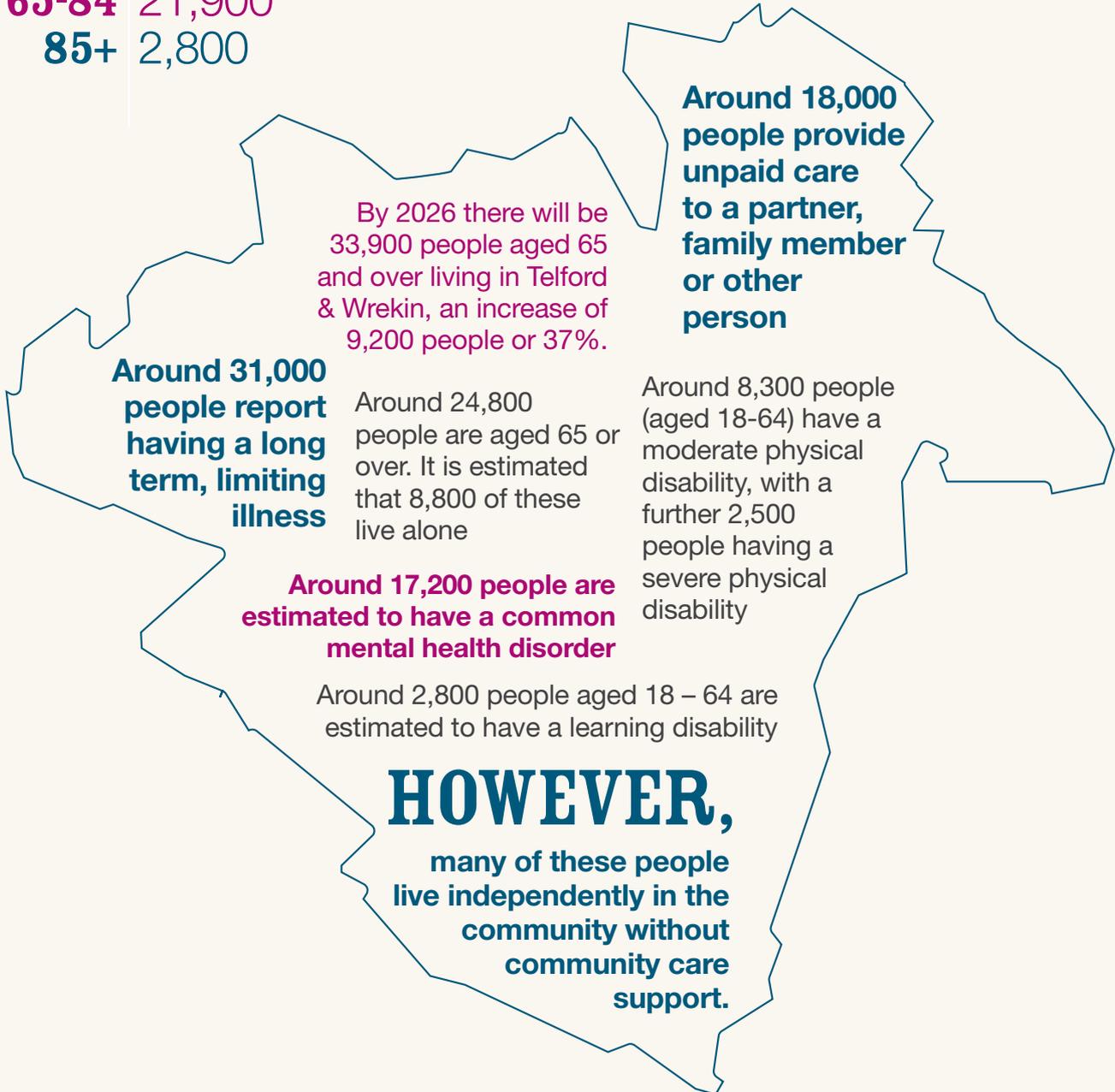
TOTAL
170,300

18-64 106,600
65-84 21,900
85+ 2,800

PROJECTED POPULATION FIGURES

	2010	2016	2021	2026
Age 65-84	21,900	26,200	28,800	30,600
Age 85+	2,800	2,800	2,900	3,300

IN TELFORD AND WREKIN IT IS ESTIMATED THAT:



To find out more about the population of Telford and Wrekin, visit www.telford.gov.uk/factsandfigures

What we do

Working with partners, Adult Social Services supports people over the age of 18 to remain as independent as possible when they need some care and support. We also support family, friends or neighbours who help care for them.

We support adults who have significant needs as a result of physical disabilities, sight or hearing problems, learning disabilities, mental illnesses, older people including those with dementia, people needing drug or alcohol recovery services and people on the autistic spectrum. We also support young people aged 16 and over who receive children's services during their move to adulthood.

We support the community to help people find their own solutions without needing to access community care services and help people to regain independence so that they do not need ongoing care and support.

For those who need ongoing support there are a number of ways that the support we give can be provided, this includes giving people the money to find their own care and support to meet their needs. They can ask us to arrange and manage a package of care on their behalf. We also support the development of good quality, well located and adapted housing to support people to stay independent, healthy and well.

For people who do have care and support needs we have a responsibility to make sure that a diverse range of good quality service provision is available in their local community, where possible. In addition to our community care responsibilities we take the lead in safeguarding vulnerable people who have been or may be at risk of abuse. For full details of our services visit <http://telford.mylifeportal.co.uk>



The figures below show the number of adults receiving care and support from us in 2013/14

4,600	First point of contact Access Service for information, advice and referrals	1,400	Short-term enablement help to restore or maintain people's independence
2,400	Community Care Assessments	800	Day Services and Short Breaks
2,300	Reviews of people receiving services	1,600	Care at Home, including ExtraCare Housing
600	Safeguarding Adults Investigations	800	Care in Residential or Nursing Homes
1,600	Equipment or adaptations to homes to help people live independently	1,500	Carer's assessments and services

The money we will spend in 2014/15

£2.9M Direct Payments

Residential & Nursing

£23.1M

£15.1M Community Care e.g Homecare, Daycare

£5.3M Social Work, Prevention and Support

£0.9M Transport

£2M Supporting People

£0.4M Equipment

£1.3M Respite

£2.8M Support Services

£1.9M Commissioning, Business Support and Management

£1.9M Other services including grants to voluntary organisations

TOTAL = £57.6M

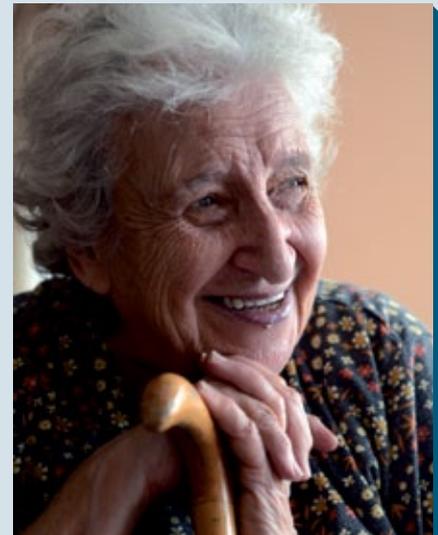
The Council is currently facing significant budget pressures, particularly within Adult Social Services. The Council has developed a financial improvement plan which sets out how adult social services will deliver the required savings. This will include changing the traditional ways we work, reducing the price we pay for care services and reducing the amount of care we purchase. It will also look to support people to maximise their independence and find more cost effective ways of supporting those who need care on an ongoing basis. This will prove very challenging. At the same time we have to plan for the implementation of The Care Act, which will place further financial pressures on adult social services with an increase in the number of people requesting assessments and services from us. For more details about the Care Act please see the Care Act and The Better Care Fund section on page 25.

Our performance

There are many ways to measure the impact we have on people and communities, some of which are outlined below. Here are some examples of what our performance told us in 2013/14:

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

- One of our priorities is to make sure that people can manage their own support as much as they wish (we call this “receiving a service via a personal budget”) - this ensures that more people are able to have control over their support. **This has continued to improve and all eligible clients are now informed of their personal budget.**
- Another priority is to encourage individuals to have choice and control over their own care and support using a direct payment to manage their support. **We have increased the proportion of individuals receiving a direct payment** but would like to see this further increase next year, as we are still significantly lower than the national rate. Our focus for the coming year will be to **improve the take up and quality of direct payments** being offered and increase the number of personal assistants employed using a direct payment. The number of people using social services who are employing a personal assistant to deliver their care and support is currently 132.
- The proportion of people who use social services who feel that they have **control over their daily lives has also increased** since last year making our performance slightly higher than the national average. Similarly, **users of social care services reported a higher ‘quality of life’ than last year**, which is good news however, our performance remains below the national average.
- We have been working to improve services to carers and hope that the results of the carers survey due later in 2014 will demonstrate that carers are reporting a higher quality of life after receiving services from us. In 2012/13, 73% of carers reported that they had been included or consulted in discussions about the person they care for which **is in line with the national average** and reflects the work we have been doing with carers over the last year. Similarly, the **overall satisfaction of carers using our services is currently just above the national average** and we hope this will remain in line with or above the national average following the results of the carers survey 2014.
- It is equally important to make sure that individuals are not isolated and are able to contribute to their own community. We hope to **increase the number of individuals who use services who report that they had as much social contact as they would like** - we are currently performing at 45.4% compared to a national average of 44.2%



Our performance

- We will also begin to monitor the proportion of carers who report that they have as much social contact as they would like during 2014/15 and we would aim for this to also exceed national averages.
- The numbers of people with a **learning disability reported to be in paid employment** or who are living in their own home (or with their family) has increased this year but remains lower than the national rates. We would aim to improve our performance in this area over the next 12 months in order to be more in line with national averages.
- The numbers of adults with **secondary mental health services in paid employment, living independently with or without support has increased** significantly this year with performance being above the national average – we will aim to maintain our performance in this area during 2014/15.
- In trying to enable individuals to live as independently as possible, we want to see the number of individuals who are permanently admitted to residential and nursing homes reduce with our preference always being to support people to stay living independently at home for as long as possible. Our aim over the coming 12 months will be to **reduce the number of people permanently admitted to residential and nursing homes**. Currently we are performing at below the national average for people who are aged 65 and over and slightly above the national average for people aged 18-64.



Delaying and reducing the need for care and support

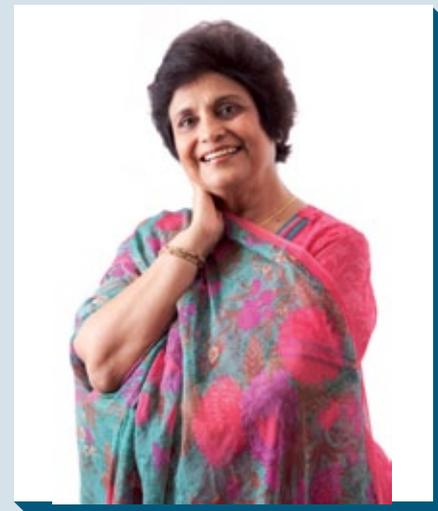
- We continue to aim to keep people independent and living in their own homes for as long as possible and as a result, the number of people who receive low level services such as meals or equipment to help them stay in their home has increased as planned.
- We aim to make sure people are less dependent on intensive services by ensuring earlier diagnosis, intervention and enablement to prevent their needs from getting worse.
- We continue to work hard to make sure that the number of people who have their stay in hospital extended because care and support is not in place for them to return home is low (what we call a 'delayed discharge'). Our performance **has continued to improve in this area where the delay is fully or partly attributable to social services** and we are below the national rate.
- We aim to support individuals to remain at home after a hospital stay and avoid re-admission - the proportion of people **who received a reablement service after being in hospital and are still at home 91 days later has improved this year** but we are still well below the national average. This will remain a priority area for us as we need to ensure individuals are supported to remain

Our performance

at home and avoid their needs escalating. Equally, we need to make sure that all individuals who need it are offered an enablement service following a period in hospital.

Making sure that people have a positive experience of care and support

- We aim to ensure that people who use our services are treated with dignity and respect and have a positive experience of our services. We have seen an increase over the last year in the proportion of people who are satisfied with the care and support services they received. However, this is still slightly lower than the national average so we would hope to see an increase in satisfaction over the next 12 months. Similarly and as highlighted above, the **overall satisfaction of carers with social services is currently just above the national average. We hope this will remain in line with or above the national average** following the results of the carers survey 2014.
- A key area of work for us over the coming 12 months is to undertake a full review of our public information. The Care Act makes it clear that the provision of timely and accurate information should be seen as a service in itself. We aim to help individuals to find the information they require easily and quickly in order for them to help themselves. Where possible we will sign post individuals to the most appropriate information, advice and services for them whether this is provided by the Council or by other voluntary sector organisations. We launched a new online information resource called MyLife <http://telford.mylifeportal.co.uk> in September 2013 which has resulted in an increase in the proportion of people who say that they find it easy to find information about services from approximately 73% in 2012 to 76% this year which is above the national average. **We aim to maintain our performance in this area to make sure that members of the public find it easy to find the information they require about the services available across the Borough.**



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

- We are pleased to see that the proportion of people who use care and support services **who feel safe has increased** from 61% in 2012/13 to 64% this year. Similarly, the proportion of people who use services who say that those services have made them feel safe and secure has increased since last year. However, this still remains just below the national average so we need to work with individuals to make sure that more service users feel safe as a result of the services we provide.

Our performance

Peer Challenge

Some years ago, the Government removed the requirement on Local Authorities to have an annual inspection by the Care Quality Commission (CQC). This was on the basis that Local Authorities developed a sector led improvement approach to monitoring performance and quality of their services. In the West Midlands, this has involved a team of experts from other Local Authorities coming to Telford & Wrekin to give independent challenge and make recommendations to the Council. This peer challenge took place for a week at the end of July 2013. The team concluded that:

- There was a strong local commitment from the Council and its partners
- The Council needs to change the way it provides services to increase choice and control for service users through the introduction of personal budgets for all. This is supported by a Resource Allocation System, separation of support planning from the assessment process and increased use of direct payments and personal assistants.
- This transformation approach coupled with strong leadership should enable the council to reduce spend on adult social services to stay within reducing budgets.

For more information on our performance please see www.telford.gov.uk/factsandfigures

Our priorities

Our priorities, which are in line with the National priority outcomes, remain as:

1

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

We will demonstrate this through:

- Making sure people manage their own support as much as they wish, so that they are in control of what, how and when support is delivered to meet their needs
- Supporting Carers to balance their caring roles and maintain their desired quality of life
- Supporting people to find employment, maintain a family and social life and contribute to community life, and avoid loneliness or isolation

We will know that we have achieved this because there will be an increase in:

- the quality of life reported by people who use our services is good
- carer reported quality of life
- the proportion of people using social care who receive direct payments
- the number of people using social care employing personal assistants
- the proportion of adults with learning disabilities in paid employment, living in their own home or with their family
- the proportion of adults with secondary mental health services in paid employment, living independently, with or without support

2

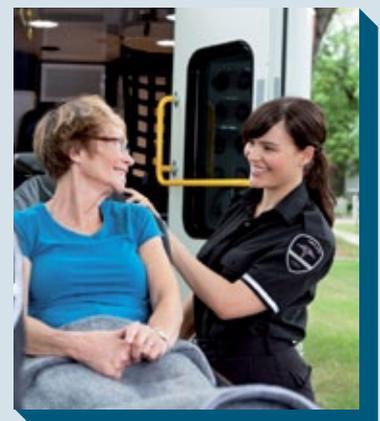
Delaying and reducing the need for care and support

We will demonstrate this through:

- Making sure people can access support and information to help them manage their care needs
- Ensuring earlier diagnosis, intervention and reablement so that people and their carers are less dependent on intensive services
- When people develop care needs, the support they receive takes place in the most appropriate place, and enables them to regain their independence

We will know that we have achieved this because there will be an:

- Increase in issue and use of Assistive Technology equipment - gadgets to help with everyday living
- Decrease in delayed transfers of care from hospital
- Decrease in the permanent admissions of adults to residential and nursing care homes
- Increase in the number of reviews completed in 12 month period as a percentage of all existing clients
- Decrease in hospital admissions
- Increase in the proportion of older people still at home 91 days after discharge from hospital



3

Making sure that people have a positive experience of care and support

We will demonstrate this through:

- People who use social care and their carers are satisfied with their experience of care and support services
- Supporting Carers so that they 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
- 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

We will know that we have achieved this because there will be an increase in:

- The overall satisfaction of people who use our services
- Overall satisfaction of carers with our services
- The proportion of carers who report that they have been included or consulted in discussion about the person they care for
- The proportion of people who use our services and carers who find it easy to find information about services
- The number of clients reviewed

4

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

We will demonstrate this through:

- People feel physically safe and 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 that they wish

We will know that we have achieved this because there will be an increase in:

- People who use our services who feel safe
- People who use our services who say that those services have made them feel safe and secure

Priority 1 - Enhancing quality of life for people with care and support needs

What did we achieve?

Where we have not achieved actions during 2013/14, these have been carried forward as priority actions for 2014/15 below.

- Following a review of community meals services, we will continue to provide a hot meals service for people who need it alongside the frozen meals service. We will be developing a befriending scheme to compliment this service.
- A low level support service for people with autism living in the community has been developed in partnership with Listen Not Label.
- New Extracare facility in Lawley Bank was completed and opened in June 2014 offering 60 apartments for older people. A further scheme in Ketley is due to open later this year which will offer 86 apartments of which 12 units will be for people with learning disabilities.
- A review of our in-house services to consider the best way to deliver personalised care for adults with learning disabilities and other people has included an extensive consultation with service users, family carers and staff during 13/14. As a result, the Council did not proceed with the proposals set out in the consultation. Management responsibility for the in-house provider services was separated from commissioning and operational services in January 2014. New proposals to develop these services and reduce cost within the savings plan are referenced in the next section.
- The Council has had initial discussions with Telford & Wrekin CCG about greater integration to improve pathways and outcomes for service users and their carers. This will be taken forward as part of the Better Care Fund Plan in 2014/15 (see page 25).
- A review of the Transition and Leaving Care Service led to a reorganisation of transition services at the end of 2013/14. It is recognised that rather than seeking organisational solutions we need to develop an integrated pathway for young people who will still require support when they become an adult.
- Drug and alcohol services like all services have had to maintain performance with fewer resources. Whilst generally this has been achieved, a commissioning led review of drug and alcohol services including the in-house provider is still required.
- A review of our Mental Health and Wellbeing Commissioning Strategy did not take place during 13/14 but Telford & Wrekin CCG is leading a review of the modernisation of mental health services strategy. This strategy was based on a reduction of acute psychiatric beds (including the Redwoods hospital development) and greater emphasis on supporting more people with mental health problems in the community and the aim of improving recovery rates.

Priority 1 - Enhancing quality of life for people with care and support needs

- Direct payments have increased slightly but this will continue to be a priority in 2014/15.
- Work on developing and growing small local care and support services is being driven by the Better Care Fund. We are also in the process of developing an online market place for young people with Special Educational Needs and Disabilities (SEND) and setting up a register of Personal Assistants.
- Work on developing a prevention strategy is being driven by the ongoing work of the Better Care Fund with a plan in place to deliver on preventative services. We have worked with our health partners to develop a joint commissioning approach for working with the voluntary sector. Similarly we have put in place robust governance arrangements to ensure the appropriate joining up of all services.

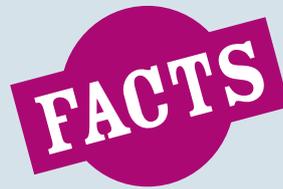


What do we still need to do?

- A revised plan for delivering £1.2m savings from within our in-house services has been developed and commenced with a management restructure and ceasing of the in-house enablement support service. Proposals have been agreed to upgrade our facilities supporting day opportunities for adults with a learning disability. A remodel of the Shared Lives Scheme has also commenced with a view to recruiting more shared lives carers to cater for those with greater needs.
- A Better Care Fund plan has been developed for 2014/15 which includes an enhanced enablement project and building community capacity which means providing solutions within the community that can reduce or avoid the need for high cost care. From April 2015, the council will agree with the CCG how to use a pooled budget of over £10 million to support improved integration of services and better outcomes for service users and carers.
- We will continue to increase the uptake of direct payments and the use of personal assistants (PA) and further develop the PA register.
- We will complete a commissioning-led review of Alcohol and Drug services.
- We will further develop our information and advice services, review our support to carers and advocacy arrangements to make sure we meet the requirements of the Care Act from April 2015.

Priority 1 - Enhancing quality of life for people with care and support needs

- We will undertake a review of our procurement of care services to ensure that they are providing the service that individuals need and are value for money.
- We will continue to work closely with our Public Health services to promote healthy lifestyle choices, improve wellbeing to help reduce demand for on-going care in the longer term.
- We will ensure Safeguarding Adults arrangements are in place that enhance individual choice and control as well as improving quality of life, wellbeing and safety. In addition we will review the Safeguarding Adult Board arrangements in line with the Care Act requirements.
- Make sure personal budgets are a key part of the community care process with the separation of assessment and support planning to give individuals greater choice and control over how they spend their personal budgets.
- Build on current transition arrangements to ensure compliance with the Special Educational Needs and Disability (SEND) reforms which were introduced on 1st September 2014.



Almost
2,400
community care
assessments
completed by
social care
2013/14

2,000
people received
services via a
personal budget

286
people received
a direct payment
during 2013/14

1,500
carers were
assessed during
assessments
completed by
social care during
2013/14

Priority 2 - Delaying and reducing the need for care and support

What did we achieve?

- Housing-based support services have been redesigned to offer a cross borough service to anyone requiring support to maintain their independence. These services are provided through a partnership arrangement of local providers each offering specialist support to help meet a range of needs.
- Re-modelling of Sheltered Housing services was completed in July 2014. Consultation was undertaken with all existing service users to develop the landlord delivered service that will be in place. All feedback received from service users is being used to inform an ongoing taskforce group that will involve all providers to continually develop the service.
- Strategic commissioning arrangements are now in place with T&W Clinical Commissioning Group which will ensure a more joined up approach to commissioning, contracting and assessing the quality of services in accordance with Institute of Public Care (IPC) commissioning guidelines.
- Mainstreaming the Assistive Technology Project to support individuals and reduce more expensive care options is in place.
- The MyLife portal which provides information, advice and guidance is now up and running.

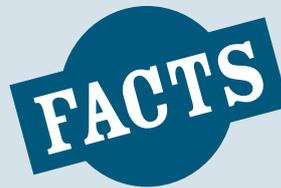
- Ellen Court rehabilitation unit has been successfully retendered, and continues to evidence strong outcomes for people moving on to their own tenancies and reducing dependency on mental health services.
- Community based mental health services delivered in partnership with South Staffordshire and Shropshire Foundation Trust (SSFT) have been developed to provide community based support on the basis of reduced acute hospital provision

What do we still need to do?

- Review of Supported Accommodation (low level housing related support) services to take place in 2014 – Early 2015.
- Complete the mainstreaming of assistive technology to make sure the use of technology is embedded in all support plans where appropriate.
- Remodel Mental Health and Learning Disability Service provision with less reliance on residential care and a more integrated model of care.
- Continue to increase the use of support to people in their own homes and avoid individuals having to be permanently admitted into residential and nursing care.
- Develop our approach to support planning to create alternative solutions to meet agreed need in more cost effective ways.

Priority 2 - Delaying and reducing the need for care and support

- Further improvements will be made to the Council's website in 2014/15. The Council is currently auditing information, advice and guidance systems to ensure that they are compliant with requirements identified within the Care Act 2014.
- We recognise from a recent review of Adult Social Services that our information and advice infrastructure is no longer fit for purpose therefore we will look to provide more focussed and directive information and advice which signposts individuals to the most appropriate services for them.



Around
1,500
people have a
'low level' service
outside of a care
plan, such as
equipment or
meals

1,300
people have
received a short
term reablement
program

Priority 3 - Making sure that people have a positive experience of care

What did we achieve?

- We continue to listen to comments we receive from service users and carers for example, the Carers Partnership Board continues to provide valuable feedback to the Council and helps shape service development.
- Compliments and complaints are monitored to highlight areas for improvement and valued services.
- We have worked on improving our computer systems and are developing our processes and systems further to make sure invoices are paid appropriately and improve our financial control.
- Work was completed on the Resource Allocation System (RAS) which is now in place to ensure a consistent and universal allocation of personal budgets across all people who are eligible for community care support.
- We have streamlined our business processes for the customer journey by making it simpler. We are maximising use of our IT systems and avoiding duplication of data collection and recording. IT applications to support mobile and more efficient ways of working are now in place.
- A review of transport provision and systems has been undertaken. Funding for transport has now been included within the Resource Allocation System.
- We have a workforce strategy in place. We have developed our e-learning platform and sourced modules that are specific to social care to support workforce development.

- A successful tendering exercise was completed in relation to the Independent Mental Health Advocacy (IMHA) Services. The contract commenced in April 2014 with a positive increase in referrals. The provider continues to promote their service and ensure eligible patients are aware of their right to advocacy.

What do we still need to do?

- Monitor the information provided by the Resource Allocation System to improve the quality of assessments.
- Update our workforce development strategy to support cultural changes within our workforce in preparation for the changes introduced by the Care Act.
- Continue to improve our performance in undertaking reviews in terms of their timeliness and quality.
- Continue to monitor the quality of services being delivered by care providers through revised contracting frameworks.
- Ensure transport arrangements are considered on a personal basis as part of the support planning process.
- Look to expand the pilot which has been implemented as part of the Better Care Fund programme to provide care closer to home and avoid inappropriate hospital admissions.
- Ensure staff use mobile working effectively to enhance service users experience of the assessment process.

Priority 3 - Making sure that people have a positive experience of care

Feedback on our services

Complaints and compliments received by adult social services give us an indication of how successful we are in meeting individuals' needs. The number of adult social services complaints received this year has increased to 51 compared to 45 last year. 53% were upheld (compared to 54% last year). We have a well established process for investigating and addressing complaints and aim to demonstrate that wherever possible, services have improved as a result of the complaints we have received.

The Local Government Ombudsmen (LGO) published for the first time in 2014, a review of Adult Social Services complaints 2013 which were referred on to the LGO (this report is available at the following link <http://www.lgo.org.uk/documents/annualreview/2014/Telford%20&%20Wrekin%20Council,%20Borough%20of.pdf>). The report shows that there were 10 complaints received by the LGO from Telford & Wrekin residents of which only one was upheld.

We have also received 81 compliments of which 55 were directly attributable to a member of adult social services staff. The remaining 26 were in relation to our services which demonstrates our commitment to providing personalised services and our aim to improve the quality of experience that individuals receive when they contact our services.

SERVICE USER FEEDBACK

"I have been having care 3 times a day on leaving hospital ... I would like to compliment you on having such friendly and helpful carers...I was quite anxious about meeting new people but all your carers immediately put me at ease with their caring friendly nature. They have made me feel safe and secure in my home as I have been feeling very vulnerable since leaving hospital".....All the carers have helped me become a bit independent so much so that ...I can dress, wash, etc myself and it feels as though I've achieved quite a lot. I really do appreciate everything your carers have done for me."

"I would like to give my compliments and thanks to all the Council care staff who have dealt with my care. They were all friendly, caring, helpful, and treated me with respect."

FACTS

Our Access service dealt with **4,600** referrals during 2013/14

Over **3,800** reviews of social care services were carried out

Priority 4 - Safeguarding adults whose circumstances make them vulnerable and protecting them from harm

What did we achieve?

- Completion of the work to develop a new contract with domiciliary care providers took longer than expected. However a new domiciliary care framework contract tender was completed and awards made in October 2014. The contract will ensure that providers must engage with the Council with regard to safeguarding processes, and the quality of care delivery whilst delivering better value for money.
- Locally and through the joint Shropshire/ Telford & Wrekin Safeguarding Adults Board we have started to compare and benchmark performance information. For more information see the Safeguarding Annual Report which is on our website (http://www.telford.gov.uk/info/731/protection_of_vulnerable_adults/1680/shropshire_and_telford_and_wrekin_safeguarding_adults_board_stw-sab)
- We have developed a service user communication and community engagement group which is a subgroup of The Safeguarding Adults Board and includes a diverse range of people from our advocacy groups.
- We have signed up to the national 'Making Safeguarding Personal' project. This will support us in developing meaningful outcomes for individuals and recording and measuring outcomes and experiences.

- We have developed local supporting guidance to implement the West Midlands safeguarding policy and procedures with the Police. Both the Police and Fire Service are active members of the Safeguarding Adults Board.
- Individuals identified as part of the local Winterbourne programme of work have now been reviewed and we are assured about the suitability of each individual's placement. The information obtained from reviews will inform future commissioning intentions.
- The Quality Monitoring Officer role now extends to out of area placements to help us assure the quality of out of area providers.

What do we still need to do?

- Local arrangements for safeguarding adults will be reviewed to make sure we continue to meet our statutory obligations and that we are compliant with requirements of the Care Act.
- Implementation of 'Making Safeguarding Personal' with creation of an adult protection team as part of the adult social service restructure.

Priority 4 - Safeguarding adults whose circumstances make them vulnerable and protecting them from harm



Case Study

Working together to protect vulnerable people

The close and effective partnership arrangements in place across the Borough to protect vulnerable people was demonstrated by a recent case where an alert was received by Accident & Emergency where an individual had been physically assaulted by their carer.

Although the alleged perpetrator had been held in custody, it was not known whether they would be released and therefore the safety of the individual had to be protected. Council staff from across Cohesion Services, Environmental Health and Housing worked together to secure a place of safety for the individual.

A joint visit was undertaken and as a result of the assessment by housing staff, the individual secured housing in an Extracare housing scheme, SSAFA were contacted to aid with funding of furniture for the individual. Whilst the individual was in a place of safety, liaison with the local Police made sure that the safeguarding investigation continued in relation to the abuse.

The victim was also supported by mental health and psychology services in order to stay living independently without fear of abuse. This demonstrates how agencies from across the borough worked together in an efficient and effective way to meet the needs of a vulnerable individual who was protected from further abuse - the individual also now has a tenancy and controls their own finances with the support of Council services.

Health and Wellbeing in Telford and Wrekin



Telford and Wrekin's new Health and Wellbeing Board has been in existence for just over a year. It is an exciting and challenging time as the Board gets to grips with its 10 Health & Wellbeing priorities. These are:

- 1 Reduce excess weight in adults and children
- 2 Reduce teenage pregnancy
- 3 Improve emotional wellbeing
- 4 Support people with autism
- 5 Reduce number of people who smoke
- 6 Reduce the misuse of alcohol and drugs
- 7 Improve carers' health and wellbeing (all ages)
- 8 Improve life expectancy and reduce health inequalities
- 9 Support people to live independently
- 10 Support people with dementia

The Board has overseen delivery against each of these 10 priorities over the last year which included agreeing a new drugs and alcohol strategy that focuses on reducing demand, restricting supply and building recovery through high quality treatment and recovery services and signing up to the Local Government Declaration on Tobacco Control committing to co-ordinated action to cut smoking rates and tobacco use.

During the past year the Health & Wellbeing Board has also agreed to the development of the Better Care Fund which marks a shift in targeting resources from acute services

into community and preventative settings, integrating health and social care. The benefit of this approach will be better planning to meet the health and care needs of people living in Telford and Wrekin, helping people stay living in the community longer rather than needing to go into hospital as a patient or making sure that people only stay in hospital for as long as necessary.

Over the next year the Health & Wellbeing Board will continue to oversee delivery against these priorities by holding Commissioning And Transformation Partnerships (CATPs) to account. These partnerships include the Better Care Fund Board, the Community Safety Partnership, the Children, Young People and Families Board and a new Living Well Board is to be created to focus on wellbeing priorities of emotional health & wellbeing, smoking and excess weight.

For examples of work to date and case studies please see the Health and Wellbeing newsletter which is produced on a quarterly basis and is available on the Telford and Wrekin Health and Wellbeing website www.telford.gov.uk/hwb - you will also find further information about the Board including membership and future dates.

The Care Act and The Better Care Fund

In last year's local account we reported that the draft Care Bill was passing through the parliamentary process. The Care Bill has now received Royal Assent and has become the Care Act. The purpose of the Act is to consolidate existing Adult Social Services law into one piece of legislation, reinforce the expectations set out in the Health and Social Care Act 2012 for greater integration between Health and Social Care and introduce funding reforms.

The Council is currently planning to implement changes introduced by Part One of the Act which need to be in place by April 2015 including:

- Extends entitlement to care and support services for carers who will be treated as equal to the person they care for
- Introduces a national eligibility criteria which means that the Council can no longer set their own eligibility threshold
- Support a focus on prevention and wellbeing rather than crisis intervention
- Provide guarantees regarding service provision should a service provider fail
- Simplify the system and providing flexibilities for greater integration to achieve better results for people
- Introduces the assessment of self funders in order to monitor their spend on care and support against the cap on care cost limit

- Clarifies the responsibility for the continued provision of service when an individual moves from one local authority area to another
- Places adult safeguarding on the same statutory footing as children's safeguarding
- Duty on Councils to provide independent advocacy
- Duty on Councils to signpost individuals to independent financial advice
- The ability for Councils to delegate responsibilities to other organisations
- Enhanced duty to provide information about care and support arrangements
- Emphasis on preventative services and a general duty of wellbeing

In addition, Part two of the Act introduces funding reforms which come into effect in April 2016 which the Council needs to plan for now. The funding reforms introduce:

- Separation of care and accommodation costs, with everybody expected to pay their own accommodation costs if they enter residential or nursing home care, out of their own income (estimated at 2017 prices to be around £12,000 a year).
- £72,000 cap on the total amount an individual has to pay out of their own money to meet their eligible care and support needs, across their life time.

The Care Act and The Better Care Fund

- £123,000 upper capital threshold for means tested support in residential care, including value of their home in specific circumstances (currently the threshold is £23,500 above which an individual has to pay the full cost – care and accommodation costs).
- £17,500 lower threshold for means tested support, below which no additional contribution will be made from the individual's capital.

Part one of the Act will introduce additional responsibilities for the Council. We are currently awaiting confirmation of the amount of central government funding we will receive to cover the additional cost of the resulting increased activity.

The Care Act also underpins the Government's Better Care Fund (BCF) initiative which provides a substantial opportunity to improve the pathway for adults from hospital back into the community and preventing the need for unnecessary hospital admission. The project will drive the integration of services commissioned by the Council and Telford & Wrekin Clinical Commissioning Group (CCG) through the creation of a pooled budget (and joint commissioning arrangements) from April 2015 with the main priorities being to increase and build community capacity and enhance and build more community services as an alternative to hospital provision.

To contact us about Adult Social Care

If you would like any more information about how we created this Local Account, please see our website at www.telford.gov.uk/localaccount or use the Local Account contact details below. We will also produce an easy read version of this document.



Visit the council's website at www.telford.gov.uk/healthandsocialcare



Email us at access.team@telford.gov.uk



Telephone **01952 381280**



Or write to **Adult Social Care Access Team, Telford & Wrekin Council, Darby House, Lawn Central, Telford TF3 4JA**

To contact us about our Local Account



Email us at localaccount@telford.gov.uk



Or write to **Delivery and Planning, Telford & Wrekin Council, Addenbrooke House, Ironmasters Way, Telford TF3 4NT**

**ADULT SOCIAL CARE
LOCAL ACCOUNT 2013 - 2014**



Telford & Wrekin
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