



Right help, right time to  
promote independence in Telford

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

**ADULT SOCIAL CARE**  
LOCAL ACCOUNT 2014 - 2015



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# Introduction

## Welcome to the 2014/15 Local Account

Local Accounts are a way of making sure that residents have a summary of what we have been doing and what we plan to do in Adult Social Services. It also provides a point of reference for members, partners, and the local social care market.

Telford & Wrekin Council (T&W) through our co-operative values and priorities is committed to delivering the best quality services for residents who have care or support needs, within the resources available. The Council is committed to working with its partners (particularly the voluntary & community sector, local providers of care and support, the NHS and of course service users and family carers) to develop services that help people live as independently as possible, with minimal intervention. We will develop a fair system of social care where the resources that are offered relate to the level of assessed needs a person might have and where their contribution towards the costs of that care clearly relates to their ability to pay.

In addition to our Council's co-operative values, making sure everyone has access to **the right help, at the right time to promote independence** will be at the heart of social care in Telford and Wrekin. For more detail see our Commitment statement at the following link:

[http://telford.mylifeportal.co.uk/commitment\\_statement.aspx](http://telford.mylifeportal.co.uk/commitment_statement.aspx)

- We have a structured and fair system which works to make the very best use of the limited resources that we have.
- We will promote health and wellbeing through the effective development of universal services, such as leisure centres, parks and libraries, making sure that we offer 'something for everyone.'
- We will give priority in our future service delivery to helping people recover, recuperate, and rehabilitate so that they are able to live as independently as possible.
- We will make sure that all staff understand how to work with service users and carers in ways that promote their independence, making them safe and support their recovery.

We need to continue to develop an integrated and outcome-focused approach to our work with all our health partners and other key agencies.

### The outcomes we are seeking:

- We want to see more local people living **healthy, happy, more independent and fulfilling lives.**
- We will **promote equality of opportunity**, maintain equality in access to services and challenge inequalities in adult social care.
- We expect to see **a reduction in the number of people we are directly helping** and we expect to see an increase in the number of people being helped within their communities.

# Introduction

- We expect to see a reduction in the number of people who will have to be admitted to residential care to meet their assessed needs and more people will be using personal budgets to meet their needs in the community.
- We expect to see an increase in the number of people successfully completing recovery and recuperation programmes and having access to assistive technology and good housing options to meet their longer term needs.
- We expect the most vulnerable people are supported to be safe with robust, local safeguarding arrangements in place.

Coupled with financial pressures (see “The money we will spend section” on page 9) resulting from reduced central government funding at a time of an increasing population, this does mean that we are 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 at page 22 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 2015

**TOTAL**  
**171,800**

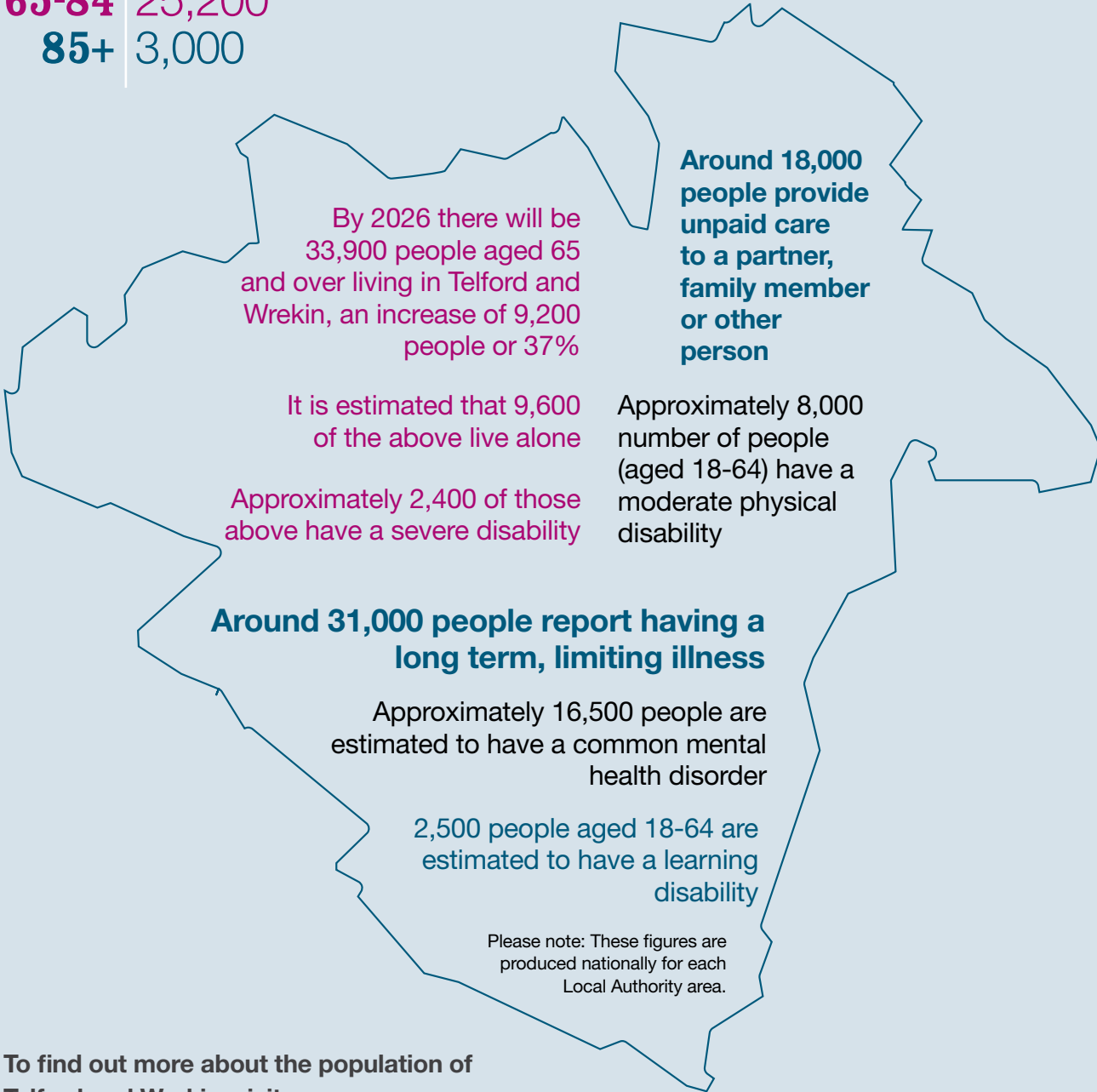
<b>18-64</b>	104,300
<b>65-84</b>	25,200
<b>85+</b>	3,000

## PROJECTED POPULATION FIGURES

	2015	2031
Age 65-84	25,200	34,400
Age 85+	3,000	6,900

Please note: These figures are taken from a population model produced locally

## 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](http://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 or mental illnesses. We also support older people including those with dementia, people needing drug or alcohol recovery services and people on the autistic spectrum. As well, we support young people aged 16 and over who have received 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. We 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 wherever possible. In addition to our community care responsibilities we take the lead in safeguarding 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 2014/15**

<b>3,750</b>	First point of contact Access Service for information, advice and referrals	<b>750</b>	Short-term enablement services help to restore or maintain people's independence
<b>3,100</b>	Assessments completed	<b>700</b>	Day Services and Short Breaks
<b>1,037</b>	Reviews of people receiving services	<b>1,500</b>	Care at Home, including ExtraCare Housing
<b>540</b>	Safeguarding Adults Investigations	<b>850</b>	Care in Residential or Nursing Homes
<b>1,400</b>	Equipment or adaptations to homes to help people live independently	<b>1,700</b>	Carer's assessments and services



# The money we will spend in 2015/16



**TOTAL = £57.3M**

We are under severe financial pressure from Government funding cuts to local government, to the welfare benefits system and pressures within local NHS services. As a result, in 2014/15, the Adult Social Services budget reduced by £5.152m and a further reduction of £1.636m has to be made in 2015/16. The number of older people in our population is increasing, as are the number of younger people with profound and multiple disabilities which also places pressure on our services.

The Council has developed a financial improvement plan which sets out how adult social services will meet additional demand and 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 are monitoring the impact of changes introduced by The Care Act from April 2015, which place additional new responsibilities on the Council and potentially increases the number of people requesting assessments and services from us. For more details about the Care Act please see page 22.

# Our performance in 2014/15

Care and support is something which affects us all. We all know someone, a family member or friend, who needs some extra support to lead a full and active life. The Adult Social Care Outcomes Framework (ASCOF) measures how well that support achieves the things we would expect for ourselves and for our friends and relatives. It measures the outcomes which matter the most to people who use social care services.

Anyone can use this information to see how well their council is performing, making local authorities answerable to their communities for the quality of care. Councils themselves use the measures to help them drive up standards, and give people choice and control over the services they use. To see all of the ASCOF measures please see the following link:

[www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/263783/adult\\_social\\_care\\_framework.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/263783/adult_social_care_framework.pdf)

The section below sets out Telford & Wrekin's performance against these measures for 2014/15:

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

- Service users report that their quality of life has reduced slightly since last year.
- The proportion of people who reported having control over their daily life has reduced slightly since last year.
- The proportion of carers and users who receive self directed support is high. We appear to be performing well, but this measure was new for 14/15 so no comparisons can be made.
- The number of users and carers who receive direct payments has remained at a similar level over the last year. We will be looking to increase the number.
- Carers reported quality of life has reduced since 2013.
- The proportion of people who use services reporting that they had as much social contact as they would like - we appear to be performing well, but this measure was new for 14/15 so no comparisons can be made.
- The proportion of carers who reported they had as much social contact as they would like - this is a new measure so no comparison can be made, though we feel there is room for improvement.
- The proportion of adults with a learning disability and people in contact with mental health services in paid employment has reduced since last year. We will investigate why this is and what we can do to improve this situation.



- The proportion of adults with a learning disability who live in their own home or with family has reduced as has the proportion of adults in contact with secondary mental health services who live independently with or without support. We will aim to increase the proportion of people supported in their own home compared to residential care.

### **Delaying and reducing the need for care and support**

- The permanent admission of younger adults aged 18-64 to residential and nursing care homes has reduced since last year. However, the permanent admission of older people aged 65+ to residential and nursing care homes has increased since last year - we want this to reduce over the next 12 months as we aim to support people at home if possible.
- The proportion of older people who were still at home 91 days after discharge from hospital into reablement/rehabilitation services has slightly reduced - we want this to improve over the next 12 months.
- The number of people experiencing delayed discharges from hospital reported as being the responsibility of social care has increased significantly since last year, though performance is still relatively good.
- Measuring the outcome of short term input to reduce the need for long term care. This is a new measure so no comparison can be made, though we feel there is room for improvement.



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

- Overall satisfaction of people who use our services has increased since last year – we aim to maintain this level of satisfaction. The satisfaction of carers with social services has decreased since 2012/13 and we are speaking to carers to understand why this is.
- The proportion of carers who report that they have been included or consulted in discussion about the person they care for has reduced since 2012/13. The proportion of carers who find it easy to find information about services has reduced since 2012/13.
- The proportion of people who use services who find it easy to find information about services has also reduced - we would want this to increase with the developments planned for our information and advice services (see priority 3 on page 18).

### **Safeguarding Adults whose circumstances make them vulnerable and protecting them from harm**

- The proportion of people who use services who feel safe has increased. The proportion of people who use services who say that those services have made them feel safe and secure has also increased - this is good news and we aim to maintain this.



## 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 independently challenge and make recommendations to the Council. Our last peer challenge took place in July 2013 and our next peer challenge is due in 2016. In July 2014 the Council also invited an organisation called Capita to spend a week with us, to review the progress we were making in moving our service forward. In December 2014, Professor John Bolton, a nationally recognised social care expert, spent two days with us examining our cost improvement plan - these external challenges provide valuable checks and balances for our Managers and Councillors.

For more information on our performance please see [www.telford.gov.uk/factsandfigures](http://www.telford.gov.uk/factsandfigures)

In the next sections of the Local Account we have used the four domains of the ASCOF framework to set out our achievements in 2014/15 and our plans for 2015/16.

# Priority 1 - Enhancing 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.
- 150 **Personal Assistants** have been advertised on the Telford Personal Assistant (PA) website which went live in September 2014. Employers and Personal Assistants are using the site to advertise/promote vacancies as well as finding suitable PA's to deliver care and PA's advertise their vacancies/availability. The service is also available to self-funders and those clients in receipt of council support.
  - A full review of **substance misuse services** took place during 2014/15. We implemented the Telford & Wrekin Drug and Alcohol Strategy objective "to transform local treatment services". As a result, new tenders were issued by the Council for two services – the clinical service and the STARS service for alcohol counselling, including carers and adult drugs day care/peer support. The clinical service contract was awarded to South Staffordshire and Shropshire NHS Foundation Trust's Inclusion service, which began to operate on 1st July 2015. The STARS service contract, was awarded to the charity Aquarius, and started on 1 August 2015. The Young Persons Substance Misuse service is being brought in-house to sit within the Council's Family and Cohesion Team.

## What did we achieve?

Where we have not achieved actions during 2014/15, these have been carried forward as priority actions for 2015/16 below.

- We achieved the revised planned savings from within our **in-house** services in 2014/15. Developments to upgrade our day opportunity facilities were started in 2014/15 and will be completed in 2015/16. Although a remodel of our Shared Lives scheme commenced, more work is required to make full and appropriate use of shared lives carers in order to provide for individuals with greater needs.
- The **Better Care Plan** was approved during 2014/15 with initial work undertaken in enablement and building community capacity. These have been partially successful in reducing and avoiding the need for high cost care. Our priority for 15/16 will be to implement the Better Care Fund Plan and agreeing a budget of over £10 million to support improved integration of services and better outcomes for all.
- An **Information & Advice Strategy** has been developed in conjunction with local voluntary sector providers, taking account of new requirements in the Care Act 2014. This sits within a wider Wellbeing & Prevention Strategy which has also been developed in draft for consultation in 2015/16. We have created a new position so that public information is up to date and accurate. Our Commissioners have

tendered for a more integrated Information & Advice service, which will be delivered in 2015/16 by a partnership of local voluntary organisations.

- Once the Care Act 2014 statutory regulations and guidance were published in October 2014 preparatory work to review our support to **carers and our advocacy arrangements** started. We have received some regional funding to develop an assessment model with a group of local carers that will make sure we comply with the new Care Act requirements.
- A review of our **procurement of care services** was undertaken to make sure they offer value for money and meet individuals' needs. All block contracts and frameworks are now retendered where appropriate. We have set out our procurement requirements in a Market Position Statement that was published in March 2015. A Domiciliary Care Framework has been introduced to set ceilings on costs. All referrals for provision required through council managed contracts are now referred to the appropriate brokerage team.
- We continue to work closely with Public Health services to **promote healthy lifestyle choices** and now have our healthy lifestyle hub within the council's customer services team which operates out of Southwater in Telford Town Centre. We have developed health 'Making Every Contact Count Training' and are encouraging front-line staff to take up the training to build their confidence in giving advice to members of the public.
- New procedures are in place within **Adult Safeguarding** based on 'Making Safeguarding Personal' (MSP). This means they are agreeing with the individual involved the outcome they are wanting from the investigation. A new Safeguarding Adults Board will be established from April 2015 working to the new specification set out in The Care Act 2014.

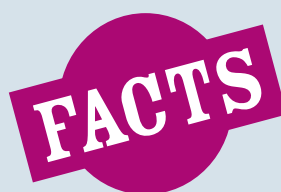
- **Personal Budgets** are now discussed with all service users as part of the assessment and support planning process. A Pilot project was established to separate assessment and support planning to give individuals greater choice and control over how they spend their personal budgets. This will continue into 2015/16 and will be thoroughly evaluated before moving forward.
- We start the **transition** pathway and process for reviews at age 14 to begin readying young people for adult services in line with Special Educational Needs and Disability (SEND) reforms which were introduced on 1 September 2014.

## What do we still need to do?

- Building on the learning from the Locality Working Prototype, we need to move to locality based working during 2015/16 to improve relationships, networks and interactions with our communities to enhance outcomes locally for people in need of support. The prototype will now be rolled out across all localities and be introduced from October 2015.
- Substance misuse service – need to review and further define the Young Persons Substance Misuse service specification. Once this exercise has been completed and new services implemented, work will commence on redefining the service specifications for Drug & Alcohol Rehabilitation service (DARs) and Telford Aftercare Team (TACT) to make sure that all services are complementary of each other and provide service users with support for a smooth transition into recovery.
- Consultation on the Wellbeing & Prevention Strategy will take place during 2015/16.
- A more integrated Information & Advice service will come on stream in 2015/16 delivered by a partnership of local voluntary organisations.



- Through 2015 we will map existing support available for carers against the new carers' eligibility framework to fully understand the implications as a result of the Care Act 2014.
- Pooled budget arrangements with health need to be finalised and enhanced governance arrangements to focus on delivering planned targets.
- Developments to upgrade our day opportunity facilities were started in 2014/15 and will be completed in 2015/16.
- Although a remodel of our Shared Lives scheme commenced, more work is required to increase the number of shared lives carers and make full and better use of shared lives carers in order to cater for individuals with greater needs.
- The implementation phase will begin for the Better Care Fund (BCF) in April 2015. A robust monitoring system will be in place to monitor progress against the BCF Plan and agreeing a pooled budget of over £10 million to support improved integration of services and better outcomes for service users and carers.
- A review of our Direct Payments service has been commissioned, and will report in September 2015. An action plan will then be produced to make sure support arrangements are in place to encourage service users to choose Direct Payments and Personal Assistants.
- Undertake a review of policies, procedures and public information in relation to the transition service to reflect positive changes resulting from the Care Act 2014.
- Our carer's commissioner will engage with carers to better understand the reasons for reduction in carer satisfaction, but it is acknowledged nationally that carers are anxious about the impact of reducing council budgets and welfare benefit changes as well as pressures in the NHS.
- We will be examining employment opportunities for individuals with mental health issues and adults with learning difficulties further over the coming 12 months to better understand the reasons they are not in paid employment.
- We will implement the self-assessment model currently being developed with a group of local carers that will ensure compliance with the new Care Act requirements.



# 3,100

assessments  
completed by social  
care 2014/15

# 270

people received a  
direct payment during  
2014/15

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

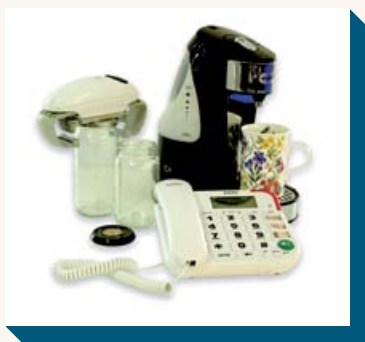
### We will demonstrate this through:

- 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.
- A joint review of **mental health and learning disability** services across health and social care is underway in partnership with T&W Clinical Commissioning Group. This is commencing with identification of the expenditure of both organisations. We hope we will be able to identify overlaps and gaps and make recommendations to develop services.
  - Staff are working creatively in the community to reduce dependency and support people to **remain in their own homes** avoiding the need to be permanently admitted to residential or nursing care. The enablement and discharge to assess processes have been aligned to improve returning home following a period in hospital. We have increased the uptake of assistive technology and equipment to assist people to return home. We are reviewing people currently in residential and nursing homes with a view to pro-actively increasing the use of community based facilities and skill sets to relocate people into community settings. We have used external expert advisors to focus on personalised assessments for people with learning disabilities in high cost residential settings with a view to finding more cost effective, support packages in Telford & Wrekin.

### What did we achieve?

Where we have not achieved actions during 2014/15, these have been carried forward as priority actions for 2015/16 below.

- **Short Term Supported Accommodation** has been re-tendered to deliver a needs led, flexible support service with the availability of accommodation to meet a wide range of different needs. Main outcomes are to move on to independence and reduce the need for higher level services. The contract has not yet been awarded. Long Term supported accommodation is still under review.
- We now have a much greater understanding of the range and benefits of **assistive technology** with responsibility being mainstreamed into all relevant roles to make sure it is featured in support plans.

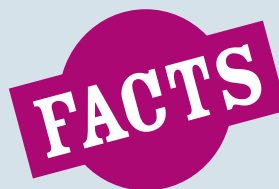




- We recognise the need to change the way that we interact with vulnerable people in Telford in order to create alternative solutions to meet agreed need in more cost effective ways. Whilst we are always person centred, we need to build upon individual strengths (assets) and community support available to individuals through a **locality based approach**. To achieve this we need to be playing an active part in these communities and we will be testing this concept during 2015/16.

## What do we still need to do?

- Long Term supported accommodation is still under review – this piece of work will continue in 2015/16 when a new contract will be awarded.
- A joint review of mental health and learning disability services across health and social care will be completed during 2015/16 with development of a commissioning strategy during 2016.
- Progress actions contained within our Information and Advice Action Plan for 2015/16.
- Continue to build our MyLife online information and advice tool, to include accessible and accurate information about the care and support system locally, how to access care and support locally, choices of types of care and support, choices of care providers, how to access independent financial advice about matters relating to care and support and how to raise concerns about safety and wellbeing of an adult with care and support needs
- We will evaluate the locality based idea of building a multi-disciplinary team of professionals around GP practices. They will work alongside partners to prevent people entering the health and social care system and provide access to low level preventative services as well as finding new ways of meeting need better at lower cost. Rapid access to enablement services is also a fundamental part of this approach.
- Continue and progress with an asset based way of working (looking at what people can do for themselves) in order to maximise individuals own abilities and networks in order to maintain them in their own home.



Around

**1,950**

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

**1,850**

people received a short term reablement program with 1100 referred to enablement and 750 starting enablement.

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

### 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 each individual.
- **Transport** is now considered as part of the assessment and support planning process to determine whether this is an assessed need and if so, how best this need can be met and whether a person has the means to fund this element themselves.
- As stated in Priority 1 above on page 13 pilot work has been undertaken in relation to enablement and building community capacity as part of the **Better Care Fund** Programme in 2015/16.
- **Mobile working** has been rolled out to all front facing assessment and reviewing staff to enhance the service user's experience of the assessment process.
- Our **infrastructure** support to Adult Social Services has been reviewed, to ensure a more efficient and effective service, with an agreed programme of work to support a new Target Operating Model

### What did we achieve?

Where we have not achieved actions during 2014/15, these have been carried forward as priority actions for 2015/16 below.

- Routine monitoring of the information provided by the **Resource Allocation System** is now undertaken to improve the quality of assessments.
- The Adult Social Services **Workforce strategy** has been updated to support cultural changes required to meet the requirements of the Care Act 2014. A workforce plan is now being developed.
- Our performance in **undertaking reviews** in terms of their timeliness and quality has improved on last year with 71% of people receiving support being reviewed.
- The quality monitoring team is now well established and monitors the **quality of services** being delivered by care providers. A risk matrix will be piloted during 2015/16.

### What do we still need to do?

- A workforce plan will be developed and agreed during 2015/16 to deliver the workforce strategy.
- We will continue to monitor our performance on reviews.
- Implementation of the newly developed risk matrix to be piloted with My Options services from July 2015
- Further work is being undertaken to allow service users to purchase transport direct from the Council with their personal budget.

- Feedback from our services users, carers and partners involved in the Locality Working Prototype will be used to help shape our new ways of working and new Target Operating Model.
- We will be separating out assessment and support planning activities. The support planning will be person centred and will take in to account what is important to the service user and carer.

## Feedback on Our Services

Complaints and compliments received by adult social services give us an indication of how successful we are. The number of adult social services complaints received this year has increased to 64 compared to 51 last year. 37.5% had elements upheld (compared to 53% last year). We have a well established process for investigating and addressing complaints and aim to demonstrate 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 which were referred on to the LGO. The most up to date version of this report can be found at the following link:

[www.lgo.org.uk/documents/annualreview/2015/Telford%20&%20Wrekin%20Council,%20Borough%20of.pdf](http://www.lgo.org.uk/documents/annualreview/2015/Telford%20&%20Wrekin%20Council,%20Borough%20of.pdf)

The report shows that there were 12 complaints received by the LGO from Telford & Wrekin residents of which only 6 were formally investigated by the LGO. From the 6, 1 was upheld.

We have also received 51 compliments of which 39 were about a member of adult social services staff. The remaining 12 were about our services which demonstrates our commitment to providing personalised services.

## SERVICE USER FEEDBACK

“ Would like to thank the enablement team for their support. Carers are helpful and very supportive. They give us peace of mind and we wish they could continue as they have really set the standard. ”

“ Just wanted to thank you for all your support this year with the great changes that both my Mum and Dad have faced, however I see that all the modifications in the home and friendly care ladies have really helped the process along, your assistance is greatly appreciated even more so as I am outside of the UK. ”

## FACTS

Our Access service dealt with

**3,750**

referrals during 2014/15

Over

**2,700**

reviews of social care services were carried out.

## Priority 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

### What did we achieve?

Where we have not achieved actions during 2014/15, these have been carried forward as priority actions for 2015/16 below.

- As described under Priority 1 (page 13), local arrangements for **safeguarding adults** have been reviewed in line with the requirements of the Care Act.
- An **Adult Protection Team** is in place and we are embedding the “Making Safeguarding Personal” principles into the way safeguarding is approached in Telford & Wrekin to focus on delivering outcomes agreed with the vulnerable person.
- Preparations for a **Safeguarding Adult Board** (SAB) for Telford & Wrekin were completed.

### What do we still need to do?

- Review proposed arrangements for monitoring adult safeguarding performance in order to report to the SAB in 2015/16.
- Review and adapt quality assurance tools to ensure consistency across the West Midlands and to assure the SAB of local safeguarding arrangements and compliance with the Care Act 2014.
- Review and approve existing procedures and local guidance and identify gaps and development requirements.
- Review arrangements for Deprivation of Liberties and Mental Capacity Act arrangements.
- Review and update Safeguarding Competence Framework for Care Act 2014 compliance.
- Develop Designated Adult Manager Role and Positions of Trust procedures/local guidance.
- Development of local guidance that reflects Making Safeguarding Personal including recording outcomes, needs and safeguarding plan.
- Establish and launch the new SAB from April 2015 in line with requirements of the Care Act 2014 and work with members of the Board to develop a Strategic Business Plan for 2016.

# Health and Wellbeing in Telford and Wrekin



Telford and Wrekin's Health and Wellbeing Board has been in existence since 2012 when the Health and Wellbeing Strategy was also published. The Strategy sets out the Board's 10 key priorities which 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 meets four times a year and has continued to oversee delivery against each of these priorities and monitor progress by holding Commissioning and Transformation Partnerships (CATPs) to account. These partnerships include the Better Care Fund Programme Board, the Community Safety Partnership, the Early Help Partnership Board and the Living Well Board.

Please see the Health and Wellbeing newsletter which is available on the Telford and Wrekin Health and Wellbeing website - you will also find further information about the Board including membership and future dates.

The Boards current strategy runs out at the end of March 2016. A key priority for the Board for the remainder of 2015 and early 2016 will be to review and refresh it's strategy and priorities. A new strategy will be launched in April 2016. In developing a new strategy and agreeing new priorities, Board members will consider the following criteria:

- Affects a significant number of people
- Aligns to the Health and Wellbeing Vision
- Costs the system significant resource
- Outcomes are currently poor and/or going in the wrong direction
- The Board is uniquely placed to drive change

Further information on the Board's priorities will be available on the HWBB website at the following link: [www.telford.gov.uk/info/20086/adult\\_care\\_and\\_support/401/health\\_and\\_wellbeing\\_board\\_hwb](http://www.telford.gov.uk/info/20086/adult_care_and_support/401/health_and_wellbeing_board_hwb)

# The Care Act and The Better Care Fund



In last year's Local Account we reported that the Care Bill had received Royal Assent and had become the Care Act 2014. The purpose of the Act is to bring together existing Adult Social Services law into one piece of legislation; reinforce expectations set out in the Health and Social Care Act 2012 for greater integration between Health and Social Care and introduce funding reforms. The Act was due to be implemented in two parts, with most of the legal changes commencing from April 2015. But the Funding Reforms, which will impact on the amount of money an individual will have to contribute towards their own care and support, was not due to come into force until April 2016.

The Council has implemented the changes introduced by Part One of the Act from April 2015 which include:

- Eligibility entitlement to support for carers, who will be treated as equal to the person they care for
- Introduction of a national eligibility criteria which means that the Council can no longer set their own eligibility threshold
- Focus on prevention and duty of wellbeing rather than crisis intervention
- Guarantees regarding service provision between local authorities and should a service provider fail
- Simplification of the system, providing flexibilities for greater integration to achieve better results for people

- Placing 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
- Enhanced duty to provide information about care and support arrangements

Part Two of the Act was set to introduce the following funding reforms which would:

- Separate 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.
- £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.
- £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.



**However the Government has now announced that, whilst still committed to these reforms they are postponing implementation until 2020. On the 17 July 2015 we were informed that:**

“ I wanted to write to let you know that the Minister of Care and Support has today issued the attached response to a letter from the Local Government Association calling for a delay in the implementation of the cap on care costs system. As you will know, the changes were due to come into force in April next year. However, in light of the genuine concerns on timing expressed by the LGA and many others during the recent consultation on draft regulations and guidance, the Government has taken the difficult decision to delay implementation until 2020. ”

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.

We used 2014/15 as a shadow year establishing governance arrangements and prototyping a number of changes in practice in readiness for April 2015. These have included enhancing our ability to respond quickly in the community (hence avoiding hospital of residential care admissions) and establishing a new system of support planning with communities. We are starting to see a reduction in referrals to higher cost services as a result.

# 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

[http://www.telford.gov.uk/info/20086/adult\\_care\\_and\\_support/423/adult\\_social\\_care\\_local\\_account](http://www.telford.gov.uk/info/20086/adult_care_and_support/423/adult_social_care_local_account)

or use the Local Account contact details below:

Email

[localaccount@telford.gov.uk](mailto:localaccount@telford.gov.uk)

Or write to

**Delivery and Planning**

**Telford & Wrekin Council**

**Addenbrooke House**

**Ironmasters Way**

**Telford TF3 4NT**

If you want more information about adult social care please visit the Council's website at

<http://telford.mylifeportal.co.uk/home.aspx>