

# HEALTH & WELLBEING BOARD

**Subject Heading:**

Havering's Local Account 2015/16

**Board Lead:**

Barbara Nicholls, Head of Adult Social Care and Commissioning

**Report Author and contact details:**

Caroline May, Head of Business Management  
01708 433 671  
Caroline.May@haverling.gov.uk

**The subject matter of this report deals with the following priorities of the Health and Wellbeing Strategy**

- ☒ Priority 1: Early help for vulnerable people
- ☐ Priority 2: Improved identification and support for people with dementia
- ☐ Priority 3: Earlier detection of cancer
- ☐ Priority 4: Tackling obesity
- ☒ Priority 5: Better integrated care for the 'frail elderly' population
- ☐ Priority 6: Better integrated care for vulnerable children
- ☒ Priority 7: Reducing avoidable hospital admissions
- ☒ Priority 8: Improve the quality of services to ensure that patient experience and long-term health outcomes are the best they can be

## SUMMARY

Local accounts should be published each year by local authorities who have responsibility for adult social care services. These accounts are designed to provide residents and service users with information on their council's adult social care performance, activity and objectives. This Havering Local Account summarises adult social care and support achievements in 2015-16 and ambitions for the future.

Local accounts form an important part of the Towards Excellence in Adult Social Care (TAASC) which is a national programme of sector improvement led by the Association of Adult Social Services Directors and the London Government Association. Local Accounts provide a key mechanism for demonstrating accountability for performance and outcomes. Local accounts can also be used as 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.

The London Borough of Havering Adult Social Care Services Local Account 2015/16 is the third local account that will be published and it explains:

- What is Adult Social Care
- Who we provide services to and what they cost
- Case studies of the outcomes achieved for those receiving services
- What our priorities for 2016/17 will be

It will be published on our website to report publicly on performance and provides accountability to local people and partners.

## **RECOMMENDATIONS**

That the Health and Wellbeing Board note the Local Account 2015/16 prior to publication.

## **REPORT DETAIL**

The key messages of the Local Account 2015/16 include:

### **The Services we Provide:**

Havering Council has a responsibility to care for and protect the borough's most vulnerable residents. The Council also helps all local people to help themselves, live independent lives and stay involved in their local community.

In 2014/15, we supported 7,500 service users with 5,500 over the age of 65. This included over 2,600 people over the age of 85.

This increased to more than 7,770 in 2015/16 – a 2.7% increase from last year - with almost 6,117 of them over the age of 65. This included 3,080 over the age of 85.

### **The Financial Challenge**

Havering Council faces significant financial challenges due to funding reductions and increasing demand for services. Demand is increasing in terms of numbers of people who need care and support, and also in terms of complexity.

We are actively developing savings plans to address budget shortfalls, in line with overall Council budget plans and considering how we will continue to provide Adult Social Care services. This may mean that we have to provide services in different and innovative ways in order to address the funding reductions that we are seeing. 2015/16 savings were £5.2m against a budget of £52m (representing 10% of the service budget).

### **National and Local Context**

Demand for adult social care services is increasing. In the UK people are living longer lives and this is resulting in a rise in the number of older people in the population. According to the Department of Health, 80% of older people will need care in the later years of their lives. Havering's population has increased by 3.1%

between 2011-13, with an increase of 5.3% in residents aged over 65 years. Havering's population is set to swell to 282,999 by 2031 – an increase of 18%.

The number of over 65s in Havering is set to increase to 57,100 by 2031 and the number of over 85s is set to increase to 9,300. The ageing population is also living longer and the Council must address the needs of each individual as they arise.

### **The Care Act 2014**

The Care Act 2014 is the most wide-ranging reform to adult social care in nearly 70 years that, for the first time, places adult care and support law into a single clear statute. The Care Act imposes a duty on local authorities to promote individual wellbeing when carrying out any of their care and support functions in respect of a person. This duty is sometimes referred to as the “wellbeing principle” because it is a guiding principle that puts wellbeing at the heart of care and support system.

Much work has taken place to ensure that Havering is compliant with those aspects of the Care Act which came into force on 1 April 2015. This is a large and complex undertaking that has been delivered through a programme management approach.

### **Joining up Health & Social Care**

Havering is working with regional agencies including the Greater London Authority to secure devolution at a local level. Devolution is the statutory delegation of powers from central government to govern at a local level.

### **Integrated Social Care Teams**

In 2015 co-located teams were established in place in Cranham and Harold Hill, with two more locations in Romford and Rainham/Elm Park to co-locate in 2016. The locations house social work and health (North East London Foundation Trust - NELFT) teams.

### **Service Objectives**

The Local Account states our objectives which are as follows:

1. Care Act Implementation and Personalisation – modernising our service from end to end, including our provider market.
2. Integration – working with health and other partners to deliver seamless services centred on people who need them.
3. Commissioning - developing and signing up to a coherent strategic framework setting out our priorities for Havering with its partners.
4. Quality and Safeguarding – strengthening safeguarding arrangements and ensuring high quality services and that services are safe.
5. Workforce development – having a motivated and skilled workforce, both internally and externally.
6. Finance and Performance – balanced budgets, deliver savings and improve/sustain performance.

### **Safeguarding**

During 2015/ 16 the board focused on Care Act 2014 compliance. In December 2015 the Board adopted the revised Pan London Safeguarding Adult Procedures. The

introduction of the new procedures, which were revised to take into account the Care Act, was supported by the Havering Safeguarding Adults Board with a week of briefings in March 2016 open to staff from all agencies.

### **Mental Capacity Act Deprivation of Liberty Safeguards (MCA DOLS)**

The application of MCA and DOLS has remained a major focus. Highlighted in last years local account was the Supreme Court Judgment in March 2014, which has continued to significantly impact on the number of applications during 2015/16. There were 560 referrals with numbers expected to increase significantly by 2016/17.

### **Information and Advice**

Information is fundamental to enabling people, carers and families to take control of, and make well-informed choices about, their care and support and how they fund it. In Havering, following a consultation it was felt an organisation based in the local community would be best placed to provide residents with information and guidance about care and support. The preferred option was to make use of existing community resources with the service operating from community hubs, which are places or buildings where people already go that are easy to access, rather than from one building in one location as was the previous service model. The Care Act 2014 places a duty on Local Authorities to: *'...establish and maintain a service for providing people in its area with information and advice relating to care and support for adults and support for carers'*.

### **Complaints and Compliments**

There has been a very slight increase in the number of complaints received within Adult Social Care. However what has been noted is that there is a continuing trend of increased complaints regarding disputing charges. As a result of this, a working group was set up to look at ensuring that correct and consistent information was provided regarding paying for care. This group produced a financial checklist and a financial charging case note. Use of this and the impact will be monitored through 2016/17.

There have been a variety of compliments received some of which are reflected in the Local Account.

### **Priorities**

The Local Account outlines the priority areas in Havering and the plans for the future. These priority areas include:

- **Focus on prevention and early intervention** through working more effectively across the Council to reduce the need for intervention and services in the first place, and support residents to be self care as much as possible.
- **Be more ambitious** integrating services with our health partners to provide seamless care and support to residents. We need to provide more services that are joined up with health, provided by the NHS, and social care, provided by the council.

- **Provide more choice** and increase the take-up of personal budgets and direct payments. This is key to helping people manage their own care. We will also help shape Havering's care market to ensure real choice and control for everyone whether through a local authority managed budget, a direct payment, individual service fund or for those who self fund their own care.
- **Be more strategic in how we commission and contract services** not just across the council but with our health partners and with residents shaping the decisions we make.
- **Embrace our new responsibilities under the Care Act** fully modernising our services including how we assess people's needs, put together a support plan, provide choice and control, improve well-being and maximise independence. In Havering, care and support is changing for the better as a result.
- **Continue to strengthen our safeguarding arrangements** to make sure we are doing as much as we can to protect people from abuse – preventing it happening in the first place and in dealing with issues quickly.
- **Ensure our workforce has the right tools** to do the job and feels confident in meeting the challenges ahead. Our new Principal Social Worker will help us focus on outcomes for people rather than our processes, our senior management restructure will help us integrate services with our health partners, and our Assistant Chief Executive will ensure the needs of adults are always the priority.
- **We need to ensure we effectively manage the council's largest budget** in light of significant demographic pressures and increased demands.

### **The challenges ahead**

With even more Havering residents dependent on care and support services provided by Havering Council and its partners, the biggest challenge remains meeting the needs of a growing number of service users - particularly those aged over 65 - with the resources and funding available.

In 2014/15, we supported 7,500 service users with 5,500 over the age of 65. This included over 2,600 people over the age of 85. This increased to more than 7,770 in 2015/16 – a 2.7% increase from last year - with almost 6,117 of them over the age of 65. This included 3,080 over the age of 85.

A range of services have been provided to support people to stay as independent and healthy as possible. We have seen an increase in those we support who receive long-term adult social care support, and those with mental health issues.

Whilst the need for services is continually increasing and will continue to rise, the financial challenges and the need to be create in delivering services become more difficult. Havering has a growing population with a profile that is ageing, with needs that are more complex. With Havering facing more cuts in funding in the next four

years, the challenges in continuing to provide quality services to our residents within available resource will continue to manifest.

## **IMPLICATIONS AND RISKS**

The Local Account must be produced and published annually to meet Government requirements.

### **Financial implications and risks:**

The financial situation, as outlined in the 2015 local account, remains challenging with large savings targets and growing demand. We continue to work closely with partners and agencies to manage resources wisely and target these to support those who are most vulnerable in our society.

There are no direct implications arising from this report which is for information only.

*Falil Onikoyi, Strategic Finance Business Partner*

### **Legal implications and risks:**

Whilst there is no strict requirement for the Local Account to be produced and published this is recommended by the Local Government Association and there is minimal risk in so doing.

*Stephen Doye, Legal Manager (litigation)*

### **Human Resources implications and risks:**

There are no direct implications arising from this report which is for information only.

*Cheryl Graham, Strategic HR Business Partner*

### **Equalities implications and risks:**

The local account sets out how the Council has delivered and will continue to deliver services to communities in Havering and as such will protect the most vulnerable members within these communities.

*Savinder Bhamra, Corporate Policy & Diversity Advisor*

## **BACKGROUND PAPERS**

- The Havering Local Account 2015