

Local account 2018/19

This Local Account provides a summary of our progress for adults who are in receipt of social care support over the past year.

The social care services provided for adults in Birmingham form part of the wider Directorate for Adult Social Care. The Directorate is committed to improving the outcomes for all citizens who require care and support to improve their quality of life.

To achieve this amid significant national and local budget pressures, transformation needs to take place to change the way social care is delivered. The Customer Journey work is seeking to build a social care service based on the community model, achieving resilience, independent living whenever possible and exercising choice and control.

A lot of change has taken place over the past year, and this document clearly states how we have performed against national standards during this time. Many areas of our work have improved significantly, but there is still work to be done to strengthen our performance.

The Directorate is driving forward the Vision for Adult Social Care by focusing on independence, choice and control for citizens, community based services and a much more integrated relationship with health. The Three Conversations social work model, and our commitment to Prevention First, is achieving positive outcomes working with citizens, building on people's strengths as well as connecting them to their community.

We remain passionate about ensuring that the most vulnerable people feel safe and have speedy access to the best social care support available that will safeguard their health and wellbeing.

The Directorate is proud that our staff continue to feature as nominees and winners of local and national awards. This shows that, despite the challenges that we continue to face, we are a city that cares and can achieve excellent outcomes.

We know that the quality of care and support matters to the citizens of Birmingham and through our joined up approach with care providers, voluntary and community organisations, we are concentrated on ensuring that we improve the quality of life for those who need care.

We would welcome your views on our performance and how well you think Adult Social Care performed in Birmingham.

Graeme Betts
Corporate Director
Adult Social Care
Birmingham City Council

Councillor Paulette Hamilton
Cabinet Member
Health and Social Care
Birmingham City Council



Did you know?

We provide a range of services for people aged 18-64 and 65+

2018-2019



Older Adults Services (65+)

Requests for support or care from new clients

There were a total of

22285 New requests

An increase from the previous year by **1.4%**



12 months with care and a care review

5313

Received care which was reviewed

3.5% Decrease from the previous year



Long term Residential / Nursing

There were a total of

2826 Residential / Nursing placements

2.0% Decrease from the previous year



Community Services and Direct Payments

4608 Community Services

A decrease from the previous year by **6.9%**



1100 Direct Payments

An increase from the previous year by **44%**



Younger Adults Services (18 – 64)

Requests for support or care from new clients

There were a total of

12564 New requests

An increase from the previous year by **1.8%**



12 months with care and a care review

3265 People

Received care which was reviewed

7.0% Increase from the previous year



Long term Residential / Nursing

There were a total of

1044 Residential / Nursing placements

3.8% Decrease from the previous year



Community Services and Direct Payments

3483 Community Services

An increase from the previous year by **2.8%**



1385 Direct Payments

An increase from the previous year by **9.9%**



ASC Finance

This years annual budget is £264.2m this is a 5.5% reduction from the previous year, the demand for service provision and support has never been higher so we are doing what we can to alleviate this issue by utilising council wide initiatives such as: Neighbourhood Network Schemes and early Intervention.

Neighbourhood Network Scheme:

People cherish their independence and prefer to live at home or in the community with support if necessary. The Directorate is investing in building community capacity and resilience ensuring that people are able to access support in their community which in turn allows them to continue living independently at home. The Community Assets project has commissioned lead partner organisations to support community groups, third sector organisations, and other bodies in developing Neighbourhood Networks. People are able to access local community groups and activities to support their independence and wellbeing.

Social workers and health professionals are now linking people to neighbourhood networks.

Early Help and Intervention

The vast bulk of people do not want to be dependent on others but will accept one-off or ongoing social care support if it helps them to maintain their independence. The Early Help and Prevention project is aimed at ensuring people have access to one off or ongoing social care support. Work is progressing on developing an Equipment and Technology Strategy. This will ensure that the right equipment and technology is easily available for citizens to support meeting or preventing a social care need. Work on improving Day Opportunities is aimed at supporting citizens to:

- Lead a normal life with access work or volunteering opportunities
- Maintain contacts within the community and avoid social isolation
- Achieve their aspirations for independence and control in daily living

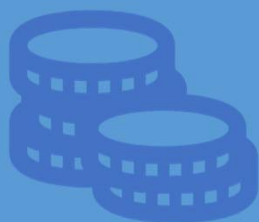
Provider Monitoring

Birmingham monitors ratings across 3 regulated services these are Care Homes, Home Support and Supported Living

We currently monitor 503 Care homes, 155 home support services and a further 155 supported living, ratings are a combination of CQC (care quality commission) information, self-assessment questionnaires and monitoring visits from commissioning officers, findings are shared between originations to ensure consistency of ratings.

How is Adult Social Care Money Spent?

2018 - 2019



£264.3m Was spent on Adults Social Care from the period 1st April 2018 to 31st March 2019. This included expenditure on assessment and care management as well as the direct cost of service delivery to citizens

Expenditure by Primary Need

£57.4m	Older peoples services
£92.4m	Adults with a Learning Disability
£28.1m	Adults with a Physical Disability
£11.5m	Adults with Mental Health Needs
£1.9m	Other Adult Services

Expenditure by Service Type

£90.5m	Residential Care
£68.8m	Home Support
£36.0m	Assessment and Care Management
£22.7m	Direct Payments
£5.9m	Day Care
£31.1m	In-house Service Provision
£9.3m	All other Including other Care Packages

Provider Quality Ratings

Monitoring providers
to ensure the best
outcomes for our
citizens



Quality Monitoring

Birmingham monitors ratings across 3 regulated services these are Care Homes, Home Support and Supported Living

Care Homes

There were **4** homes who were rated outstanding

373 homes were rated Good

99 homes require improvement

6 Homes were rated as inadequate, **21** homes are not yet rated

This means that **78%** of Birmingham Care Homes are Outstanding or Good



Home Support

There is **1** provider rated outstanding

131 providers were rated Good

17 providers require improvement

Only **1** provider was rated as inadequate, **5** providers are not yet rated

This means that **88%** of Birmingham Home Support services are Outstanding or Good



Supported Living

There is **1** provider rated outstanding

109 providers were rated Good

19 providers require improvement

0 provider were rated as inadequate, **26** providers are not yet rated

This means that **85%** of Birmingham Supported Living services are Outstanding or Good



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

This is concerned with keeping vulnerable people safe. It means that:

- Everyone should be able to enjoy physical safety and feel 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.

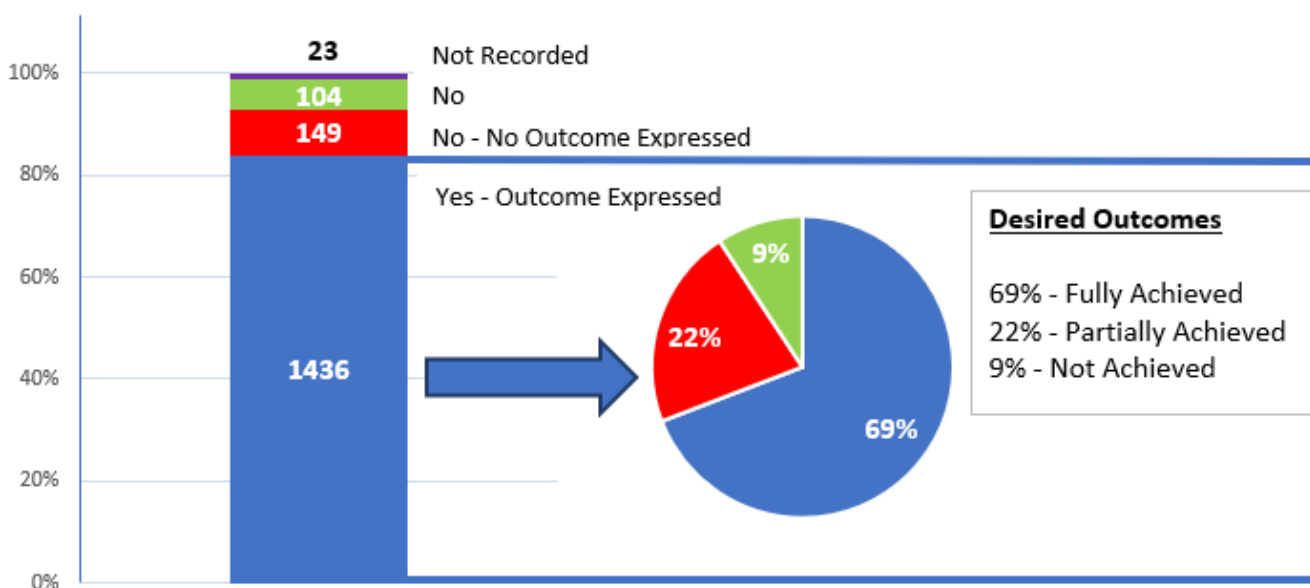
How well we did do in 2018/19?

Safeguarding people – Making Safeguarding Personal

Making Safeguarding Personal (MSP) is an initiative aiming to develop an outcomes focus to safeguarding work. MSP is about engaging with people about outcomes they want at the beginning and middle of working with them then ascertaining the extent to which those outcomes were realised at the end. MSP seeks to achieve;

- A personalised approach that enables safeguarding to be done with, not to, people
- Practice that focuses on achieving meaningful improvement to people's circumstances rather than just on 'investigation' and 'conclusion'
- An approach that utilises social work skills rather than just 'putting people through a process'
- An approach that enables practitioners, families, teams and SABs to know what difference has been made

Out of a total of 1712 MSP enquiries, **93%** were asked what their desired outcomes were. **91%** of those expressing an outcome had their outcomes fully or partially achieved.



Delayed Transfer of Care

2018 - 2019



Ranking



Birmingham achieved a ranking of **140** out of 150 authorities based on Social Care delays

Assessments



In 2018-19 around **13** Birmingham citizens a **day** were delayed in hospital waiting a **Social Assessment**

Home Care



In 2018-19 less than **9** Birmingham citizens a **day** were delayed in hospital waiting for a **Home Care** package to begin

Care Home Placements



In 2018-19 around **41** Birmingham citizens a **day** were delayed in hospital waiting a **Nursing** or **Residential** home

Service User Feedback

There is a designated complaints team who oversees all compliments and complaints for Adult Social Care

Compliments

During 2018-19:

- 331 compliments were received an increase of 29.3% from last year

Extracts from compliments received:

- “The social worker thanked for all his work in getting his father settled in the new environment”.
- “I am happy with the clear explanation received from the social worker regarding finances for my mother”.
- “I was happy with the work carried out by the BCC member of staff regarding assessment feedback”.
- “Worker was caring, professional and had a good knowledge which they displayed during his work with her son. Worker always did what he said he was going to do, always returned her calls, answered all of her questions and reassured her”.

Complaints

During 2018-19:

- 214 statutory complaints were received, an increase of 3.9% on the previous year;
- 964 individual complaint elements were investigated a 6.9% increase.
- The Complaints Team continues to strive to meet its internal target of responding to complaints and will continue to improve on this performance for the forthcoming year.
- Quality of service had the highest overall reasons for complaints received.
- There were 14 statutory complaints where there was Ombudsman involvement, either by an enquiry made or investigation undertaken.

How Well Do You think We Did In 2018-19?

Birmingham’s Adult Social Care Comments, Compliments and Complaints Process

For information about the comments, compliments and complaints process for Birmingham’s Adult Social Care services please contact:

Complaints Team

Birmingham City Council
PO Box 16465
Birmingham
B2 2DG

Phone: 0121 303 5161 (option 1)

Email: customercareteam@birmingham.gov.uk

Web: https://www.birmingham.gov.uk/info/20018/adult_social_care_and_health/116/comments_and_compliments_and_complaints_about_adult_social_care_services

Service User Feedback

2018 - 2019



Comments and Complaints

There were a total of **331** Compliments and **214** Complaints, the complaints were made up of **964** individual complaint elements

Compliments



37.8% of compliments were made regarding **staff conduct**
32.6% was for **standard of care**
27.5% for **service quality**

Contact us: 0121 303 5161 (Option 1)
customer-care-team@birmingham.gov.uk



Complaints

Of the 964 Complaint Elements

- **488** Elements were not upheld
- **295** Elements were upheld
- **93** Elements were partially upheld
- **84** Elements were inconclusive
- **4** Elements were no finding could be made



Forward Carers – In partnership with Birmingham City Council

Forward Carers is a West Midlands based Carer and family support organisation. We pride ourselves on making a real difference to the lives of people caring for an elderly frail, sick or disabled family member through working in partnership.

As well as offering support to Carers direct, we also advise and support organisations such as public body commissioners, providers and employers, in the following areas: Statutory Carer Assessment, Resource allocation and Direct Payments; Outcome focused consortium, partnership or prime-contractor models; Case management systems; Carer quality of life tracking; Marketing including website design, digital marketing including growing online capability; Carer health facilitation, Corporate wellbeing.

Forward Carers delivers Birmingham Carers Hub, a partnership of not-for-profits, funded by Birmingham City Council. We are an award-winning social enterprise and committed to the Birmingham Business Charter for Social responsibility. As a Carer-friendly employer, we take our responsibilities to our staff seriously and have been awarded the Working for Carers outstanding accreditation.

The economic value of the contribution made by Carers in the UK in 2015 was £132 billion, nearly the total cost of all annual health spending

The economic value of the contribution made by Carers in Birmingham in 2018/19 was £2,358 million, that's an 87.4% increase since 2001.

The number of Carers is likely to more than double by 2030

For more information please contact:

Info & Advice Line – 0333 006 9711 (low call rate)

Or visit our Website:

<https://forwardcarers.org.uk/>

Forward Carers

In partnership with
Birmingham City
Council

2018 - 2019



Did you know?

There are **112,558** carers in Birmingham
1 in 4 Birmingham houses is home to a carer



Financial Help

£437,600

In well being
budgets
distributed to **1987**
carers



£15,947

Distributed to set
up **15** new
projects across
Birmingham



£1,049,643

Claimed in welfare
and benefits
entitlement with
our support



Support

2901

People registered as
carers

2030

Carers received a
statutory assessment

4216

Carers received
12685 support
sessions

2099

Carers with complex
needs benefited from
5312 – 1:1 support
sessions

CERS

Carers Emergency Response Service

555

Carers
registered with
CERS



824

Carers wellbeing
checks
undertaken



64

Emergency call
outs when carers
faced a crisis



392

Planned sittings



ASCOF Tables

The Adult Social Care Outcomes Framework (ASCOF) measures how well care and support services achieve the outcomes that matter most to people. The ASCOF is used both locally and nationally to set priorities for care and support, measure progress and strengthen transparency and accountability.

Source	Measure	2017-18	2018-19	Change	National Average	National Rank	
User Survey	1A	Social care-related quality of life score	19.2	18.7	↓	19.1	121
	1B	The proportion of people who use services who have control over their daily life	78.3	73.1	↓	77.6	128
	1I1	The proportion of people who use services who reported that they had as much social contact as they would like	46.5	44	↓	45.9	100
	1J	Adjusted Social care-related quality of life – impact of Adult Social Care services	0.458	0.415	↓	0.403	50
	3A	Overall satisfaction of people who use services with their care and support	62.1	59.7	↓	64.3	117
	3D1	The proportion of people who use services who find it easy to find information about support	74.5	65.4	↓	69.7	122
	4A	The proportion of people who use services who feel safe	70.9	64.6	↓	70	134
	4B	The proportion of people who use services who say that those services have made them feel safe and secure	90.1	84.9	↓	86.9	96
User data	1C1A	The proportion of people who use services who receive self-directed support	100	100	→	89	1
	1C2A	The proportion of people who use services who receive direct payments	24.4	30.7	↑	28.3	53
	1E	The proportion of adults with a learning disability in paid employment	1	1.3	↑	5.9	140
	1F	The proportion of adults in contact with secondary mental health services in paid employment	4	4	→	8	127
	1G	The proportion of adults with a learning disability who live in their own home or with their family	64.1	63	↓	77.4	142
	1H	The proportion of adults in contact with secondary mental health services living independently, with or without support	64	53	↓	58	99
	2A1	Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population	11.8	8.9	↓	13.9	43
	2A2	Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population	646.9	452.9	↓	579.4	37
	2B1	The proportion of older people (aged 65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	73.1	65.9	↓	82.4	143
	2B2	The proportion of older people (aged 65 and over) who received reablement/rehabilitation services after discharge from hospital	2.3	0.9	↓	2.8	145
	2C1	Delayed transfers of care from hospital, per 100,000 population	18.3	17.2	↓	10.3	140
	2C2	Delayed transfers of care from hospital that are attributable to adult social care, per 100,000 population	10.5	8.2	↓	3.1	147
	2D	The outcome of short-term services: sequel to service	49.7	45.1	↓	79.6	145

Carer Data	1C1B	The proportion of carers who receive self-directed support	37.6	98.7	↑	83.3	99
	1C2B	The proportion of carers who receive direct payments	33.9	98.5	↑	73.4	67
Source	Measure		2016-17	2018-19	Change	National Average	National Rank
Carer Survey	1D	Carer-reported quality of life score	7	6.9	↓	7.5	124
	1I2	The proportion of carers who reported that they had as much social contact as they would like	28.3	25.1	↓	32.5	116
	3B	Overall satisfaction of carers with social services	25.9	33.4	↑	38.6	118
	3C	The proportion of carers who report that they have been included or consulted in discussion about the person they care for	59	56	↓	69.7	146
	3D2	The proportion of carers who find it easy to find information about support	47.9	50.5	↑	62.3	143