

Adult Social Care Local Account 2022 - 2023

Our Local Account provides information on how our Adult Social Care services performed during 2022/23. It provides an overview of the work we have completed to support citizens to be resilient, live independently whenever possible and exercise choice and control to live good quality lives and enjoy good health and wellbeing.

In July 2022, we created a new statutory partnership between health and social care called the Birmingham and Solihull Integrated Care System (ICS). We have developed joint commissioning plans and developed new ways of working together in the community. We have worked together to develop our early intervention services to support citizens in crisis to recover faster from illness or injury, avoid unnecessary hospital admissions and promote independent living through a home first ethos.

During 2022, we held several co design events with stakeholders and citizens to inform the recommissioning of our Prevention and Communities Grants Program for 2023. We also codesigned and commissioned a new integrated Carers Hub which went live in April 2023. The hub provides a range of services including carers assessments, advice, advocacy, practical training, bereavement support, carers wellbeing payments and specialist support for dementia carers.

We have continued to build on the success of our Neighbourhood Network Schemes and extended the service to support younger adults aged 18-49 with a long-term disability during 2022. We have also worked in partnership with Solihull Metropolitan Council and Birmingham and Solihull Integrated Care Board to develop a joint strategy called *Improving the lives of people with Dementia: Birmingham and Solihull Dementia Strategy 2023-2028*.

These are just some of the improvements we have made during the year, and we continue to build on these improvements and engage with citizens to shape the services they receive and put their voices at the heart of our decision making.

Councillor Mariam Khan
Cabinet Member
Health and Social Care

Graeme Betts
Corporate Director
Adult Social Care

Did you know? We Provide a range of services for people aged 18-64 and 65+

Older Adults Services (65+)

Requests for support or care from new clients

There was a total of 22555 new requests, an increase from the previous year by 4.4%

12 months with care and a care review

4065 received care which were reviewed, an increase from the previous year by 1%

Long term Residential / Nursing

There were a total of 2720 residential / nursing placements, a 2.1% increase from the previous year.

Community Services and Direct Payments

- There were 4240 community services last year a decrease of 1.5%
- There were 1355 direct payments last year a decrease of 0.8%

Younger Adults Services (18 – 64)

Requests for support or care from new clients

There was a total of 14410 new requests, a decrease of 1.2% from the previous year.

12 months with care and a care review

2930 received care which were reviewed a decrease of 11.5%

Long term Residential / Nursing

There was a total of 945 residential / nursing placements, a 3.3% increase from the previous year.

Community Services and Direct Payments

- There were 4020 community services last year an increase of 1.6%
- There were 1870 direct payments last year an increase of 4.8%

Principal Social Worker Update

It is a statutory requirement to have a Principal Social Worker (PSW). The Principal Social Workers role is to ensure that the highest standard of social work practice is imbedded across the organisation, by providing skilled and experienced leadership and practice knowledge to social workers and social care practitioners, the organisation and its partners. Each year the Principal Social Worker produces an annual report to provide an update on key achievements and developments. An overview of some key highlights is provided below:

- Practice Reviews share good practice and learning from peers and provide a critical friend approach to sector improvement. In February 2023 we participated in a Principal Social Worker Peer Practice Review undertaken by ADASS West Midlands and PSWs from other local authorities in the region. The learning from the review is being used to make improvements to the services we provide.
- We have reviewed our Quality Assurance Framework and Practice Standards and developed our staff supervision process to include case file audits to check the quality of our social work. We have fully implemented practice sessions to share learning from audits and implemented an online single point of access for social work employees to access information on policies, processes and best practice guidance.
- Birmingham continues to be at the forefront of discussions around a research standard for the region. We are currently participating in research to consider the experiences of LGBTQ+ older people and their experiences of services. There are further proposals looking into people with learning disabilities as parents, and a separate proposal for research regarding Parent Carers who have Autism.
- We continue to deliver our workforce strategies to recruit, retain and develop our workforce. We are extending our apprenticeship pathway and learning opportunities system for adult social care and continue to develop joint learning and development opportunities with Children's Services, citizens, carers and partners in Health.
- Our Three Conversations social work model continues to deliver positive outcomes by working with citizens, building on people's strengths and connecting them to their community. We have been embedding the conversation principles in the Early Intervention Community Team and social care teams to further develop strength-based practice. This is now demonstrating a move towards better quality conversations and assessments.
- The Community Support Network Team supports citizens aged 18 and above who may be facing a variety of challenging life situations. This can include advice, information and signposting and more in-depth support for more complex issues. The team is now part of our wider Commissioning Service and is well established.

Networking and Partnerships

Birmingham Children's Trust

Birmingham City Council and the Birmingham Children's Trust (BCT) work alongside each other to ensure the transfer of care and support for children with care needs to adulthood, there is a transitions team which manages the process and involves staff members from both adults and children's services working hand in hand to ensure that follow on services are delivered.

Social Care Workforce Race Equality Standards (SCWRES / WRES)

Birmingham is one of 22 local authorities working alongside Skills for Care to develop systems to monitor and evaluate equality standards and diversity within the workforce to ensure equity and fairness for all staff and to ensure fair representation at all levels within the organisation. Birmingham has been working alongside the other local authorities to share ideas and implement effective change.

An Assistant Director with responsibility for Equality, Diversity and Inclusion (EDI) has been appointed to work in partnership with the Equality, Diversity and Inclusion Manager and to oversee the EDI work across the directorate. We have worked closely with the department of Social Policy at Birmingham University to build and develop innovative ways of gaining qualitative and quantitative data. This has resulted in the launching of our own Research Programme Board with the University of Birmingham with EDI as a priority, and we have applied for grant funding from the National Institute for Health Research to explore the lived experiences of citizens, carers and Direct Payments.

Birmingham being a super diverse city, with a minority majority population, has deeply influenced our new Adult Social Care EDI strategy. The success of our strategy relies heavily on our ability to work together as a workforce and with the wider community that we serve. There is an urgent need to understand the many diverse communities that belong to our city such as the Pakistani community. As a result, the directorate has been involved in the development of community profiles, an interactive online dashboard, in collaboration with the City Observatory. This has enriched discussions around understanding access to services, experiences and outcomes of minority groups using direct payments as well as service planning. It has further highlighted gaps in service provision through the lens of EDI.

NHS

We work closely with the NHS to identify early interventions to ensure that we can meet the combined health and social care needs of the individual within the community including discharge from hospital with support.

Birmingham and Solihull Integrated Care System (ICS) is one of the 42 Integrated Care Systems launched on 1 July 2022. Every part of England now has an ICS. Birmingham and Solihull ICS have a shared vision of making Birmingham and Solihull the healthiest place to live and work, driving fairness in life chances and better health for everyone. The ICS brings together partners from the NHS, councils and community and voluntary groups to improve the way that we work together. Although this is a new arrangement, we are building on the work that we have already done together. This includes working together to get more people home from hospital more quickly and preventing people from having to go into hospital when it would be better for them to get help at home. Whilst there has been some good progress, we know that we need to do more. In particular we need to do more to fix the differences in health and well-being between different places and communities in the city.

Much of our joint effort will continue to be about supporting the NHS to manage the demand on hospital services. However, if we are going to make real and lasting change, we need to do more than that. One of the things we are working on is joining up doctors, nurses, health workers, social workers and volunteers within neighbourhoods so that people in Birmingham are better supported to stay healthy and find it easier to get the care they need when they have a problem. As part of this we know that it is really important to speak to local people and get their stories and ideas about how things could be improved.

Public Participation Team

We are committed to placing the voice of citizens at the heart of our decision-making. Co-production is a way of working whereby everyone works together on an equal basis to create a service or come to a decision which works for them all. Coproduction is a process that involves people in the design and delivery of services. There have been over 10 coproduction projects over the last 12 months across all directorates these include Birmingham Faith Covenant Partnership, Care Quality Commission Panel, Community of Practice, Net Zero Strategy, People for Public Services, Proud Rainbow City Partnership, Resident Perception Survey, Beheard support, PPT General, SEND Co-pro champions, Windrush 75. For further information please email: getinvolved@birmingham.gov.uk

Birmingham Carers Hub

Birmingham Carers Hub is commissioned by Birmingham City Council to provide support to adult carers and young people transitioning towards adulthood. The service can provide a personalised carers assessment and support carers in a range of ways including, support to access financial help, support to access wellbeing services, access to low-cost short breaks, practical and emotional support and when the carer cannot provide care, a service to provide emergency backup cover and for some pre-planned appointments.

In 2022, the Carers Hub were delighted to formally recognise Carer Ambassadors into the team. The Ambassadors are passionate about helping other Carers to get the support they need. They raise awareness and understanding of Carers by giving talks to health and social care settings, community groups or workplaces, help choose Carer Friendly award winners and assess and evaluate Carer Friendly Employer Commitment Mark submissions. They also regularly contribute to the Carer Friendly Forum for Carers, share social media posts and promote Carer Friendly Communities work. To find out more visit: birminghamcarershub.org.uk

Did You Know?

- There have been 5872 careers supported across the service, there has been £394,000 in well-being grants distributed to 1878 careers and £11.56 was saved by the social care sector for every £1 spent.
- There have been 2736 New carers identified and registered.
- There are now 365 Carer groups and activities: 70 online groups.
- There have been 2638 Carers Assessments undertaken.
- There has been 106,012 Carers who accessed online information.
- 95% of Carers rated their assessment experience very good or good.
- 87% of those who had a carers assessment felt more positive about their caring role.

Prevention and Communities Commissioning

Neighbourhood Network Scheme (NNS)

There is an NNS in each of Birmingham's 10 constituencies, the majority of which are led by voluntary and community sector organisations. Their work benefits citizens aged 18 – 49 years with a disability or additional needs, as well as older people and carers. Each NNS works with community groups, organisations, and local services to develop preventative activities and support. This is achieved through capacity building support and grant funding. Each NNS builds partnerships with local citizens, community assets and professionals. A steering group brings together stakeholders to oversee this work. The NNS publishes details of local groups and activities in the Community Directory which can be found here: [Birmingham Connect to Support](#). During 2023, interviews were conducted on digital inclusion activities that each of the 10 NNS had commissioned, or were planning, to help identify potential gaps and steer support in the future. Digital NNS has hosted a variety of training sessions and workshops on a variety of digital subjects including cyber security, digital inclusion, and social media usage; they are also offering a variety of digital tools to help organisations utilise digital resources to help more citizens. The NNS Connected Communities steering group has worked on gap analysis and priority setting exercises in relation to three communities that face significant challenges in accessing preventative support, information, advice, and guidance. The three communities the steering group is initially working with are LGBTQ+ adults, the Deaf BSL community and Gypsy, Roma, and Traveller communities. This work is due to be completed in December 2023 and will set the priorities for future NNS commissioning. The NNS will continue to utilise its NNS Digital and Connected Communities programs across Birmingham, to both facilitate greater inclusion and help us improve our services, whilst also ensuring citizens from all backgrounds can be supported by the NNS and P&C providers.

Prevention and Communities (P&C) Grants Programme

This Grants Programme complements the work of the NNS, providing a wide range of preventative support to citizens aged 18 – 49 years with a disability or additional needs, as well as older people and carers. The previous Prevention and Communities Grants Programme ended in September 2023 and Cabinet approval was granted to recommission the programme to start in October 2023 for three years. We are investing in 40 projects across Birmingham's communities. The programme includes support with, hoarding, digital inclusion, mental health, bereavement, dementia, and information, advice, guidance services, including income maximisation. There is also a wide range of social activities and support to tackle loneliness and isolation. To promote the new P&C Grant programme we are creating a new prospectus with an overview of each provider and details of the services they offer. We will also be updating the Connect to Support Community Directory, to ensure all projects are listed here. In partnership with BVSC we are running the Community Development Hub to train and support community development practitioners working across the Birmingham. The focus will be on smaller organisations.

How is Adult Social Care Money Spent?

£326.4m Was spent on Adults Social Care from the period 1st April 2022 to 31st March 2023 an increase of 12.4% from the previous report. this included expenditure on assessment and care management as well as the direct cost of service delivery to citizens.

Expenditure by Primary Need

- £71.1m for older people's services
- £115.4m for adults with a learning disability
- £35.2m for adults with a physical disability
- £20.8m for adults with mental health needs
- £2.3m for working age dementia
- £81.4m for internal services and social work operations

Expenditure by Service Type

- £101.1m for residential care
- £86.8m for home support
- £8.2m for day care
- £43.7m for direct payments
- £81.4m for other services

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 2022/23?

Safeguarding people – Making Safeguarding Personal

Making Safeguarding Personal (MSP) is an initiative aiming to develop 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 1070 MSP enquiries, **74%** were asked what their desired outcomes were. **91%** of those expressing an outcome had their outcomes fully or partially achieved.

Not all people can be approached for their desired outcome some may have passed away or they lack the capacity to answer these questions.

Service User Feedback

We are committed to providing an excellent service to our citizens; however, we accept that we do not always get it right and that citizens have a right to raise any concerns they may have with the standard of services we provide. We offer various ways to contact us to make a complaint, make a compliment or share a comment:

Brum Account <https://www.birmingham.gov.uk/myaccountpage>

Online <https://www.birmingham.gov.uk/yourviews>

Phone 0121 464 9995

Letter: BCC, PO Box 16616, BIRMINGHAM B2 2HN

Further information regarding our complaints policy and process is available on request and online:

[https://www.birmingham.gov.uk/info/50172/comments_compliments_and_complaints.](https://www.birmingham.gov.uk/info/50172/comments_compliments_and_complaints)

Compliments

During 2021 -2022:

- 218 compliments were received a decrease of 15.5% from the previous report.

Extracts from compliments received:

- Client Financial Services – Supporting Citizen with setting up a direct payment card - The officer has proved to be an effective communicator during this process. She has always explained clearly the often complicated and confusing direct payment system and always attempts to communicate with the other people involved in the process. I always feel that the officer is the voice of reason and feel confident in the support and advice that she gives.
- Social Work Constituency Team (Perry Barr) – Placing Citizen in suitable Care Home - The Social Worker has been amazing, and I have already verbally told him that I have never met a Social Worker like him. He has from our first meeting, where he acted with utmost professionalism and care made my mom the number one priority. He listened to both me and my sister who at times had different opinions on the care needs for my mom but through the Social Workers input we have been able to put my mom's needs first and the result has been unbelievable. My mom has gone from living a lonely existence with little human interaction, unable to eat, speak or be present with people to thriving, communicating better and eating well and now appears to be alive again. We as a family are also united again and can now enjoy being her daughters.
- Social Work Constituency Team (Erdington) - I would like to say a big 'Thank You' for all your help and assistance in getting the care sorted for my mom, we could not have done it without you. You have done a wonderful job and it is greatly appreciated.
- Occupational Therapy (OT) Team – OT Assessment - I wanted to take the opportunity to provide feedback on my recent OT assessment. The officer has excellent interpersonal skills; although I was not looking forward to the assessment as I am a private person and was dreading sharing my health conditions and challenges to a stranger. The officer was very calm, non-judgemental, encouraging and supportive. I felt like an individual and not a person with x y z conditions. I was not rushed and had the opportunity to share my challenges and the officer provided solutions/suggestions for each of these. The officer was very patient explaining how each piece of equipment can support which enabled me to select what I felt was appropriate. The officer is clearly committed and experienced within her role; she even took the time to escort me to my lift due to my limited mobility.

Complaints

- 641 statutory complaints were received.
- Each complaint can be made up of different elements. In total 862 individual complaint elements were investigated, and 505 elements were partially upheld.
- Staff conduct had the highest overall reasons for complaints received.

Provider Quality Ratings - Monitoring providers to ensure the best outcomes for our citizens.

Birmingham monitors ratings across 3 regulated services these are Care Homes, Home Support and Supported Living, the scores below are the latest scores from either Birmingham City Council, The Care Quality Commission or the Integrated Commissioning Board

Care Homes

- There were 13 homes who were rated gold.
- 432 homes were rated silver.
- 123 homes rated bronze.
- 7 homes were rated inadequate.
- 1 home is not yet rated.

These means that 76% of Birmingham Care Homes are Outstanding or Good

Home Support

- There is 0 provider rated Gold.
- 70 providers were rated Silver.
- 12 providers rated Bronze.
- 1 provider are not yet rated or are inadequate.

This means that 84% of Birmingham Home Support services are Outstanding or Good

Supported Living

- There are 3 providers rated Gold.
- 199 providers were rated Silver.
- 64 providers rated Bronze.
- 1 provider is rated as inadequate, 11 providers are not yet rated.

This means that 73% of Birmingham Supported Living services are Outstanding or Good.

ASCOF Results and rankings (compared to last year)

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.

Note: the employment and accommodation measures for Mental Health (1F and 1H) have not been released yet due to a cyberattack. These have been excluded from previous years here for ease of comparison.

Annual measures

Source	Measure	2022-23 Score	2021-22 Score
User data <i>(Note that 1F and 1H are health data)</i>	1C1A Self-Directed Support	100	100
	1C2A Direct Payments	39.1	38.2
	1E LD Employment	1	1.4
	1G LD Accommodation	66.8	68.7
	2A1 Perm. Admissions to care homes- YA	15.9	7.7
	2A2 Perm. Admissions to care homes- OA	587.2	417.6
	2B1 At home 91 days after enablement	80.8	80.5
	2B2 Had enablement after hospital	10	7.4
	2D Outcome of Short-Term Service	56.4	41.4
	Carer Data	1C1B Self-Directed Support	97.8
1C2B Direct Payments		96.8	94.1

Source	Measure	2022-23 Score	2021-22 Score
User Survey	1A Quality of life	18.9	18.2
	1B Control over daily life	76.8	69.8
	1I1 As much social contact	47.3	37.5
	1J Adjusted Quality of life	0.41	0.402
	3A Overall satisfaction w. ASC, services	60.8	59.5
	3D1 Info easy to find	61.1	55.8
	4A Feel safe	69.3	68.8
	4B Services help with safety	90.2	86.6