

# “How We Served You In 2014/15”

London Borough of Sutton Council  
Adult Social Services  
Local Account 2014/15



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# Foreword

We are pleased to present Sutton Council's fifth Local Account of its Adult Social Care Services which reports on how services performed in 2014/15. As Public sector finance reforms continue to roll out, the pressure on all Council services including Adult Social Care has presented a substantial challenge. In addition to this Government introduced the Care Act 2014 which is the largest single change to Adult Social Work policy and practice since National Assistance Act 1948. We are proud of how Sutton has been able to respond to these challenges and maintained progress against our priorities for improving care and support for Sutton residents.

Safeguarding vulnerable adults remains a core focus for the service and Sutton having been one of the first local authorities to pilot making safeguarding personal has now incorporated into our practice the principles of working with that individual to enhance their empowerment and achieve the objectives they want rather than imposing objectives through the process.

The Better Care Fund has proved a powerful catalyst for increased joint working with Sutton Clinical Commissioning Group (SCCG) and NHS providers. Transformation projects and pilots are underway that will begin to align our practices and significantly improve service delivery and outcomes for Sutton citizens. Working together Sutton Social Services and SCCG successfully made a joint bid for funding from Department of Health to support the implementation of an integrated digital record which will allow clinicians and care professionals to share and access patient information securely and instantaneously. This will help to reduce hospital admissions, remove the need for duplicated tests and unnecessary medication as well as providing critical information about patients to assist in accurate diagnosis at points of crisis.

In order to work towards meeting the priorities we set for ourselves within the Better Care Fund Programme Plan we have undertaken a significant reorganisation of the social work teams to align to health locality based services. We have also consulted with staff on moving to seven day working. There is still work to be done in fully achieving the priorities but the ground work required to transform the service to be more integrated is well underway and being driven forward by strong collaborative leadership.

The Adult Social Care Survey responses from service users ranked Sutton as in the top five across all London Boroughs for six out the seven indicators. Sutton also had the highest proportion of service users who felt safe. The Local Account only provides a snapshot of our performance so if you would like any more information or have any questions, please get in touch with us. Our contact details can be found on Page 20.

Tolis Vouyioukas  
Strategic Director  
People Directorate

Colin Stears  
Chair  
Adult Social Service  
and Health Committee

# Section 1- Introduction



## What is the Local Account?

Local Accounts are part of the Government's initiative to make local services accountable to local people by sharing with the community the improvements that Councils are making in adult social services. The Government introduced Local Accounts in 2011 for councils to explain how well local services are being delivered and what needs to improve in their area. This is Sutton's fifth local account. Previous Local Accounts can be found here: [2010/11](#), [2011/12](#), [2012/13](#) and [2013/14](#).

## What's in Sutton's Local Account 2014/15?

London Borough of Sutton is committed to delivering the highest quality of services to adult residents who have care and support needs. We are proud of the way we work with our residents, the NHS, the voluntary sector and the wider community. By working together we achieve better outcomes for people who use these services.

This Local Account gives an overview of performance and achievements of Sutton Adult Social Services during 2014/15. It also gives a summary of the views of those receiving eligible adult social services and an overview of the cost of Adults Social Services in Sutton.

Throughout this document we have indicated our plans and priorities for 2015/16 and provided a useful glossary of some of the less common terms used in this document.

## Key Facts and Figures about Sutton

The population of Sutton is changing.

- In the 2011 Census, Sutton had a population of 190,146,
- The Office for National Statistics projects that the population will rise to 218,000 (15%) by 2021,
- It is not just the population size that is increasing; the age profile is increasing as well,
- Over 65s made up 14.3 per cent of Sutton's population in the 2011 Census and by 2021 the number of people in that age group is projected to rise by 25 per cent (in line with London but less than England),
- The extent of diversity has increased markedly over the last five to 10 years with emerging new Polish, Urdu and Tamil communities,
- 29 per cent of our population are from diverse communities making the profile of Sutton's communities more like the rest of London.



## Section 2- Overview of Adult Social Care

Adult Social Services in London Borough of Sutton (LBS) is responsible for:

- Meeting the social care needs of the adult population,
- Working with partners to meet the housing need of vulnerable adults,
- Ensuring strong links to Public Health strategies and,
- Leading on partnerships with health services.

LBS also works with the private, voluntary and independent sector providers, who are commissioned to deliver adult social care services to ensure their workforce develops the skills required now and in the future, with particular regard to the personalisation agenda and the drive to increase direct payments. We are also prioritising the involvement of user and carer organisations in the services that we commission.

### The new People Directorate

From 1st April 2015, two directorates in the council, Adult Social Services, Housing and Health (ASSHH) and Children, Young People and Learning Directorate (CYPLD) merged into one directorate known as the People Directorate.

The new People Directorate will enable a greater alignment of services when children transition into adults services and will also improve professional practice with simpler processes to drive efficiency within the service.



The strategic priorities for Adult Social Services in Sutton remain:

*Embed the personalisation of adult social services within the council and promote the suppliers adopting person centred services*

*The continued modernisation of the council's adult social services that reduces direct provision*

*Ensuring adult safeguarding remains central to all aspects of adult social service delivery both within the council and in partner organisations*

*Develop community resilience and capacity that promotes support networks for residents and improves the quality of outcomes for those with disabilities and illness to make them feel safer*

## Section 3- Finance, Budget and Savings

The Council has to deliver significant on-going savings in response to the Government's policy aimed at reducing the public sector deficit, mainly through reductions in public expenditure. Unprecedented cuts to councils' budgets means the council has to save £74 million between 2010 and 2019. By March 2016, the Council would have delivered £43 million of savings since 2010.

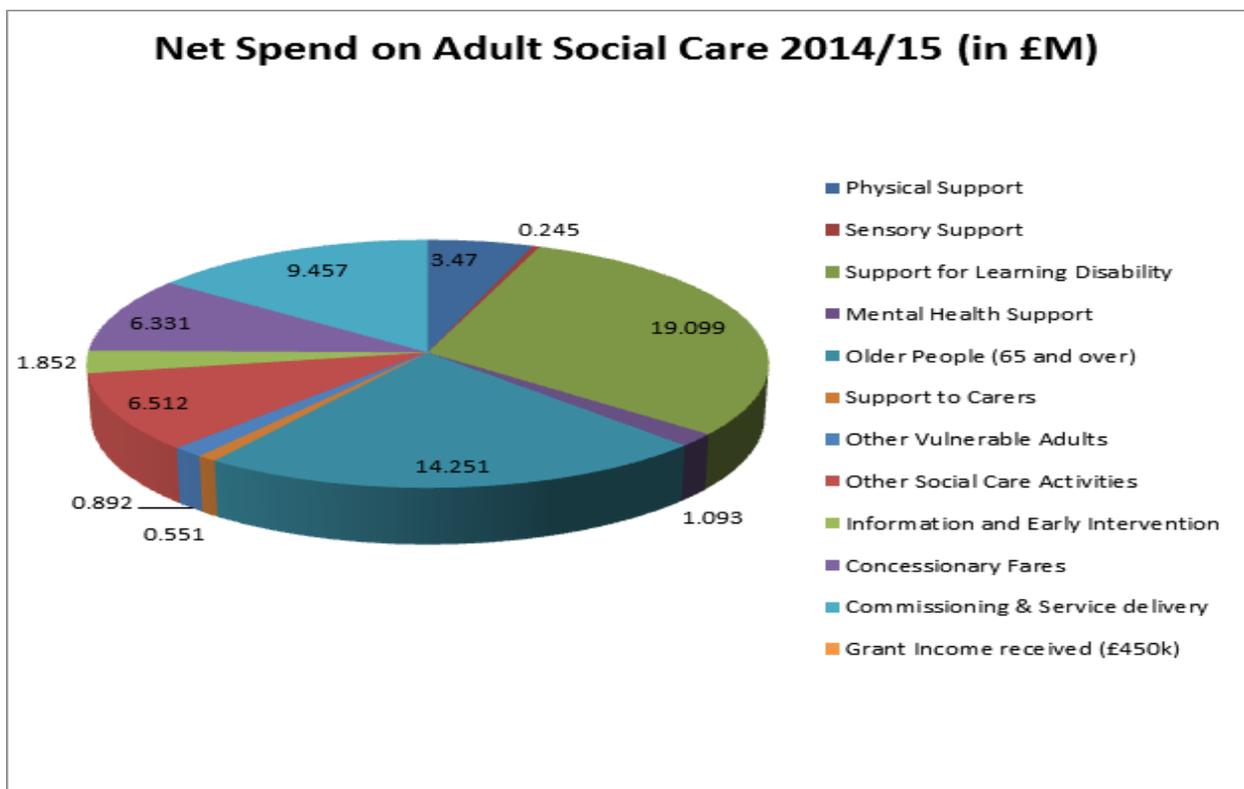
The Directorate is supporting the Council to reach its overall savings targets by looking at how money can be spent more effectively to provide people with good quality services at a lower cost.

Adult Social Services has tried to ensure that savings have impacted least on front line care and support services, although, as further savings have to be made, this has become increasingly difficult to achieve.

Adult Social Services has achieved targets set for it, year on year, totalling a sum of £3.25 million in 2014/15.

In the financial year 2014/15, Adult Social Services spent £63.7 million on services for people with different care needs. A grant income of £450k was received for the Dementia Project and Care Act Implementation. Therefore the total amount spent on Adult Social Services less the Grant Income was £63.3 million in 2014/15. The breakdown spend for 2014/15 in Adult Social Care is shown in Figure 1 below:

**Figure 1: Net Spend on Adult Social Care in 2014/15**



Source: Adult Social Care- Finance Return 2014/15

## Section 4- Our Performance

### How were residents supported?

The new Statutory Return Framework was used for the first time in 2014/15 to measure performance. This means that the figures in 2014/15 might not be directly comparable with the figures in 2013/14.

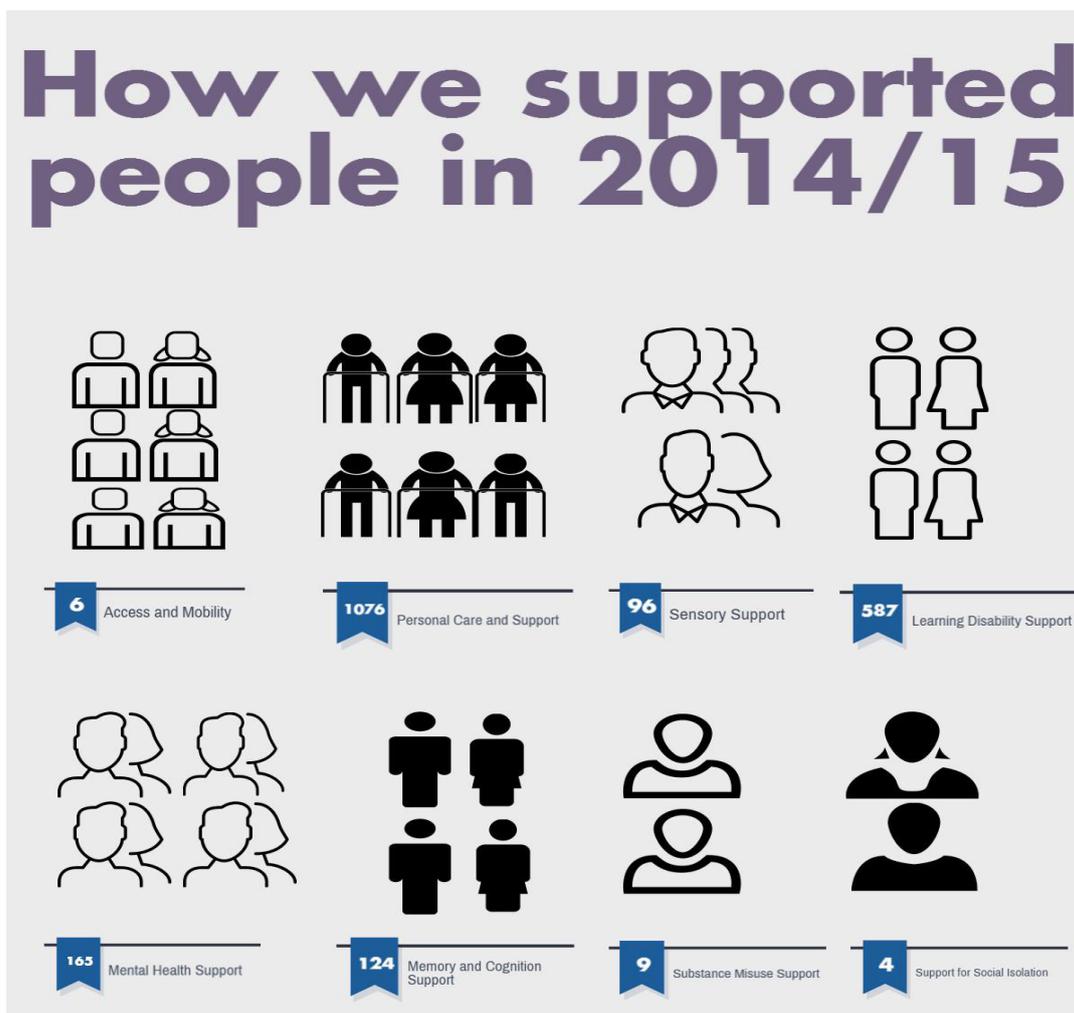
The service received a total of 5409 requests for support from new clients. The Council supported 2067 people in 2014/15 with Long Term Support. The breakdown of this number can be found in Figure 2 below. We provided carers with support 925 times in 2014/15.

One of the priorities for Sutton Council's Adult Social Services is to provide personalised services through choice and control.

One of the ways of supporting this priority is through the provision of Personal Budgets and Direct Payments to people who need services and their carers. 100% of clients (2067) who received Long Term Support had a personal budget and 32.1% (663) of these clients were supported with a Direct Payment.

The council aims to support people to live independently in their own homes or get services within the community. However, there are some people who also move into residential and nursing homes. In 2014/15, there were 71 new nursing placements and 40 new residential placements.

Figure 2: Number of people receiving services in 2014/15 by client group



Source: New Statutory Return Framework 2014/15

## Improved Performance in delivering social care services

Councils are required to report to the Government on key areas of service performance in Adult Social Services. ASSHH committee agreed to include social care metrics of the Better Care Fund (BCF) and following the implementation of the Care Act performance information on Carers, National Eligibility Framework and Advocacy were included. LBS produces a report which provides a summary of the key areas of adult social services performance, included those reported nationally and this is outlined in Table 1 below:

**Table 1: Adult Social Care Performance Measures 2014/15**

Performance Measure	What we achieved in 2014/15	Rating
Permanent admissions of older people to residential/nursing homes	Our BCF target for 2014/15 was approximately 72 admissions. During the year, our performance was consistently above this level (111) and therefore the target was not met.	
Proportion of older people (65 and above) who are still at home 91 days after discharge from hospital	Our BCF target for the year was 90%. During the year, we had an average of 94.5 % therefore we did not meet this target.	
Delayed Transfer of Care attributable to social services	Our BCF target for the year equates to approximately 310 delay days per month over the period. 422.7 delay days were reported in 2014/15 which does not meet the target set	
Personal Budgets	100% of individuals in receipt of a service had received a personal budget in 2014/15 and this figure is above national target of 70%.	
Direct Payment	32.1 per cent of individuals in receipt of a service had received a Direct Payment in 2014/15 which is higher than last year's percentage of 23.2%	
Carers Assessments	A target of 30% was set for service users who had a carer to have received a carer's assessment. The performance in 2014/15 was 31.1% which exceeded this target.	
Service users whose support package were reviewed	In 2014/15, a total of 1580 service users were due for a review. A total of 83.5 % of these clients were reviewed or reassessed of their needs at the end of 2014/15	
Individuals notified to the council under safeguarding alerts	A total of 3347 safeguarding notifications were received in 2014/15. Out of these, we investigated 627 referrals to protect adults from abuse.	
The percentage of social work and occupational therapy staff vacancies	The social worker vacancy levels was 23% in 2014/15. However, through a flexible workforce costing of directly employed employees and agency staff, the net vacancy rate is 5.8%.	
Number of Care Providers Embargoed	The number of care providers embargoed in 2014/15 was 9 which is a decrease compared to 7 embargoed in 2013/14	

Source: London Borough of Sutton Adult Social Services Performance Report 2014/15

## What you told us about our services in 2014/15

It is important for the London Borough of Sutton to know what service users and their carers think about the adult social care services they receive. Their views help us continuously to improve the quality of those services. The Council therefore regularly surveys carers and service users, with outcomes measured against national and local frameworks.

### The Adults Social Care Survey 2014/15

The Adult Social Care survey is a survey of service users conducted by all local authorities in January and February of every year. We send out questionnaires to a sample of clients living in residential or nursing homes or in their own homes. In 2014/15, we sent out questionnaires to over 800 people. 346 of them were completed, which was a good response rate of 42%.

The results of the Adult Social Care Survey are used in seven indicators which form part of the national Adult Social Care Outcomes Framework (ASCOF). The indicators cover areas such as quality of life, satisfaction with services, finding information and advice and feeling safe. For six of the seven indicators in 2014/15, Sutton ranked in the top five among London boroughs and had the highest score for the proportion of people who use services who feel safe. Table 2 shows the scores for the seven indicators and how Sutton ranked in London.

### The Adult Social Care Outcomes Framework (ASCOF) 2014/15

The Department of Health measures the work of Adult Social Services through its Adult Social Care Outcomes Framework (ASCOF). This framework has four top level outcomes that need to be achieved which include:

- Enhancing quality of life for people with care and support needs,
- Delaying and reducing the need for care and support,
- Ensuring people have a positive experience of care and support,
- Safeguarding people whose circumstances make them vulnerable and protecting them from avoidable harm.

The framework is used both locally and nationally to set priorities for care and support, measure progress and strengthen transparency and accountability.



### Key Messages from these Surveys

- The new methodology for the survey introduced for 2014/15 means that it is not possible to draw direct comparisons with the results from previous years,
- In 2014/15, Sutton's scores were good compared to those from other London Boroughs,
- Sutton scored highest among the London Boroughs on the indicator about whether people who used services felt safe,
- In terms of satisfaction with services, over 90% of respondents said that they were at least quite satisfied with services or happy with the way staff treated them

The results from the Adult Social Care Survey which forms part of the Adult Social Care Outcomes Framework (ASCOF) are shown in the table below along with comparable results from the 2013/14 survey.

**Table 2: Adult Social Care Outcomes Framework 2014/15**

Adult Social Care Outcomes Framework (ASCOF) measure <sup>1</sup>	Score in 2014/15	Rank in London 2014/15	Score in 2013/14	Rank in London 2013/14
Quality of Life (score out of 24)	19.0	4th (joint)	18.6	9th (joint)
Proportion of people who use services who have control over their daily life (%)	75.5	4th	73.8	9th
Proportion of people who use services who reported that they had as much social contact as they would like (%)	46.0	5th	New ASCOF Measure which started in 2015	--
Overall satisfaction of people who use services with their care and support (%)	62.9	5th	59.0	19th
Proportion of people who use services who find it easy to find information about services (%)	79.0	5th	69.3	27th
Proportion of people who use services who feel safe (%)	75.5	1st	63.2	14th
Proportion of people who use services who say that those services have made them feel safe and secure (%)	86.2	10th	70.7	27th

Note: The methodology changed in 2014/15 so it is not possible to directly compare the figures in the two years

### The Social Care Related Quality of Life

The Social Care Related Quality of Life score gives an overarching view of the quality of life of people with care and support needs. It is measured by collating responses to the Adult Social Care Survey around eight outcomes which include:

- Control over daily life,
- Dignity,
- Personal Care,
- Food and Nutrition,
- Safety,
- Occupation,
- Social Participation,
- Accommodation.



The average quality of life score for Sutton's Adult Social Service users was 19.0 out of 24 which was the joint 4th highest among London boroughs. In 2014/15, the methodology used to carry out the survey was changed. It is not, therefore, possible to directly compare the results for 2014/15 with 2013/14.

**Table 3: Social Care Related Quality of Life**

Year	2011	2012	2013	2014	2015
SCRQoL Score	18.5	19.0	19.1	18.6	19.0

Source: Adult Social Care Survey 2014/15

## Section 5- Complaints, Comments and Compliments

LBS welcomes residents' comments as this can help to make improvements in the services we deliver. We aim to give the highest standard of customer care to all members of our community and when you contact us, you can expect:

- Staff to acknowledge you, be courteous, give their name and their service area,
- your dealings with us will be treated as confidential and we will tell you if the information you provided is to be used for any other purposes,
- all our staff will try to resolve issues at the first time you contact us,
- all our staff will communicate clearly according to your need,

### Customer Satisfaction-How are we doing?

The tables below show performance and satisfaction rates from our clients who make contact with us by Telephone and Face to Face contact in the Civic Offices. In 2014/15, Sutton Council received 31,818 telephone customers who provided a rating at the end of the call. From this number, 88% of these people gave us an overall rating of "Good".



A combined percentage of 12% were not satisfied with the response they received or the outcome. We always take the ratings our residents and clients give us seriously and we aim to improve with each contact we receive.

Of the clients who came to our Sutton Civic Offices (Face to Face) in 2014/15, 24,621 clients provided a rating at the end of their visit. 90% of these gave us an overall rating of "Good" while a combined percentage of 10% were not satisfied with the service they received at the end of their visit. Our aim is to ensure every client consistently received the best quality of service.

Figure 3: Performance and Customer Satisfaction (Face to Face) 2014/15

F2F				Overall Rating	
Number of respondents	22251	843	1527		
Percentage of respondents	90%	3%	6%	Good	

Source: Customer Satisfaction Survey 2014/15

Figure 4: Performance and Customer Satisfaction (Telephone) 2014/15

Telephone				Overall Rating	
Number of respondents	28024	3126	668		
Percentage of respondents	88%	10%	2%	Good	

Source: Customer Satisfaction Survey 2014/15

## Complaints

Sutton residents can report to the Council's Customer Care Team if they are unhappy with a service, so that we can put things right. The Customer Care Team also want to hear suggestions of where improvements could be made. When a complaint is made, it is fed back into operational practice to ensure relevant departments can develop and make appropriate changes to services. The number of complaints about Adults Social Services over the last four years is summarised below:

**Table 4: Adult Social Services Complaints**

Year	2010/11	2011/12	2012/13	2013/14	2014/15
<b>Adult Social Services Complaints Received</b>	49	62	52	56	68

## Common Themes of Complaints

Some common themes associated with the complaints in 2014/15 include:

- Dissatisfaction with service received or care provided,
- Delays in communications and provision of services,
- Failure to adhere to timescales.

## Plans to improve these common issues

The Adult Social Services Quality Assurance team have been looking at the common issues to ensure where possible that:

- Staff are trained to provide the right information along with expected timescales in order to manage expectations from people who use the service,
- Processes and procedures are changed and improved to provide a seamless and efficient system,
- Improved services and better plans to monitor services provided to client to ensure that these complaints are kept to a minimum,
- We have refreshed our standards and timescales in our policies and procedures to ensure that we provide high quality services to our clients in a timely manner.

## Key Messages

A total number of 68 complaints were raised in 2014/15 which is an increase of 21 per cent from the previous year 2013/14. The majority of the complaints (70%) were related to the Dementia, Disabilities, Hospital In-reach and START Teams.



## Comments and Compliments

Compliments are important feedback that tells us what we are doing well and helps to spread good practice. We remain committed to learning from all comments, compliments and complaints. Feedback is continually monitored to ensure service improvements can be identified and acted on.

The total number of compliments received in the year 2014/15 was 18 which is slightly lower than 21 received in 2013/14. Here are some examples of compliments we received in 2014/15:

*“ Thanking the social worker on behalf of the family for the support received during a difficult time when our loved one was alive”.*

*“Thanking social services and the mental health team particularly the social worker for showing exemplary behaviour in her unyielding professionalism as well as being caring and understanding”.*

*“Thanking the Occupational Therapist for his help with installing some equipment (Hand rails and Bath rails) as it has made me realise that there are still people who care”.*

## Section 6- Key highlights against priorities in 2014/15

We achieved the following key highlights against the priorities we set in 2014/15 and they include:

### Integration of Adult Services with CYPLD

Towards the end of the financial year 2014/15, the former Adults Social Services, Housing and Health Directorate was merged with the Children, Young People and Learning Directorate to become the new People Directorate. The new People Directorate is headed by the Statutory Strategic Director Tolis Vouyioukas. There is an Executive Head of Service for Adult Social Care who oversees the day to day running of adults services.

### Promoting personalised services for clients

London Borough of Sutton takes pride in providing personalised services for its residents and clients through choice and control. This has been reflected in the number of clients who are supported with Personal Budgets and Direct Payments. In 2014/15, we provided 100% of clients (2067) who received Long Term Support with Personal Budgets. From this figure, we provided 32.1% of these clients with Direct Payments. We aim to increase the number of clients including carers who are provided with a Direct Payment in 2015/16 and maintain the Personal Budget percentage.

### Prevention, Reablement and Independence

The majority of the services delivered by the voluntary sector and commissioned through the prevention prospectus delivered against their contracted outcomes during 2014/15. These contracts were due to end in September 2015 and transition arrangement aligned to future commissioning intentions have been put in place.

The referral to response, telecare service, continues to support over 900 people in Sutton per annum.

### Safeguarding Vulnerable Adults

The number of safeguarding adult notifications received by the Council has increased:

- 1,148 in 2012/13,
- 1,283 in 2013/14,
- 3,347 in 2014/15.

In 2014/15, we investigated 627 referrals to protect adults from abuse. This is approximately 19 per cent of the total notifications received.

Sutton took the Making Safeguarding Personal project forward and ensured that it became part of mainstream practice. Working in partnership with the adult at risk throughout the process enhances empowerment and helps to keep people safe

### Reducing Health Inequalities in the Borough

Health inequalities arise from a complex interaction of many factors including housing, income, education, social isolation and disability which are strongly affected by a person's economic and social status. Sutton's Health and Wellbeing Strategy was refreshed in 2014/15 and it summarises the work to be carried out in addressing health inequalities in Sutton. The key highlights for reducing health inequalities included:

- Delivery of the LiveWell programme where health trainers supported adults to make lifestyle changes,
- Smoking Cessation programme to enable smokers make lifestyle decisions to stop smoking,
- Piloted the Sutton People's Kitchen- a lifestyle road show designed to help residents take greater responsibility for improving their health.

### Implementing the Care Act

The council made several changes to ensure that Sutton Adult Social Services was fit for purpose to meet the requirements of the Care Act. Some of these changes were made to

- the way we provide information and advice to our clients and residents,
- ensure our workforce were competent and capable of working within the Care Act requirements,
- the council's policies and procedures to reflect the new legislative framework. More details about the Care Act can be found on Page 14.

# Section 7- Implementation of the Care Act

## Overview of the Care Act

The Care Act remains one of the biggest changes to adult social care in over 60 years. The Care Act is designed to bring together the current laws relating to adult social care under one statute/Act. The Act received Royal Assent in May 2014 and will be implemented into two parts- Part One in April 2015 and Part Two in April 2016. Some aspects of the Care Act including the Care Cap and Care Account will be delayed until the 2020.

## Key changes in the Care Act (April 2015)

### Wellbeing

Decisions about care and support will consider an individual's wellbeing and what is important to them and their families so they can stay healthy and remain independent for longer.

### National Minimum Eligibility Criteria (NMEC)

The Care Act introduces a new national minimum eligibility criteria that all councils will use as part of their assessments to determine care and support needs.

### Carers

The Care Act for the first time gives carers the same legal footing and rights as the cared for which means they have a comparable eligibility criteria and a right to services if they are eligible.

### Deferred Payment Agreement (DPA)

A Deferred Payment Agreement (DPA) is an arrangement with the council that enables individuals who have eligible care needs to use the value (equity) of their homes to pay for their care home costs. From April 2015, all councils in England is required to offer this. Sutton Council already offered this option.

## What the Council did to prepare

The council made several changes to ensure that Sutton Adult Social Services was fit for purpose to meet the requirements of the Care Act as follows:

- **Information, Advice and Prevention** - The council commissioned new web content and Care Place Services directory to help clients find the right information and advice they needed
- **Workforce** - The adult social service structure was reorganised in preparation for the implementation of the Care Act and went live in February 2015.

The new multidisciplinary teams consist of social workers, occupational therapists, assessment officers and other professionals. This change has provided more effective and speedier outcomes for service users and improved cross discipline working.

- **Training, Learning and Development** - A series of combined briefings and workshops were arranged to ensure that the workforce were kept abreast of new developments and ways of working within the new legislative framework. Some of these learning sessions are still ongoing to help further improve the service.
- **Public Engagement and Communication** - The council ensured that the public was kept informed of the Care Act. We developed a Care Act web page on the Corporate website which is regularly updated. We recorded an audio summary message of the Care Act in partnership with Sutton Talking Newspaper. We ensured all of our 3000 clients and 80,000 households were informed on the Care Act by writing to them in March 2015. Lastly, we held several workshops and sessions on Care Act for our voluntary sector organisation partners.

## Initial Impact of the Care Act

The council envisaged an increase in contacts made to the council, referrals and assessments particularly carers' assessments. However, there was only a 4 per cent increase in contacts during the period of the national and local campaign. The expected bulge of new requests for carers' assessments has not yet happened. It is still too soon to state that referral rates will not increase during the course of the year.

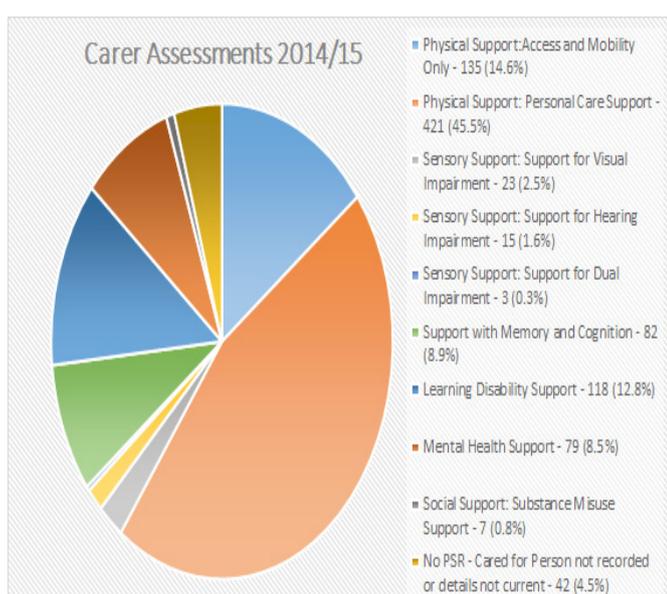
## Future plans for the Care Act Implementation

We will continue to monitor the levels of contacts, referrals and assessment and make necessary adjustments within the service to meet demands. We are currently finalising plans on the public consultation in support of the changes and flexibilities being introduced by the Care Act. More details on the public consultation can be found on the Care Act web page within the Council's website.

## Section 8- Promoting Client and Carer Involvement

The Care Act defines a carer as an adult who provides or intends to provide care for another adult who needs care. We recognise that most people have their care needs met within their own families and communities. In Sutton, we consider Carers as equal partners with the Council in making sure the people they care for are properly supported to live as independently as possible. In the 2011 Census, 18,298 people identified themselves as Carers in Sutton, which is 10.3% of Sutton's total population. This is an increase from 16,100 from the 2001 Census. **Figure 5** below shows the number of carers assessed or reviewed in 2014/15 by Council officers categorised according to the people that they were caring for.

**Figure 5- Carer's Assessment 2014/15**



In 2014/15, the number of carers receiving an assessment of need increased from 676 in 2013/14 to 925 in 2014/15. This means that more carers have had an opportunity to discuss their care and support needs, and how the local authority can help to meet these needs, maintain their own health and wellbeing, balance their caring role and plan for emergencies.

In Sutton, we offer a range of services for Carers including a carers needs assessment, carers' direct payments and personal budgets, planned and emergency respite services delivered to cared for individuals, advocacy and advice, preventative services including carers breaks, counselling and information and advice services commissioned.



through the voluntary sector (e.g. through the Sutton Carers Centre and the Alzheimer Society).

### Sutton's Joint Commissioning Strategy for Carers

In January 2015, Sutton's Health and Wellbeing Board signed off a Joint Commissioning Strategy for Carers. This strategy reflected shared commitment of Sutton's Clinical Commissioning Group and the London Borough of Sutton to support carers to look after their own health and wellbeing and to jointly maximise shared resources to support Sutton carers. The Sutton Joint Carer Strategy sets out how LBS and SCCG will jointly commission support services to make the best use of available resources to:

- Meet the requirements of the Care Act,
- Promote good carer health and wellbeing,
- Build Carer resilience to enable carers to maintain their carer's role independently.

### Sutton's Local Vision for Carers

The vision for Carers in Sutton retains a commitment to the local vision set out in the 2011-2013 Carer's Joint Strategy:

*"The vision shared by the council and its health and strategic partners is to build a community in which all can take part and all can take pride. Carers need to be supported to have the same opportunities as everyone else. They need a life of their own outside their caring role and the opportunity to enjoy health and wellbeing. Carers should also be supported to care ably and safely and to be "expert partners in care" (valued, recognised and respected for the contribution they make)."*



- LBS and SCCG's will also look to focus on the implementation of the Joint Carers Commissioning Strategy throughout 2015/16,
- Continued Engagement with carers, with continuous feedback from carers to ensure engagement is meaningful,
- Sutton continues to integrate safeguarding Sutton's vulnerable residents in everything it does including protecting people from inappropriate caring roles,
- Developing a strong and resilient community in Sutton to help keep people healthy and independent in their own homes.

### Key Highlights of 2014/15

We achieved the following in 2014/15:

- The number of carers receiving an assessment of need increased from 625 in 2013/14 to 925 in 2014/15,
- Carer's have been able to continue to access respite services delivered to the cared for individual they support through that individual's personal budgets. Carers can access a range of home-based and residential respite services, on both a pre-planned and emergency basis,
- Services commissioned through voluntary sector providers have achieved positive outcomes for carers in relation to preventing and delaying needs for care and support by helping boost carer resilience and their capacity to maintain their caring roles,
- Development of a Joint Commissioning Strategy for Carers in Sutton, setting out the shared commissioning priorities of Sutton's Clinical Commissioning Group and the London Borough of Sutton for carers in Sutton,
- Carers were actively involved in a number of key policy developments and commissioning activities over the course of 2014/15, including the development of the Joint Carers Commissioning Strategy and the Information & Advice framework.

### Future Plans for 2015/16

Our future plans for 2015/16 are outlined below and they include:

- Developing plans to ensure that the council continues to meet the Care Act requirements for Carers,

### User Experience Survey 2014/15

In 2014/15, Sutton's Adult Social Services developed a customer experience survey for clients receiving services from both social care, occupational therapy and sensory services. It was designed to obtain feedback from our clients, provide a better understanding of our clients' experience of their contact with Adult Social Services and how they felt they were treated by our staff.

A pilot survey was carried out towards the end of 2014/15 and three teams were included- Review/ Dementia Team, Disabilities and Mental Health. The total number of clients who responded to the Pilot Survey was 84, including 70 clients from Occupational Therapy and 14 from Social Services.

Overall, the responses from clients using Adult Social Services were favourable with 33% of total responses "*in Strong Agreement with all the statements*" and 59% in "*Agreement with all statements*". The overall responses from clients using Occupational Therapy and Sensory services were equally favourable with 69% of total responses "*in strong agreement with all the statements*" and 27% of total responses "*in agreement with all the statements*".

### Plans for Improvement for the User Experience Survey

The feedback received from client groups in the pilot survey were very positive and helpful. The survey is planned to be rolled out across Adult Social Care as an ongoing customer feedback process in the new financial year 2015/16. The results will be published in the next Local Account 2015/16.

## Section 9- Keeping People Safe (Safeguarding)



Keeping our residents safe is at the heart of what we do: we want to make protecting adults at risk everybody's business in Sutton.

Making Safeguarding Personal is part of the Statutory Guidance of the Care Act 2014, urging Local Authorities to make this approach part of mainstream practice. In 2013/14, Sutton was part of the Making Safeguarding Project. In 2014/15 Sutton took the Making Safeguarding Personal project forward and ensured that it became part of mainstream practice as we believe that working in partnership with the adult at risk throughout the process enhances empowerment and helps to keep people safe. The focus of this approach is that safeguarding should be done with, and not to, people. As part of this project, we have changed our practice in safeguarding adults and improved the ways in which we involve the vulnerable adults, their carers and advocates in planning how to keep them safe, document their views and facilitate their involvement.

We also listen very carefully to what our residents tell us about their experience of safeguarding, and how their lives have changed as a result. We are making changes so that we can improve their experience and support them to keep safe. We have taken steps to ensure our staff are well trained, are aware of best practice and procedures, know how to raise concerns and how those concerns will be acted upon. We continue to work hard to support all staff and volunteers who work with adults who may be at risk. This includes staff from the NHS, housing, voluntary organisations, care providers and many others.

### Sutton Safeguarding Adult Board

The Care Act 2014 states that "each local authority must establish a Safeguarding Adults Board (a "SAB") for its area. The Sutton Safeguarding Adults Board is now statutory with effect from 1st April 2015. The already established Board facilitates the drawing together of a wealth of single agency experience from Board members into an effective and business-like framework. This then allows the Board to tackle more complex, multi-agency issues, ultimately with the aim of helping and protecting adults at risk in Sutton.

The Board brings together organisations such as the Council, police, local health services, London Fire Brigade, London Ambulance Services, Mental Health Trust, with representatives from community and voluntary sector groups. The Board is responsible for making sure that we deliver against the priorities for keeping people safe each year. Each partner has a role to play in ensuring that their work involving safeguarding adults is properly represented, is accountable and responsible. Keeping people safe depends upon the partnership of many different agencies and people.

The Sutton Safeguarding Adult Board (SSAB) Annual Report will be made available to the Adults Social Services, Housing and Health Committee in November 2015. The Sutton Safeguarding Adult Board (SSAB) strategy (2015-18) is in draft and open for consultation with partner organisations and the local community.

### Key highlights in 2014/15

The number of safeguarding adult notifications received by the Council increased from 1,148 in 2012/13 to 1,283 in 2013/14 to 3347 in 2014/15. Out of these, we investigated 627 referrals in 2014/15 to protect adults from abuse. This is approximately 19 per cent of the total notifications received.

### Future Plans for 2015/16

The Sutton Safeguarding Adults Board has worked on producing new publicity material around adult safeguarding and will use the same in 2015/16 to raise awareness and to publicise the arrangements that we have in place to tackle abuse. Sutton Council will continue in taking the Making Safeguarding Personal project forward and monitor improvements to meet the Care Act requirements.

## Section 10- Better Care Fund (Integration with Health)



The Better Care Fund (BCF) is a single pooled budget of £14.6 million that would be available from April 2015 and 2016 to support health and social care services to work more closely together in local areas in Sutton. It is not new money but it is money that is currently invested in either health or social care services in Sutton. London Borough of Sutton and NHS Sutton Clinical Commissioning Group submitted a revised Better Care Fund submission to NHS England and the Local Government Association in September along with further supporting information in November 2014. The council received written confirmation of full approval in January 2015.

A workstream structure has been put in place following the approval and it has been invaluable in getting stakeholders from across all sectors to agree what an integrated model for Sutton should look like. The aim is to ensure that the model is owned locally and reflects the priorities and concerns of people already using services. The following priority areas from the workstream plans have been outlined below for 2015/16.

### What we achieved in 2014/15

Our achievements in 2014/15 have been outlined below:

- We successfully submitted our Better Care Fund Submission in November 2014 and received a written confirmation of full approval in January 2015,
- The workstream structure for planned and unplanned care was in place to prepare for implementation across health and social care,
- Integrated Locality Teams- were structured to support working across the locality areas; Carshalton, Wallington and Sutton and Cheam,
- Analysis of health and social care services was completed to support and inform potential options for seven days and out of hours working,
- A Data Sharing Group was formed with representatives of health and social care organisations in Sutton including St Helier, Sutton & Merton Community Services, St George's Mental Health NHS Trust, Sutton CCG and London Borough of Sutton. This group was formed to support ongoing requirements of information sharing and later became the Project Board for the Sutton Integrated Digital Care Record (IDCR).

### Plans for improvement in 2015/16

The Better Care Fund will help achieve a greater level of integration across health, social care and wellbeing services for all parts of the community. Our plans for 2015/16 include:

- Integrated Localities to bring together the integrated locality teams for community and social services, determine how they will work and how the full range of stakeholders will be involved,
- Integrated Intermediate care will agree the scope and content of an integrated intermediate care system,
- Integrated Equipment will focus on an analysis of the demand and use of equipment in order to support future planning,
- Seven Day Services to determine what needs available seven days per week to support reduction in emergency admissions and reduce delays in discharge or transfer of care,
- Mental Health Low Symptom Pathway builds on work in progress to develop a low symptom pathway for those with Dementia within the Mental Health work streams,
- Ongoing work to deliver the critical target of reducing emergency hospital admissions by 3.5% in 2015/16.

## Section 11- Summary of our priorities in 2015/16

We believe that this Local Account builds on the conversation that we started in our previous Local Accounts, where we outlined some areas as priorities for the year. Our priorities remain the same and are outlined below:

- Progress the Integration of Adult Social Services with the Sutton Clinical Commissioning Group, Children, Young People and Learning Services and other relevant partners
- Ensure through working with other Directorates and our partner agencies, that all eligible Adults in need of Social Care receive personalised services
- Working with the Health service, other directorates and our partner agencies to extend the independence of Borough residents through appropriate Prevention, Early Intervention and Reablement services
- Working with Health services including Public Health, other directorates and our partner agencies to safeguard vulnerable adults and respect their wishes.
- Working with the Health service, other directorates and our partner agencies to improve the health of the Borough's population and reduce Health inequalities
- Implement the Care Act and the Children and Families Act working with the Children, Young People and Learning Services

# Feedback Form

We would like to hear your views about our Local Account 2014/15 so that we can make improvements to next year's report. Please take a few minutes to fill in this feedback form and return it to our Civic Offices with the address below. If you would like to request a printed version of the Local Account 2014/15, please get in touch using our contact details:

**E-mail: [contactcentre@sutton.gov.uk](mailto:contactcentre@sutton.gov.uk)**  
**Telephone: 020 8770 5000**  
**London Borough of Sutton**  
**Adult Social Services, Housing and Health**  
**Local Account feedback**  
**Civic Offices,**  
**St Nicholas Way,**  
**Sutton,**  
**SM1 1EA**

1. Have you ever heard about the Local Account before now?  

Yes                      No
  
2. How did you find out about the Local Account?  

Poster                  Newspaper                  Leaflet                  Website                  Library

Other                  Please specify.....
  
3. Was the Local Account easy to find (accessible and available)?  

Yes                  No
  
4. Did you find the Local Account informative?  

Fully                  Partly                  Not at all
  
5. Was the Local Account interesting?  

Fully                  Partly                  Not at all
  
6. Was the Local Account laid out in a way that made it easy to read?  

Fully                  Partly                  Not at all
  
7. Was the Local account easy to understand?  

Fully                  Partly                  Not at all
  
8. If you answered "partly" or "not at all" for any of the above questions, please explain why:  
.....  
.....
  
9. What did you find helpful in the Local Account (if any)  
.....  
.....
  
10. Is there anything else you would like to see more or less of in next year's Local Account?  
.....  
.....

## GLOSSARY AND DEFINITION OF COMMON TERMS

### **Adult at risk**

A person aged 18 or over who may be unable to take care of themselves, or protect themselves from harm or exploitation due to mental health issues, chronic ill health, impairment, frailty or other conditions.

### **Adult Social Care**

Personal care and practical help for adults who have care or support needs due to age, illness or disability to help them live their lives as independently as possible.

### **Advocacy**

Help for people to express their views about their needs and choices

### **ASCOF**

Adult Social Care Outcomes Framework (ASCOF) is a survey of service users conducted by all local authorities in January and February of every year.

### **Assessment**

An assessment is carried out to decide whether a person needs social care services.

### **Befriending**

Service involving trained volunteers befriending isolated, mainly older people who find it hard to get out in the community.

### **Carer**

Someone who provides unpaid support to a family member or friend who cannot manage without this help

### **Commissioning**

Process the council uses to plan and buy services for adults with care and support needs

### **Dementia**

A syndrome (a group of related symptoms) associated with ongoing decline of the brain and its abilities. Problems include memory loss, language and thinking speed

### **Nursing care**

Care carried out or supervised by a qualified nurse including injections and dressings, paid for by the NHS

### **Outcome**

End result, change or benefit for an individual who uses social care and support services

### **Direct payment**

Money payment made to people who need care following an assessment to help them buy their own care or support and be in control of those services. Direct payments are just one way in which residents can receive their personal budget. If all or part of a personal budget is taken as a direct payment, money will be received so that the residents can arrange and purchase their own care and support services.

### **Equipment and adaptations**

Specialist items provided to people following an assessment by an occupational therapist or physiotherapist

### **Fair Access to Care Services (FACS)**

The Government's old guidance for councils to help them set eligibility criteria for adult social care services. Eligibility for support is determined via the national guidance scheme Fair Access to Care Services (FACS) framework. In Sutton eligibility has been set at the levels of 'critical', 'substantial' and 'moderate high'. You can find out more about the National Fair Access to Services framework from the Department of Health

### **Health and Wellbeing Board**

New strategic partnership which brings together senior leaders from the local NHS, Sutton Council, Healthwatch and the voluntary and community sector to improve health and wellbeing and reduce health inequalities

### **Harm**

Harm to an adult at risk can include physical, psychological, sexual or financial harm by another person, paid carer or institution

### **Home care**

Help at home from paid carers for people with care and support needs

### **Managed budget**

Where a person asks the council to directly provide them with services to the value of their personal budget and manage money on their behalf

**National Minimum Eligibility Criteria (NMEC)**

The Care Act introduces a new national minimum eligibility criteria that all councils will use as part of their assessments to determine care and support needs.

**Personalisation**

New approach to adult social care tailored to people's needs and that puts them in control.

**Personal budget**

Money allocated to someone who needs support where the money comes from the council's social care funding. A personal budget is a sum of money for an individual to meet their eligible needs identified through their supported self-assessment. They can use their personal budget to design and purchase services to meet their needs.

**Professional support**

Therapy, advice, support or counselling services most commonly provided to people with learning difficulties or mental health needs.

**Reablement**

Timely and focused intensive therapy and care in a person's home to improve their choice and quality of life and maximise long term independence.

**Recovery (Mental Health)**

An approach used in mental health care that supports a person's potential for recovery.

**Residential care**

Care provided in a care home.

**Review**

Regular review of a person's needs to make sure their care and support plan meets their needs.

**Safeguarding**

Work to help adults at risk stay safe from significant harm.

**Safeguarding Alert**

An alert is a concern that an adult at risk is or may be a victim of abuse or neglect.

**Safeguarding Referral**

A referral is when an alert (following a decision made by a manager in Adult Social Services and Housing Adult & Safeguarding team), is accepted to be a safeguarding issue and is managed through the safeguarding process.

**Supported Housing with Care**

Housing comprising self contained flats for people age 55 plus with housing, support and care needs (for people needing at least 10 hours of care a week).

**Supported Living Schemes**

Schemes that help adults, mostly aged 65 and over, to live as independently as possible in the community.

**Sutton Council Committees**

In this local account you will read that the Council Executive approved or agreed a change. Since May 2012 there have been changes to where decisions are discussed and agreed in the Council. The Executive arrangements have been replaced with a committee systems; that is made up of cross-party, elected councillors from across the borough

**Telecare**

Equipment, devices and services to help vulnerable people stay safe and independent at home (eg fall sensors and safety alarms).

**Wellbeing plan**

Information and support for vulnerable residents to help them keep independent, healthy and well and out of long term care services for as long as possible.

**Transition**

When young disabled people move from childhood and Children's services to adulthood and Adult's Social Services.