

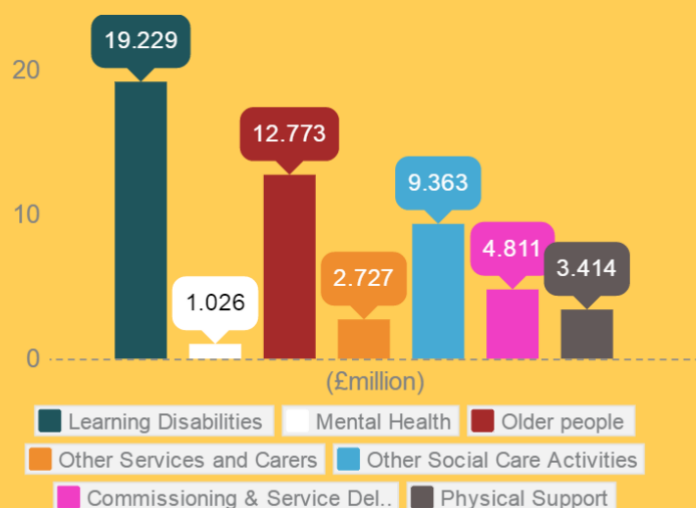
# Local Account 2015/16

## 'How we served you'

We are pleased to present Sutton Council's fifth Local Account of its Adult Social Care Services which is part of the People Directorate, one of the three directorates of Sutton Council. This account sets out how our services performed in 2015/16. The priorities for 2015/16 were:-

- implementation of the Care Act
- safeguarding vulnerable adults
- extending independence of borough residents
- integration
- improve the health of the borough's population and reduce health inequalities

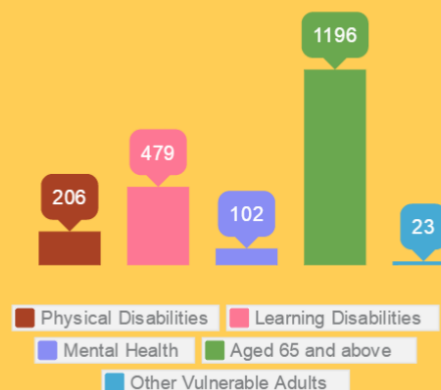
## Finances 2015/16



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. As of March 2016, the council as a whole has delivered £43 million of savings since 2010 of this Adult Social Care has contributed £11.2 million. The total expenditure for Adult Social Services in 2015/16 was £53.3 million.

## How we supported our residents

The service received a total of 4896 requests for support from new clients. Most requests were provided with information and advice and/or referral to services in the community. The council supported 2006 people in 2015/16 with Long Term Support. The breakdown of this number can be found below:

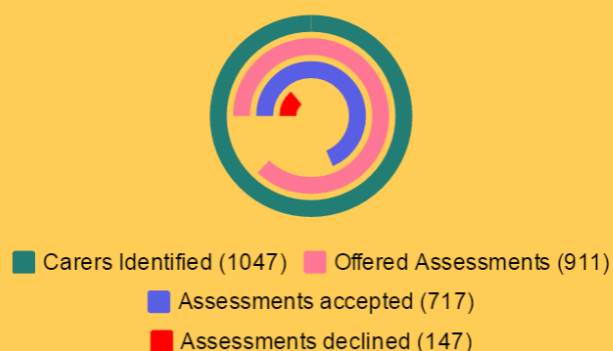


## How we supported carers

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. During 2015/16, 1047 carers were in contact with the council. In the chart (to the right) the difference between offered, accepted and decline is due to a time lag in those decisions being made/recorded.

The council provided funding to the Sutton Carers Centre to carry out some assessments. The total expenditure on Carers in 2015/16 was £403,000.

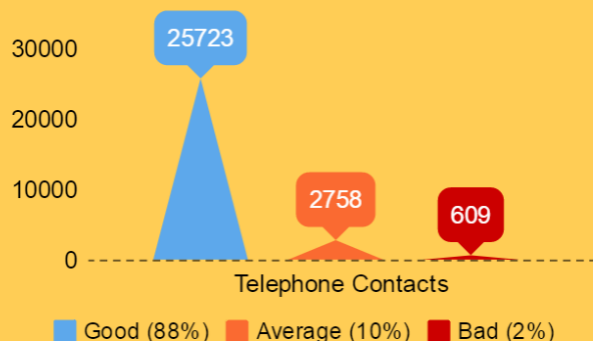
## Carers Assessment



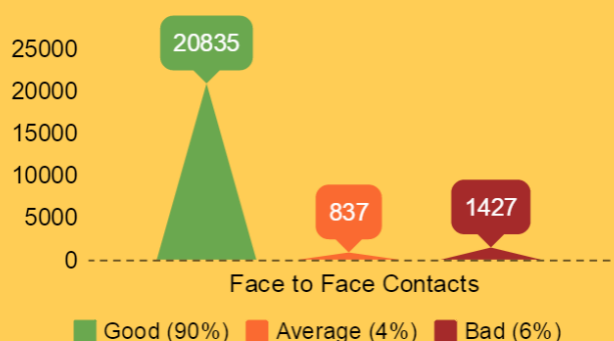
# Customer Satisfaction Survey

Sutton Council 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. In 2015/16, Sutton Council received 29,090 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". Of the clients who came to our Sutton Civic Offices (Face to Face) in 2015/16, 23,099 clients provided a rating at the end of their visit. 90% of these gave us an overall rating of "Good" while 6% rated the service as bad.

## Telephone Contacts in 2015/16



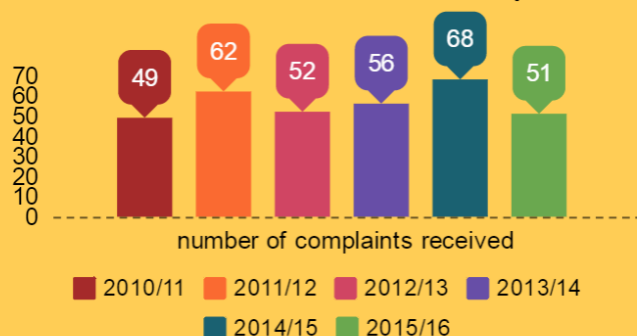
## Face to Face Contact in 2015/16



## Complaints

Complaints are important to the council and we learn from them to make improvements to our practice. 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. When a complaint is made, we learn from complaints and operational practice is reviewed to ensure that the relevant services can develop and make appropriate changes. The number of complaints about Adults Social Services over the last few years is summarised below.

### Adult Social Services Complaints

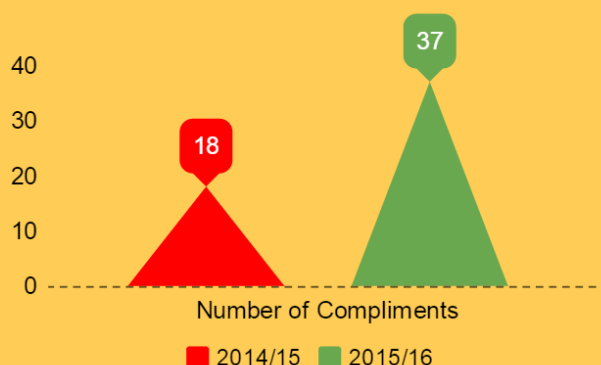


A total number of 51 complaints were raised in 2015/16 which is a decrease of 25% from the previous year. Some common themes associated with these complaints include: dissatisfaction with the care provided, delays (either in communication or providing service) and disagreements with the level of care or eligibility. These issues are being addressed to prevent recurrence. The service has refreshed its standards to ensure that high quality services are consistently provided to clients in a timely manner.

## 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. In 2015/16, the total number of compliments received in the People Directorate was 65. Of this figure, 37 of these compliments were for Adult Social Services and this is an increase from 18 compliments received in 2014/15.

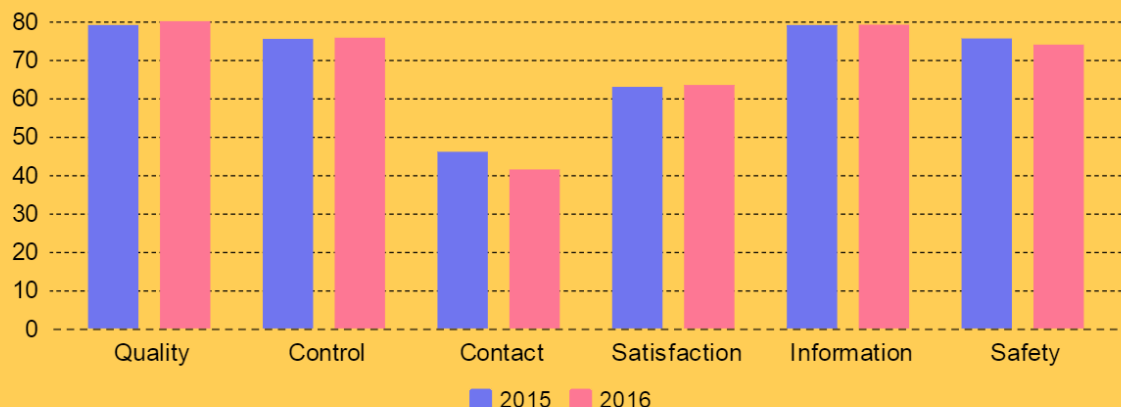
### Number of Compliments



# National Adult Social Care Survey

The Adult Social Care Survey is a survey of service users conducted by all local authorities in January and February every year. Around 820 questionnaires were sent to service users in Sutton and 315 were completed and returned, a response rate of 38%. We maintained the positive results from last year in terms of people's quality of life, feelings of safety and satisfaction with services. The results below shows Sutton's performance in the last two years.

## Adult Social Care Survey Response



Some of the measures used in the survey included questions around Social Care Quality of Life Score. These include; Control over daily life, Social contact, Overall Satisfaction, Ease of finding information and Safety. Sutton was first in London for clients feeling safe and were in the top five in six out of the seven key national performance measures. Sutton were tenth (with over 83%) for service users saying services made them feel safe and secure.

## Local User Experience Survey

The Sutton Adult Social Care User Experience survey was piloted in January 2015 and subsequently rolled out across Adult Social Services from June 2015. The purpose of the survey was to gain an understanding of our service users' experience of accessing Adult Social Services and of their satisfaction with how they were treated by us. The responses will enable us to understand and improve the quality of service we offer our service users.

## Care Act Update in Sutton



Sutton has successfully implemented the requirements of the Care Act 2014. A large scale public consultation was undertaken in 2015/16 to consider the impacts of the Care Act and consult on the options for changes to the charging policy of the council in order to keep it in line with new legislation. This consultation was concluded in February. The feedback from the consultation was used to inform decisions on the charging policy.

Care Accounts, a key element of the second phase of the Care Act which was due to come into force in April 2016 was postponed till at least 2020.

The council put in place a new information and advice service that provides an accessible integrated expert information and advice hub. A consortium from the voluntary sector called Advice Link Partnership Sutton (ALPS) runs the new service which started on 4 April 2016.

## Working with Health Partners



The London Borough of Sutton and Sutton Clinical Commissioning Group have created a shared record called the Sutton Integrated Digital Care Record (IDCR) which was launched in December 2015.

Data from 24 out of 27 Sutton GP practices were successfully loaded and linked with some adult social care records.

St Helier Hospital have successfully implemented the system and progress is also being made regarding social care information. Social care information can only be loaded once the service user has given explicit consent.

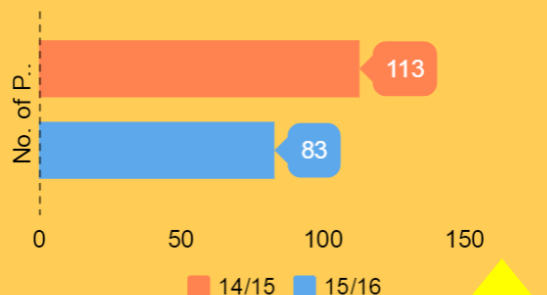
Find out more about the Sutton IDCR by visiting: [http://www.digitalhealth.net/digital\\_patient/47805/sutton-integrates-social-care-and-health-record](http://www.digitalhealth.net/digital_patient/47805/sutton-integrates-social-care-and-health-record)



# Performance

Sutton Council has an Adult Social Services Performance Report every quarter and also annually where the breakdown of our performance is outlined. In this Local Account, we provide a brief summary below of our performance.

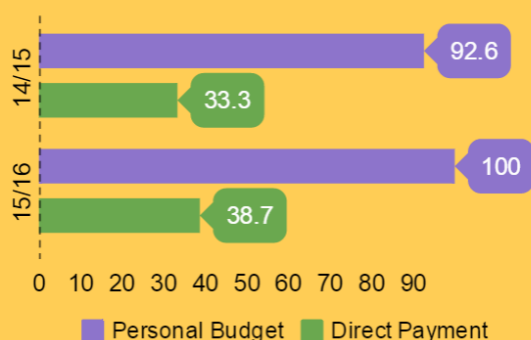
## Permanent Admissions of Older People



Area for improvement

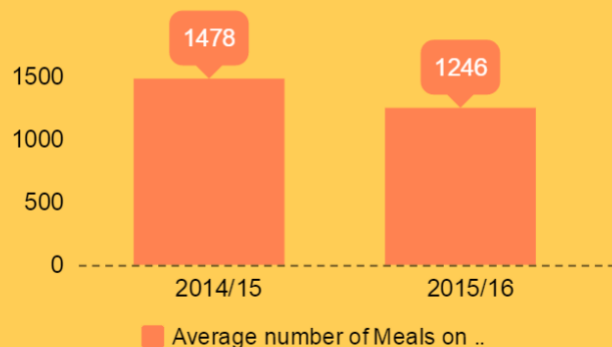
In 2015/16, there were 83 permanent admissions to nursing and care homes compared to 113 admissions in 2014/15. While Sutton's performance remains above the Better Care Fund target of 70 in 2015/16, it is still lower than the England average. Revised operational arrangements are in place for 2016/17 to improve performance.

## Personal Budgets and Direct Payments



As at the end of March 2016, 100.0 per cent of our service users have a personal budget while 38.7 per cent of individuals in receipt of a service had received a direct payment, compared with 33.3 per cent during the same period in 2014.

## Average Number of Meals on Wheels Delivered



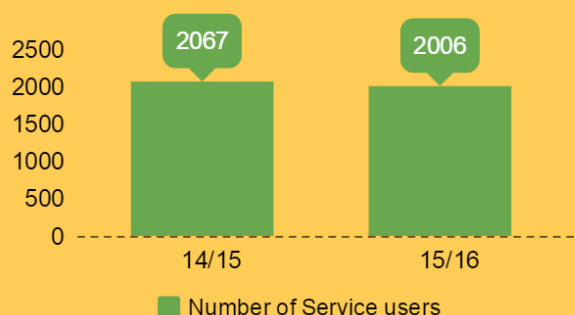
There has been a slight reduction in the average number of meals delivered at both the weekend and bank holidays and during weekdays. The service continues to have no one on the waiting list.

## Carers Assessment



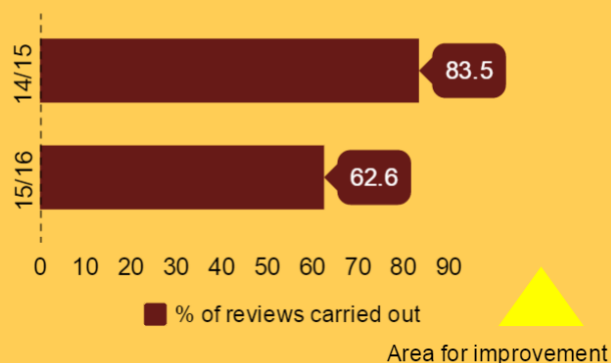
During the financial year 2015/16, 1047 carers were in contact with the council and 911 were offered an assessment. Of the 911 who were offered an assessment, 717 carers assessments were accepted and 147 carers assessments were declined. Between April 2015 and March 2016 a total of 161 carers received a direct payment. Other carers were given advice and information.

## Service users in receipt of Support



As at the end of March 2016, the council supported 2006 service users compared to 2067 in 2014/15.

## Percentage of service users reviewed

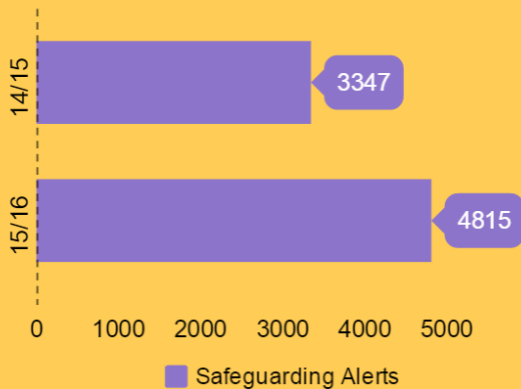


Area for improvement

During the period from April 2015 to March 2016, 915 service reviews were carried out. Since April, on average 62.6 per cent of clients had received a review or reassessment of their needs. The stretch-target was 95%. An improvement plan is in place.

# Safeguarding

## Safeguarding Alerts



The number of notifications (where people or organisations raise potential concerns) has increased year on year. The increase in notifications in 2015/16 as compared to 2014/15 is due to awareness raising among the public and partner agencies. It is also due to improvements in the way in which notifications are recorded on our systems.

Alongside the increase in notifications, we have improved our processes for reviewing notifications which involves the joint working by the Adult Social Care Initial Contact Team and the Safeguarding Adults Team.

Of the 4815 notifications received in 2015/16, 495 were taken forward as safeguarding cases.

## Highlights of the year

### Integration of Adults Services with Children's Services

The new People Directorate incorporating Adults and Children's Social Services, Education, Wellbeing and Public Health has provided the opportunity for a greater holistic approach to building community wellbeing. We have now co-located the services and this has delivered increased closer working between specialist teams.

### Implementing the Care Act in Sutton

The council made significant changes to ensure that we enhanced the independence of residents and that Sutton Adult Social Services was fit for purpose and met the requirements of the Care Act. These changes included revision to policy and practice and making sure that our workforce was competent to carry out their new duties effectively. The council has also commissioned new services including additional advocacy support in response to the requirements of the Care Act. This is targeted at helping people maintain their independence and control.

## Reducing Health Inequalities in Sutton

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.

The Sutton Joint Strategic Needs Assessment (JSNA) was completely revised and updated in 2015/16 and it identifies the needs of our population in addressing inequalities in Sutton. The JSNA informs Sutton's Health and Wellbeing Strategy and contains a wealth of evidence and intelligence on a wide range of health and wellbeing issues. It will continue to be updated and is available at: [http://data.sutton.gov.uk/sutton\\_jsna/](http://data.sutton.gov.uk/sutton_jsna/)

## Sutton's comparative performance

Sutton Adult Social Services came first in London rankings in people's perception of feeling safe and were in the top five in six out of the seven key national performance measures including

- overall satisfaction (5th)
- easy to find information about services (5th)
- control over their daily life (4th)
- sufficient social contact (5th)
- quality of life (joint 4th)

## Summary of our Priorities in 2016/17

- ★ Progress the integration of Adult Social Services with Children's Services and other relevant partners.
- ★ Ensure that through working with other directorates and our partner agencies that all eligible adults in need of social care receive personalised services.
- ★ Working with the NHS, other directorates and partners:-
  - to increase integration across health and adult social care services
  - to improve the health of the borough's population and reduce health inequalities.
  - to extend the independence of borough residents through prevention, early intervention and reablement services.
  - to safeguard vulnerable adults and respect their wishes.