

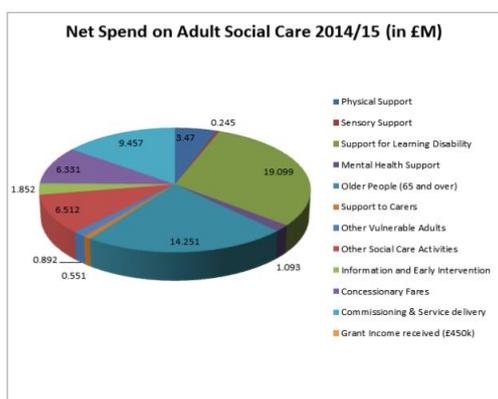
Local Account 2014/15- Summary Report



Background

Sutton Council's fifth Local Account of its Adult Social Care Services reports on how services performed in 2014/15. The full report for 2014/15 can be found here and the Easy Read version can be found here. As public sector finance reforms continue to roll out, the pressure on all council services including Adult Social Care has presented a substantial challenge. The Adult Social Care Survey responses from service users ranked Sutton in the top five across all London Boroughs for six out of the seven indicators. Sutton also had the highest proportion of service users who felt safe. Sutton's population is changing and is projected to rise to 218,000 (15%) by 2021. The population is projected to be more diverse and the number of people aged over 65 is projected to rise by 25% by 2021.

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



Source: Adult Social Care- Finance Return 2014/15

Finance, Budget & Savings

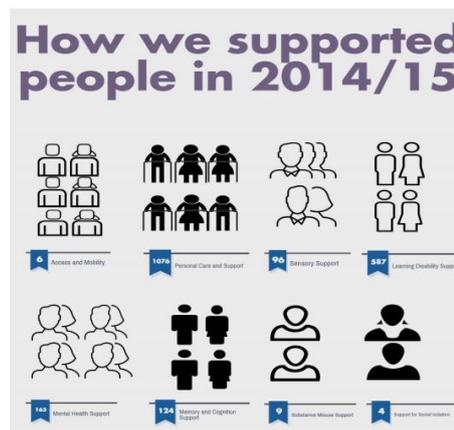
Unprecedented cuts to councils' budgets means the council has to save £74 million between 2010 and 2019. By March 2016, the Council will have delivered £43 million of savings since 2010. Adult Social Services has achieved targets set for it, year-on-year, totalling a sum of £3.25 million in 2014/15. In the financial year 2014/15, Adult Social

Services spent £63.3 million on services for people with different care needs.

Our Performance

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 service provided carers with support 925 times in 2014/15.

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



Source: New Statutory Return Framework 2014/15

One of the priorities for 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.

A target of 30% was set for service users to have a carer who had received an assessment. The performance for 2014/15 was 31.1%. In 2014/15, a total of 1580 service users were due for a review. A total of 83.5% of these clients were reviewed compared with a target of 80%.

The National Adult Care Survey forms part of the Adult Social Care Outcomes Framework. 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. Over 90% of respondents said that they were at least quite satisfied with services or happy with the way staff treated them. The average quality of life score for Sutton's Adult Social Services was 19 out of 24 which was the joint fourth highest among London boroughs.



Complaints, Comments and Compliments

The London Borough of Sutton welcomes residents' comments as this can help to make improvements in the services we deliver. In 2014/15, 31,818 telephone customers provided a rating at the end of the call. 88% gave an overall rating of "Good". Of the clients who came to Sutton's Civic Offices (Face to Face) in 2014/15, 24,621 provided a rating and of these 90% gave an overall rating of "Good".

A total of 68 complaints were made to Adult Social Care in 2014/15. Some common themes associated with the complaints include:

- dissatisfaction with the service received or care provided;
- delays in communications and provision of services; and
- failure to adhere to timescales.

In response to this, staff have been trained and the service's standards and timescales in policies and procedures have been refreshed.



Key highlights against priorities in 2014/15

Adult Social Care has been merged with the Children, Young People and Learning directorate as part of the creation of a People Directorate.

In 2014/15, 100% of clients who receive Long Term Support had a Personal Budget. Of these, 32.1% had a Direct Payment.

The majority of the services delivered by the voluntary sector and commissioned through the prevention prospectus delivered against their contracted outcomes.

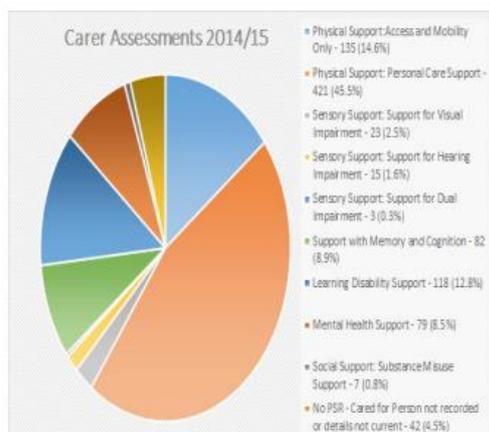
The number of safeguarding notifications received by the council has increased from 1,148 in 2012/13 to 3,347 in 2015/16. In 2014/15, 627 referrals were investigated to protect vulnerable adults from abuse.

Sutton's Health and Wellbeing Strategy was refreshed in 2014/15. Key highlights were the delivery of the LiveWell programme, the Smoking Cessation programme and the piloting of the Sutton People's Kitchen.

The council made several changes to ensure that Sutton Adult Social Services is fit for purpose to meet the requirements of the Care Act. This included the way information and advice is provided to clients

and residents; upskilling our workforce; and update our policies and procedures.

Figure 5- Carer's Assessment 2014/15



Promoting Client and Carer Involvement

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. The number of carers receiving an assessment rose from 676 in 2013/14 to 925 in 2014/15. In January 2015, Sutton's Health and Wellbeing Board signed off a Joint Commissioning Strategy for Carers.

In 2014/15 Adult Social Services piloted a customer experience survey. The response from clients was favourable with 33% "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 statements" and 27% "in agreement with all statements".

Keeping People Safe (Safeguarding)

In 2014/15 Sutton progressed the Making Safeguarding Personal Project. The focus of this approach is that safeguarding should be done with, and not to, people. The Sutton Safeguarding Adults Board became statutory on 1st April 2015.

Better Care Fund (Integration with Health)

The Better Care Fund (BCF) is a single pooled budget of £14.6 million available from April 2015. As part of the BCF, Integrated Locality Teams and a Sutton Integrated Digital Care Record have been developed.

Summary of our priorities for 2015/16

We will:

- Progress integration of Adult Social Care, Health and Housing jointly with the Sutton Clinical Commissioning Group, Children, Young People and Learning Directorate (CYPLD) and other relevant partners.
- Ensure that through working with other directorates and partner agencies that all eligible adults in need social care receive personalised services
- Ensure that through working with the health service and other partner agencies that we extend the independence of our residents through prevention, early intervention and reablement services
- Ensure that through working with the health service including Public Health, other directorates and our partner agencies, we safeguard vulnerable adults and respect their wishes
- Ensure that we work with the health service to improve the health of the borough's population and to reduce health inequalities
- Implement the Care Act and the Children and Families Act through working with the Children Young people and Learning Directorate.