

02 February 2015**Agenda Item: 9****REPORT OF CHAIRMAN OF THE ADULT SOCIAL CARE AND HEALTH
COMMITTEE****NATIONAL CHILDREN'S AND ADULTS' SERVICES CONFERENCE
OCTOBER 2014****Purpose of the Report**

1. This report gives an overview of the conference which was held in Manchester from 29 - 31 October 2014, with a focus on adult services. The conference also covered key issues in relation to children's services, which was included in a separate report to the Children and Young People's Committee in December 2014.

Information and Advice

2. Councillor Muriel Weisz, the Chairman of the Adult Social Care and Health Committee, and Jon Wilson, Deputy Director for Adult Social Care, Health and Public Protection attended the conference representing adult services on behalf of the authority. David Pearson opened the conference with a speech entitled 'Unleashing Greatness' and was involved in a number of workshops and panels in his role as President of the Association of Directors of Adult Social Services (ADASS).
3. Councillor Kate Foale, Deputy Chairman of the Children and Young People's Committee and Anthony May, Corporate Director of Children, Families and Cultural Services also attended on behalf of the authority, to represent children's services.
4. The National Children and Adult Services Conference is the major annual national conference for adult and children's services. It is designed to provide an opportunity to understand further and get up to date information on proposals to deal with current issues in adult and children's services.
5. The key themes of the conference were:
 - preparation for and implementation of the Care Act
 - integration of health and social care and how the Better Care Fund can support this
 - effective use of resources
 - improving commissioning and focusing on innovation in practice.

6. There were a series of sub-plenary, innovation and policy sessions across the 3 days of the conference covering a wide range of topics. This report will present a summary of the content and themes of a selection of the sessions over the course of the conference. In addition to this there were plenary sessions where the conference heard from Tristram Hunt (Shadow Secretary of State for Education) and Andy Burnham (Shadow Secretary of State for Health), Jeremy Hunt (Secretary of State for Health) and Eric Pickles (Secretary of State for Communities and Local Government), Nicky Morgan (Secretary of State for Education), Edward Timpson (Parliamentary Under Secretary of State for Children and Families) and finally Norman Lamb (Minister for Care and Support).
7. In the session on getting ready for the implementation of the Care Act 2015/16 Clara Swinson, Director of Social Care Policy at the Department of Health, talked about the £470m that the Government has provided to fund local authorities to implement the Care Act in 2015/16. She acknowledged that the overall funding position for social care is very tight and said the Government will monitor data from the Better Care fund (BCF) plans on the national condition to protect social care services, and local authorities' access to money in the BCF for Care Act implementation. She highlighted revisions made to the Department of Health's impact assessment to reflect changed assumptions on costs meaning there will be greater costs allocated for carers in 2015/16 and beyond, and reduced costs for Deferred Payment Agreements (DPAs) and early assessment of self-funders. There will also be delayed implementation of the new right of self-funders in residential care to request that a local authority arrange care on their behalf.
8. David Pearson, President of the Association of Directors of Adult Services (ADASS), said that local authorities are generally in a good place in relation to preparing for implementation and there is evidence of good collaboration. The national stocktakes have shown that 97% of councils say that they are very or fairly confident that they will be able to deliver the reforms from April 2015, but there is still concern about costs. He highlighted the financial challenges for social care which has faced a £3.5 billion reduction already with a £4.5 billion pressure anticipated by 2020. Kathy Roberts from the Care Provider Alliance provided a summary of the main changes, challenges and opportunities of the Care Act for care providers.
9. One of the Innovation sessions on Wednesday focused on how the integration of health and social care can work in practice and how new models of service delivery are already beginning to emerge. As co-leaders of the session, the College of Social Work (TCSW) and the Royal College of General Practitioners (RCGP) showed how social workers and GPs can collaborate to remodel services and how investment in social work reduces costs across health and social care. NHS England, supported by RCGP and TCSW, has endorsed the "House of Care" model of long term conditions management. The model can be delivered through 'cluster' teams of GPs, social workers and community health and social care practitioners, overseen by Health and Wellbeing Boards. The session leaders said that evidence shows such approaches reduce both hospital admissions and delayed discharges; save money and provide a sustainable vision of high quality care in austere times.
10. In Wednesday's afternoon plenary session Andy Burnham talked to the conference about refocusing the health and care system in the country to move towards full integration with Health and Wellbeing Boards at the top of the system. He also talked about maintaining and extending personalisation within health and social care. Tristram Hunt focused on

the importance of the family unit, whatever form that may take, in contributing to a solid foundation for children and ensuring improved life chances. He said Labour should not be afraid of promoting and valuing the family, even though this is not generally seen as a strong part of their political perspective.

10. On Thursday morning there was a policy session on The Barker Commission's report on the future of health and social care which has called for a new settlement based on a single ring-fenced budget and local integrated commissioning. Its recommendations include a simpler pathway of care and support and the introduction of free personal care for people with high needs. The session summarised the Commission's proposals, and invited discussion about the implications for people with care and support needs, local authorities, the NHS and Health and Wellbeing Boards. A key theme of the session was the future funding of care and influencing policy thinking in the run up to the 2015 election and the priorities of the incoming government
11. Following this there was a sub-plenary session with the launch of the Commissioning for Better Outcomes framework which has been developed by the University of Birmingham in conjunction with ADASS, the Local Government Association, the Department of Health and the Think Local Act Personal partnership. The framework is based on a route map for better outcomes and co-produced standards on what matters most to service users. There are 12 standards which are grouped into 4 domains – person-centred and outcomes focused, inclusive, well-led and sustainable and diverse market. It was suggested that local authorities use the framework, with their partners, as part of their self-assessment and peer challenge process to rate performance and progress against the standards.
12. One of Thursday's Innovation sessions concerned the opportunity to use complaints more effectively to support service improvement, system change and local accountability. The audience was told that out of 20,000 complaints received across local government in the last year the Local Government Ombudsman (LGO) looked at 12,000. The Ombudsman has considered complaints about council run and funded adult social care services since 1974. From 2009 their role was extended to include all privately funded social care to create a single ombudsman service for all adult social care.
13. Social care is the fastest growing area, with a 130% increase in complaints since 2009. However, there is still a low level of complaints received from private providers. The audience was told that a higher number of complaints can reflect organisations with an open mature approach to customer feedback and concerns; so the relatively low numbers of complaints from private providers means that the sector should challenge itself on this. The LGO annual review of adult social care complaints showed that 46% of complaints were upheld and 40% of the complaints received came from 25 Councils. The audience were told that the Local Government Office, Healthwatch and the NHS are working together to develop standards and expectations.
14. In Thursday afternoon's plenary sessions the conference heard from Jeremy Hunt and Eric Pickles. Jeremy Hunt said that change would be locally led and there would be no further structural change at a national level. He talked about 4 pillars of the system: funding which would be created by economic growth, a single approach to the commissioning and delivery of all community care including GP care and Public Health; innovation and efficiency, with IT and digital developments linking health & social care,

and the importance of culture and a move away from targets to outcomes and peer review. Eric Pickles spoke about the importance of respect for vulnerable people and the need to create a care system based on dignity and humanity. He cited the Better Care Fund as a platform for building a better system with 7 day social care services, single named professionals for service users and information shared across professionals through joint assessments.

15. One of the final policy sessions of the day focused on the next steps for personalisation further to publication by Think Local Act Personal of a new partnership agreement earlier this year. David Pearson talked about moving on from numbers of people on personal budgets to quality issues, including extending personalisation to people who have extensive needs including more people with dementia. He said there is work to be done to follow up the variations shown in the ADASS personalisation survey in the application of personalisation and compliance with the Care Act. There is also a need to involve more users and carers in service design and quality assurance and to invest in social capital and mapping assets. Alex Fox, Chief Executive of Shared Lives, developed this theme by talking about the importance of developing community capacity and the framework produced in October for Health and Wellbeing Boards called 'Developing the Power of Strong, Inclusive Communities'. Alex suggested that the relationship between services and communities needs to change and we need to work with all community resources considering integration and leadership across communities not just services. Alex also asked if the focus now needed to be on assets not just needs – is it time to think about a Joint Strategic Needs *and* Assets Assessment?
16. Zoe Porter, Personal Health Budgets Delivery Team with NHS England, explained that integrated personal commissioning will provide an integrated, 'year of care' budget that will be managed by people themselves or on their behalf by councils, the NHS or a voluntary organisation. She explained that 10 demonstrator sites, which can show they are rooted in co-production, will be identified to implement and evaluate the integrated personal commissioning model over the next 3 years. A wider programme to create learning networks, and disseminate helpful learning is also under development at NHS England.
17. On the final day there were sessions on implementing the Dilnot reforms to adult social care funding and the Care Quality Commission's (CQC) new approach to the regulation and inspection of adult social care. With regard to adult social care funding, the audience was told that the current system can force people with average and lower wealth to spend up to 80% of their assets on care and support. The Department of Health is working on the assumption that catastrophic costs mean the loss of more than half of an individual's asset, and the cap and the extension to the means test deliver protection for these people. The consultation on the final regulations and guidance for the cap on care costs will close in March 2015. They will be published in October 2015 for implementation in April 2016.
18. The session provided more detail on how the Department of Health is building the cap on care costs system by working through the issues in the key areas of extending means-tested support, setting how people meter towards the level of the cap (£72,000), recording progress through care accounts and local authority duties once a person has reached the cap. There will be a different approach in relation to working age adults and two priorities have been identified to test approaches against for this group:

- those born with an eligible care and support need should have a “zero cap”
- the income working age people are left with after charges should be the same as pensioners.

19. The CQC session gave an overview of the findings of The State of Care report 2013-14. This is the first report produced under the CQC’s new approach to regulation and inspection and although it provides evidence of a lot of good practice it highlights a wide variation in the quality and safety of care across the country, which Andrea Sutcliffe, Chief Inspector of Adult Social Care, described as ‘unacceptable’. The main areas of concern identified were: safety and safeguarding, recruitment and training of staff and the absence of registered managers in settings, which generally leads to a lower standard of care.
20. The session also covered a report produced on dementia care called ‘Cracks in the Pathway’. This highlighted the variable quality of services and that the transitions between hospital and care homes were poor and needed improvement. The session ended with Andrea Sutcliffe’s reflections that the CQC has changed significantly with new staff, a new strategy and new methodologies, including a ratings system. She stressed the importance of co-production in the work they are doing and the power of the ‘Mum Test’.
21. The conference ended with a speech by Norman Lamb. He spoke very warmly about the way in which local authorities have responded to recent government initiatives and changes. He saw the reframing of Deprivation of Liberty responsibilities as being a positive protection for vulnerable people, whilst recognising the financial challenges for the local authorities. In relation to the Better Care Fund, he praised the distinctive contribution that the social care perspective brings to this joint working, especially in early prevention services. He was pleased to see that some partnerships had agreed to pool more than the minimum required. Expectations of what the Fund can achieve are pitched high, for good reason, but there should be no illusion about the scale of the challenges. So far as the Care Act was concerned, he recognised both the broad nature of the changes, the new areas of policy as well as the lateness of guidance, which was being responded to so positively by local authorities.

Other Options Considered

22. Not applicable.

Reasons for Recommendations

23. The report is for noting only.

Statutory and Policy Implications

24. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications

are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

RECOMMENDATION

That:

- 1) Committee notes the overview in relation to adult services given in this report of the 2014 National Children and Adult Services Conference.

Councillor Muriel Weisz
Chairman of the Adult Social Care and Health Committee

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Constitutional Comments

25. Because this report is for noting only, there are no constitutional comments.

Financial Comments (to follow)

26.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- [Presentations](#) from the NCAS conference 2014 - ADASS website.

Electoral Division(s) and Member(s) Affected

- All.