



Knowsley Council

Response to the Adult Social Care Local Account 2016

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I would like to thank everyone who has helped develop the 2016 Adult Social Care Local Account for Knowsley. I really appreciate all your effort in taking the time to provide your views and experiences of adult social care and for supporting us to understand how services are impacting on people's lives. I have read it with great interest and I'm very pleased that so many of our adult social care services are supporting people to have a good quality of life. There are some really good examples of how services and support are having a positive impact on the people who use them.

As you will be aware, Knowsley Council's funding from central government has been drastically cut. These cuts are continuing to be made year on year, meaning that the Council is now facing a budget shortfall of £34 million over the next two years. During 2014/15 the Council has had to save over £10 million from its budget. This is in addition to the £60 million already saved since 2010.

Given the scale of the cuts from Central Government, the Council has had to look at all of the services and support it provides to residents and has had to reduce its own workforce costs, generate more income from other sources and work more closely with partners to find additional savings. Unfortunately, due to the scale of the funding cuts, the council simply cannot continue to provide the current model of Adult Social Care Services. To ensure that Adult Social Care remains sustainable and can continue to support the most vulnerable in the community, the Council has embarked on an important transformation programme. We need to find alternative ways for delivering services that are high quality, effective and can demonstrate that they are value for the money we spend. The implementation of the Care Act (2014) also places new duties on Councils to support more people in new ways.

The local account is therefore, more than ever, a really important process where the council and the public work together to understand what needs to change and which services are having the most effective impact on people's lives. As our budgets continue to reduce, it will be important that we can focus on the areas that have the most impact on people's lives to help us prioritise these services and support.

Through this local account we have been able to identify areas where we can improve things and make things better for people who need care and support. We have used the things you have told us and the areas we need to improve on to develop an action plan for the next 12 months and we will report on our progress in the local account for 2017. Where we can't do the things you have asked, we have been honest and have offered the best possible solution we can given the significant challenges we face. To make sure that there is a continuing conversation and a close relationship between the council and those who use services, I wanted to share with you some of our plans therefore I have included an action plan showing the issues that were identified through the local account process.

What needs to improve	Response
Transition	
Residents have highlighted that the transition between child and adolescent mental health services (CAMHS) and adult mental health services can be difficult and needs to improve.	Recruitment of a senior social work practitioner who will be responsible for transition between children and adult mental services is underway and will be in post by April 2016.
Younger Adults	
Young people have said that access to mainstream education is difficult with some young people in Knowsley, who require educational support, experiencing problems in sixth form colleges due to the level of support on offer.	The Council has appointed a dedicated person to support the transition process and a Transition Strategy Group has been recently convened to look at the issues faced by our young people coming through transition.
People have said that they would like to see more services for young people that are more meaningful and fulfilling, providing something new and promoting independence and employment opportunities.	In 2016/17 we will be reviewing the services that are on offer to young people both universally in local communities and through statutory service provision.
Local insight found that people want more extra care facilities in Knowsley to be available to younger adults not just those aged 55 and over	The council is currently developing an extra care sufficiency strategy which has been co-produced with community members. The strategy will be published in May 2016 and a model for extra care for younger people will be considered on implementation of the strategy.
Mental Health	
People feel that social care and health professionals need to be aware of the wide range of services and support that can be put in place to support people with mental health issues.	<p>Social care professionals are now using an Asset based approach in assessments to support people to identify their desired outcomes and how this can be achieved utilising their established network and local area knowledge of services. This will help both professionals and residents develop more of an awareness of the wide range of support on offer.</p> <p>Adult social care is also restructuring during 2016 to an integrated neighbour hub model to strengthen integrated working with health professionals and building a shared knowledge of local services.</p> <p>Knowsley will provide access to an e-marketplace enabling people to have</p>

	access to information about local services. The e-market place will be going live in May 2016.
People have said there needs to be more cohesion between social care and mental health trusts – in particular it is felt that social workers should be able to refer to mental health services	Arrangements for a clearer partnership structure are being developed through the review of Section 75 agreement with mental health services. Referral pathways for mental health services will also be redesigned by Feb 2017.
Learning Disability	
More needs to be done to increase the availability of accessible documents such as easy read and audio	As part of the development and implementation of the Council's information and advice strategy, the availability of accessible information will be better resourced and co-ordinated. The information and advice strategy will be published in April 2016.
Although the number of people with LD in employment has improved over the last year in Knowsley, local consultation found that people with learning disabilities struggle to find suitable employment opportunities.	During 2016/17 commissioners will be working with service users, parents/carers, providers and employers, both large and small, to review the current offer for supporting people with a learning disability into paid, meaningful employment. Different options are being explored to support people with varying needs and across the whole of their potential working life.
People with learning disabilities have said that they want more choice on what services and support is put in place to meet their needs.	Service users will be consulted over the new development of a framework for care and support for people with learning disabilities over the course of 2016/17
People have reported problems with the cost and condition of the transport for day services.	The Council has introduced a clear charging policy around transport which explains when people will be eligible to pay a charge for transport. The council acknowledges that the current fleet of transport is aging and will be reviewing this in 2016/17, however given the significant financial challenges; resources will be prioritised to deliver quality care and support.
Local consultation found that some people with a Learning Disability and/or a physical or sensory impairment are struggling to access	A review of all advocacy service will be taking place during 2016/17. As part of the transforming social care events the use of advocates and how to signpost a service

<p>advice around benefits and welfare rights. People have also said that there is a lack of access to advocacy.</p>	<p>user for an advocate has been promoted. A leaflet is also being developed to send out to service users to promote and make people more aware of advocacy</p>
<p>People with LD have said that they often get passed between LD, mental health and physical disability services, meaning that they do not get the support they need.</p>	<p>During 2016/17 as part of the restructure of adult social care, clear team criteria for each of the different teams will be introduced to avoid individuals being redirected between teams.</p>
<p>People want to see more consistency with their social workers. Some people have also reported long waiting times in being allocated a social worker.</p>	<p>A New team manager and senior social worker will be recruited to the disability team by April 2016 following which there will be a clear system for allocating social workers in a more timely manner. There will also be a named social worker for people with learning disabilities by the end of 2016.</p>
<p>Physical Disability</p>	
<p>People who are visually impaired feel that there needs to be more accessible information.</p>	<p>As part of the development and implementation of the Council's information and advice strategy, the availability of accessible information will be better resourced and co-ordinated. The information and advice strategy will be published in April 2016.</p>
<p>Local insight from people with physical disabilities suggests that social housing in Knowsley needs to be better adapted to ensure it has sufficient disabled access.</p>	<p>It is not always possible to adequately adapt all old housing stock to make it more accessible but all new housing stock considers accessibility issues as part of building regulations. All new facilities such as extra care have been designed to ensure maximum accessibility for people with disabilities.</p>
<p>People with disabilities want assistive technology used more to support them to maintain their independence and meet their individual needs. They also want more support to be made available on how to use equipment and how to address any issues with equipment.</p>	<p>The council has recently made a significant investment in assistive technology and two dedicated officers will be in post from April 2016 to promote uptake of assistive technology and community equipment. The Centre of Independent Living also offers advice and support on how to use equipment and what to do about any issues. The new e-marketplace which will be launched in May 2016 will also have information and advice on the range of equipment on offer.</p>

<p>The council has been working to improve accessibility to services for people with hearing impairments, however local consultation found that this is still a problem and people with hearing impairments continue to experience difficulties accessing services in Knowsley.</p>	<p>As part of the development and implementation of the Council's information and advice strategy, the availability of accessible information will be better resourced and co-ordinated. The information and advice strategy will be published in April 2016.</p>
<p>The design and layout of local streets and roads are not always accessible and appropriate for people with physical and sensory impairments.</p>	<p>As part of the planning process for new residential estates and new roads, developers are required to develop sustainable solutions and also to recognise the needs of all users including those with disabilities to ensure they are adequately catered for. For example ramp gradients, footways widths etc. In some cases a highways improvement scheme is considered for existing roads. In such cases the proposals would be subject to scrutiny to ensure that all highway users are catered. Specific examples may be tactile paving on road crossing points, tactile cones on traffic signals installations.</p>
<p>People with physical disabilities have said that investment in extra care is positive; they have said that the needs and wishes of people with physical disabilities needs to be considered in any model. A one size fits all approach will not work.</p>	<p>The council is currently developing an extra care sufficiency strategy which has been co-produced with community members. The strategy will be published in May 2016 and a model for extra care for people with physical disabilities will be considered on implementation of the strategy.</p>
Carers	
<p>Some carers have expressed an interest in gaining new skills and experience to help them within their caring roles.</p>	<p>The introduction of an individual carer's assessment and support to meet carer's needs has been introduced from the 1st April 2015. The Council will also develop a Carer's Strategy by June 2016, which will consider the need for new services and support.</p>
<p>Young carers have also expressed an interest in getting support to access employment, education and voluntary work.</p>	<p>The Council will also develop a Carer's Strategy by June 2016 which will consider the need for new services and support for young carers making the appropriate links with children's social care and through the transition process.</p>

Carers who also work have said there is not enough support for them, especially with access to finances to support adaptations to their own home.	The introduction of an individual carer's assessment and support to meet carer's needs has been introduced from the 1st April 2015. The Council will also develop a carer's strategy by June 2016 which will consider the need for new services and support.
Some carers have said they want more information and advice about social care services and support to understand the recent changes to the law	The e-marketplace is being launched in May 2016 and will provide an online resource for information and advice. Advocacy services will be promoted more during 2016 to support people who need support through the assessment process if they require it.
Carers say that they would like to have access to the care plan for the people that they are caring for and want to be more involved in its development.	Carers can be involved in the assessment and review of the person they care for and during 2016/17 will become key to assessment and care planning as the asset based approach to assessment is strengthened.
While the carers breaks are valued by many carers, some would like there to be more opportunity for more regular personalised breaks suited to individual situations.	A review of carer's breaks and the wider offer will be completed during 2016. Themed engagement sessions with Healthwatch Knowsley and other key stakeholders will continue to provide invaluable information to support commissioners and social care colleagues to remodel carer services.
Older People	
Older people said they want new specialist housing developments to be linked to existing services and communities to help avoid social isolation.	The council is currently developing an extra care sufficiency strategy which has been co-produced with community members. The strategy will be published in May 2016 and a model for extra care development for older people will be considered on implementation of the strategy.
Older people want more involvement in service developments and feel that their views should be listened and responded to.	The Council's Commissioning Team has invested in engagement and consultation. During 2016 they will help ensure we consult and co-produce more with residents (all ages) on new services.
Older people in Knowsley have expressed that they want support for people with dementia to improve including more alternatives to residential care.	The council is currently developing an extra care sufficiency strategy which has been co-produced with community members. The need to develop extra care that can support people with dementia is being considered in this strategy. Recent developments of extra care have included a number of units that support people with

	dementia as an alternative to residential care.
Whilst older adults in Knowsley value the extra care facilities, some have commented that not all of them are accessible via public transport in Knowsley, which can create problems for those who are unable to walk or drive.	During 2016 this issue will be investigated further with support from partners at Merseytravel.
Safeguarding	
When consulted, some people were concerned that a lack of wardens at some sheltered accommodation was potentially leaving people in danger of things like cold calling.	All sheltered accommodation in Knowsley has an allocated scheme manager who provides additional support to those living in sheltered accommodation. The Council and local voluntary and community groups have also supported no cold calling campaigns to reduce cold calling to vulnerable people.
It is also felt that there needs to be more information about how to report safeguarding issues and more convenient ways to do it, such as dedicated places in the community.	By May 2016 the Adult Multi Agency Safeguarding Hub (MASH) will introduce a dedicated contact point for safeguarding alerts. Alerts can be submitted on the phone, by email, on-line by anyone including members of the community.
The Safeguarding Board needs to improve ways of receiving feedback from the community and will be linking in with the Knowsley Engagement Forum to ensure people's experiences inform safeguarding practice.	The Engagement Forum now directly links into the Adult Safeguarding Board and is able to raise issues identified from people's experiences. The Forum will also be consulted on the Safeguarding business plan and priority development.