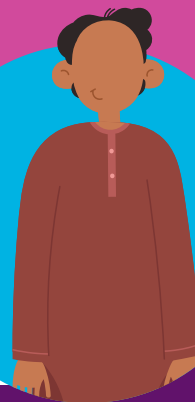
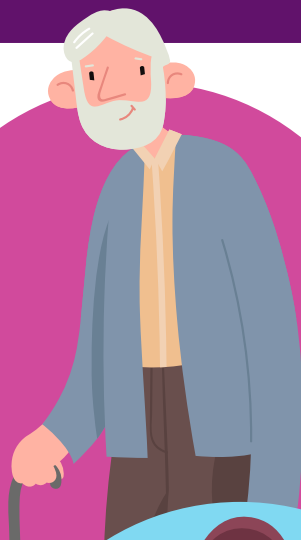
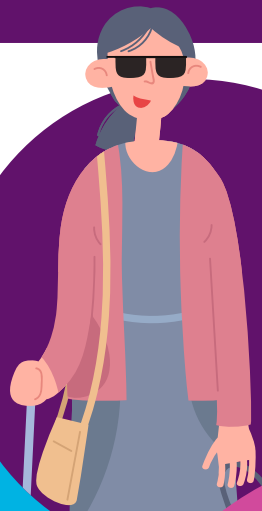


# Luton Council Local Account 2020/21





# Introduction and welcome

Welcome to the latest version of our local account. The local account is a brief report about Adult Social Care that is published annually. It is a great way for us to share with you how we have performed over the last year, covering the period 1 April 2020 to 31 March 2021. We hope that it provides you with a useful insight into how local services are being delivered, the challenges we face and what is planned for the future.

We could not write a local account reflecting back on the last year without mentioning the impact of coronavirus (Covid-19). Whilst there has been many challenges that we have been able to rise to, Covid-19 also provided an opportunity to innovate and accelerate towards a more personalised vision of social care. It brought us together in recognising that people often need support from the whole system, not just Adult Social Care. We will continue to engage and build on this approach in order to support our local residents to maintain their independence. Where support falls outside our direct remit we will continue to have an influencing role.

Despite the impact of Covid-19, we want to demonstrate the progress made to improve the lives of those who come into contact with Adult Social Care. As part of our continued journey, we will be publishing an Adult Social Care Strategy later this year that will outline our intentions for the next five years. This strategy will link to other council strategies such as Luton 2040, Population Wellbeing Strategy and our Market Position Statement, which outlines our commissioning intentions for the years ahead. You can find these documents on the council's website.

Although we know there are many challenges ahead, we remain committed and passionate about delivering our services to a high standard. We have an excellent track record in delivering both innovation and value for money. We will continue to drive quality while introducing new pathways that support in offering genuine choice and control to the people we support.

We are a council that listens and that means your views are very important to us – we rely on our residents continuing to hold us to account. From next year, we hope to review and publish future versions of this account in conjunction with people who use our services. Please contact us using the details at the end of this report.

Finally, we would like to take this opportunity to thank everyone who works across the service and to partners, people who use our services, their carers and communities who work with us to achieve our vision.



**Laura Church**  
Corporate Director  
Population Wellbeing



**Maud O'Leary**  
Director of Adult  
Social Services



**Cllr Javed Hussain**  
Executive Portfolio  
Holder for Adult  
Social Care





Healthwatch Luton are the independent champion bringing together people's views and experiences to help improve health and social care. We provide information, advice and signposting for people in Luton to support their choices about health and social care services. We are a part of a network of Healthwatch across the country, and our focus is Luton.

Healthwatch Luton engage with the full range of local communities across Luton to enable to access information, and ensure their views and experiences are heard and incorporated in the provision and commissioning of services. Healthwatch have statutory duties and powers under the Health and Social Care Act 2012, which include:

- promoting and supporting the involvement of local people in the commissioning, provision and scrutiny of local care services
- enabling people to monitor the standard of provision of local care services and how local services ought to be improved
- obtaining the views of local people regarding their needs and experiences of local care services, and importantly, make these views known
- making reports and recommendations about how local care services ought to be improved, directly to commissioners and providers of service, and ensure people responsible for managing or scrutinising services are aware of local resident views and inform Healthwatch England of thematic views across the area
- providing advice and information about access to local care service so choices can be made

Healthwatch Luton are passionate about ensuring patient views in all health and care discussions are represented, and the voice of Luton residents helps shapes the services they receive.

Healthwatch Luton support this year's Luton local account and acknowledge the many challenges that have affected health and care in this last year. During the pandemic, the council have continued to develop and shape services in line with listening to residents' views, ensuring people support their developments and changes during one of the strangest and hardest years in health and care.

Many of their approaches have been successfully received and residents' views have helped shape service delivery, such as the Side-by-Side approach in Adult Social Care. The council ensure a person led approach to their developments, and whilst some areas have been difficult to navigate, such as the closures of some of the day services, Healthwatch Luton agree that the council do their utmost in asking for resident views and take aboard their experiences and accounts when shaping their development plans.

Healthwatch Luton have worked closely with Adult Social Care on safeguarding issues, the review of their Carer's Strategy which Healthwatch have supported, care homes and care home managers during the pandemic, and through many mental health initiatives and approaches and have always found their approach welcoming and supportive in ensuring the resident views are of paramount importance in their transformations. We have spoken to nearly 1000 residents and social care feedback is mainly positive, and where not, is responded to and attentively supported in Luton.





One example of how Healthwatch Luton support Adult Social Care work currently is with the Council's review of their Carer's Strategy. Healthwatch Luton have been involved in supporting this review – particularly as the pandemic affected so many care homes, and have worked with the council, Carers Central and other care agencies to gather views and represent these views to help shape the strategy, ensuring patient and carer views are built into their review.

As part of the Healthwatch network, Healthwatch Luton have worked with many Healthwatch on gathering the carers voice for the network campaign with the Care Quality Commission (CQC) 'Because we all care'. These views helped identify and address issues faced by carers and helped the CQC focus their approach in their inspection and policy campaigns this year.

We look forward to working in partnership with the Adult Social Care and wider council in Luton as developments in the health and care sector progress, acknowledging our local population needs as our health system moves into a more integrated approach.

Healthwatch Luton have also fed into the network response to the Health Social Care Committee (HSCC) urging that new legislation should impose a duty on the Secretary of State to publish a 10-year plan with detailed costing for social care reform. Hundreds of people share their experiences with Healthwatch Luton every year, with social care being one of the most critical topic areas for the public. There is a great concern that people will continue to struggle to access the care they need, to live with the dignity, which is integral to their health, whilst unpaid carers remain with limited support in place.

A strong and well-funded social care sector is vital to the health of the country and Luton residents, and we will continue to support the network in its pressure on ensuring the Government brings forward its plans for social care reform.

Alongside the reform, we support the development of the Integrated Care Systems and Partnerships, and hope working with our local colleagues on local issues for residents will help shape both health and care ongoing.

We work closely with our Luton colleagues and commend all the hard work and acknowledge all the difficulties that have been faced in the last year. We look forward to working in partnership with them this year and beyond.

**Lucy Nicholson**  
Chief Executive, Healthwatch Luton





# Challenges in Adult Social Care

**There are many challenges facing Adult Social Care. We will look at these and how we respond to them in our Adult Social Care Strategy that will be published later this year. The main challenges we faced in 2020/21 were:**

## Covid-19

We have been dedicated to responding to Covid-19 throughout the year and we will continue to do so for as long as needed to ensure the people we support are safe. This meant:

- introducing new operating models and rapidly changing the way we work
- working closely with partners on discharging people from hospital
- supporting providers of social care services with information, guidance, advice and access to training
- supporting the roll out of vaccinations across social care settings

## Financial Sustainability

Although this has been a long standing challenge, it has been intensified as a direct result of Covid-19. Overall Luton Council were faced with a devastating projected shortfall in its finances. As a result, an emergency budget was implemented, with Adult Social Care required to make savings of £4.5 million over a two year period. We are working towards achieving this target and will continue to develop sustainable savings. The focus is not on reducing services but ensuring there is both value for money and value to the people we support.

## Quality and Market Sustainability

A lot of our work on quality relies on 'soft intelligence' which means receiving feedback from a range of partners and the public. We recognise the significant pressures and challenges that Covid-19 has placed on the social care market and we continue to monitor this closely. With a decrease in people accessing some types of social care provision, providers have also been faced with financial sustainability concerns in the same way as the council.

## Social Care Reform

The Local Government Association (LGA) are the national voice of local government. They believe the future reform of social care and support should be guided, and underpinned, by seven key principles, which we endorse:

- people first and the value of social care
- the importance of 'local'
- funding
- workforce
- providers and commissioning
- health and integration
- care and support reform

We hope to see more detail on social care reform by the autumn and will share this in the next local account.





# An Overview of Adult Social Care

## Legislation

The main responsibilities for Adult Social Care are set out in three main pieces of legislation: the Care Act 2014, the Mental Health Act 1983 and the Mental Capacity Act 2005. As the overarching piece of legislation, the Care Act 2014 outlines our main responsibilities, including:

- promoting wellbeing
- protecting (safeguarding) adults at risk or abuse or neglect
- preventing the need for care and support
- promoting integration of care and support with health services
- providing information and advice
- promoting quality in providing services

You will see these themes throughout this account and in our plans for next year. Other responsibilities around shaping the local care market can be found in the Market Position Statement on the council’s website [here](#).

## Workforce

In 2020, the social care workforce in Luton was made up of 6,200 jobs across the independent sector, the council or working for direct payment recipients. 500 (8 per cent) of these jobs were directly employed by the council, ranging from social work staff to front line carers and support workers. The key data for the council’s Adult Social Care department is shown in the table opposite.

81%	Of staff with permanent contracts
0%	Of workers employed on zero hour contracts
7.1	Average number of sick days per worker
50	Leavers during 2019/20 with 100% remaining in the sector
£13.41	The average hourly rate for all job roles in 2019
88%	Of the workforce hold a qualification relevant to social care
88%	Of the workforce are female

**Did you know?**  
 You can find more information about social work jobs in Luton on our website here.





## How will Luton be changing?

In Adult Social Care we often refer to 'demographics'. This means statistical data relating to the population and particular groups within in. By looking at some of this data, we can see that Luton's demographics are changing between 2020 and 2024.

Population		Dementia	
<p><b>2%</b></p> <p>Decrease in population aged 18-64. From 128,600 in 2020 to 125,900 in 2024</p>	<p><b>4%</b></p> <p>Increase in population aged 65+. From 27,300 in 2020 to 28,500 in 2024</p>	<p><b>2%</b></p> <p>Increase in population aged 18-64 predicted to have early on set dementia</p>	<p><b>5%</b></p> <p>Increase in population aged 65+ predicted to have dementia.</p>
Living Arrangements		Learning Disability	
<p><b>4%</b></p> <p>Increase in population aged 65+ living alone. From 8,880 in 2020 to 9,264 in 2024</p>	<p><b>9%</b></p> <p>Increase in population aged 65+ living in a care home with or without nursing care</p>	<p><b>2%</b></p> <p>Decrease in population aged 18-64 predicted to have a learning disability</p>	<p><b>5%</b></p> <p>Increase in population aged 65+ predicted to have a learning disability</p>
Health			
<p><b>6%</b></p> <p>Increase in population aged 65+ with a limiting long term illness whose day-to-day activities are limited a lot</p>	<p><b>4%</b></p> <p>Increase in population aged 65+ predicted to have any cardiovascular disease</p>	<p><b>3%</b></p> <p>Increase in population aged 65+ predicted numbers of hospital admissions due to falls</p>	<p><b>4%</b></p> <p>Increase in population aged 65+ predicted to have diabetes</p>

This information is likely to be subject to some change when information from the 2021 Census is released.





# An overview of 2020/21

## Staffing Restructure

During the year we implemented a new structure for our social work teams, resulting in the introduction of two pathways. Pathway 1 is called Early Intervention, Prevention and Stabilisation and Pathway 2 is called Long Term Care Needs. The benefits we expect from these recent changes are:

- improved customer experience
- improved staff effectiveness
- reduced barriers and obstacles to effective intervention
- promotion of knowledge sharing, experience and skills.

We will further evaluate the impact of this change during the year.

## Side By Side

During the year, we also saw our Side by Side programme successfully embedded. Side by Side is about having open customer led conversations with people, their families and with our partners to see how we can collaborate to make things happen. The conversations are based on exploring what people aspire to achieve, connecting them to personal, family and community sources of support that may be available and always reviewing levels of risk and any crisis contingencies that may be needed. At times long-term outcomes and planning is required, this is always built around what a good life looks like.

This approach has not only strengthened outcomes for people but also our working relationship with partners, again benefitting people from a more joined up approach. This has been particularly important during Covid-19.

## Enablement Coordination

Our enablement coordinators joined the newly formed Early Intervention and Prevention Pathway during the year. The coordinators support people to acquire, develop and maintain independent living skills to be able to live as independently as possible. Part of the coordinators role includes devising training and support plans and identifying opportunities for either paid or voluntary work, where appropriate.

Within the last year we found there was great resilience from the local community, coming together to support each other during Covid-19. We would like this support to continue as part of the new pathway and be built upon as part of our prevention agenda. Our aim is to work with community assets to develop networks and support in your local area.

## Transitions and Special Education Needs and Disabilities (SEND)

Transitions is the term we give to the planned movement of young adults from children's services to adult social care. This can be a difficult time for young people, so it's important that everyone involved understands the process and feel supported and prepared to ensure this change is as smooth and seamless as possible.

During the year we have continued to maintain great links with children's services with key leads working closely together. A Preparing for Adulthood Board has been introduced with a strategy / policy in development to support and align this work. Transitions is also identified as a priority in our Market Position Statement and will be a key piece of work moving forward.







A child or young person has special educational needs and disabilities (SEND) if they have a learning difficulty and / or a disability that means they need special health and education support. The council are working collaboratively with health partners on SEND improvements. This includes engaging with people to see how they feel we are supporting them with SEND, health, housing and social opportunities. We are also working on improving the local offer to ensure services for health and social care are available for young people.

## Hospital Discharge

With a hospital in the borough, we play a vital role in planning the discharges of people with social care needs. During the past year this was an area where national policy and guidance changed at speed due to the Covid-19 response. We responded to and implemented this guidance effectively, changing the way we work and developing our services and systems rapidly. We worked closely with health and other partners, ensuring the person being discharged and the quality of delivery were prioritised at all times.

This new way of working is called Discharge to Assess and will continue to be in place. It is primarily about looking at someone's needs in their usual place of residence or own home when they are medically fit to leave hospital. As a result, length of hospital stays will reduce as delays to discharge processes will be avoided. Where someone cannot go straight home, we will provide short term accommodation options such as a stay in a care home while long term needs are assessed rather than an extended stay in hospital.

## Call to Care

This was a central government social care recruitment initiative, inviting people to apply for caring roles on a short term basis. It was primarily designed to ease staffing pressures during times of peak demand, such as winter. The initiative saw potential candidates go through standard social care recruitment checks and be provided with free training. Candidates were then matched with a social care provider.

The initiative ended in March 2021 but the council has continued to work with Luton Adult Learning to support the programme, Pathways to Adult Social Care. You can find information about this [here](#). We will provide more detail on the success of this in our next account.

## Provider Services

The council is also a social care provider and operates some of its own services which are regulated by the Care Quality Commission where personal care is delivered. All of our services are currently rated as 'Good'.

This means they are:

- safe
- effective
- caring
- responsive
- well-led





## Day Opportunities:

We provide day opportunities for older persons and people with a learning or physical disability. During the year we closed two traditional building based day centres to provide people with greater flexibility and choice around their care. Our aim is to enable people to receive wider community support and review whether some people would like to choose to receive a direct payment. This means they could purchase their own services or directly employ a personal assistant to support them in the activities they like. Some of the implementation of this work has had to be delayed due to Covid-19.

Unfortunately our day opportunities had to reduce temporarily as a result of Covid-19 in line with government guidance. Our staff worked in other services to keep our front line up and running to cover staff who were isolating or shielding. Towards the end of the year we were able to start our phased reopening, something we will continue to work on this year.

## Support to Age Well:

This includes our reablement and extra care services. Reablement is a goal focused intervention that allows people to regain some or all of their independence. This service played a vital role in ensuring safe discharges from hospital to home during the pandemic, working well with health colleagues. This allowed people to regain some or all of their independence while living in their own home and as a result reduced the need for them to receive longer term care. Reablement will continue to be a focus over the coming years, particularly in view of potential higher waiting lists for planned hospital procedures.

Extra care is a type of housing provision where people have their own accommodation but the support of care when needed. When lockdown measures were in place, our carers supported people with their health and wellbeing needs and ensured they did not become socially isolated.

## Support to Live Well:

This includes supported living, respite and shared lives services. During the year our respite provision again had to temporarily close for a short time. Respite is where people stay for a short period in order for their carers to have a break from their caring role. Wellbeing checks were in place to support those carers and to offer practical support and PPE supplies where needed.

CQC came to inspect our respite provision during the year and they were assured with the infection control measures that were put in place to respond to Covid-19. This was something that we worked hard on across all our services to ensure the people we support were safe at all times.

## Reimagining Mental Health

Reimagining mental health is a three year transformation programme of mental health and wellbeing support for the people of Luton. It is founded on the principles of collaborative leadership and co-production.

Any adult in Luton who is experiencing challenges affecting their wellbeing, for example they are struggling with their mental health, might be using drugs or alcohol problematically, have social care needs, or have long term or complex care needs, may benefit from intensive support from the live well huddle. This multi-agency network





connects care and support across Luton, helping people to feel safe and secure, reducing the level of mental distress by offering people good quality person centred care and support.

The Collaborative is the beating heart of the programme, as it holds the vision and outcomes. It is open to anyone with an interest in making a difference to mental health and wellbeing in Luton. We particularly welcome people with lived experience and carers.

## Carers

We have a responsibility to assess the needs of carers and continue to work closely with a number of services who also support carers. We also commission a service specifically for carers called Carers Central who ensure carers needs are being met. Throughout the pandemic regular welfare checks were made to carers and online health and wellbeing sessions were in place such as yoga and meditation.

We know that the number of informal carers are increasing while the number coming forward for support is decreasing. This is something that the council is currently looking at. Carers will therefore be a key area of focus for the council over the coming years, with a Carers Strategy currently in the early stages of development.





## Activity facts and figures

The council's Adult Social Care department receives a large volume of requests on a daily basis for both people needing support and their unpaid carers, who we have an equal responsibility for. Our aim is to maximise people's independence and support them in the least intrusive way possible.

<p><b>3534</b></p> <p>New requests for support 16% decrease from previous year</p>	<p><b>585</b></p> <p>New requests led to reablement 76% considered independent after service</p>	<p><b>296</b></p> <p>New carers identified 51% decrease from previous year</p>
<p><b>381</b></p> <p>New requests led to a long term service 2% increase from previous year</p>	<p><b>3203</b></p> <p>People accessing long term support during the year</p>	<p><b>980</b></p> <p>Carers received support 82% via direct payment to carer</p>
<p><b>644</b></p> <p>New requests led to Occupational Therapy / Equipment. 6% increase from previous year</p>	<p><b>10</b></p> <p>Adults with a learning disability in paid employment</p>	<p><b>40</b></p> <p>People transitioned from Children's Services to Adult Social Care</p>

This year our activity has been affected by Covid-19, with decreases shown in some areas. However, our activity does not reflect new care pathways that were introduced as a result of the pandemic. The pathways are known as Discharge to Assess and relate to how people are discharged from acute hospitals. Some reviews also had to be postponed to the first quarter of 2021/22 as a result of Covid-19 response. More people were also accessing reablement services. We will know how we compare to other authorities when all the data is published later this year. You can access it on the NHS Digital website.





## Quality of the Market

The Care Quality Commission (CQC) are the independent regulator of all health and social care services in England. They undertake inspections of services to make sure that they meet fundamental standards of quality and safety. Their findings are published, including performance ratings, to help people choose their care. The council's Quality Assurance and Care Placement Team (QACP) works in conjunction with the CQC and Clinical Commissioning Group (CCG), with regular information sharing meetings in place.

During the past year QACP have had to refocus some of their core activity to ensure that a vast amount of Covid-19 guidance was effectively communicated to care providers, in addition to providing access to PPE and training. Monitoring of cases, workforce issues and contingency planning was also undertaken.

Quality site visits were temporarily reduced in order to minimise the risk of transmission but continued to be undertaken when intelligence was received by other professionals or members of the public to ensure Luton residents continued to be safe at all times. Full Service Reviews have restarted with appropriate measures in place.

The council is expecting a temporary dip in the overall quality of the market as a result of Covid-19. QACP are drafting plans as a response to this. The team continues to support and signpost providers to information and training to improve overall standards, particularly when any safeguarding themes are identified with partners.

## CQC Adult Social Care Ratings (March 2020)

### Nursing Homes

Area	Inadequate	R.I*	Good	Outstanding	Unrated
Luton	0% (0)	14% (1)	86% (6)	0% (0)	0% (0)
England	2%	21%	69%	5%	3%
Comparators	1%	27%	68%	1%	2%

### Residential Homes

Area	Inadequate	R.I	Good	Outstanding	Unrated
Luton	3% (1)	26% (9)	68% (23)	3% (1)	0% (0)
England	1%	13%	79%	4%	2%
Comparators	1%	18%	75%	3%	3%

### Domiciliary Care (Home Care) Agencies

Area	Inadequate	R.I	Good	Outstanding	Unrated
Luton	4% (2)	12% (6)	62% (32)	2% (1)	21% (11)
England	1%	11%	68%	4%	17%
Comparators	0%	13%	64%	2%	21%

### Community Care Services

Area	Inadequate	R.I	Good	Outstanding	Unrated
Luton	12% (1)	12% (1)	38% (3)	0% (0)	38% (3)
England	0%	7%	73%	5%	15%
Comparators	1%	8%	73%	3%	15%

### Did you know?

If you have concerns about a service in Luton, you can contact the council's Quality Assurance Team via:  
[contractsandquality@luton.gov.uk](mailto:contractsandquality@luton.gov.uk)





## Safeguarding - The year at a glance

4267	Safeguarding concerns received during 2020/21
8%	Decrease in safeguarding concerns from the previous year
356	Average number of concerns raised per month
571	Safeguarding enquiries undertaken
13.4%	The conversion rate from concerns to enquiries
60.7	Average number of days to conclude investigation
94%	Of individuals involved stating their desired outcome was met

1100	Total Deprivation of Liberty Safeguards (DoLS) applications
621	New applications received. A 27% decrease from 2019/20
90%	Proportion of new applications completed
84%	Proportion of DoLS that were granted
388	Number of urgent authorisations
283	Number of standard authorisations

### Did you know?

Liberty Protection Safeguards (LPS) will replace DoLS in April 2022





**Safeguarding** is a core duty of Adult Social Care, underpinned by the principles set out in the Care Act 2014. The aims of adult safeguarding are to:

- prevent harm and reduce the risk of abuse or neglect to adults with care and support needs
- stop abuse or neglect wherever possible
- safeguard adults in a way that supports them in making choices and having control about how they want to live
- promote an approach that concentrates on improving life for the adults concerned
- raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect
- provide information and advice
- address what has caused the abuse or neglect

The Deprivation of Liberty Safeguards (**DoLS**) are part of the Mental Capacity Act 2005. The safeguards aim to make sure that individuals are looked after in a way that does not inappropriately restrict their freedom.



## Public Health

Adult Social Care interacts with a range of other council functions to support people in our communities, including Children's Services, Housing and Public Health. It is with Public Health that we share a vision to protect and improve Luton's health and wellbeing and reduce health inequalities so that everyone in Luton has the opportunity to lead a healthy and independent life.

During the last year, Public Health were tasked with leading the council's response to Covid-19. This included the supply of personal protective equipment (PPE), testing and the roll out of vaccinations. Key activity that supported to keep front line social care services operating. However, this has impacted on normal levels of service delivery.

Each year the council receives a **Public Health Grant** from central government to support the delivery of vital preventative and treatment services across all age groups. In 2020/21 the grant was £15.6 million, which equates to approximately £69.62 per head of the population. Despite a small uplift in recent years, in real terms the grant is now 22 per cent lower than it was in 2015/16. The council used the grant to:

- deliver statutory and non-statutory public health services such as sexual health, substance misuse, NHS Health Checks, stop smoking and weight management services
- support early years provision
- support oral health initiatives
- support immunisations and infection disease control such as Tuberculosis (TB)





17,658	Number of eligible people who have received an NHS Health Check.
13%	Of adults in contact with secondary mental health services who are in employment
67%	Of adults (aged 18+) classified as either overweight or obese
41.1%	Of opiate users receiving treatment
26,204	Number of current smokers with 812 people successfully quitting at 4 weeks
78.7	Life expectancy rate at birth for males. This rises to 82.7 for females

\* Due to reporting requirements, some data may be from previous financial year(s)

**Did you know?**

You can find more information about Public Health in Luton on our website [here](#).

## Comments, Compliments and Complaints

We want you to be completely satisfied with our services but to ensure this, we need to know what you think. Only by listening can we make improvements and maintain elements that you are happy with and like.

Generally, we receive feedback in the following ways:

- comment – a suggestion on something we could look at to improve services
- compliment – positive feedback on a member of staff, a team or particular service
- complaint – about a service or the way you have been treated

We are aware that sometimes things go wrong. We need to know this so not only can we apologise but take appropriate steps to learn and prevent it happening again. If anyone who makes a complaint is not happy with our response then they can contact the Local Government and Social Care Ombudsman (LGSCO).







35
Compliments received
65
Complaints received
1
Number of decisions received on cases raised with the Local Government and Social Care Ombudsman (LGSCO)
1
Number of complaints to the LGSCO that were upheld. As a result, providers were asked to introduce a CCTV Policy
<i>"Just to update you, moved mums bits in yesterday staff were so lovely and helpful, she got really lucky with the room double aspect, lovely big lounge and separate breakfast room currently 5 others with 3 new resident moving in this week with mum so they'll all be starting together...I really do think she'll settle here, thank you for all your hard work and help to get us this far, really appreciated"</i>

The LGSCO look at individual complaints about councils and all adult social care providers, including care homes and home care agencies.

Sometimes people receiving social care service require support to have their voice heard and you may have a friend, relative or unpaid carer who can do this on your behalf. If you don't have an appropriate person to support you then you can contact POhWER, our advocacy provider.

An advocate is trained to help you understand your rights, express your views and wishes and make sure your voice is heard. They are independent from the council and the NHS and can support you with a wide range of issues. You can find more information about POhWER and the work they do in Luton at [www.pohwer.net/luton](http://www.pohwer.net/luton)

The Information Governance Team at the council continues to manage customer feedback about adult social care services. You can contact the team by phone on 01582 546398 or via email to [feedback@luton.gov.uk](mailto:feedback@luton.gov.uk).

### How much did we spend?

Council's nationwide are facing substantial cost pressures in providing adult social care services. This is due to:

- increasing numbers of people requiring care
- rising costs of providing care
- government funding for council's remaining constrained

To help fund these pressures, central government allows council's to have an adult social care precept. A precept is a technical term for council tax. The income generated from this element of council tax is ring-fenced, meaning it can only be used for adult social care services.

Our total adult social care net budget for 2020/21 was £53.4 million with the precept raising £6.9 million towards this.





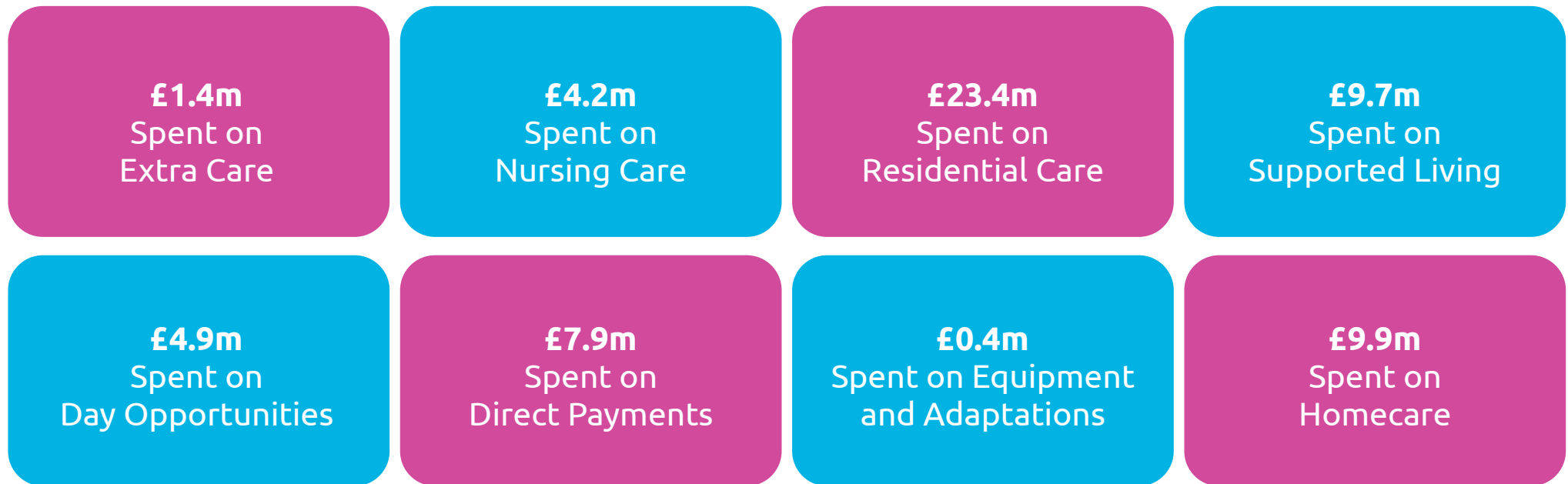
## COVID-19

As a result of the pandemic, the council received additional funding from central government for adult social care services.

The **Infection Control Fund** was introduced in May 2020. The purpose of this fund was to support adult social care providers to reduce the rate of transmission within and between provider services. The council received and distributed £3.3 million to adult social care providers.

The **Workforce Capacity Fund** was introduced in January 2021. The purpose of this fund was to supplement and strengthen staff capacity in the wider adult social care market to ensure that safe and continuous care was achieved. The council received and distributed £394,000 to adult social care providers.

The 2020/21 spend on people was:



### Did you know?

The spend on adult social care per head of the population (aged 18+) was calculated by the Local Government Association (LGA) as £525.30 in 2019/20.





# What are we going to do in 2021/22?

During the year we will be developing an Adult Social Care Strategy, which will outline our priorities to inform our work over the coming years. We are currently in the process of consulting with the people we work with and support on this. However, while our immediate work will continue to focus on Covid-19 response, there is also lots of exciting work in development or scheduled to be started this year.





## The Future of Adult Social Care

While we have outlined some of our priorities for this year, we also wanted to let you know some of the legal changes that will have an impact on what we do and how we deliver services. These are:

- **Domestic Abuse Act 2021:** This will further improve the effectiveness of the justice system in providing protection for victims of domestic abuse and bringing perpetrators to justice. Certain aspects of the Act are particularly relevant to social care practitioners
- **Mental Capacity (Amendment) Act 2019:** Introduced Liberty Protection Safeguards but the implementation was delayed as a result of COVID-19. They will replace Deprivation of Liberty Safeguards, providing protection for people aged 16 and above who are or who need to be deprived of their liberty in order to enable their care or treatment and lack the mental capacity to consent to their arrangements
- **Mental Health Act 1983:** Feedback from a yearlong consultation is currently being reviewed to implement changes to this law based on 4 principles – choice and autonomy, least restriction, therapeutic benefit and the person as an individual
- **White Paper: Integration and Innovation:** A White Paper is a government report giving information or proposals, in this case a Health and Social Care Bill. The White Paper shows that the government plans to reintroduce inspections of council's adult social care functions by the Care Quality Commission. It also stated that proposals to reform social care would be published later this year.

## Co-Production

The local account is something that we will produce following the end of each financial year. From 2021/22 we want to do this in conjunction with the people we support. You may have heard of co-production, which is when an individual influences the support and services received, or when groups of people get together to influence the way that services are designed, commissioned and delivered.

Co-production has been broken down into the following:

- co-design, including planning of services
- co-decision making in the allocation of resources
- co-delivery of services, including the role of volunteers in providing the service
- co-evaluation of the service

We realise that when it comes to co-production we are at the start of our journey. We will start by helping people to build up knowledge on our services and embed engagement activity in our work. This means that you will have the opportunity to express your views and you may be able to influence some decisions.

If you would like to participate or comment on anything in this local account please contact Elaine Healy, [Elaine.Healy@luton.gov.uk](mailto:Elaine.Healy@luton.gov.uk).





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