

South Gloucestershire Council  
Department for Children, Adults & Health

# Local Account 2020-2021

## How we deliver adult social care services



## Introduction

Welcome to South Gloucestershire’s annual local account which sets out how well we are doing in meeting the needs of adult residents of South Gloucestershire who require care and support. Our adult social care services are designed with people at the heart of what we do – involving, informing, and equipping them to use their individual experience and wishes and make the best choices in planning the support they need. This document explains the progress we have made during 2020-2021.

Local accounts are annual reports designed to give local residents a clear picture of the achievements we have made in adult social care; how well we are performing, the changes and challenges we are facing and our plans for future improvements. We remain as ambitious as ever in setting plans and getting results that will improve people’s wellbeing and give them independence and control over their lives and the care they choose. This is set against a backdrop of a faster pace of change and greater financial constraints and addressing the impact of the Covid-19 pandemic. Our aims for adult social care continue to complement the Joint Health and Wellbeing Strategy for South Gloucestershire, with an overarching vision for all health and social care:

[Joint Health and Wellbeing Strategy 2017-21 \(southglos.gov.uk\)](https://southglos.gov.uk/joint-health-and-wellbeing-strategy-2017-21)

## South Gloucestershire: some key aspects of our Population

The following is provided to give some background to the specific reporting on 2020/21 delivery of adult care.

South Gloucestershire is a mixed urban and rural area of great diversity with long-established urban communities, market towns, small villages and substantial new development. Just over 60% of the population live in built up areas immediately adjoining Bristol. Just under 20% live in the towns of Yate, Chipping Sodbury and Thornbury, and the remaining 20% live in the more rural areas of South Gloucestershire.

### Age (ONS Mid-Year Population Estimates 2020, South Glos)

Group	Number	Proportion of the Population
Aged 0 to 17	59,927	20.8%
Aged 18 to 64	173,480	60.3%
Aged 65+	54,409	18.9%

### Sex

There are slightly more females (50.46%) than males (49.54%) in South Gloucestershire. This broadly mirrors national figures which show 50.6% female and 49.4% male (*2019 mid-year population estimates, ONS*)

### Race

People from Black, Asian and Minority Ethnic backgrounds make up 5.0% of South Gloucestershire’s population (ONS, Census 2011) compared to 4.96% of the South West area and 14.52% nationally.

An additional 3.0% of people in South Gloucestershire (ONS, Census 2011) are from ‘Other White Groups’, which include Irish, European and other White groups. This compares to 4.31% in the South West and 5.97% nationally.

According to the 2011 Census, 0.1% of the population is from a Gypsy or Traveller background, however the South Gloucestershire Gypsy and Traveller Unit estimates the figure to be around 0.4% of the population.

Whilst the overall percentage of people from Black, Asian and Minority Ethnic and 'Other White' backgrounds is lower than the national figure, there is a wide range of diversity with 'Asian/Asian British – Indian', 'Asian/Asian British – Other' and 'Mixed/Multiple Ethnic Groups – White & Black Caribbean' being the two largest groups (1.0%, 0.6% and 0.6% respectively). Source: ONS, Census 2011

There are 10 schools in South Gloucestershire where a fifth or more of pupils have English as an additional language (EAL).

### **Religion or Belief**

59.6% of the South Gloucestershire population identify as Christian, with the second largest group being 'No Religion' at 30.7%.

Source: ONS, Census 2011

### **Disability**

15.6% of the South Gloucestershire population report that their day-to-day activities are limited 'a lot' or 'a little', compared to 17.9% nationally.

Source: ONS, Census 2011

### **Sexual Orientation**

The proportion of the UK population identifying as lesbian, gay or bisexual (LGB) was 2.2% in 2018.

Source: ONS, Experimental statistics on sexual orientation in the UK in 2018.

### **Deprivation**

The 2019 Indices of Deprivation suggests South Gloucestershire remains relatively un-deprived. However, it does have some sub-ward level 'pockets of deprivation' in some domains that feature on a national scale. These are Lower Super Output Areas (LSOAs) which have been automatically generated across the UK. On average, these geographic areas contain 1,500 people or 650 households and are designed to be as consistent in population size as possible.

South Gloucestershire doesn't have any LSOAs within the most deprived 10% in England but has two that feature in the most deprived 20%. These LSOAs are in Staple Hill (Pendennis Road) and Kingswood (New Cheltenham Road).

Five Priority Neighbourhoods have been identified within the 20 most deprived LSOAs in South Gloucestershire.

There are 70 LSOAs within the least deprived 20% in England, with a spread across the district.

In August 2016, it was estimated that 5,040 children under 16 years of age live in low-income families (10.2% of all children under the age of 16).

In 2017, approximately 9,525 households (8.2%) in South Gloucestershire were considered to be 'fuel poor'.

### **Whole Population**

- The population of South Gloucestershire for mid-2020 is estimated to be approximately 287,800\*
- 18.7% of the population are children (aged under 16), marginally below the national (England) average (19.2%)\*

- 18.9% of the population are aged 65 years or over (the pensionable age) – slightly above the national (England) average of 18.5%\*
- Of that population Adult Social Care supported 3,941 people with Short and Long Term services during 2020/21, a 4.5% increase from 19/20

*\*Source: 2020 ONS mid-year population estimate*

## How we met change and challenges in 2020 - 2021

### Supporting people through the pandemic

2020 - 2021 has been a year like no other. The Covid-19 pandemic has impacted us all in every aspect of our lives. Living with social restrictions to minimise the risk of infection has been particularly challenging for older people, people with disabilities, their families and carers, as access to community resources were restricted and the pressure on our health partners increased. In part due to the challenges of the pandemic the service has seen a significant increase in referrals for mental health support and safeguarding, as individuals and families have had to cope with the impact of isolation and worry on their own wellbeing, on behaviour within families, and on decreased opportunities to seek external help or safety.

The year also showed the best of us all with communities coming together to support and find new ways of working to keep people connected and supported.

As a Council we worked tirelessly to take all necessary steps possible to ensure that we sustained and stepped up essential front-line services. We had business continuity plans in place to support our most vulnerable residents. Our aim was to provide Council services as comprehensively as possible for as long as possible, delivering those services differently where needed.

We recognise the wonderful and spontaneous community spirit demonstrated by the various groups that came forward and the volunteers who wanted to help their neighbours and those most vulnerable. On our website we produced a directory of all of the groups, so that potential volunteers could direct their efforts, and those in need knew where to go to ask for help.

This response continues as our residents and communities adjust to the impact of Covid-19.

Since March 2020, there have been over a million external page views of the Council's Covid-19 information, support and advice webpages.

You can access up to date information from the Covid-19 dashboard

[Covid-19 dashboard for South Gloucestershire | BETA - South Gloucestershire Council \(southglos.gov.uk\)](https://southglos.gov.uk)

## Our Covid-19 response

### Supporting vulnerable residents

- ✓ To support the Clinically Extremely Vulnerable (CEV) in South Gloucestershire a partnership approach was taken. This consisted of a Covid-19 Support Team (Shielding Team) within the council who received calls, made proactive calls and communications to CEV people in South Gloucestershire. This team linked support needs, through our VCSE partners, to the mutual and community aid groups that stood up to support people who were shielding. The support provided ranged from emergency food parcels to shopping, dog walking and befriending. Support has remained in place throughout for anyone who has needed it.

### Supporting Care Homes and other providers

- ✓ Working in partnership with others, the council helped lead the coming together of many different leaders and teams from across health and local authorities to support our providers, and the vulnerable people they were supporting: including
  - Adult Social Care Commissioners and Practitioners,
  - Public Health
  - Community Health provider Sirona
  - Bristol North Somerset and South Glos CCG Infection Control specialists and Commissioners
  - Primary Care (GPs and others)
  - Support agencies such as Skills for Care, Care and Support West, CQC
- ✓ People came together regularly through a Care Provider Cell, created a network of wrap around support for individual providers, delivered a regular information mailing out to providers and created an online information resource.

### Financial support & mutual aid

- ✓ This was a very difficult time for our external social care providers, as well as their residents and service users, and their families. Providers had to respond to changes in guidance, take the right action such as isolating residents, use of PPE, testing and excluding loved ones from visiting. Other kinds of provision, such as day provision had to close and try and support people in other ways. For many costs increased but demand for services actually reduced. We worked to avoid providers of all kinds having to permanently close because they ceased to be sustainable.

In response to the Covid-19 emergency, additional national grants were made available to support our area.

£842k was made available to support people who were required to shield, critically vulnerable and those entitled for Free School Meals

£10,325k was made available to Care Homes and Social Care Providers to support them with the challenges of Covid-19 such as cost of PPE and staffing, through national grants for Infection Control, Testing and Workforce capacity.

- ✓ **Access to NHS bank staff** - during the pandemic ensuring staff safety and sufficiency has been a priority. To support this the Health and Social Care workforce group put in place processes to enable Care Homes to make requests of the NHS staff banks.

- ✓ **Proud to Care Campaign** – the pandemic has shone a light on the critical work of social care and the valuable contribution of care workers. Our Proud to Care campaign ran a number of targeted campaigns during the pandemic promoting careers in care and matching those furloughed or looking for a career in care to local employers.

[Proud To Care | Home \(proudtocaresouthglos.org.uk\)](http://proudtocaresouthglos.org.uk)

#### Working with Public Health

- ✓ **Co-ordination of PPE** – during the early months of the pandemic, adult social care staff co-ordinated the access and supply of PPE (personal protective equipment) issued to Care Homes and Home Care providers until the formal process was in place. This work has been recognised in a nomination in the GO UK Excellence in Procurement Awards in the category ‘Covid-19 Outstanding Response’
- ✓ **Supporting the vaccination programme** – the service worked with partners to ensure that the vaccine was accessible to residents and staff in care homes and the vulnerable adults in the community including those with Learning Difficulties.

#### Working with the Health Service

- ✓ **Discharge to Assess model of care** – In April 2020 a new national model of hospital discharge was introduced in response to the pandemic. The aim of this model was to support the NHS maintain capacity to manage Covid-19 demand. To support this change the adult social care service realigned resources and adopted new processes and ways of working. This was achieved at very short notice and required close collaborative working between all partners. The new model based on increased health care delivered in the community, is expected to remain and to be developed through Integrated Care Partnerships as we emerge from the pandemic.

#### Different ways of working

- ✓ Throughout the pandemic the service has remained open for business with workers predominantly working from home and using virtual meetings and calls to keep in touch. Face to face visiting, where required, has continued throughout the pandemic. Where services were not able to operate as usual staff were redeployed. For example staff from the Cambrian Green Day Service were redeployed to support our residential home at Alexandra Way and supported the co-ordination of PPE. During the pandemic we had a call out to students and a number of Social Work and OT students joined the workforce to help out over the summer.

#### Keeping people connected

- ✓ With local residents in lockdown at risk of isolation and experiencing difficulties accessing help, keeping people connected through digital means was very important. Alongside the Council's Covid-19 dashboard and resident communications we have continued to update our ‘Find Information from Adults, Children and Families’ Information Advice and Guidance webpages. The web content also includes signposting to helpful information about local resources, enabling people to be supported to live the lives they choose.

Page views relating to adult social care increased by 48% between August 2020 and April 2021 from 1,320 to 2,699.

[Find information for adults, children and families | South Gloucestershire \(southglos.gov.uk\)](http://southglos.gov.uk)

- ✓ **Technology Enabled Care** – the pandemic demonstrated the benefits of technology for keeping in touch and providing assurance to individuals and families who were

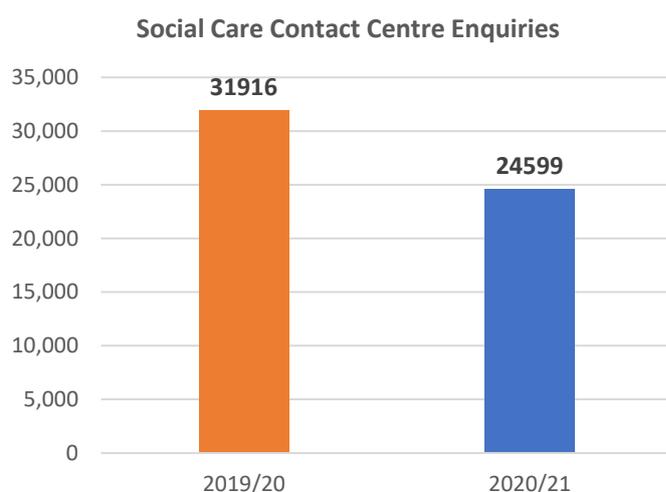
not able to visit in person. Our Care Homes were supported with tablets and our Assistive Technology hub worked with individuals in the community to support needs. This included telecare alerts, remote monitoring, medication prompts and falls sensors.

- ✓ **Connecting Care** – connecting care is a shared record system between health partners and social care. It enables information to be shared in a timely way between practitioners supporting an individual. During the pandemic access to connecting care was made available to Care Homes. This was a valuable tool at a time when visits from social care and health practitioners were limited, to keep people safe and address needs.
- ✓ **Partnership Working** – We continued to work in partnership with others, funding new ways to “meet” during lock down. Our partnership arrangements include:
  - Ageing Better Partnership Board
  - Carers Advisory Panel
  - Learning Difficulties Partnership Board
  - South Gloucestershire Low Vision & Hearing Loss Services Committee (LVHLSC) (did not meet during Covid-19)
  - Deaf, Deafblind, deafened and Hard of Hearing Group (DDD&HHG) (did not meet during Covid-19)

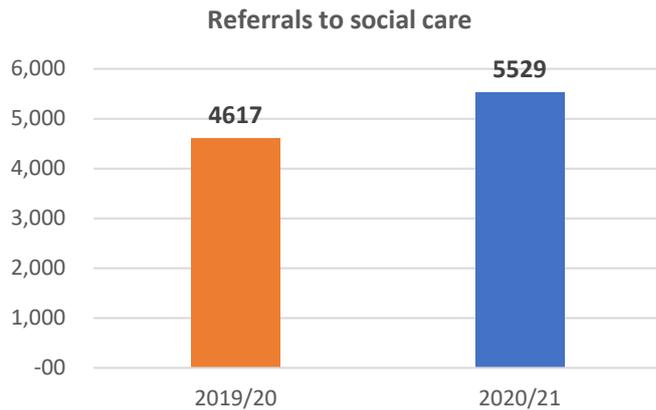
## Who did we support– South Gloucestershire Adult Social Care at a glance

### How many people contacted Adult Social Care?

Our customer service centre is the first point of contact for most people, including those referred on to us by other agencies. We signpost people to a social care assessment or the best services to meet their needs. In 2020/21 24,599 people contacted us with social care enquiries compared to 31,916 in 2019/20.



Many people who contact us are looking for information and advice. We will provide this information directly or refer them to our partners for the right level of support, depending on their needs. Some of those contacts become Referrals to social care



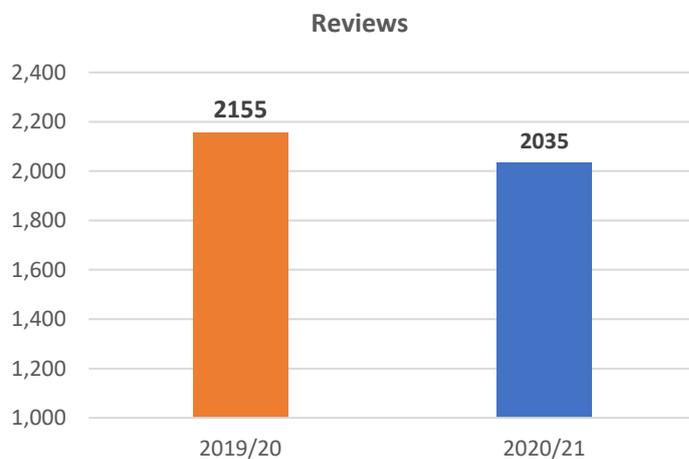
There was an increase in the number of referrals to social care, with 5,529 referrals for social care and related issues in 2020/21 compared to 4,617 in 2019/20. Many of these referrals were dealt with by providing simple services, advice and information.

In addition to the customer service centre there is our Information, Advice & Guidance offer, which started in September 2020 and works in conjunction with our telephone and in-person services. Also linking to other important sources of information such as the “Wellaware” site providing information about Voluntary Community and Social Enterprise (VCSE).

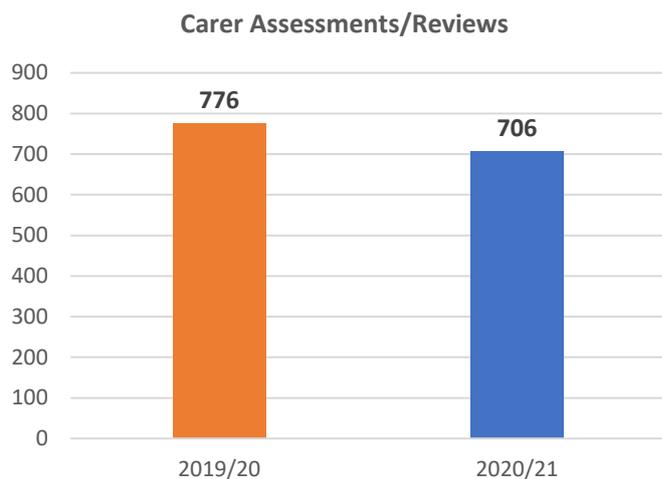
The adults channel of the ‘Find information for adults, children and families’ website receives on average 2.4k unique page views a month (6 month period Jan 2021 - Jun 2021).

## Reviews, carers' assessments, and services

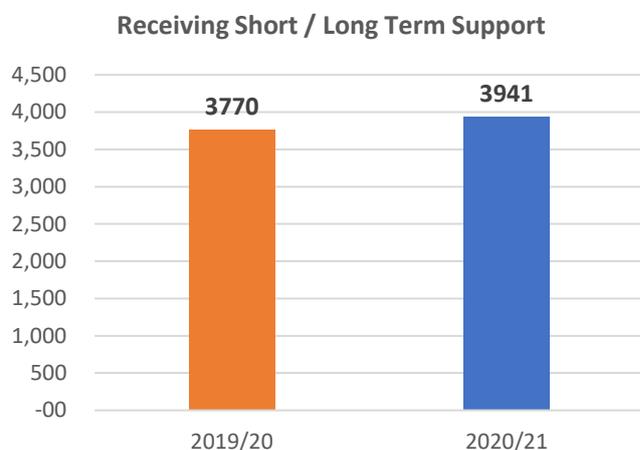
Between 1 April 2020 and 31 March 2021:



2,035 reviews were completed for **service users**, compared to 2,155 in 2019/20.



706 carers had an assessment or review completed; this is a 9% decrease compared to 2019/20 (776 carers assessments/reviews).



3,941 people were receiving short and long-term support (such as residential and nursing care, community support, reablement or Home to Decide) at 31 March 2021, compared to 3,770 at 31 March 2020.

## What Services did we make available for people who didn't meet our criteria?

We had 24,599 contacts to our contact centre, with 5,529 social care referrals. Not everyone who was referred was found to be eligible for a service. However, Adult Social Care support, develop, fund and refer people to a whole range of other services. These include:

- Information and advice such as that run by Age UK South Glos
- Carers Support Centre and a range of local carers groups
- Wellbeing services such as those run by Southern Brooks
- Services for people with a sensory impairment, such as Vision South-West
- Services for people with a long-term condition such as Alzheimer's Society, Bristol After Stroke and Terence Higgins Trust

## Who did we deliver services to directly?

The numbers of people receiving a service from Adult Social Care remained in line with previous years. At any one time the service will be supporting 5,456 individuals. On average the service will be funding 333 nursing home placements, 571 residential placements, and 1,087 individuals with support in the community, including home care. In total we will commission in excess of 1 million hours of Home Care per year, 788 people managing their own care through a Direct Payment and 2,701 managing through self-directed care.

Due to Covid-19 the service saw a 30% increase in safeguarding referrals, a 26% increase in referrals to mental health services and a 27% in referrals for adult social care. As a result of Covid-19 restrictions on visiting, there was a reduction of 36% in the number of annual reviews and assessments completed.

We work hard to make sure we meet the needs of everyone who is eligible for our services. In 20/21 the percentage of different groups receiving our services was as follows:

Female	59.6%
Male	40.3%
18-64	18.75%
65 yrs plus	81.3%
White British background	90%
Black Asian or Minority Ethnic background	10%

## What services did we deliver for people who met our criteria?

We are continuing to focus on helping people meet their needs in a way that gives them choice and control and connects them with their local community. **This means that people can expect services tailored to their own needs to achieve the outcomes that are important to them.**

Type	2020 – 2021 (as at March)	2019 – 2020 (as at March)
Safeguarding referrals	4,313	3,015
Mental Health referrals	191	140

Services we delivered	2020 – 2021 (as at March)	2019 – 2020 (as at March)
Adaptations installed	3,010	3,229
Self-directed support	2,701	2,804
Direct Payments	788	781
Community Based Support (inc home Care)	3,005	2,983
Admissions to Residential and Nursing homes	352	364
Funded residential and nursing homes	932	972

Some of the figures in this report are snapshots as at 31 March 2021 compared with the position as of 31 March 2020. Those are directly comparable figures. “Self-Directed Support” means that following assessment a person is provided with a budget amount and is able to decide how they would like to spend their money in order to provide the support they

needed. This gives people more choice. It also means that costs relating to self-directed support may also appear under, for example, home care if someone has asked the council to spend some of their budget on home care on their behalf. A Direct Payment means that someone is provided with the actual money to spend themselves on purchasing their own care or employing people.

## How we spent our Budget

To deliver all of this support we needed to pay for services and other support.

Our budget in 2020/21 for Adult Social Care Services was £94.6m

- 51% Bed Placements (£48.5m)
- 40% Community Based Support (£38.0m)
- 9% Assessment, Review and Care Management (£8.1m)

We delivered these services for £101.0m.

## How safeguarding work is carried out

The South Gloucestershire Safeguarding Adults Board meets quarterly and has representation from a wide range of partner agencies and groups, led by an independent chair. It oversees all the multiagency safeguarding activity within South Gloucestershire. The Safeguarding Adults Board has a number of subgroups which focus on different aspects of the work. These include:

### Communications and Engagement

- This group works to raise awareness of adult safeguarding and is a joint group with the Children's Partnership. It maintains the safeguarding website [www.southglos.gov.uk/safeguarding](http://www.southglos.gov.uk/safeguarding) and continues its oversight of the Making Safeguarding Personal work which aims to keep people at the heart of the safeguarding process. The group also contributes to Stop Adult Abuse week which is run jointly with Bath and North East Somerset, Bristol, North Somerset and Somerset.

### Learning and Development

- This group manages training for the SAB and the groups it represents. This includes how and when to raise safeguarding concerns. The training is available for all staff, although some agencies prefer to carry out their own in-house training. The group also co-hosts an annual safeguarding conference with Bristol, which during 2020/21 was held virtually as a series of workshops and events.

### Policy and Procedures

- This group maintains the joint Safeguarding Adults Policy with Bath and North East Somerset, Bristol, North Somerset and Somerset, which aims to ensure a consistent approach to safeguarding across the area. It has also developed local multi-agency procedures to give detail as to how this works in South Gloucestershire. This year the group has produced practice guidance relating to domestic abuse, managing allegations against people in a position of trust, professional curiosity and exploitation.

### Quality Assurance

- This group monitors and scrutinises the data on safeguarding. It also conducts regular multi-agency audits of safeguarding work focussing on both processes and quality.

### **Safeguarding Adults Review (SAR)**

- This group looks in depth at situations where an adult in the area has died or experienced serious abuse or neglect, and where there is a concern that partner agencies could have worked more effectively to protect them. In 2020/21 the group published a Safeguarding Adults Review and learning brief in relation to Adult A and undertook a joint Domestic Homicide Review and Learning Review in relation to Family S which has been shared via a learning brief.

## **How well did People think we did?**

### **Compliments**

The total number of compliments relating to services for adults received increased compared to the previous year (222 in 2020/21 compared to 174 in 2019/20 and 155 in 2018/19).

Overwhelmingly the compliments continue to demonstrate the high level of customer service and professionalism of our staff. Customers have explained how appreciative they are of the service provided and the big difference the input has had on their lives.

### **Comments**

The Department for Children, Adults and Health actively gathers feedback from our customers through methods including stakeholder events, consultations and focus groups. This is vital in understanding our existing and potential customers' views and shaping the way we deliver services. See the next page for feedback and examples of what we did to address what customers told us they wanted.

### **Concerns**

The number of MP enquiries received decreased compared to the previous year (103 compared to 152 in 2019/20, 116 in 2018/19 and 146 in 2017/18). The number of concerns decreased in comparison to previous years (28 in 2020/21 compared to 45 in 2019/20 and 61 in 2018/19).

### **Complaints**

The adult social care department saw a fall in the number of complaints received during 2020/21 with 35 recorded (compared to 47 in 2019/20, 50 in 2018/19 and 44 in 2017/18). Of the complaints which reached completion during the period, 11% were upheld, 37% partially upheld, 40% were not upheld and 11% were unknown.

Four formal enquiries were received from the Ombudsman during 2020/21 (compared to three in 2019/20, two in 2018/19 and five in 2017/18).

## Council Plan – future focus

Following public consultation, the Council developed a plan to deliver the changes that are important to residents.

<https://beta.southglos.gov.uk/publications/council-plan-2020-2024/council-plan-2020-2024/>

The Adult Social Care Service contributes to delivery of The Council Plan Priority **'Identifying and supporting those most in need and helping people to help themselves'**. The service does all it can in; **closing the inequality gap, addressing climate emergency, delivering value for money**

### Our commitments to you;

- ✓ We will ensure people have access to the best possible information, advice and guidance to support themselves and their families
- ✓ We will shift the balance of support towards prevention
- ✓ We will support the most vulnerable adults to maintain and promote their independence
- ✓ We will enable communities to work together to help improve their lives and address the problems that are important to them

## How we will do this

**In the coming year in collaboration with services across the Council, partner organisations, and our communities adult social care will;**

- Develop a strategic approach to commissioning formal care services and complementary services from VCSE.
- Further embed benefits of strengths-based practice across the adult social care service to ensure timely, proportionate interventions that put the individual at the centre of their care.
- Extend benefits of Technology Enabled Care, working with individuals and carers exploring how technologies can be used to meet individual' needs.
- Work in partnership with health partners & communities to develop the South Gloucestershire Integrated Care Partnership to meet local health care needs across our communities and address health inequalities.
- Implement the Liberty Protection Safeguards legislation, which aims to increase protection of vulnerable adults to ensure decisions made about long term care are in an individual's best interests.
- With health and community partners, launch the Community Mental Health Service, which aims to simplify access to mental health services, providing a more joined up response across partner organisations.
- Work with carers and partner organisations to develop a new Carers Strategy.



## Further Information

Our Annual Account is a snapshot of our services and plans.  
For further information please see below

Council Plan - [Link](#)

Joint Health and Wellbeing Strategy - [Link](#)

Find Information for Children, Adults and Families - [Link](#)