

# Council Improvement Profiles

LOCAL AUTHORITY : BLACKPOOL

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- Nine ASCOF measures improved from 2014/15 to 2015/16
- Seven measures show year-on-year improvement since 2012/13
- Delayed Transfers of Care attributable to adult social care decreased each year since 2011/12
- Continue to increase the number of people accessing direct payments
- 100% of service users now receive self-directed support
- Rises in proportion of learning disability clients in their own accommodation and in employment
- Service user satisfaction rate above England and regional average
- Increasing the proportion of reviews completed is a key area for improvement

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Blackpool continues to make steady progress in key areas of performance, despite pressures of rising demand, increasingly complex needs, and one of the most deprived communities in the land.

Service user responses to the annual adult social care survey compare favourably to national and regional figures, with overall satisfaction with care and support services standing at 67.8%, compared to 64.4% and 64.9% in England and the North West respectively.

Our focus on promoting self-directed support is evidenced by our year on year rises in the proportion of people receiving self directed support over the last six years, and a continued increase in the number of people accessing direct payments.

We remain focused on ensuring that reviews are timely and proportionate, and have committed additional resource to making this happen. The escalation of new work – particularly DoLS but with an upwards trajectory in demand across all areas – continues to challenge our ability to respond promptly and manage the increasing workload.

We have had an active involvement in shaping the market during the reporting period. We have developed a local price for care framework, which has been accepted by all providers. We respond robustly to provider performance failures and have worked with providers to increase the number of beds in areas of shortage.

We continue to work across the Health economy and with other partners in the Fylde Coast Vanguard to deliver new models of care, closer to home, and with better outcomes for all.

**KAREN SMITH**  
**Director of Adult Social Services**