

# Council Improvement Profiles

LOCAL AUTHORITY : LANCASHIRE

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- 13 of the 22 ASCOF indicators were better than the national average, 4 achieving the top quartile threshold, 7 showing an improvement on the previous year
- There was very positive feedback received from service users with particularly high scores for indicators covering quality of life, social contact and people feeling safe with their services
- Lancashire is the best performing local authority in the region, and amongst the best nationally, for the proportion of adults in contact with secondary mental health services in paid employment
- Compared with many other parts of the country, a greater proportion of people with Learning Disabilities who use our services are supported to live in their own home or with their family
- Services were provided to over 23,000 long term clients – the highest figure in the NW and in England
- Delayed transfers of care from hospital have increased, but those attributable to social care were still significantly better than the national average
- Shared Lives services in Lancashire recently achieved an 'Outstanding' CQC overall rating

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Demographic pressures, a challenging financial environment and significant workforce recruitment and retention difficulties have increased concerns that the quality and sustainability of the adult social care markets for home care, residential and nursing home care are at risk. The 2% council tax precept, while welcome, only addressed a small element of the financial gap for Adult Social Care in Lancashire, and was devoted particularly to meeting the additional costs of the Nation Living Wage.

We have worked in partnership with neighbouring councils and N HS partners to develop a project called 'Healthier Lancashire'. This project has recognised the scale and nature of pressures within the system, including the impact of deprivation and an ageing population, and predicted a financial gap across the whole system of £673m by 2021. Partners recognise the need to work jointly and are helping to co-ordinate activity and developing projects to drive forward integration. Leading from this work we supported the development of a Sustainability and Transformation Plan and recognise the importance of working with partners to close the health and wellbeing inequalities gap, improve care and quality and address the funding and efficiency gap.

Safeguarding Adults continues to be an area with significant complexity, which has been challenged by limited resources in the service and a provider market under considerable strain. A new structure within LCC is in place to draw together Public Health, Patient Safety, Safeguarding Adults, Quality Improvement and contract management resources. This is intended to maximise opportunities to approach issues in a co-ordinated way, preventing information and opportunities being missed.

The new Passport to Independence Programme is being delivered across Adult Social Care in partnership with Newton Europe and is delivering four significant projects: Promoting Wellbeing, Promoting and Sustaining Independence, Ordinary Lives, Informed Choices. The three key objectives are to see more people, provide a more effective response that promotes independence and reduce costs.

The Reablement Service was re-launched in September 2012 and since that time the numbers of people accessing the service has steadily increased towards our target of over 7,000 people a year. New contract arrangements are being closely monitored and the service is being redesigned still further as part of our Passport to Independence programme to accommodate as many people as possible and produce as effective an outcome as possible for each individual. Lancashire County Council offers a Telecare service which provides a range of technology, such as placing sensors or other specialist devices around the home to enable a person to continue living independently. The council is committed to expanding its Telecare offer and is on course to meet its ambitious targets.

The Shared Lives Service supports people with learning disabilities, people with physical disabilities, people with mental health issues and older people. It is family-based care provided by individuals and families, which lets adults share in family and community life, as well as helping to develop their strengths and abilities. Shared Lives services in Lancashire recently achieved an 'Outstanding' CQC overall rating and we are now one of only four Shared Lives Services across Great Britain with the highest overall rating and probably the biggest such service.

**TONY POUNDER**  
**Director of Adult Social Care**