



Essex County Council

Adult Social Care

# LOCAL ACCOUNT

2021-2022



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# Foreword

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**Words alone would struggle to do justice to the extreme challenges that families across Essex have faced over the last few years, through the privations of the pandemic, lockdown, and the associated impact on care homes, domiciliary care providers, and our entire health and social care system.**

As the tide of covid has departed, what it left behind wasn't a swift return to business as usual, but a swathe of new, corresponding challenges, backlogs, and a deeply concerning rise in mental illness, especially among younger people.

Against this backdrop, Essex County Council's adult social care teams have shown an extraordinary level of professionalism, constancy and commitment – often going way beyond the call of duty to support residents and the market, helping it to function, recover and start to look forward.

The Local Account is a document of record for the last year. In its words and numbers it can't begin to tell the story of all I have described, but it does help show the work officers have done, often in extremely trying circumstances, and the achievements on which they can reflect.

The barriers we faced and continue to face must never get in the way of our ambition always to do better, to continue our restless quest for improvement and to reach new heights. The fact that our teams do this, while operating within tight financial constraints, and with a highly ambitious political administration, is eloquent testament to their collective qualities.



# Foreword

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**As the world has begun to manage its way through the final months and recovery of COVID-19, our vision for adult social care at Essex County Council (ECC) has remained the same: for people to be able to live their lives to the fullest whilst putting communities at the heart of what we do.**

The past year has brought challenges and learning for us all. At ECC we're working hard to ensure that the direction for adult social care coming out of the pandemic is a positive one, whilst also working collaboratively with our partners in the NHS toward the introduction of Integrated Care Systems (ICS'). We have also moved toward more flexible working arrangements, enabling us to listen to the desires of our staff whilst maintaining good outcomes for residents.

I am proud of our work in areas such as our Meaningful Lives Matter and Connect programmes, as well as our All-Age Carer Offer, Lifeboat Crews and the work to support the Essex care market. The work being done at ECC shows our continued commitment to improving the lives of those we work with. Whether they are carers, older people, or service users, we are working to improve their outcomes and provide them with a better life experience.

It's a time of real change for the sector and we're proud of our staff and partners for the way in which they have adapted to the new ways of working and put the needs of residents first. We look forward to growing and learning as an organisation over the next twelve months.



**Nick Presmeg**

# Our context

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## Vision

Every year we support roughly 35,000 adults who need help with daily living tasks so that they can continue to live their lives to the fullest. In order to achieve this, we have set out a vision for our work.

Our vision for social care is:

**Putting communities at the heart of Adult Social Care: enabling people to live their lives to the fullest**

We have defined seven specific Outcomes that we want to see for adults and their carers:



1. **Independence and wellbeing is maximised**



2. **Choice and control over health and care**



3. **Access to social and employment opportunities**



4. **Positive experience of health and social care system**



5. **Access to a place to call home**



6. **Reduced inequalities and increased inclusion**



7. **Kept safe from harm**

# Our context

We will achieve our vision by adopting six key Principles – and the over-arching principle that co-production with our citizens and partners is key to informing everything we do:



## Collaborate

We will work with a range of organisations and individuals to break down boundaries of collaboration, identify shared goals and tackle common problems.



## Continuous Improvement

We will strive to always do better, embracing innovation and change where it can continuously improve outcomes.



## Person-centred

We will work alongside people to ensure that wherever possible they plan their care and support and achieve their aspirations.



## Evidence-based

Our decision-making will be deeply rooted in the evidence and insights we collect.



## Place-based

We will do all we can to enable decisions to be made as close to residents as possible, trusting and empowering communities and individuals to play an active role, take on responsibility and use their expertise and resources creatively.



## Early Intervention and prevention

Prevention will be at the heart of everything we do: we will seek, identify and maximise every opportunity to prevent, reduce or delay the need for care.

# About Adult Social Care

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Adult social care covers social work, personal care and practical support for adults with a physical disability, a learning disability or physical or mental illness as well as support for their family carers.

Adults who cannot perform some activities of daily living such as washing, dressing, cooking, or shopping without support have care needs. These needs are often multiple and interrelated with other needs. Adult Social Care is therefore part of a complex system of related public services and forms of support.

## Adult care services and other services

How well adult's needs are met depends on a wide range of public services interacting effectively.

These services can include both short and long-term care, ranging from helping individuals remain independent in their own homes to providing residential care. We work with a wide range of partners including the voluntary sector, the NHS, and the provider market.

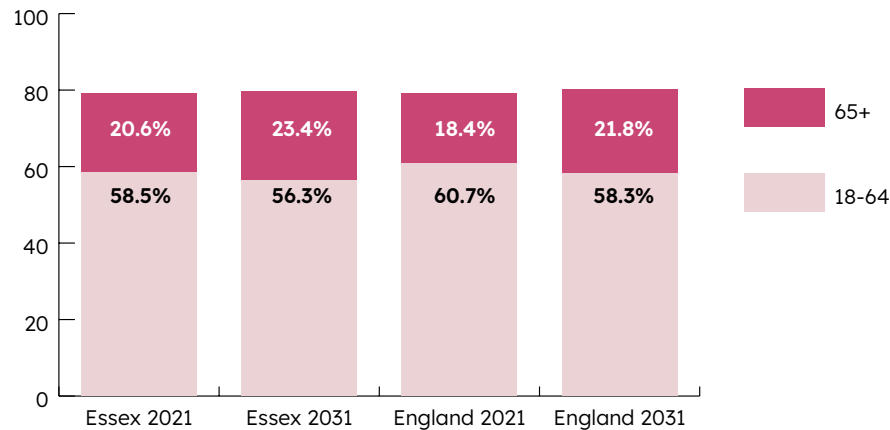


# About Adult Social Care

## About Essex: some key facts

- **1 in 5 adults are 65+.** This is a higher proportion than the UK average
- Our older population is growing nearly twice as fast as our working age population **Adults 65+ 0.8% growth. Adults 18-64 0.4% growth**
- **11% of adults 65+** are still in employment in the UK

## Population projection by age



Location	18-64	65+
Essex 2021	58.5%	20.6%
Essex 2031	56.3%	23.4%
England 2021	60.7%	18.4%
England 2031	58.3%	21.8%





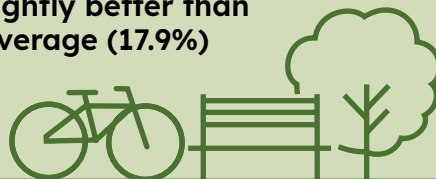
# About Adult Social Care

Life expectancy is stalling due to Covid-19 but there is a significant gap between the most deprived and the least deprived areas in Essex

**7.5 years for men**  
**6.3 years for women**

**Only 19.2% of residents use outdoor space for exercise and health reasons.**

**This is slightly better than the UK average (17.9%)**



**24% more adults will be over 85 in the next ten years in Essex**

Research shows this group tends to have more complex needs and need more care



**60.6% of those aged 65 or over who are estimated to have dementia, have been officially diagnosed with dementia**



**14.9% of the population aged 16 and over across Essex have a common mental health disorder.**

With an estimated 9.5% of people aged 65 and over.



**0.7 per 1000 people are statutory homeless in Essex**

This group contains some of the most vulnerable people in our community



**65.9% of adults in Essex are overweight or obese**



Compared to 63.5% as an England average

**65.2% of adults in Essex are physically active**



All data correct at time of publication.

# About Adult Social Care

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## Challenges facing adult social care in Essex

### **An ageing population and more people living with long term conditions**

20% of our population are currently over 65, which increases to 25% by 2040.

### **Demand for adult social care is growing each year**

The population of people with learning disabilities & autism is expected to grow by 3% by 2025 and the population of working aged adults with some sensory impairments are set to grow by 5%

### **Higher than average spend on Learning Disabilities & Autism**

Around 21,000 adults across Essex have a learning disability, and a further 15,000 have autism – this is predicted to rise a further 6% before 2040

In the past, we have been spending more per person than other councils on this group

### **Uncertainty in funding**

Funding for adult social care in the UK has been a key topic of debate for the government during 2021/22. Despite the announcement of the new Health and Social Care Levy, at the time of writing, further changes to Government have caused uncertainty on the reforms and exact amount of funding for the sector.

The gap between deprived and less deprived areas of the county is getting bigger.

The proportion of Essex people living in the 20% most deprived areas of the country increased from 6% in 2010 to 8.6% in 2019.

### **The Workforce is under pressure**

Recruitment and retention of all care staff is difficult and will get increasingly more difficult.

Vacancy rates across all sectors in the provider market in Essex averaged at 12.3%.

### **Carers**

The care workforce has reduced by 2% in the last 12 months, in the face of competition from other sectors. Our existing Cost of Care exercise indicates that social care providers pay around the minimum wage and therefore are in direct competition with shopping outlets paying similar or higher rates.

### **COVID-19**

The pandemic left services stretched and facing a backlog of work. Furthermore, it left many people feeling isolated from their communities and has had a detrimental effect on the mental health of many.

# About Adult Social Care

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Adult social care continues to face numerous pressures year-on-year. Whilst the COVID-19 pandemic had obvious ramifications for our ways of working, service users, and finances, the context of the pressures our sector faces are much broader.

Prior to COVID-19, our sector was already facing increasing demand and an ageing population who require services for longer. This has not waned during the pandemic and our services are still stretched to enable us to deliver good outcomes for all.

Whilst the Government has acknowledged the need for change and has introduced methods for further integration with health services, this does not immediately alleviate these pressures on our sector. The introduction of ICS' is welcome, but the workload and impact as a result of their introduction are still unconfirmed. Likewise, the funding once promised via the now-repealed Health & Social Care Levy is at the least a start towards better funding for the sector, but it does not provide long-term certainty.

It is also the case that adult social care is not unaffected by the wider economic state of the country and the wider world. The cost-of-living crisis affects us all and will impact both our financial situation as well as the demand on our services as unemployment rises in deprived areas.

These challenges are further compounded by the national uncertainty faced during periods of changing Governments. As well as our whole sector working to recover from the lasting impact of the pandemic.



# About Adult Social Care

## Adult Social Care in numbers\*

In 2021-22 we received 42,054 new requests for support. (72,431 in 2020-21)\*\*



\*A change in reporting methodologies for 2020-21 shows increased numbers. This makes it difficult to compare year on year numbers and should be considered in any analysis.

\*\*Since the 2020-21 rise in contacts, 2021-22 shows a significant drop. This is a data interpretation/capture issue rather than a 'real' drop in contacts and should be considered in any analysis.

**15,443 (36.7%)**  
 went on to receive some form of support from the council.  
 (19,905 (27.5%) in 2020-21)

**255**  
 were resolved with information, advice or were directed to sources of support in the community.  
 (5,759 in 2020-21)

**8,210**  
 people used reablement services to help them regain their independence.  
 70% of adults following reablement no longer require services.

**3,344**  
 people went on to receive a long-term service.  
 (4,094 in 2020-21)  
 Of that, **2,570** received community care.  
 (3,265 in 2020-21)  
 774 went on to nursing or residential care.  
 (829 in 2020-21)

**4,069**  
 went on to receive other forms of short term, or ongoing low-level support.  
 (7,157 in 2020-21)

# About Adult Social Care

## How people are supported

**69% of all adults**

who receive an ongoing service are supported in their own home

Slightly up from **68%** last year



**Just under 38%**

of older adults (65+) receive residential or nursing care

Slightly less than last year



**15.6% of all adults**

decided to take their Personal Budget as a Direct Payment.

Slightly up from **15.5%** last year.



**26.1%**

of working age adults have a full direct payment. Slightly lower than last year (27.6%).

Only **4.9%** of older adults (65+) have a full direct payment.



# About Adult Social Care

In 2021-22 we supported 19,494 Adults with long-term support needs during the year (20,377 in 2020-21)

**12,943**

people who were aged over 65.

(13,868 in 2020-21)

**4,015**

adults with a learning disability.

(4,039 in 2020-21)

**2,227**

adults of working age with physical or sensory impairments were supported.

(2,199 in 2020-21)

**1,246**

adults with mental health needs.

(1,293 in 2020-21)

**8,960**

Carers supported.

Down from 9,332 last year.

**6.2%**

of Carers received a Direct Payment.

Down from 6.8% last year.

**5,998**

people in nursing/residential care.

(6,454 in 2020-21)

**1,625**

adults with dementia, memory or cognition needs.

(1,738 in 2020-21)

**13,496**

people were cared for at home or through Direct Payments.

(13,923 in 2020-21)



# Safeguarding

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Over the last eighteen months, Adult Social Care (ASC) has seen a significant increase in safeguarding concerns being raised, with a total of 17,056 being referred during the financial year of 2021-2022 which is significantly higher than any previous year. ASC are continuing to see high volumes since April 2022.

Over the last two years we have been trialling and implementing a safeguarding triage team, which following successful recruitment, took on responsibility of triaging element of all safeguarding adult concerns being raised to the local authority as of January 2022.

ASC's Organisational Safeguarding Team have remained extremely busy throughout the pandemic and beyond and have seen an increase of 30% in the referrals made, dealing with over 500 concerns in 2021-2022, which was unprecedented, although it is looking highly likely that the numbers will remain this high for 2022-2023. The team have a focus of working in collaboration with providers, ASC's Quality Team and system partners, including ICB's and CQC to reduce safeguarding and quality concerns and ensure enhanced outcomes for the adults of Essex.

ASC have also been working toward the plans and implementation of Liberty Protection Safeguards (LPS) and have a steering group in place to support decision making and consider what ASC and colleagues in Children's Services will need to do to ensure they are ready to implement the new legislation when it comes in.





# Our performance

## How we are performing compared with other councils

The Adult Social Care Outcomes Framework is a national data base that monitors the quality and impact of adult social care services. NHS Digital collects data from all councils every year. This table shows how well we performed in 2021-22 compared to last year.




It also shows how we performed in comparison with the national average as well as our closest 10 local authorities (CIPFA 10). Due to the impact of Covid-19, many measures were not recorded in 2020-21 and so were not published leaving us unable to compare against certain measures for this year's results.

## Survey of Adult Carers

Measure*	Essex 2021-22	Essex 2020-21	CIPFA 10*** 2020-21	England 2021-22	How well did we do in 2021-22?
Carer-reported quality of life (Score out of 12)  NB data collected every two years. Latest data 2021-22	<b>7.6</b>	-	7.1	7.3	Unable to compare to last year  However, better than both the national and comparator scores 
Proportion of carers who reported that they had as much social contact as they would like  NB data collected 2B(1) every two years. Latest data 20212B(2)-22	<b>32.3%</b>	-	24.4%	28%	Unable to compare to last year  However, better than the national and comparator averages 







# Our performance



Measure*	Essex 2021-22	Essex 2020-21	CIPFA 10*** 2020-21	England 2021-22	How well did we do in 2021-22?
Overall satisfaction of carers with social services NB data collected every two years. Latest data 2021-22	<b>33%</b>	-	36.6%	36.3%	Unable to compare to last year  However, worse than the national and comparator average
The proportion of carers who report that they have been included or consulted in discussion about the person they care for  NB data collected every two years. Latest data 2021-22	<b>65.9%</b>	-	62.3%	64.7%	Unable to compare to last year  However, better than national and comparator score
Proportion of carers who find it easy to find information about support  NB data collected every two years. Latest data 2021-22	<b>58%</b>	-	59.3%	57.7%	Unable to compare to last year  However, similar to the national score and worse than the comparator average

# Our performance

## Adult Social Care Survey (ASCS)





Measure*	Essex 2021-22	Essex 2020-21	CIPFA 10*** 2020-21	England 2021-22	How well did we do in 2021-22?
Social care related quality of life (Score out of 24)	19	-	19.1	18.9	Unable to compare to last year  However, slightly better than the national score, and similar to the comparator averages
Adjusted social care related quality of life – impact of Adult Social Care services. Range 0.8-1	0.427	-	0.419	0.407	Unable to compare to last year  However, better than the national and comparator averages
Overall satisfaction of people who use services with their care and support	65.7%	-	65.4%	63.9%	Unable to compare to last year  However, similar to comparator averages and better than national score
Proportion of people who use services who have control over their daily life	75.1%	-	78.1%	76.9%	Unable to compare to last year  However, slightly worse than both the national and comparator averages

# Our performance






Measure*	Essex 2021-22	Essex 2020-21	CIPFA 10*** 2020-21	England 2021-22	How well did we do in 2021-22?
Proportion of people who use services who reported that they had as much social contact as they would like	41.1%	-	41.6%	40.6%	Unable to compare to last year  However, better than the national score and similar to comparator averages
Proportion of people who use services who find it easy to find information about support	63.1%	-	64.5%	64.6%	Unable to compare to last year  However, slightly worse than the national and comparator average
Proportion of people who use services who feel safe	69.4%	-	70.3%	69.2%	Unable to compare to last year  However, similar to the national score and worse than the comparator average
Proportion of people who use services who say that those services have made them feel safe and secure	88.3%	-	88%	85.6%	Unable to compare to last year  However, better than the national score and similar to the comparator average

# Our performance



## Short and Long Term Support (SALT)

Measure*	Essex 2021-22	Essex 2020-21	CIPFA 10*** 2020-21	England 2021-22	How well did we do in 2021-22?
Long term support needs of younger adults (18-64) met by admission to residential and nursing care homes, per 100,000 population	9	10.5	16.8	13.9	Not as well as last year And worse than the national and comparator averages 
Long term support needs of older adults (65+) met by admission to residential and nursing care homes, per 100,000 population	368.2	449.2	551.7	538.5	Better than last year Better than the national and comparator averages 
Proportion of older adults (65+) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	85.6%	83.4%	84%	81.8%	Better than last year Better than the national and comparator averages 
Proportion of older people (65+) who received reablement or rehabilitation services after discharge from hospital	3.4%	4.1%	2.4%	2.8%	Not as well as last year However, better than the national and comparator averages 

# Our performance



Measure*	Essex 2021-22	Essex 2020-21	CIPFA 10*** 2020-21	England 2021-22	How well did we do in 2021-22?
Proportion of people who use services who receiving self-directed support	87.5%	65.6%	90.4%	94.5%	Better than last year  Slightly worse than the national and comparator averages
Proportion of people who use services who receive direct payments	25.4%	25.7%	27.1%	26.7%	Similar to last year with a slight decrease  Slightly worse than the national and comparator averages
Proportion of carers who receive self-directed support	100%**	100%**	92.6%	89.3%	Same as last year 
Proportion of carers who receive direct payments	100%**	100%**	89%	77.6%	Same as last year 
Outcome of short-term services: sequel to service	71.5%	44.7%	81%	77.6%	Significantly better than last year  However, slightly worse than the national and comparator average Due to system changes, this reported measure previously highlighted inaccuracies that have now been amended

# Our performance

Measure*	Essex 2021-22	Essex 2020-21	CIPFA 10*** 2020-21	England 2021-22	How well did we do in 2021-22?
Proportion of adults with a learning disability in paid employment	6.2%	4.6%	3.2%	4.8%	Better than last year Better than the national and comparator averages 
Proportion of adults with a learning disability who live in their own home or with their family	45%	45.4%	77.5%	78.8%	Similar to last year Significantly worse than the national and comparator average Measure only includes individuals reviewed in 21-22 

# Our performance

## Mental Health Services Data Set (MHSDS)

Measure*	Essex 2021-22	Essex 2020-21	CIPFA 10*** 2020-21	England 2021-22	How well did we do in 2021-22?
Proportion of adults in contact with secondary mental health services in paid employment	11%	21%	8%	6%	Not as well as last year However, better than the national and comparator averages 
Proportion of adults in contact with secondary mental health services living independently, with or without support	20%	25%	28%	26%	Not as well as last year Worse than the national and comparator average Measure only includes individuals reviewed in 21-22 and relies on external systems data input 

\*Due to the impact of Covid-19, the 2020-21 Adult Social Care survey was voluntary for councils and so data is omitted for that year. Due to both the pandemic and the need to release capacity across the NHS to support the response, the DToC collection was paused, and so outcomes were not published. The Survey of Adult Carers in England was due to take place in 2020-21 but was paused until 2021-22 and so outcomes were not published.

\*\*Direct payments are the only form of service counted for a carer. Other services to support carers counted against the service to the user. "self-directed support" includes other services which ECC do not count against the carer.

\*\*\*CIPFA 10 – Our closest 10 authorities based on CIPFA’s comparator analysis as an average. This matches authorities on a number of criteria, including population make-up, household size, population density, unemployment and mortality.

# Compliments and complaints

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During 2021-22 a total of 146 compliments & positive comments were recorded by the Complaints Team in relation to Adult Social Care. Recording compliments received highlights the good work being carried out across all teams within Adult Social Care and gives the service the opportunity to see what good looks like. Positive feedback is reviewed alongside complaints to achieve a balanced understanding of service performance.

Below are just a few examples of positive feedback received from service users and their families expressing their thanks and appreciation to members of staff within Adult Social Care:



I want to say thank for your help and support in the matter of my mum over the last few weeks, and in particular for the period of her time in hospital and discharge after her fall and broken arm.



It gives me some glimmer of hope that there are wonderful people like you, who generally cared about mum and us, and what you did to help us try to give mum some sort of quality and dignity that my amazing mum should have been entitled to. I know things move on, but I would like you to know that I will never forget what you did for us.



It is with great pleasure to inform you of my positive experience with social worker X. His communication qualities are very rare since I was involved with social care for many years. The professional quality of X is being thoroughly person-centred of which all his communication to me I have perceived his empathy, unconditional positive regard and even in challenging times we are able to reach a mutual agreement. X and I have mutual respect for each other which enables me to feel I can trust him to support me with meeting the needs of my disabled adults. Whenever I have any concern and need some support, I can be rest assured that X will promptly respond to my email or voice message.



I just wanted to email you to say how grateful my mum X, myself and my family were for X as my mum's social worker. Her dedication, passion, support, kind words and common sense made all the difference, when navigating through an extremely complex, anxious, worrying, and stressful process. My mum at all times was treated with dignity and respect.





# Compliments and complaints

In 2021-22, a total of 464 complaints cases were received and considered through the Adult Statutory Complaints process, which is slightly higher than 377 for previous period 2020-21 giving an 18.75% increase. The following data is a summary of cases received and resolved with comparison of previous periods:

Case Outcome	Total 2021/22	% of Total 2021/22	Total 2020/21	% of Total 2020/21
Not relevant*	11	2.37%	12	3.18%
Non ECC	7	1.50%	7	1.85%
Not Upheld	262	56.46%	157	41.64%
Partially Upheld	35	7.54%	19	5.03%
Upheld	137	29.52%	136	36.07%
Withdrawn	2	0.43%	9	2.38%
Outcome currently unknown	10	2.15%	37	9.81%
<b>Grand Total</b>	<b>464</b>	<b>100%</b>	<b>377</b>	<b>100%</b>

\*The recorded outcome of 'not relevant' refers to those cases where it has not been possible to consider under the complaints process for reasons such as active court proceedings or no informed consent.

During 2021-22 we received 45 informal enquiries from the Local Government and Social Care Ombudsman in relation to Adult Social Care with a total of 22 escalating to formal investigation.

A summary of outcomes received with comparisons for previous periods are as follows:

LGO Investigation Outcome	2019-20	2020-21	2021-22
Not Upheld – No Maladministration or Injustice	8	1	6
Upheld, where either maladministration and/or injustice was found	7	3	14

The complaints process provides us with the opportunity to monitor performance, improve service quality and learn from complaints made by our service users. We achieve this by capturing a range of complaint information including, the nature of the complaint, the action we took, the outcome of the complaint and whether we responded to the complaint on time.

For more information, please see the

[Annual Complaints Report for Adult Social Care 2021-22.](#)

# Community voice

The Adult Social Care Survey (ASCS) is an annual survey that seeks to learn more about how effectively services are helping users to live safely and independently in their own homes, and the impact that these services have on their quality of life. This year we had a 27% response rate. The survey is a statutory duty for every Council and the results are presented in the Adult Social Care Outcomes Framework you have just seen.

Areas we were strongest in:

**19**

Social care related  
quality of life  
(Score out of 24)

**88.3%**

of people who use  
services who say that  
those services have made  
them feel safe and secure

The least performing areas were:

**41.1%**

of people who use  
services who reported  
that they had as much  
social contact as they  
would like

**63.1%**

of people who  
use services who  
find it easy to find  
information about  
support



# Lived Experience

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At Essex County Council we have an emphasis on co-production. This means working with residents and service users who have relevant lived experience of services and conditions. This can take the form of co-production around specific products such as strategies or on specific subject matters. Three examples of which are our work on:

## Domestic Abuse

As well as meeting this statutory duty, ECC is committed to engaging with DA survivors as 'experts by experience'. This includes providing opportunities for sharing views and ideas and working alongside us as collaborative partners.

A programme of research has been undertaken to gather insight around best practice, as well as exploring the views, needs and preferences of a diverse range of cohorts. We gathered insight from 35 people via online surveys, depth interviews and focus groups).

The research highlighted that ECC's approach to engaging with experts by experience should be underpinned by 'choice'. This means providing a flexible range of methods which give choice in how people can share their views, raise issues and concerns, provide feedback, and be involved in coproduction and decision-making.

## Essex All Age Carers Strategy

The Essex All Age Carers Strategy (2022-26) was co-designed with carers. The strategy outlines 6 commitments to carers, which were developed with carers themselves. In the early stages of strategy development, a series of focus groups were carried out with a range of carers who discussed the key issues they experience in their caring role, and where they felt they needed additional support.

Surveys were also carried out with carers to get their ideas on commitments that we could make in the strategy. The commitments in the strategy were then designed around the views and ideas of carers. The draft strategy went back to carers for comments and consensus with each of the commitments via a survey. The strategy uses direct quotes from carers about their lived experience to illustrate each of the 6 commitments.

We have now initiated a project to develop 'carers voice vehicles' to ensure that carers voice is embedded in all workstreams and projects associated with the delivery of the strategy.

## Collaborate Essex

At ECC we have a range of activities that look to collate lived experience and implement them into our programmes of work to improve outcomes and shape services to better meet the needs of adults.

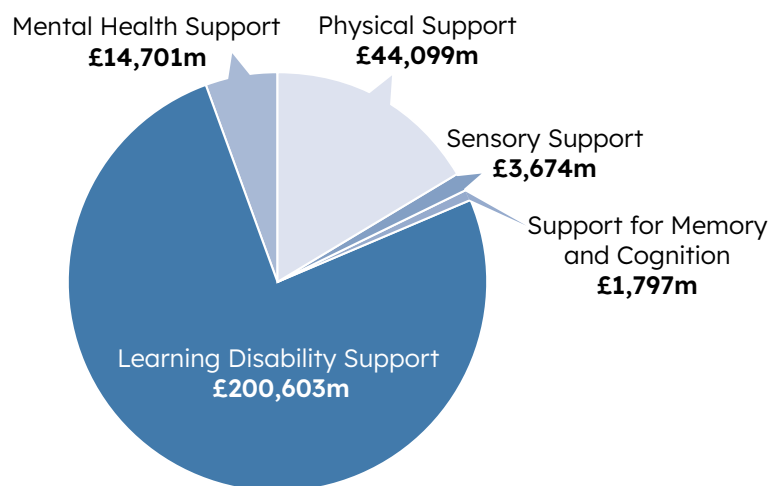
The Collaborate Essex Forum and Abilities B4 Disabilities (AB4D), both parts of the Collaborate Essex programme, have now been running for over three years. Membership of each group has increased, and they have supported people to highlight and often resolve a number of issues as well as provide influence into the health and social care systems.

AB4D provides a flexible platform where people can be empowered to have a voice in their local community, and to discuss issues that are important to them and work together to find solutions. Whilst the Collaborate Essex Forum has been engaging residents of Essex to help impact upon commissioned services, implement an Accessible Information Standard Task group, and create a training package to highlight the needs of people with different disabilities, amongst other work.

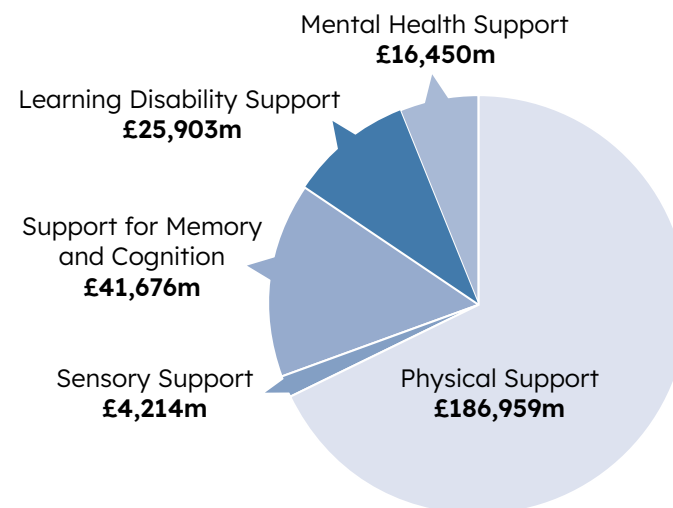
# What we spent in 2021-22

In 2021-22 our gross spend on Adult Social Care was £716 million. The following graphs show how the money was spent:

Area of spend - Working age Adults 18-64	Amount 'mill'	% of total
Physical Support	£44,099	17%
Sensory Support	£3,674	1%
Support for Memory and Cognition	£1,797	1%
Learning Disability Support 18-64	£200,603	75%
Mental Health Support 18-64	£14,701	6%

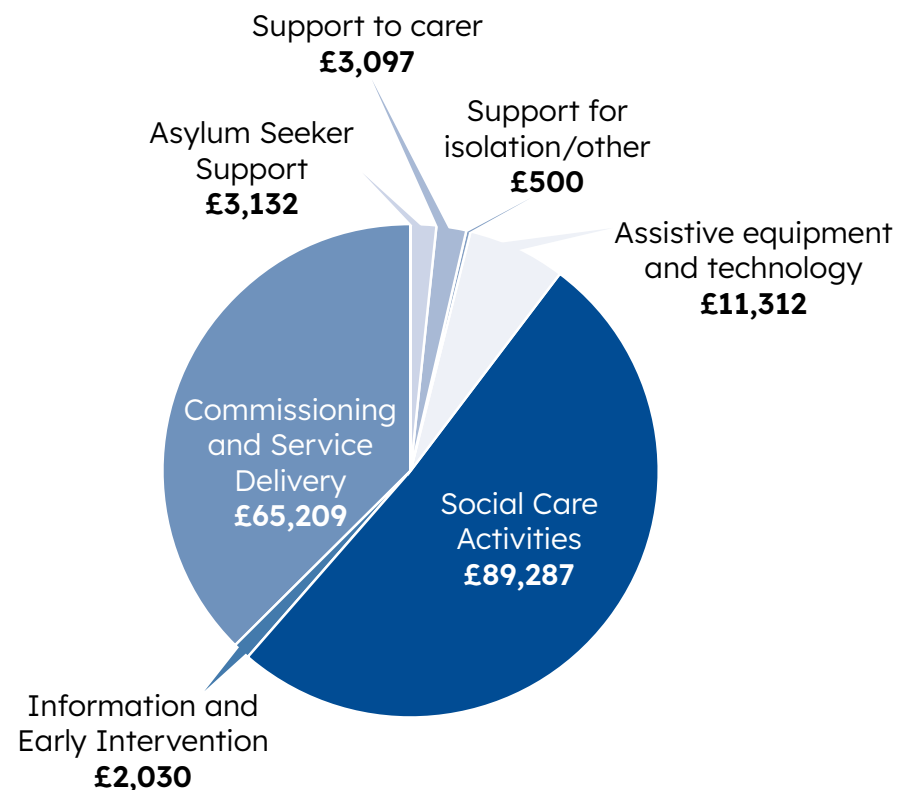


Area of spend - Older People 65+	Amount 'mill'	% of total
Physical Support	£186,959	68%
Sensory Support	£4,214	2%
Support for Memory and Cognition	£41,676	16%
Learning Disability Support	£25,903	9%
Mental Health Support	£16,450	6%



# What we spent in 2021-22

Area of spend - Other Activities	Amount 'mill'	% of total
Substance Misuse Support	£118	0%
Asylum Seeker Support	£3,132	2%
Support to Carer	£3,097	2%
Support for Isolation/Other	£500	0%
Assistive Equipment and Technology	£11,312	6%
Social Care Activities	£89,287	51%
Information and Early Intervention	£2,030	1%
Commissioning and Service Delivery	£65,209	37%



## Savings

Over the last 4 years the council has generated savings to taxpayers of £222 million. A further £36 million of new savings are forecast to be delivered by the end of 2022/23. The Council has an outstanding track record both in terms of delivering savings, generating income and delivering value to residents. In Adult Social Care, we have saved £416 million since 2010.

# Our improvement priorities

## Business Plan: Our priorities for 2021-22

We are committed to improving outcomes for our residents and transforming our service offer. We have identified seven priority areas of change focus. To deliver this change we work in partnership with health, providers and service users.

### Our seven key priority areas of change focus:



1. Develop a prevention and early intervention offer



2. Improve support offer to carers



3. Improve access to housing, employment and meaningful opportunities



4. Implement place-based working and integration



5. Support and shape the care market



6. Improve quality of practice



7. Improve digital and technology infrastructure

These priorities are dependent upon six enablers that will require support from across the Council and from our partners:

1. **People Strategy:** Improving recruitment and retention and making the care sector an attractive sector to work in.
2. **Market Shaping Strategy:** to stimulate innovation and address gaps in market offers.
3. **Data, Analytics & Insight Strategy:** With improved data quality we can develop new approaches to population health management and listen to, and use, Citizen Insight and Lived Experience.
4. **Digital Strategy:** By working toward the development of a 4-year pipeline of digital and technology priorities we can maximise opportunities to support the workforce, market, the people we support and carers.
5. **Financial Strategy:** Essex County Council is always looking to achieve sustainability and shift spend toward early intervention and prevention. We will also invest to save and look to develop place-based budgets to empower communities and help work toward our vision for care.
6. **Operational Delivery Plan:** As a result of COVID-19 we will need to address operational backlogs and pressures, but we will also look to develop in areas such as joint place-based working.

# Key achievements

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**We are proud of some of the work we did with partners and communities throughout the pandemic and during the period of recovery since.**

## Meaningful Lives Matter

The Meaningful Lives Programme was set up in 2019, with the Vision that people with a learning disability and/or autism should thrive in their community, have a place to call home, someone to love and be loved.

Recognising that having a job, in addition to earning money, also brings a whole raft of social skills, and the opportunity to be part of a team and the wider community, the programme has shifted resource and focus to supporting adults into paid employment. This has been achieved through a transformational re-commissioning of our day centres' contract with Essex Cares Ltd and the provision of grants to businesses employing people with learning disabilities and/or autism and resulted in a total of 225 people being supported into paid jobs during 2021/2.

ROK Kitchen, an award-winning Korean Street Food business operating at many functions across the Southeast was one of the five businesses awarded a grant under the Learning Disabilities and Autism Business Grant Scheme. The funding has enabled ROK Kitchen to open a permanent restaurant on Moulsham Street, Chelmsford and to employ three new catering assistants with Learning Disabilities and/or Autism. They were so impressed with the inclusive recruitment process supported by Essex County Council that in addition to the posts funded by the grant they opened up two additional vacancies.

## Feedback from Craig, employed by Rok Kitchen through the grant scheme

“

My skills with Rok Kitchen can also help me with my personal life as well, especially cooking for my family at home or for myself.... It will make me more independent.

”

## All-Age Carer Offer

Essex County Council is committed to improving the experience of residents of all ages who provide unpaid care for their loved ones. The ambition is developing a first-class, all-age carers offer with carers feeling well-supported by the system.

As a first step in delivering this, the Essex All Age Carers Strategy (2022-26) was developed in 2021/22 and published in May 2022. The strategy outlines 6 commitments to carers, which were developed with carers themselves. The strategy pledges to provide easy access to high quality information, guidance and support, improve professional practice and processes, champion carers needs and rights and ensure carers voices are listened to.

In the early stages of strategy development, a series of focus groups were carried out with a range of carers who discussed the key issues they experience in their caring role. Surveys were also carried out with carers to get their views and ideas about the issues that impact their lives. The commitments in the strategy were then designed around the views and ideas of carers and were approved by carers. ECC and partners have now formed the All-Age Carers Partnership Board to deliver on the commitments made in the strategy, and to

# Key achievements

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work together to improve outcomes for carers of all ages across Essex. The AACPB have developed an action plan with a range of projects that will be delivered between now and 2024 to achieve the strategy commitments.

## The Connect Programme

Working with Newton Europe and in partnership with our local CCG and acute hospital trusts, Essex County Council reviewed the way our health and care system supported older people in Essex. As a result, we set out a transformation programme that would improve services for older adults, give our system access to the data it required to maintain these improvements, and make our service more efficient and effective. The Connect Programme started in January 2021 and has delivered New Ways of Working across the Greater Essex footprint, in both Health and Care services.

The programme has supported frontline adult social care staff to provide better outcomes for over 2000 people, including a reduction in the number of people who need to go into residential care to have their care needs met. We have been able to support over 4000 more people to access urgent health and care services as an alternative to admission to hospital, and we have shortened the length of time people stay in our community hospitals, meaning people can go home sooner, but also allowing more who need hospital care to receive it. In 2019, the review showed that older people leaving acute hospital in Essex were more likely to go into residential care than the national average – through the Connect programme, we have improved processes and decision making allowing us to support over 360 more people to go directly home from hospital.

As well as supporting with the delivery of these New Ways of Working, we have also improved the access our leaders have to data, ensuring that leaders can access the data they need too, at the time they need too. This has meant that we have been able to introduce more regular, and more robust service improvement meetings, allowing us to see where the hotspots are in our systems, consider what we can do to solve these issues, and then to monitor the impact of our plans.

Essex Adult Social Care has also implemented seven day working rotas to ensure consistent support for adults being discharged from hospital. Following a review of each of our systems against national discharge to assess guidance we are working with alliances to develop community-based transfer of care hubs to enable the most independent outcomes for adults within our intermediate care services.

## Lifeboat Crews

The ASC workforce has been dedicated, committed and remarkably resilient, coping with extreme pressures and adapting to new ways of working. Volunteers came forward for a range of tasks outside of their job roles, including setting up a 'Lifeboat Crew' which could be mobilised with no notice to step in to support care homes and domiciliary providers. One of our social workers won the national 'Adult Social Worker of the Year' award, and we invited a group of colleagues from ethnic backgrounds to embark on a 'Quest' to help us better understand and address racial inequality issues with very positive results. ECC also won the 'social care employer of the year award'.

These crews have been deployed to support 11 situations to date but supported many more.



# Key achievements

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## Essex ASC Markets

The Essex care market plays a critical role in making a positive difference every day to people living with care and support needs to enabling them to live their life to the fullest.

We have a vibrant and diverse market of care providers, and voluntary and community organisations that deliver the care and support to residents across the county 365 days of the year.

During the last 2 years collaboration has been vital and key to our delivery. We have worked with our huge network of organisations and suppliers to ensure information, practice and most importantly a shared approach to delivery aid our business needs, by:

- Fast tracking the utilisation of data and insight, and the use of technology as part of the health and social care service offer.
- Progressed activities with the NHS which has pushed forward our agenda for joint collaborative working, decision making and future market shaping.
- Collaborative working with the Essex Care Association to ensure insight is shared with our market and where possible maintain market resilience with our strategic providers.
- Continued partnership working with the ADASS Regional group on workforce, social care markets, innovation in joint working on agreed tasks and technology.

Essex County Council has continued to deliver on existing contracts or services, this includes:

- The implementation of the new reablement contract with Essex Carers Limited to support intermediate care activities within Essex.

- The implementation of the Tech Enabled Care contract as well as other digital projects such as Tribe, Electronic Homecare Monitoring and Essex Bed-finder.
- The roll out of new contract terms and conditions for Adults with Disabilities residential services to bring them under a new specification, with new performance measures, and reduced numbers of people waiting to move into Supported Living, overall reduced capacity.
- An Integrated Residential & Nursing Framework refresh which have 187 homes on the framework as per July 2022. The Supported Living framework has been procured and mobilised for Adults with Disabilities with a value of £345m over 4 years, and there are now 90 providers on to the framework supporting 1,290 adults.
- The implementation of the Live at Home refresh to support the rate uplifts and recommissioning the new Live at Home Framework to support the strategic direction of the Domiciliary Care Service.

Early 2022 we published our Market Position Statement on the Essex Provider Hub, and it provides an overview of Adult Social Care's current commissioning intentions, market pressures and ambitions which are aligned to Essex County Council's strategic goals.

This is a live document and we aim to update the information every 6-12 months, allowing our existing and potential new markets for up-to-date information on our position.

The information shared within the Market Position Statement will form the baseline of Essex's insight to support the delivery of the Market Shaping Strategy for 2022 - 2027.

# Integrated Care Systems

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Recent change to the structure of the health and social care sectors has seen the introduction of Integrated Care Systems, replacing the old Clinical Commissioning Groups.

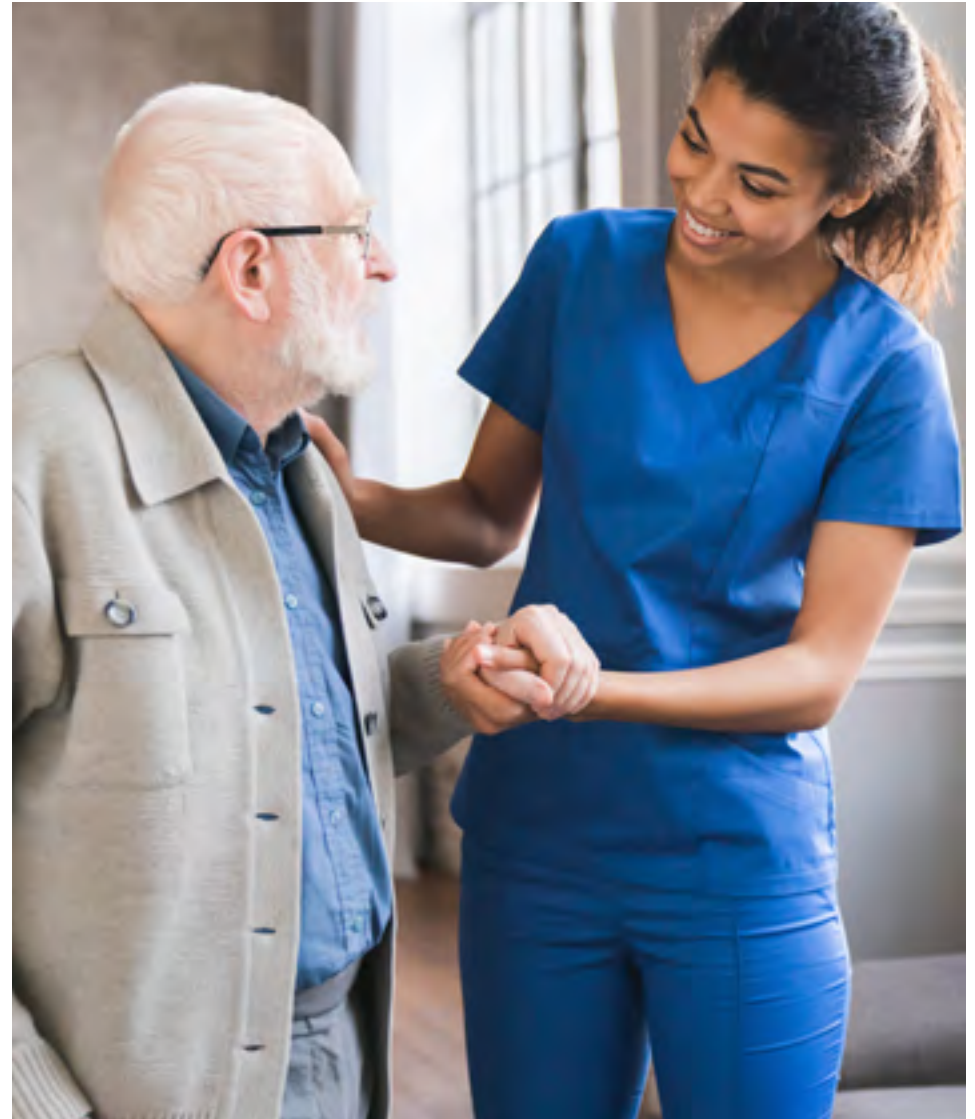
ICSs are partnerships that bring together NHS organisations, local authorities and others to take collective responsibility for planning services, improving health and reducing inequalities across geographical areas.

In Essex we are a part of three ICS':

1. NHS Suffolk and North East Essex
2. NHS Mid and South Essex
3. NHS Hertfordshire and West Essex

ICSs are made of two key components:

- **Integrated Care Boards (ICBs):** statutory bodies that are responsible for planning and funding most NHS services in the area
- **Integrated Care Partnerships (ICPs):** statutory committees that bring together a broad set of system partners (including local government, the voluntary, community and social enterprise sector (VCSE), NHS organisations and others) to develop a health and care strategy for the area.



# Integrated Care Systems

## Mid and South Essex ICS

### Mid Alliance

(Braintree, Chelmsford, Maldon)

### South East Alliance

(Castle Point, Rochford, Southend)

### South West Alliance

(Basildon, Brentwood)

### Areas outside Essex

(Southend, Thurrock)

### Acute Hospital

Colchester – Colchester General

Southend – Southend General

Chelmsford – Broomfield

Basildon – Basildon University Hospital

Harlow – Princess Alexandra

## Hertfordshire and West Essex ICS

### West Alliance

(Uttlesford, Epping Forest, Harlow)

### Areas outside Essex

(Hertfordshire)

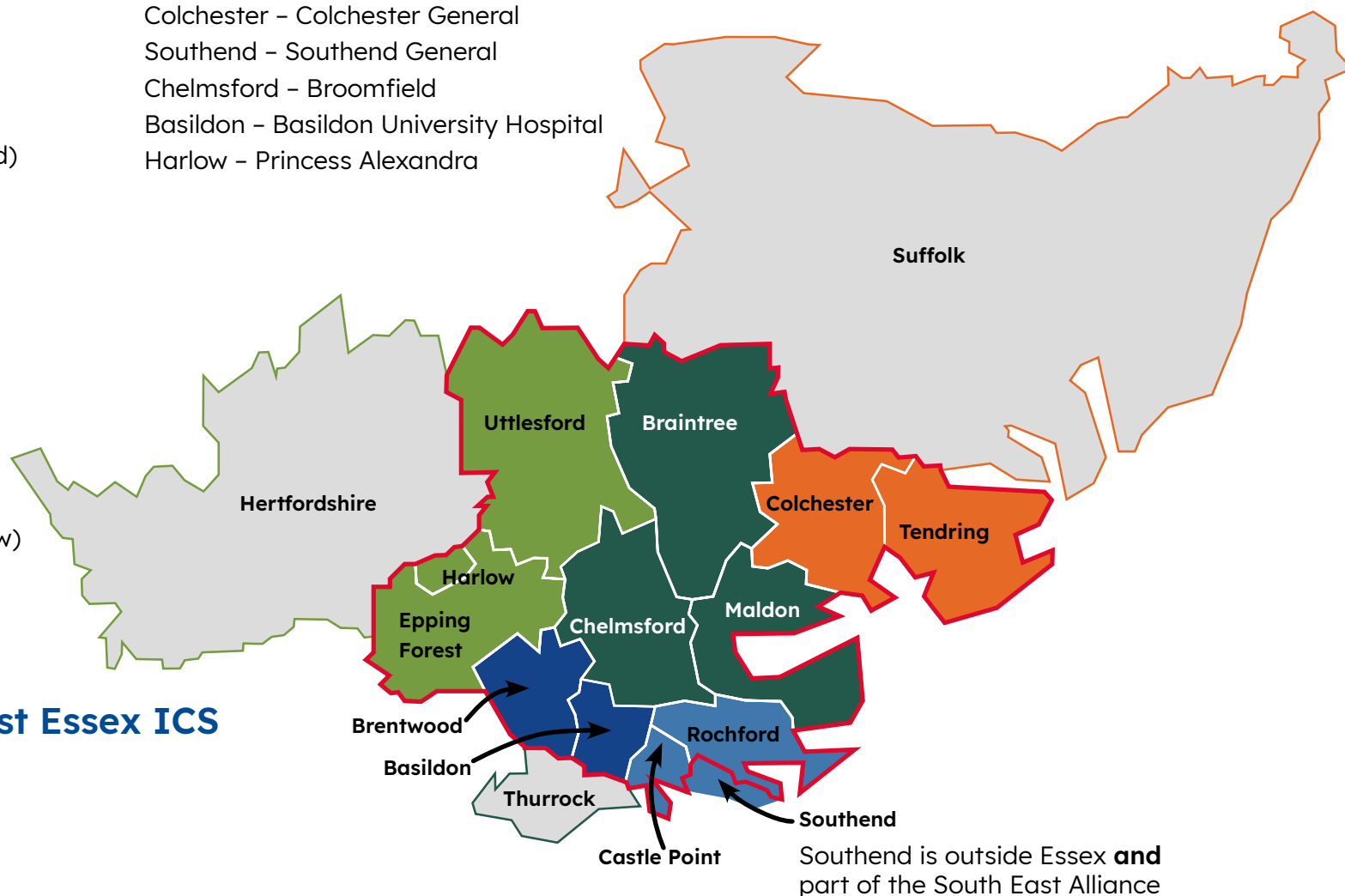
## Suffolk and North East Essex ICS

### North East Alliance

(Colchester, Tendring)

### Areas outside Essex

(Suffolk)



# Adult Social Care Reforms

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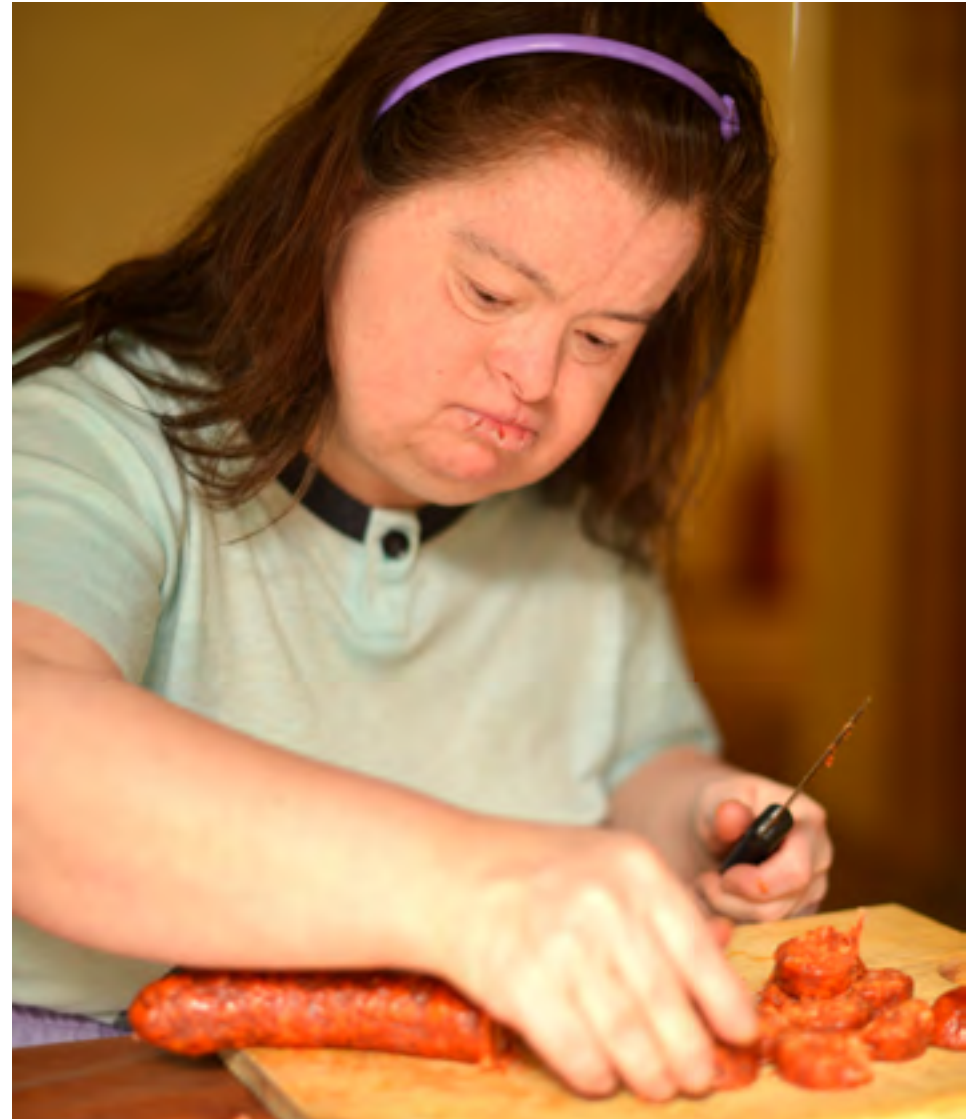
One area that has heavily influenced our work over the past year is that of legislative reforms to the sector. The Government has introduced legislation that affects us in numerous ways. Integrated Care Systems mean that we are dealing with new working structures within our complex geography. Whereas reforms to care charging policy, that have now been postponed to 2025, means that we are simultaneously having to prepare for a radical change to the way that our system operates.

The new ICS' will bring together relevant partners across Essex, such as NHS organisations, Essex County Council, and other stakeholders to centralise responsibility for planning services, and improving and reducing inequalities.

At Essex County Council we are working with our relevant partners across all three ICS' that make up our geography to ensure that we have a strategy that provides consistency for the Essex population and delivers on the goal of achieving better health and care outcomes.

The reforms being made to how care charging works in the sector, whilst delayed to 2025, are likely to lead to increased demand on our services and a surge in residents needing a financial assessment. Our colleagues are working on ways of implementing this change whilst ensuring that we are able to maintain delivery of our high standard of service.

Furthermore, we are looking to work within the new CQC assurance framework for providers, local authorities, and the integrated care systems. This provides us with four areas of focus - leadership, supporting people, working with people, and safety. Helping us to focus on areas of work where we feel strongest and that will lead to the best outcomes for individuals.



# Information and support

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## How we support you

There is a wealth of information on our website [www.essex.gov.uk/topic/adult-social-care-and-health](http://www.essex.gov.uk/topic/adult-social-care-and-health) about different kinds of support available to meet a range of needs including:

- Help with meals and shopping
- Adaptations for your home
- Equipment to stay independent
- Technology for independent living
- Walking and mobility aids
- Preparing for going into and leaving hospital
- Paying for care and support

You can also find our guide to adult social care and support on our website [www.essex.gov.uk/get-social-care-help](http://www.essex.gov.uk/get-social-care-help)

If you are finding it difficult to look after yourself and manage everyday tasks, you can contact us to discuss your care and support needs. The discussion will identify:

- Whether you need care and support
- The level of care and support you need
- How these could be met
- Your family and social support networks

We might arrange for you to have a care needs assessment. This

is when a social worker or occupational therapist will visit you to discuss your care and support needs further and advise you on the next steps.

If you're assessed as needing care and support, we will agree a care and support plan with you. The plan includes:

- How your support will be provided
- How much it costs
- Who will be paying for it

## Help for Carers

If you regularly look after someone who is ill or disabled, you might be eligible for support in your own right.

**Carers First** helps carers and people who look after someone. They are your first point of contact for information, advice and guidance. They can offer emotional as well as practical support.

[www.carersfirst.org.uk](http://www.carersfirst.org.uk)

You can call Adult Social Care to request a carer's assessment. This is a conversation to understand how caring affects your day-to-day life and whether we can support you. The kind of support that might be available includes a personal budget to use for your caring needs, free training or connecting to local support.

You can have an assessment on your own or with the person you care for. More details are available on our web site:

[www.essex.gov.uk/request-carers-assessment/carers-assessments](http://www.essex.gov.uk/request-carers-assessment/carers-assessments)

# Information and support

## Keeping people safe

If you are concerned about the safety or wellbeing of someone or want to report concerns about neglect or abuse, you can call **Adult Social Care**. If you are not sure whether we need to be aware, you can still call, and we will decide whether we need to investigate.

Telephone: 0345 603 7630 Monday to Thursday, 8.45am to 5pm

Textphone: 0345 758 5592 Friday, 8.45am to 4.30pm

**If you believe someone is in immediate danger, dial 999.**

Neglect and abuse can take different forms, ranging from exploitation and disrespectful treatment to physical harm. It can be at a low level, taking place over a long time or be more extreme and take place over a short time.

## Essex Safeguarding Adults Board

The Essex Safeguarding Adults Board is a statutory organisation that is committed to protecting an adult's right to live in safety, free from abuse and neglect. It is made up of a wide range of statutory and voluntary organisations, including local councils, health, emergency services and care providers.

The Board oversees arrangements for safeguarding adults and seeks to ensure that partners act to help and protect adults in Essex. It also leads work to raise awareness in the community, analyse and prevent abuse.

[www.essexsab.org.uk](http://www.essexsab.org.uk)

## Domestic abuse

Domestic abuse is an issue that cuts across all social, geographical and cultural groups and contributes to causes of ill health and poor wellbeing in local communities. There were 43,073 domestic abuse-related incidents and crimes recorded by Essex Police in 2019-20.

Tackling domestic abuse remains a key priority within Essex. While the number of incidents remain high, evidence shows that the services delivered by partners are providing real impact in keeping victims safe and supporting those who have suffered abuse. The Southend, Essex and Thurrock Domestic Abuse Board (SETDAB) brings partners together to work towards a vision where everyone lives a life free from domestic abuse.

The Southend, Essex and Thurrock Domestic Abuse Partnership provides advice and information on services for those affected by domestic abuse; whether victims, perpetrators or professionals.

[setdab.org](http://setdab.org)

## How to get help:

To make a disclosure of domestic violence, either for yourself or someone else, contact Essex Police's Domestic Abuse Central Referral Unit on **101, extension 180340**. Or call Essex Police's dedicated, non-emergency number: **0800 358 0351**

**Call 999 if there is immediate risk**

# Information and support

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**COMPASS** provides information, advice and guidance to victims of domestic abuse across Essex and, if required, can refer people to specialist services. COMPASS also provides information and advice to professionals and members of the public who have concerns about people who may be victims of domestic abuse.

**Essex Domestic Abuse Helpline: 0330 333 7 444**

[www.essexcompass.org.uk](http://www.essexcompass.org.uk)

## Hate Crime

All people deserve to live in safe and secure communities, where they are free to prosper and live rewarding lives that contribute to the general wellbeing of our county. Hate crime is defined as any incident which is perceived by the victim, or any other person, as being motivated by prejudice or hostility towards someone's race, religion, sexual orientation, gender identity or disability.

ECC chairs the Strategic Hate Crime Prevention Partnership, which has developed a 2018-2021 Hate Crime Prevention Strategy that sets out our commitment to tackling hate crime in Essex. The strategy will enable partners to coordinate their existing and future work to deliver a more effective response to support victims and perpetrators.

[victimsupport.org.uk](http://victimsupport.org.uk)

# Tell us what you think

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If you would like to make a comment about adult social care services, or to make a compliment or a complaint, please visit:

[Complaints and compliments - Essex County Council](#)

## Key contacts

Visit [www.essex.gov.uk](http://www.essex.gov.uk) to:

- Report abuse or neglect (but call 999 if someone is in immediate danger)
- Get help from adult social care
- Find out if you need to pay for your care
- Request a carers assessment
- Pay a care invoice

Or call Adult Social Care:

Telephone: 0345 603 7630

Textphone: 0345 758 5592

Monday to Thursday, 8.45am to 5pm; Friday, 8.45am to 4.30pm

**Healthwatch** runs an independent and confidential information service to help you understand and navigate health and social care in Essex.

[www.healthwatchessex.org.uk](http://www.healthwatchessex.org.uk)

Email: [info@healthwatchessex.org.uk](mailto:info@healthwatchessex.org.uk)

Telephone: 0300 500 1895

Monday to Friday, 9am to 4.30pm

All data/estimates in this report were taken directly from the following sources as of 20th October 2022 and were correct at the time of publication:

Office of National Statistics Population Estimates mid 2021  
Office for National Statistics; 2011 Census aggregate data. UK Data Service (Edition: June 2016). DOI:

<http://dx.doi.org/10.5257/census/aggregate-2011-1>

Department for Work and Pensions

Projecting Older People Population Information (POPPI)

Projecting Adult Needs and Service Information (PANSI)

Public Health Profiles – Fingertips

[Digital.NHS.uk](http://Digital.NHS.uk)

Adult Social Care Activity and Finance Report (NHS Digital)

Measures from the Adult Social Care Outcomes Framework (NHS Digital)



This information is issued by:

**Essex County Council**  
**Adult Social Care**

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