



Report to Cabinet

Date:	10 September 2024
Title:	Adult Social Care – 6 month update report
Cabinet Member(s):	Cllr Angela Macpherson, Deputy Leader and Cabinet Member Health and Wellbeing
Contact officer:	Craig McArdle, Corporate Director, Adults and Health
Ward(s) affected:	All wards
Recommendations:	Cabinet is asked to note the latest developments in relation to adult social care, both locally and nationally
Reason for recommendation:	N/A

1. Executive summary

- 1.1 This report provides an update on adult social care, both locally and nationally. It includes details on demand within the sector and budget as well as information on key work which has taken place within the last six months.
- 1.2 Some of our reflections over the last six months are that adult social care has:
 - i. Provided advice, guidance and support to an average of 3,200 residents each month. This is helping us to manage the increase in demand for support.
 - ii. Improved the way that our Home Independence Team works. This has increased the capacity within the team, which has improved the number of hours it has been able to work with residents from 471 hours per week in November 2023 to 652 hours in January 2024.
 - iii. Made improvements to hospital discharge. Adult social care staff are now working with NHS staff as part of an integrated team to assess people in hospital ready for discharge. Staff are also working with NHS in the Transfer of Care Hub, a single unit that organises discharges from hospital. As a result of these changes there has been a 40% reduction in the number of people

who are waiting in hospital unnecessarily when they are medically fit for discharge.

- iv. As a result of more people going home or straight into a permanent placement, the improved support to residents has also helped the system to reduce the number of interim care home discharge beds. These have been reduced from 46 in March 2023 to 20 in March 2024 and the length of stay in such beds has also reduced to 41 days. These changes have been better for people leaving hospital and has meant a better use of available capacity for the system.

1.3 However, alongside improvements and successes, adult social care is still experiencing some significant challenges, including:

- i. Increasing demand for services and support for people with more complex needs
- ii. Increasing unit costs for services, with external care providers struggling with recruitment pressures and a high cost of living
- iii. The national shortage of qualified professionals
- iv. The high number of safeguarding referrals made to the Council, which is at twice the rate of similar authorities. When triaged, it is clear that many of these referrals do not relate to safeguarding issues.

2. The National Picture

Growing demand on adult social care and workforce

- 2.1 As previously reported, the demand for adult social care continues to grow throughout England due to a number of reasons including an ageing population, increase in chronic and complex needs and funding pressures. According to NHS England, there were over 2 million new requests for support from residents with support and care needs in England between April 2022 and March 2023. Of these, over 600,000 requests were received from residents aged between 18-64 years old and approximately 1.4m requests came from those aged 65+.
- 2.2 Adult social care services are provided by approximately 18,000 organisations across the country, delivered in approximately 39,000 establishments. The majority of social care is provided by private organisations. In 22/23, 7% of adult social care staff worked for local authorities, with the rest working for independent sector employers, employed directly by service users or working within the NHS.
- 2.3 The external care market remains fragile across the country, with many areas struggling to increase the number of providers and deliver a consistent quality of

care. Whilst demand for services is growing, there remain significant numbers of vacancies in the adult social care workforce. According to The Kings Fund, there were 152,000 vacancies in adult social care roles in England in 22/23, with turnover at 28.3%.

National Policy Development

Putting People at the Heart of Care: The Care Workforce Pathway

- 2.4 The Department for Health and Social Care has been developing a Care Workforce Pathway, which is the new plan for careers in adult social care. The workforce pathway was developed through a call for evidence in partnership with Skills for Care, and by working with representatives from the adult social care workforce and people who draw on care and support.
- 2.5 The first phase of the Care Workforce Pathway was released in January 2024 and aims to ensure that the adult social care workforce is recognised as a profession, to support people in the sector to deliver high quality care, and to develop in their roles. The first phase focuses on direct care and support roles, setting out the knowledge, skills and values needed to work in adult social care, as well as providing a clear career structure for this part of the sector. The next steps will be to expand this across the whole adult social care workforce, creating a universally understood overview of structures and roles.

Adult Social Care Charging Reforms

- 2.6 In 2021, the government at the time announced it would introduce measures to reform how people pay for social care in England with a cap on the spend on their personal care over their lifetime. However, in July 2024 the new government announced the reforms would be cancelled as the plans had not been fully funded.

The Association of Directors of Adult Social Services (ADASS) Spring Survey

- 2.7 This annual survey carried out by the Association of Directors of Adult Social Services (ADASS) and sent to all local authorities, seeks to understand the current position and pressures for adult social care in England.
- 2.8 The results from the 2024 Spring Survey have now been released with a response rate of 95%. The survey found that the financial situation remains difficult across the country, with Adult Social Care budgets overspent by £586m in 23/24 and some local authorities reporting concerns about their ability to meet statutory duties during 24/25. The complexity of people needing social care is increasing and care markets are struggling. Authorities are keen, but finding it difficult, to increase investment in early support and prevention, and to provide more homecare and support for carers. The full report from the ADASS 2024 Spring Survey can be [found here](#).

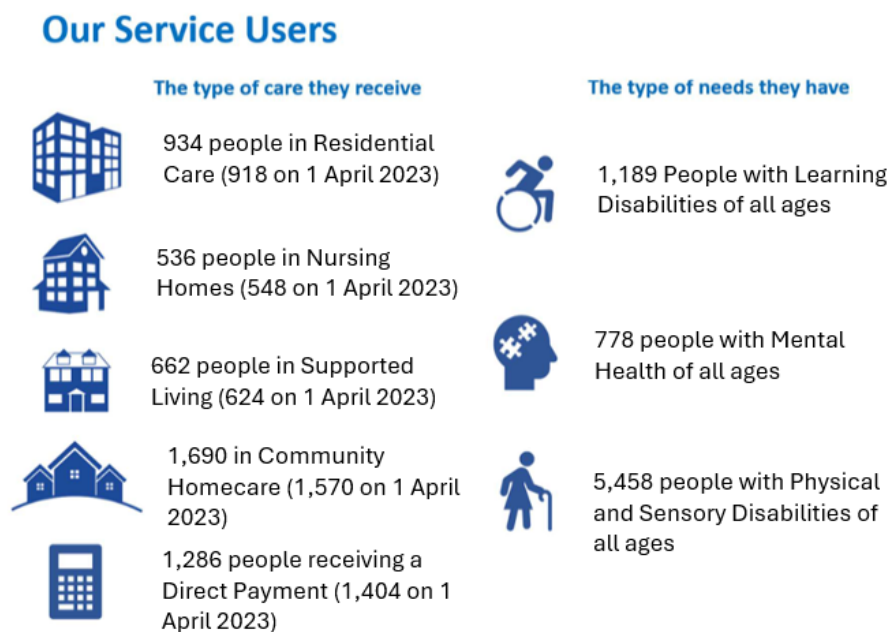
The Digital Switchover

- 2.9 Between now and 2025 most telephone providers will be moving their customers from analogue landlines to digital landline services, and beyond 2033, mobile network providers have confirmed they will not offer 2G and 3G services.
- 2.10 The landline switchover has significant implications for adult social care, not just in relation to telecare devices such as fall monitors, but also the fact that some people may not have an internet connection or mobile phone, and that digital landlines would not work in the event of a power cut. Both telecoms and mobile network providers should be contacting residents ahead of time if they will be impacted. The Council would encourage anyone who is unsure to check directly with their telephone providers.
- 2.11 The Council is working closely with our telecare provider, NRS Healthcare, to identify people who use our services who will be impacted by the switchover and to make arrangements for their equipment to be updated to digital-compatible devices ahead of their switch. All new telecare equipment uses digital-ready devices.

3. The Local Picture

Demand for adult social care

Figure 1: People who use Buckinghamshire Council adult social care services, as of 31 March 2024



- 3.1 Mirroring the national picture, the Council is seeing an increase in demand for adult social care services. This reflects both the growth in the population in Buckinghamshire, particularly in the older age groups, and the complexity of conditions as people live longer. Growing numbers of people are receiving services

funded by the Council, including residential and nursing care, supported living, and home care.

- 3.2 The Council's Better Lives Strategy sets out our approach to managing the increasing demand for social care. The strategy seeks to ensure that people get the right level of support at the right time and that we work with people to identify and build on their strengths, supporting more people to live independently for longer.
- 3.3 At the 'front door' of adult social care services, teams talk with people to identify what support a person may need. Each month during 2023-24, there were approximately 3,200 contacts made for adult social care services. This was an increase from an average of 3,025 at the start of the year.

Figure 2: Trend of Contacts for Adult Social Care



Safeguarding Adults Reviews

- 3.4 The Buckinghamshire's Safeguarding Adults Board oversees the responsibility for safeguarding and protecting adults and is supported in this work by several subgroups. One of its responsibilities is to carry out Safeguarding Adults Reviews (SARs). A SAR is a formal process that examines cases where serious harm has occurred to an adult who is at risk of abuse or neglect. The process aims to identify the lessons that can improve services and prevent future incidents. In Buckinghamshire, this process is overseen by the Safeguarding Adults Review (SARs) Subgroup, which is a multi-agency group ensuring SARs are undertaken in line with statutory requirements and overseeing the quality and consistency of Reviews
- 3.5 Although no reports have been published in the past 6 months, there are currently 7 cases going through the SAR process. Once these have been completed, the summary findings will be published on the Buckinghamshire Safeguarding Adults Board website. As a result of past reports, since the beginning of the year the group has reviewed and implemented a number of improvements to the SAR process.

Safeguarding Performance Data

- 3.6 Since the introduction of improvements to safeguarding processes at the end of January 2022, there has been an increase in the number of safeguarding concerns

being completed in 2 working days. During April 2024, 96% of safeguarding concerns were completed in 2 working days, compared to 13% at the end of January 2022. The Cabinet target is 79%.

- 3.7 However, with an average of 209 concerns reported each week during April 2024, the number of concerns the service receives to triage remains high, at twice the average rate received by similar local authorities.
- 3.8 A significant proportion of these, however, are linked to welfare and care needs rather than safeguarding concerns and so the service is working with partners to ensure referrals for support are made to the right agencies. Professional awareness training is being delivered through the Safeguarding Board to improve partners' understanding of eligibility.

The Buckinghamshire Care Market

- 3.9 Buckinghamshire has a diverse care home market. In April, there were 128 registered care homes in Buckinghamshire, 44 of which provide nursing care. These vary in size with 28% of care homes having fewer than 10 beds, 51% with 10-60 beds, and 21% over 60 beds. Many people fund their own social care in Buckinghamshire and the Council currently commissions beds from 118 care homes within the county. There are also 128 registered locations for community-based support such as supported living, home care and extra care housing.
- 3.10 Due to the lack of suitable provision within the county, the Council commissions services to meet the needs of 663 people outside of Buckinghamshire. The Council is working with the market and providers to try to increase the amount of specialist provision in Buckinghamshire so that more people can be supported closer to their local community.
- 3.11 The Council has undertaken an assessment of future need for accommodation-based adult social care over the next 20 years which indicates that whilst the need for standard residential beds will remain stable, the need for nursing beds will increase.
- 3.12 Recognising the need for increased provision in certain market areas, and the importance of ensuring consistency in quality and cost, the Council has introduced a new strategic approach to commissioning care. This new approach, called the Dynamic Purchasing Vehicle (DPV) currently covering supported living and home care, offers several benefits:
- i. Opportunities for collaboration with new providers.
 - ii. Ensuring providers focus on improving specific outcomes for service users.
 - iii. Enabling the Council to set rates and quality standards for services.
- 3.13 The quality of social care providers remains a key issue in Buckinghamshire. Nationally, 76% of CQC registered services receive an 'outstanding' or 'good' rating. However, this is just 63% in Buckinghamshire. Work is taking place with providers to

understand the particular issues affecting quality, and with partners to see what more can be done to support providers in Buckinghamshire. It is important to note that the Council requires commissioned providers to meet minimum quality requirements before placements are made. This applies to all providers, whether in Buckinghamshire or elsewhere in the country.

- 3.14 Since the first quarter of 2021, Buckinghamshire has seen an increase in the number of quality concerns, based on CQC inspection ratings and the number of local service suspensions. While external pressures, like managing the Covid-19 pandemic and recruitment difficulties have contributed, this period also coincides with introducing the Council's Concerns and Suspensions Procedure and using the PAMMS (Provider Assessment and Market Management Solution) framework for monitoring providers. This increased monitoring has enabled the Council to pick up concerns at an earlier stage and raise issues proactively with providers and the regulators.
- 3.15 This new and more effective approach to managing the quality of providers in the care market, with robust contract monitoring and intelligence sharing process, includes hosting a quality surveillance group with partners including the CQC. The group provides an opportunity to raise and discuss concerns with the regulator and proactively agree actions to address performance issues.
- 3.16 Where there are concerns about a service, the Council may suspend a provider, meaning that no further referrals are made from the authority. Where a suspension is in place, the Council provides tailored input to support improvement. The Council suspended 14 providers between December 2023 and May 2024.
- 3.17 The council's approach to market monitoring has been recognised nationally, with staff presenting at regional and national forums to share the methodology.

Better care fund update

- 3.18 The Better Care Fund (BCF) is a national vehicle for driving health and social care integration. It is a pooled budget with a jointly agreed health and social care plan set and owned by the Health and Wellbeing Board. The Board agreed a two-year plan for the fund in June 2023.
- 3.19 The Buckinghamshire BCF for 2024/25 totals just over £54.5m, with £30.6m allocated to the NHS and £23.9 allocated to the local authority.
- 3.20 In 2023-24, the Fund provided increased investment in hospital discharge, and enabled the development of a hospital integrated discharge team with hospital, social work, therapy, and commissioning staff working together in a new multi-agency Transfer of Care Hub (ToCH) to co-ordinate the patient's journey.
- 3.21 The BCF also funded physical health checks for people with a Severe Mental Illness (SMI). This is important as people with an SMI have a life expectancy of 15-20 years less than the general population which is largely due to preventable or treatable

physical health problems. Each GP surgery has a register which tracks the physical health of these patients and as a result of the BCF funding, the number of people on the registers who were having physical health checks increased from 23% in March 2020 to 75% in 2023-24, exceeding the national target of 60%.

Hospital Discharge & Transfer of Care Hub (ToCH)

- 3.22 The pressures on the hospital during the winter of 2023-24 were consistent with usual winter pressures. People requiring adult social care from hospital tended to have highly complex needs. These situations required additional time and resources to ensure people were discharged safely from hospital, and included situations where there was safeguarding involvement or where a long-term need for care was needed.
- 3.23 Between October 2023 when the Transfer of Care Hub launched, and March 2024, the Hub facilitated approximately 1,100 discharges. 31% of people were supported home through the Home First pathway and 21% on the Home Independence Team (HIT) pathways, see Figure 3 below.

Figure 3: Pathways from hospital

The HIT pathway focuses on providing rapid and intensive rehabilitation at home.

The Home First pathway provides tailored rehabilitation and care for a longer period to support people recover and regain their independence at home.

4. Preparation for Care Quality Commission (CQC) Assurance

- 4.1 The Council continues to prepare for a future CQC Assurance visit and uses the experiences of other local authorities, including those who are already in the process, to ensure preparations are as effective as possible.
- 4.2 The CQC has not provided any indication of when Buckinghamshire might be assessed, although it has reported that it is currently experiencing issues regarding recruitment, which is impacting the pace of the rollout.

Learning

- 4.3 Three local authority assessments were published in May 2024. Hertfordshire, Hounslow and West Berkshire all received a 'Good' rating. There are 30 further authorities in various stages of the assessment process across the country.
- 4.4 From the published reports, it is clear that the CQC is interested in how local authorities are managing increasing demand and how they ensure the quality of services are high, meeting needs of residents whilst offering value for money.

- 4.5 The CQC is also focussed on collaboration, both in relation to how local authorities work with partners to fulfil Care Act duties and how effectively authorities work with residents to understand the impact of inequalities and the experiences of people waiting for assessment.

Self-assessment

- 4.6 The CQC assurance framework requires the Council to produce a self-assessment. This self-assessment is an opportunity for the authority to consider areas of good practice and improvement against the CQC quality framework.
- 4.7 The Buckinghamshire Council self-assessment has been developed with staff, members and partners. It is an iterative document and is substantially reviewed every six months to ensure that it reflects current performance and practice.

Staff and stakeholder engagement

- 4.8 To help prepare partners and staff for a future CQC assessment, a programme of workshops and events is being delivered. Feedback from a session with the voluntary and community sector in March 2024, for example, demonstrated the sector's enthusiasm to work more closely with the Council, particularly around improvement and change; and an interest in further understanding the Council's Better Lives Strategy, co-production framework and safeguarding referral requirements.
- 4.9 During January, the Local Government Association (LGA) provided two free days of support and ran sessions to update staff on the assurance framework and help them prepare for a CQC visit. Feedback from staff is being used to strengthen preparation materials.

5. Workforce

- 5.1 The adult social care Better Lives Quality Assurance Framework provides the overall setting within which the Council's adult social care workforce operates on a day-to-day basis. The framework supports the delivery of high quality standards of care by improving practice and developing and retaining staff.
- 5.2 As seen in the national picture, recruitment and retention are issues for the adult social care service, where vacancy rates remain high, running at c.24%. Alongside a rolling recruitment and retention programme, agency staff are used where necessary. A range of initiatives have been undertaken in the last year including:
- i. Meet The Expert - which showcase the experts and talent at the Council.
 - ii. Virtual Try Before You Apply and targeted recruitment campaigns - to enable candidates to meet the teams and find out more about the work environment.
 - iii. Agency conversion - promoting the corporate rewards and benefits, highlighting the benefits of converting to a permanent contract and holding

specific sessions for agency staff to showcase the career development available at the Council.

iv. Participating in external job fairs and skills shows.

5.3 A priority for adult social care is being part of a learning culture that recognises social workers' strengths, focussing on building professional confidence, strength, and resilience to make sure social work continues to make a positive contribution to people's lives in Buckinghamshire. Recognising the national and local challenges, a joint adults and children's social care taskforce group has been established to strengthen and widen the recruitment approach, including:

- i. Return to Social Work - developing a programme and training plan for returnees.
- ii. Considering overseas recruitment.
- iii. Combined recruitment - shared social media campaigns and job fairs for both services, including a Council social care recruitment fair in April.

The Department of Health and Social Care has made £12 million available to support local authority adult social care services by creating additional adult social work apprenticeships. The purpose of the Adult Social Work Apprenticeship Fund is to increase social worker capacity by providing a contribution towards the costs associated with facilitating apprenticeships that are not otherwise covered by the apprenticeship levy.

5.4 Local authorities were able to apply for funding of up to £30,000 per apprenticeship. Buckinghamshire Council has secured £90,000 from the fund to enable additional support and development of social workers across the workforce.

6. Adult Social Care Transformation Programme



6.1 The adult social care transformation programme is focussed on delivering the Better Lives Strategy, and by doing so, creating sustainable services that improve outcomes for Buckinghamshire's residents through care that is personalised, integrated and high-quality care.

6.2 The programme currently includes the following workstreams aligned to the three tiers of our Better Lives Strategy:



Helping people to live independently

Key projects:

- **Adult Social Care Prevention & Access** (inc. prevention, front door & carers)



Helping people to regain independence

Key projects:

- **Enablement & Reablement** (inc. Short term & specialist support)



Helping people to live with support

Key projects:

- **Community Opportunities**
- **Shared Lives & Home Share**
- **ASC Accommodation**

6.3 The workstreams are focussed on:

Helping people to live independently, by

- i. Making it easy for our residents to access the information they need so they can find the right care and support at the right time.
- ii. Improving how we work with partners to ensure people remain healthy and independent for longer, preventing and delaying the need for formal social care.
- iii. Reviewing our support for carers, with carers themselves.

Helping people to regain independence, by

- iv. Developing clear pathways of care and support for adults with social care needs, particularly those with learning disabilities, mental health and/or physical disabilities. This will help people regain independence where possible, and reduce the need for long term care or readmissions to hospital.

Helping people to live with support, by

- v. Considering how adult social care community opportunities could better support people to live fulfilled lives.
- vi. Maximising the current Shared Lives scheme and increase the number of Shared Lives carers.
- vii. Increasing the supply of housing options in the county to meet current and future demand and ensure that people with adult social care needs can remain living well in Buckinghamshire.

6.4 Over the last 3 months the Transformation programme has:

- i. Created and delivered a Home Independence Team (HIT) action plan, which has increased the capacity within the team and increased the number of hours it has been able to work with residents from 471 hours per week in November 2023 to 652 hours in January 2024.
- ii. Made improvements to increase amount of carers and placements within the Shared Lives service.
- iii. Created and delivered improvements to help people to find the information and support they need, rather than having to contact social care.

7. Customer Feedback

- 7.1 Co-production is an important way of driving improvements in service delivery and design by learning from people, particularly those with lived experience. Using co-production techniques can maximise outcomes for individuals and families. Adult social care has a co-production framework in place which has improved the delivery of several pieces of work. This has included working with carers on making improvements to carers assessments; working with residents on the redesign of the

adult social care webpages, Care Advice Bucks; and working with people with autism and their families to develop a new Autism Strategy.

- 7.2 Between December 2023 and April 2024, adult social care received 66 compliments about the service, 30 statutory complaints and a further 17 concerns which were informally resolved. The complaints primarily related to decisions made and funding. In the first quarter of 2024-25, the average response time for responding to complaints was 25 days, well below the Council's required response time of 28 days. The senior management team monitors compliments and complaints on a regular basis to make sure that lessons are learnt and any changes embedded.
- 7.3 Adult social care welcomes feedback from residents and provides a number of opportunities to ensure people are able to make their voices heard. These include:
- i. Surveys to different cohorts of residents asking for feedback on specific support and services we provide.
 - ii. Arranging forums where residents can talk directly with staff.
 - iii. Implementing 'Happy or Not' buttons at the bottom of webpages, to provide immediate and anonymous feedback
 - iv. Online feedback options which enable people to leave a comment, make a complaint or send a compliment.
- 7.4 All feedback is reviewed and incorporated into learning on how services are delivered. As an example, the service sought feedback from residents on their experience of the care and support planning process. As a result, changes were made to make it easier to understand and simplify the language used in care plans. The new and improved care and support plans will be rolled-out from September 2024.
- 7.5 Similar feedback from carers has resulted in the publication of a new carers guide, which clearly sets out what carers need to do in the carer assessment process.

8. Key Performance Indicators

- 8.1 Adult social care regularly reports key performance indicators to Cabinet. At the end of 2023-24 the service reported 3 red indicators, 2 amber indicators, and 7 green indicators.

Red Indicators

- 8.2 The % of service users due an annual review that receive their review ended the year at 71.9%, below the 77% target, but above the 2022-23 South East benchmark of 57.4%. The service is looking at implementing telephone reviews for low cost, low risk care packages.
- 8.3 The number of younger people (aged 18-64) admitted to permanent residential or nursing care homes per 100,000 population was also red at 15.3 people per 100,000

above the target of 14.1 per 100,000. This was, however, better than the 2022-23 South East benchmark of 15.4 per 100,000. The service is exploring new provider opportunities to offer more accommodation options and better choice.

- 8.4 The % of young people whose adult social care assessment was completed before they turned 18 years old ended the year at 69% against a target of 80%. This was due to poor performance in quarters 2 and 3. Within the final quarter, all young people turning 18 were assessed before they turned 18. The service continues to meet regularly with children's social care teams to ensure they receive early referrals.

Amber Indicators

- 8.5 The % of safeguarding enquiries where personal outcomes were fully or partially achieved finished the year at 96%, just below target the annual 97% target. The service is reviewing the safeguarding audit tool to ensure it captures the desired outcomes.

Green Indicators

- 8.6 The indicators which met the targets for the year included:
- i. The number of older people admitted to permanent residential or nursing care per 100,000 population at 433.6 (target of 524)
 - ii. The percentage of younger adults with a learning disability living in their own home or with friends / family which (79.4% against a target of 76.2%)
 - iii. The percentage of people living independently after receiving reablement services (80.1% against a target of 78%), and
 - iv. The number of carers assessments completed (691 against a target of 618).

9. Financial Performance 2023-24

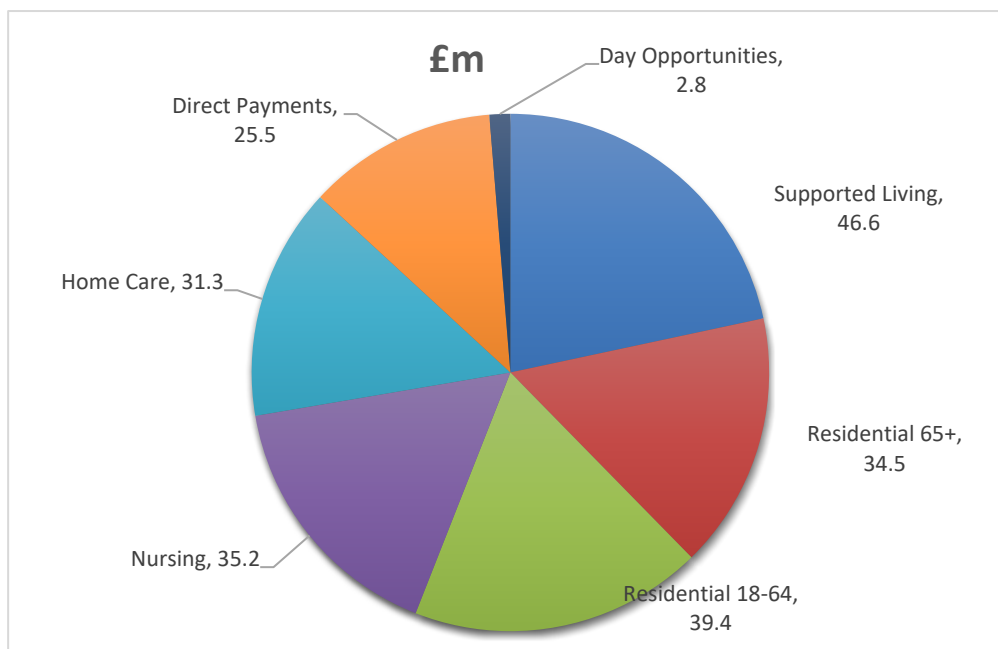
- 9.1 At the end of the 2023-24, adult social care completed the year with an overspend of £3.6m on a £184.9m budget, represents a 1.9% overspend. This position includes the delivery of savings of £8.6m, an overachievement of £2.9m.
- 9.2 The variance mainly related to care packages, transport and debt impairment. However, greater management oversight and the introduction of Quality Assurance Meetings (QAM) led by the Strategic Director, has resulted in the overall position being £0.3m better than forecast in quarter 2.
- 9.3 Within the spend on care packages, the main pressures were from residential care and supported living.
- 9.4 The growth in demand for residential care for people aged 65+ was the biggest issue. In the first 6 months of 2023-24 there were 174 additional older people requiring residential care. However, following the introduction of tighter controls on spend such as the introduction of the QAM and a revised Scheme of Financial Delegation, this reduced to 130 new clients in the second 6 months. With 160 people aged 65+

no longer needing residential care in the last 6 months of the year, there were 30 fewer clients in residential placements compared to the start of October 2023. It is important to note that the Council is still meeting all of its statutory duties and supporting the most vulnerable of Buckinghamshire's residents.

- 9.5 In relation to residential care placements for people aged 18-64, the pressures came from both demand and complexity. There were 28 new clients in the first 6 months and 13 in the second 6 months. With 21 people no longer needing this support in the last 6 months of the year, there were 8 fewer clients in residential placements compared to the start of October 2023. The cost of an average package of care for this client group increased by 2.8% over the first 6 months (excluding the fee uplift), mainly due to existing clients requiring more care. However, after tighter controls were put in place, this only increased by a further 1.1% over the second 6 months of the year.
- 9.6 Similarly demand and complexity were challenges for the supported living budget. Forty-seven new people started receiving services in the first 6 months, which reduced to 39 in the second 6 months. With 21 people leaving supported living services in the last 6 months of the year, there were a total of 18 more clients in supported living compared to the start of October 2023. The cost of an average package reduced by 0.5% over the first 6 months (excluding the fee uplift) as reviews identified that people no longer needed the level of support previously given. However, due to a number of high cost packages of care to meet complex needs, this figure increased by 1.1% in the second 6 months.
- 9.7 Better performance on reducing voids in residential care, and additional income from clients and health partners, offset the additional spend in the final quarter. Staffing underspends across the service due to vacancies and increases in client income both contributed to achieving the end of year position.

Provision has been made in the MTFP for 2024-25 to address these baseline pressures.

Figure 4: Care package spend 2023-24 (£m)



10. Other Options Considered

10.1 N/A

11. Legal and Financial Implications

11.1 There are no legal and financial implications as this report is for information only.

12. Corporate Implications

12.1 Adult social care services are a statutory service and also support the Council's delivery of its corporate plan priority of 'Protecting the Vulnerable.' The update provided has identified implications for the Council.

13. Local Councillors & Community Boards Consultation & Views

13.1 This report does not require consultation with local councillors or Community Boards.

14. Communication, Engagement & Further Consultation

14.1 No specific communication or engagement is required in relation to this report.

15. Next steps and review

15.1 N/A

16. Background papers

17.1. N/A