Leicestershire County Council

Meeting: **Adults and Communities Overview and Scrutiny Committee**

Date/Time: **Monday, 7 March 2022 at 2.00 pm**

Location: **Sparkenhoe Committee Room, County Hall, Glenfield**

Contact: **Mrs L. Walton (0116 305 2583)**

Email: **lauren.walton@leics.gov.uk**

Membership

Mr. T. J. Richardson CC (Chairman)

Ms. L. Broadley CC	Mr. R. Hills CC
Mr. B. Champion CC	Mr. J. Miah CC
Mr. N. Chapman CC	Mrs. A. Wright CC

Please note: this meeting will be filmed for live or subsequent broadcast via the Council's web site at http://www.leicestershire.gov.uk

AGENDA

Item		Report by
1.	Minutes of the meeting held on 24 January 2022.	(Pages 5 - 12)
2.	Question Time.	
3.	Questions asked by members under Standing Order 7(3) and 7(5).	
4.	To advise of any other items which the Chairman has decided to take as urgent elsewhere on the agenda.	
5.	Declarations of interest in respect of items on the agenda.	

6.	Declarations of the Party Whip in accordance with Overview and Scrutiny Procedure Rule 16.		
7.	Presentation of Petitions under Standing Order 35.		
8.	Care Technology Transformation. *There will be a presentation for this item.*	Director of Adults and Communities	(Pages 13 - 16)
9.	Leicester, Leicestershire and Rutland Care Record. *There will be a presentation for this item.*	Director of Adults and Communities	(Pages 17 - 26)
10.	Charging for Social Care and Support Policy.	Director of Adults and Communities	(Pages 27 - 86)
11.	Leicestershire Adult Learning Services.	Director of Adults and Communities	(Pages 87 - 138)
12.	Use of Resources in Adult Social Care.	Director of Adults and Communities	(Pages 139 - 214)
13.	Date of next meeting. The next meeting of the Committee is scheduled to take place on 6 June 2022 at 2.00pm.		
14.	Any other items which the Chairman has decided to take as urgent.		

QUESTIONING BY MEMBERS OF OVERVIEW AND SCRUTINY

The ability to ask good, pertinent questions lies at the heart of successful and effective scrutiny. To support members with this, a range of resources, including guides to questioning, are available via the Centre for Governance and Scrutiny website www.cfgs.org.uk. The following questions have been agreed by Scrutiny members as a good starting point for developing questions:

- Who was consulted and what were they consulted on? What is the process for and quality of the consultation?
- How have the voices of local people and frontline staff been heard?
- What does success look like?
- What is the history of the service and what will be different this time?
- What happens once the money is spent?
- If the service model is changing, has the previous service model been evaluated?
- What evaluation arrangements are in place – will there be an annual review?

Members are reminded that, to ensure questioning during meetings remains appropriately focused that:

(a) they can use the officer contact details at the bottom of each report to ask questions of clarification or raise any related patch issues which might not be best addressed through the formal meeting;

(b) they must speak only as a County Councillor and not on behalf of any other local authority when considering matters which also affect district or parish/town councils (see Articles 2.03(b) of the Council's Constitution).

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Agenda Item 1

Minutes of a meeting of the Adults and Communities Overview and Scrutiny Committee held at County Hall, Glenfield on Monday, 24 January 2022.

PRESENT

Mr. T. J. Richardson CC (in the Chair)

Ms. L. Broadley CC	Mr. R. Hills CC
Mr. B. Champion CC	Mr. J. Miah CC
Mr. N. Chapman CC	Mrs. A. Wright CC

In attendance

Mrs. C. M Radford CC – Cabinet Lead Member for Adults and Communities
Mr. T. Parton CC – Cabinet Support Member

42. Minutes.

The minutes of the meeting held on 1 November 2021 were taken as read, confirmed and signed.

43. Question Time.

The Chief Executive reported that no questions had been received under Standing Order 34.

44. Questions asked by members under Standing Order 7(3) and 7(5).

The Chief Executive reported that no questions had been received under Standing Order 7(3) and 7(5).

45. Urgent Items.

There were no urgent items for consideration.

46. Declarations of interest.

The Chairman invited members who wished to do so to declare any interest in respect of items on the agenda for the meeting.

Mrs. A. Wright CC declared a Non-Registerable Interest and an Other Registerable Interest in agenda items 8, 9 and 10 (Medium Term Financial Strategy 2022/23-2025/26; Adult Social Care Reform and Charging; and National Performance Benchmarking 2020/21 and Performance Report 2021/22 – Position at November 2021), as she was a health and social care solicitor working for Browne Jacobson in the area and a champion for a local social care organisation.

47. Declarations of the Party Whip in accordance with Overview and Scrutiny Procedure Rule 16.

There were no declarations of the party whip.

48. Presentation of Petitions under Standing Order 35.

The Chief Executive reported that no petitions had been received under Standing Order 35.

49. Medium Term Financial Strategy 2022/23-2025/26.

The Committee considered a joint report of the Director of Adults and Communities and the Director of Corporate Resources which provided information on the proposed 2022/23-2025/26 Medium Term Financial Strategy (MTFS) as it related to the Adults and Communities Department. A copy of the report marked 'Agenda Item 8', is filed with these minutes.

The Chairman welcomed Mrs. C. M. Radford CC, Cabinet Lead Member for Adults and Communities and Mr. T. Parton CC, Cabinet Support Member, to the meeting for this item.

In introducing the report, the Director advised members that the MTFS had been prepared with the plethora of adult social care reform papers, recently published by the National Government, in mind. This included the Health and Care Bill 2021 which was expected to be enacted before the summer recess.

Arising from the comments and questions raised, the Committee was advised as follows:

Service Transformation

(i) Improving customer experience and satisfaction was a fundamental ambition of the Department's Strategy. The other ambitions such as building a flexible, talented, motivated workforce and investing in social care accommodation were key to achieving this ambition.

(ii) Members were assured that the improvements the Department intended to make to its digital offer were not intended to replace existing services, but instead provide alternative ways to connect to services. It was recognised that the use of digital services may not be suitable for all service users and that an individual approach would need to be taken. However, as the world progressed there was also a need for the Department to keep pace with the advances in digital technology to ensure service users were prepared for future events such as the 'Digital Switchover' in 2025. Members were reminded that the vast majority of people the Department were in contact with were family members of service users and professionals who were more likely to embrace alternative digital solutions. The Lead Member highlighted that the Covid-19 pandemic had provided many people (including older people) with an opportunity to familiarise themselves with digital communication such as social media.

Proposed Revenue Budget

(iii) In response to concerns regarding the risks and challenges to care providers arising from inflation, the Director confirmed that the largest cost to care providers was workforce costs, so the rise to the National Living Wage of 6.6% would be significant to both care providers and the Council. This along with the other elements of inflation would be something that the Council would need to take a view on at the appropriate time to determine the amounts to apportion to care providers. Members noted that the Department also worked with the adult social care market to agree the levels set were reasonable. Members further noted that care providers were regularly in touch with the Department to provide information on a number of areas such as cost, which was helpful when determining the amounts.

(iv) There were a number of ways that care providers were supported to manage inflation. For example, there were many government grants that had been made available during 2020/21 that were targeted to support care providers with their costs and some more of this type of grant were expected to be confirmed for the year 2022/23. Each Council Department was expected to manage the levels of inflation affecting its own services to minimise impact on corporate inflation contingency, so to help with this an annual review on the standardised uplift rate was taken by the Adults and Communities Department in consultation with an independent advisor. If further funds were required from the central contingency fund then the Department's needs would need to be balanced with other departments, but to date the Department's requirements for inflation had been allocated.

(v) The Chairman highlighted that some of the difficult decisions the Council had made, including the application of the Council Tax Adult Social Care Precept and the efficiency savings the Department had made over recent years whilst maintaining services, had put the Department in a uniquely stronger position to deal with the effects of the pandemic.

Growth

(vi) Members noted with concern that, although adjustments may be required later on, the significant amount of growth anticipated over the course of the MTFS was the single largest growth request the Department had ever put forward. This was largely a reflection of the increased demand and increased costs for care that had arisen since the impact of the Covid-19 pandemic.

(vii) G5 Older People demand – Members noted that for an average year for older people's care it was reasonable to expect an increase to the level of growth of around 1.5%. However, over the last 12 months this had risen to 5%. It was difficult to predict what growth may be experienced over the medium term due to the uncertain impact of the pandemic, and with older people only tending to stay in care for an average of around two or three years there was also a significant turnover rate.

(viii) One of the effects of the changes to the hospital discharge process to relieve the pressure on hospitals was that the number of people being temporarily placed into residential care in Leicestershire had risen by around 75%. It was difficult to say how long people stayed in temporary accommodation as each case varied and

presented different challenges. Though, to avoid conditions becoming worse and in the interests of maximising independence, the Department worked to arrange the appropriate care package during the first four weeks (funded by the NHS) upon discharge wherever possible. The Director undertook to provide further information to Committee members to confirm the average length of stay for temporary placements outside of the meeting.

(ix) G6 Learning Disability demand – it was clarified that there were a number of reasons for the unusually high amount of growth required for this area. These included:

a. costs of care having risen steeply over the last couple of years;
b. rising building costs affecting the developments of accommodation, which were often bespoke in design;
c. the Council had a robust strategy in place with Health partners for the Transforming Care Programme which was quickly progressing. As part of this, effort was being made to bring those people with complex needs that had been accommodated in hospital for a long period of time at considerable cost to the Council back into the community.

(x) There were fewer suitable accommodation settings available for people with specialist needs meaning it was not always possible for placements to be made 'in-house'. However, such persons were usually able to be placed 'in area' and the Department worked with a number of organisations to achieve this.

(xi) The Director reported an error at paragraph 29 (G8 Physical Disabilities demand). He confirmed that although the detail of this paragraph was a repeat of paragraph 28 (G7 Mental Health demand), the demand for these areas were similar with them both being difficult to predict. This was because they were based on people that acquire illnesses or disabilities rather than people transitioning through from other services.

Savings

(xii) AC10 Review of Direct Services/Day Services/Short Breaks – it was clarified that this area was an efficiency saving and not a service reduction. The process for reviewing each service change made varied depending on the nature, but changes would not be made without obtaining the views of those affected. Reviews would also take place after the event to assess service user satisfaction (for example reviews had been carried with service users temporarily placed whilst the refurbishment of The Trees was carried out and they had chosen to remain where they were) and information was collated to review how the process went. Members were reminded that in addition to the reports the Committee already received relating to service changes reports on the outcomes of such changes could also be provided to the Committee at its request.

(xiii) AC12 Potential additional health income for additional recharges – in response to a comment raised, it was acknowledged that, similarly to other areas of the MTFS, the certainty of future funding for this area was unknown which created an element of risk. However, based on the conversations taking place nationally between local authorities and the NHS, the rise in national insurance contributions and the assumption that the current hospital discharge arrangements would continue, the prediction of funding continuing beyond March 2022 (when the current funding stream was due to cease) was seen as a reasonable expectation.

(xiv) A total of £300m of national funding had been made available to encourage developments of specialist accommodation for people with disabilities. It was therefore hoped that the availability of such accommodation would improve as a result.

Savings under development

(xv) Digitalisation of Service Delivery – it was clarified that the potential savings for this area were currently forecasted to be seen in the latter part of 2022/23 (quarter 4).

(xvi) It was confirmed that the Department already had processes in place to manage data security and permissions in relation to a family member managing care arrangements on behalf of a service user. The only difference with the digital approach was that the services, such as those requiring a form to be completed, would be accessed via digital means rather than in paper form. Key was obtaining consent from the service user (or power of attorney where this was in place).

Other funding sources

(xvii) The funding expected to be received (in 2022/23) from the Skills Funding Agency (SFA) to continue to fund the Adult Learning Service would show in the budget as a zero balance because the funding, once received from the agency, would be spent in its entirety. Members were reminded that, other than some non-educational courses that the Council charged individual service users for, the SFA funded the entire Adult Learning Programme.

Capital Programme

(xviii) Some concern was raised that a number of the District Councils had not been spending their Disabled Facilities Grant (DFG) monies due to the Covid-19 pandemic. The Director confirmed that although the Council worked with the District Councils to prioritise areas of spend, the responsibility for following the conditions attached to the DFGs fell with the District Councils. Members were advised that the Government was looking at ways to build in more flexibility to the process to allow housing authorities to decide how the monies should be spent. The Chairman highlighted the need for local members to lobby MPs to improve the process. He added that the impact of the pandemic on building works and the assessments usually carried out in people's homes were significant to why the monies had not been spent.

RESOLVED:

(a) That the report regarding the Medium Term Financial Strategy 2022/23 - 2025/26 and the information now provided be noted;

(b) That the comments now made be forwarded to the Scrutiny Commission for consideration at its meeting on 31 January 2022;

(c) That the Director be requested to provide further information regarding the average length of temporary residential placements outside of the meeting.

50. Adult Social Care Reform and Charging.

The Committee considered a report of the Director of Adults and Communities, the purpose of which was to brief the Committee on the "People at the Heart of Care: Adult Social Care Reform White Paper" and its impact on social care provision in Leicestershire. The report also outlined proposals on the Adult Social Care Charging Reform. A copy of the report marked 'Agenda Item 9', is filed with these minutes.

Arising from discussion and questions, the following points were raised:

(i) It was not possible to know at the current stage how the funding attached to the proposals would be allocated and what percentage Leicestershire would receive. However, it was intended that the Committee would receive further reports regarding the Reforms as developments progressed.

(ii) One of the aims of the Adult Social Care Reform White Paper was to accelerate the adoption of technology to help people live happy, fulfilled lives. Although in the early stages of development, it was expected that the Department's work with Hampshire County Council (HCC) to transform the Council's approach to care technology would be instrumental in supporting this aim. The Department would be looking to make use of any funding attached to the Government's proposals to progress its digital strategy. Members noted that the White Paper acknowledged that digital technology may not be suitable for everyone and referenced that many older people did not engage with this. The Director said that focussing on the outcomes for the individuals would be key and this might include support being provided to family members with the digital options available.

(iii) There were many opportunities to developing the Council's approach to care technology. These ranged from the installation of a Virtual Assistant to enable reminders of certain tasks to be set, with the potential to progress to more advanced digital equipment such as a monitoring and alert device for a person living in their own home with dementia. In response to a question raised, it was confirmed that one of the reasons for the strategic partnership with HCC was the high level of experience it had gained in developing its own approach. The Department would draw upon this to establish its own way forward and create a framework suitable for Leicestershire. As part of this, a robust way of measuring the financial impact would be developed. This would take into account any savings made through cost avoidance or efficiency savings. These might be made, for example, by supplying workers with certain devices to support them with completing tasks required by their role or installing certain technologies that may result in a service user requiring less home care visits.

RESOLVED:

(a) That the report regarding the National Government's proposals to reform Adult Social Care and Adult Social Care Charging be noted;

(b) That further updates be provided to the Committee as developments progress.

51. National Performance Benchmarking 2020/21 and Performance Report 2021/22 - Position at November 2021.

The Committee considered a joint report of the Chief Executive and Director of Adults and Communities which highlighted the Adults and Communities Department's performance position in 2020/21 through national benchmarking, and which also provided an update on the Department's performance position as at the end of November 2021. A copy of the report marked 'Agenda Item 10', is filed with these minutes.

Arising from discussion, the following points arose:

(i) It was pleasing to note that many of the performance measures during the reporting period had been met and were rated 'green' in spite of the difficulties the Department had faced over the last couple of years due to the Covid-19 pandemic.

(ii) In response to a question raised regarding the percentage of people with learning disabilities in employment (ASCOF 1E performance measure) it was confirmed that whilst the employment market was currently buoyant this had not always been the case and the performance in this area (currently rated as red), which was still a considerable level above the national average, reflected a year of very difficult circumstances. For example, a significant number of people usually attending day services had not wanted to participate in their usual activities due to the health risks associated with Covid-19. Members were pleased to note that supporting people with learning disabilities to find employment was an area of focus and something that had been highlighted to providers as part of the procurement for Community Life Choices services with a number of those commissioned confirming they were able to offer specific employment-related support. The Committee requested that a report regarding the support available to people with learning disabilities to find employment be provided for consideration at a future meeting.

RESOLVED:

(a) That the Adults and Communities Department's performance position in 2020/21, and the update of the Department's performance as at the end of November 2021 be noted.

(b) That the Director be requested to present a report to a future meeting of the Committee detailing the support provided to people with learning disabilities to help them find employment.

52. Date of next meeting.

It was noted that the next meeting of the Committee would be held on 7 March 2022 at 2.00pm.

2.00 – 3.50pm CHAIRMAN
24 January 2022

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Care Technology (CT) Transformation

Background and History

1. Diagnostic Phase

In October 2020, a diagnostic of the current service was completed. The diagnostic outlined a compelling case for the transformation of the approach to Care Technology in LCC, identifying opportunities to enhance support for vulnerable adults and deliver financial benefits to the council. The Committee considered a report regarding Technology Enabled Care at its meeting in November 2020 where it noted the results of this diagnostic work and commented on and confirmed its support for the proposed way forward.

2. Developing the Business Case

In early 2021, a Business Case was approved by the Cabinet, building on the diagnostic phase by setting out the agreed strategy and preferred option for the future of care technology in Leicestershire. The BC proposed a transformed service which mainstreams CT effectively across social care, encouraging practitioners to consider it as part of the 'first offer'.

3. Planning, Mobilisation and Implementation

We have now entered into the implementation phase, working alongside Hampshire County Council (HCC) and PA Consulting to transform Leicestershire's CT service offer. The implementation phase includes a series of workstreams to mobilise the transformation.

Our Ambition

LCC's overall objective in working with HCC/PA is to jointly transform the Assistive Technology team, enabling a new CT service to be embedded as part of a transformed social care offer, resulting in the delivery of individual, organisational and systemic benefits.

To achieve this, the CT transformation will:

- Establish care technology as part of the first offer for Adult Social Care, in doing so, creating an equitable service designed around service user outcomes;
- Develop a programme of cultural change and engagement that drives high quality referrals, better understanding of care technology amongst practitioners and better outcomes for service users;
- Embed a quality assurance framework into the service model for care technology;
- Enable robust measurement of the financial and non-financial benefits of CT.

Features of the transformed approach to CT

Leicestershire County Council

Care Technology (CT) Transformation

The benefits

The new service will positively impact a wide range of stakeholders across the council and across the local health and care system, from care professionals and wider staff, to service users, their carers and family members:

Outcomes for people with care

- Reaching a **broader range** of users
- **Supporting individuals living to manage health and care needs** with a range of support mechanisms
- **Addressing social isolation and independence**
- **Support to younger adults with disabilities**

→ Target to reach ~1,400 people in the service's first year

Outcomes for care practitioners

- **Wider** and **more responsive** service
- Regular and automated **tracking of benefits**
- Full programme of culture change activity including training, case studies and regular engagement to **ensure that the service is responsive to care professionals' needs**

Financial outcomes for LCC

This project **transforms the CT service**, supports a larger number of **younger adults and expands the offer for OP**, leading to increased and measurable benefits. The transformed service is expected to deliver an incremental net benefit in the region of £5m by 2025/26 through the delay, avoidance and reduction of other costlier forms of care.

Example CT Case Study; Evidencing the Positive Impact of CT

Mr Bennett, an NHS worker, has long-term epilepsy. He has recently started having frequent blackouts and seizures and has expressed anxiety about accessing the community and commuting to work.

The CT Service recommended a small personal alarm with a built-in GPS tracker that he can clip to his belt. Since this, Mr Bennett reported an increased sense of safety at home and when travelling to work.

The CT supported Mr Bennett to return to work and regain his independence. The solution also avoided domiciliary care of 3 to 7 hours per week.

In the future service, there will be opportunities to utilise a broader range of monitored equipment and explore opportunities for service innovation and growth. Examples of the potential positive impacts are shown in a series of videos available here.

Governance

Leicestershire County Council

Care Technology (CT) Transformation

Service Potential and Growth

Benefits and service development in Hampshire so far

£14m
Net saving in **6.5** years

Over 2,000
health and **social** care **practitioners** trained and certified

93%
of users surveyed feel that care technology has **increased their feeling of safety and security**

13,000
active service users

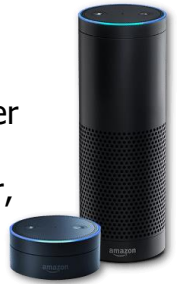
nine out of 10
social workers say Argenti care technology is **"good"** or **"very good"** at **achieving desired user outcomes**

98%
Of users surveys would "recommend the service to others"

full system benefits

Argenti drives wider take up of care technology across **health and social care** working with Councils, CCGs the Police and the third sector

- Cobots help with the physical demands faced by care sector staff – Hampshire County Council and PA
- Touchless interfaces like Amazon Echo are becoming mainstream
- PA / Amazon Web Services Automated Call Service improved customer service while reducing costs with automated contact
- Using care technology with children: managing challenging behaviour, promoting safety and reducing carer strain



Future potential for CT in LCC

What are the key Adult Social Care challenges facing LCC?

What opportunities are there for LCC that technology can help to unlock?

What system partners could the CT service engage with to broaden its impact?

What are the strengths of LCC that the care technology service can tap into to maximise its potential?

Leicestershire County Council

Care Technology (CT) Transformation

Workstreams and their Purpose

Governance: Establishing strong decisive governance structures that operate across Leicestershire to provide inputs at the right level throughout the transformation and ongoing development of the service.

Service Redesign: Establishing and embedding the new operational service model. Pathway and referral form co-design to co-produce new simplified referral pathway and embed service operating procedures.

Benefits: Designing and implementing a robust approach to benefits measurement and realisation that meets the needs of Leicestershire stakeholders, including a benefits dashboard.

Upskilling and delivery transformation: Working with the care technology team to enhance and embed ways of working to support the new service delivery model.

Comms and Engagement: Embedding and delivering sustainable change and benefits. Raising the profile of the service through a programme of activity around culture change and engagement.

L&D: Supporting referrers, commissioners, providers and leadership to have the capacity and capability to use the service and encourage higher rates of take-up.

Workstream Achievements to Date

Governance: Regular meetings of the Operations and Steering Groups involving multiple stakeholders from the relevant LCC teams to agree key decisions required for the transformation.

Service Redesign: Engaged with ~40 staff across all social work / AT / BI and Systems teams to co-design a new referrals pathway and form, resolving key service design questions. Created a user-focussed assessment process and begun development of the underpinning operational procedures.

Benefits: Worked with BI, Finance, Systems and operational teams to develop a set of performance/ financial KPIs and a measurement approach to track them.

Upskilling and delivery transformation: Liaised with the AT team manager and external delivery expertise to begin development of a role specific training plan.

Comms and Engagement: Identification of key channels of communication and messages to be shared, including Leicestershire Matters, a CT Champions network and digital platforms, and creation of content for these channels.

L&D: Recruitment of a Champions network and a network of Trainers to deliver future BAU training and commenced design of a CT section of the LCC learning hub.

Leicestershire County Council

Adults and Communities Scrutiny Committee: 7 March 2022

Provide an update on the progress with the development of the Leicester, Leicestershire and Rutland Care Record

Jon Wilson, Director of Adults and Communities

Background

Leicester, Leicestershire and Rutland Integrated Care System (LLR ICS) entered a partnership with the Yorkshire and Humber Care Record (YHCR) in 2021.

The LLR Care Record purpose is to provide the right information, to the right person, at the right time to improve the health and wellbeing of people across LLR, safely and securely.

The integration of records will cover 1.1 million people and involve two phases:

Phase 1 covers GP's, UHL, LPT, Rutland CC, Leicester City Council, LCC.

Phase 2 extend to community pharmacies, EMAS, NHS 111, care homes and local hospices.

Other Intended Extensions

East Midlands One Care (EMOC)

National Care Record

Care Record Programme Objectives

- Sharing an electronic record of information from encounters in any health and care setting

(For the purposes of direct care rather than for analytics and secondary uses)

- Enhanced data provision from social care providers

(Mandate that local authorities are connected to their local shared care record by no later than September 2022)

- Shared care plans alongside shared care records

(Integrated Care Systems (ICS's) are required to develop plans to incorporate person-centred care plans into their shared care records)

- Align to LLR priorities

What is the LLR Care Record

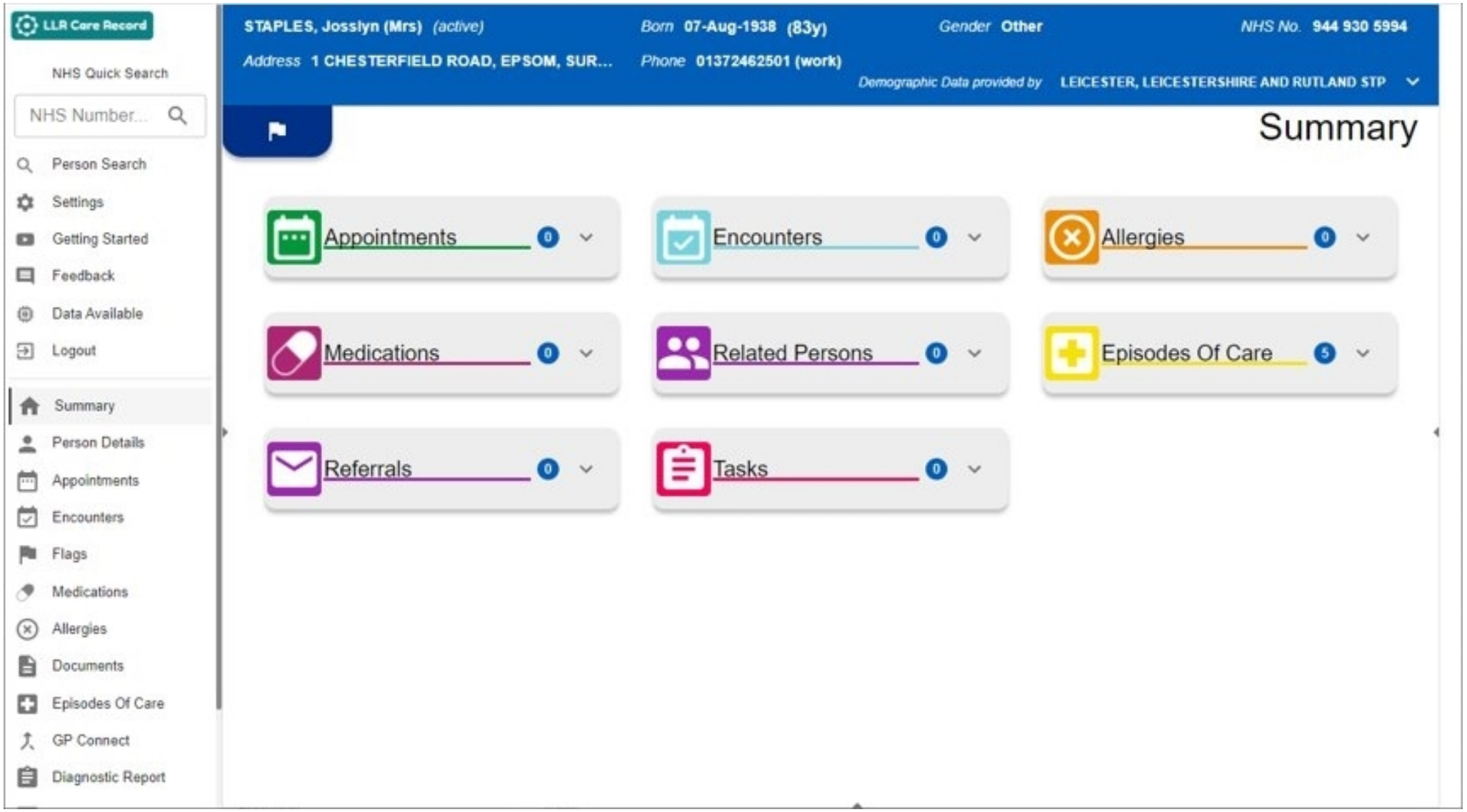
Allows staff involved in providing direct care to access individual's health and social care records safely and securely so that they can provide better joined-up care as individual's move between different parts of the health and social care system.

When individuals are at their most vulnerable providing health and care staff access to records allows them to understand the individual's needs and make the best decisions with them, and for them.

In Practice : At a local level this means that adult social care workers will be able to use a portal to enquire whether the person that they are working with is, or has been, receiving services from Health partners rather than phoning round District Nurses and GP practices etc. In turn, this means less time trying to contact colleagues, leading to time savings and quicker decision making and planning.

- Read only portal for health and social care professionals
- Accessible from existing systems (single sign on, contextual launch)
- Information from different care settings displayed in one place.

What does it look like?



Benefits Realisation

For Health and Social Care colleagues

- Reduction in requests for data for both Health and Social Care colleagues. Staff can focus on providing care.
- Staff will be able to spend more time using data to do their jobs than collecting it.
- Eliminate duplication, as staff have the right data they need for the health and care system to work at its best.
- Access to the data allow staff to monitor and provide high quality and safe care to people at home reducing the likelihood of admission to hospital.
- Professionals can know about any existing conditions and medications. It could stop a person receiving another drug that might react badly with what they have already taken.
- Professionals are alerted to important information that may need swift action.
- Health and Social Care staff can provide care in the place that is right for the individual knowing that they will always have the up to date information that they need.

Benefits Realisation

For people

- Sharing information improves people's outcomes. An example of this could be hospital staff being able to access a person's social care information to understand what kind of support they need while in hospital.
- Sharing health and social care information ensures that professionals can access relevant information in a timely manner, such as hospital discharges and admissions, diagnoses and contact details of other professionals involved in an individual's care.
- If people need urgent help, they do not have to remember all their care details, as these can be accessed by professionals.
- People have stated they do not want to have to repeat their story each time they receive care from a different organisation. Bringing together information held by different services means they will no longer have to do this, as their up-do-date details will be immediately available to any professional directly involved in their care.

Leicestershire County Council Position

Status **GREEN**

Key Milestones Achieved

EHRIA Completed
Information Governance review and processes completed
Technical configuration established, data transfer tested successfully and passed assurance
Support model in place

Next Steps

Identify pilot teams from LCC to use the product before wider launch
Programme is preparing communications plan for all parties and is linked with LCC comms team
Programme is preparing benefits mapping to track benefits across LLR once live

On target for April 2022 to have model in place

Leicester, Leicestershire and Rutland Care Record

Officer to Contact: Tracy Ward – Assistant Director Integration Access and Prevention

Telephone 0116 3057563

E-mail tracy.ward@leics.gov.uk

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Leicestershire County Council

ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE 7 MARCH 2022

CHARGING FOR SOCIAL CARE AND SUPPORT POLICY

REPORT OF DIRECTOR OF ADULTS AND COMMUNITIES

Purpose of the report

1. The purpose of this report is to brief the Committee on a number of proposed changes to the Council's Charging for Social Care and Support Policy to be introduced from 11 April 2022. The Committee is asked to note the contents of the report and invited to comment on the revised Policy set out at Appendix A prior to approval for implementation being sought from the Cabinet at its meeting on 29 March 2022.

Previous Decisions

2. The Cabinet approved the current Charging for Social Care and Support Policy on the 11 September 2015. The Policy has only been subject to subsequent change to reflect changes in legislation, to improve the clarity of the wording and to address issues arising from the Council's initial response to the Covid-19 pandemic.

3. On 24 January 2022, the Committee received a report on the "People at the Heart of Care: Adult Social Care Reform White Paper" and its impact on social care provision in Leicestershire and proposals on the Adult Social Care charging reform; the charging of which is set out under the "Build Back Better: Our Plan for Health and Social Care" command and subsequent policy papers.

Background

4. The Care Act 2014 allows local authorities to charge for most care and support services. The Care and Support Statutory Guidance (the CSS Guidance) requires that where a local authority decides to charge for services, it must follow the Care and Support (Charging and Assessment of Resources) Regulations (the Regulations) and have regard to the Guidance. Local authorities have a discretion to adopt a more generous charging policy than the statutory scheme; for example, they may choose to disregard additional sources of income, set maximum charges, or charge a person a percentage of their disposable income. The CSS Guidance requires that local authorities should develop and maintain a policy on how they wish to apply this discretion locally and how it can:

   - ensure that people are not charged more than it is reasonably practicable for them to pay.
   - be comprehensive, to reduce variation in the way people are assessed and charged.
   - be clear and transparent, so people know what they will be charged

- promote wellbeing, social inclusion, and support the vision of personalisation, independence, choice and control.
- support carers to look after their own health and wellbeing and to care effectively and safely.
- be person-focused, reflecting the variety of care and caring journeys and the variety of options available to meet their needs.
- apply the charging rules equally so those with similar needs or services are treated the same and minimise anomalies between different care settings.
- encourage and enable those who wish to stay in or take up employment, education or training or plan for the future costs of meeting their needs to do so.
- be sustainable for local authorities in the long-term.

5. In the CSS Guidance it states that Central Government considers that it is inconsistent with promoting independent living to assume, without further consideration, that all of a person's income above the minimum income guarantee (MIG) is available to be taken in charges. The Guidance suggests that local authorities should therefore consider whether it is appropriate to set a maximum percentage of disposable income (over and above the guaranteed minimum income) which may be taken into account.

6. A recent High Court judgment (SH v Norfolk County Council) established that local authorities should have a clear and transparent process and a recorded position on its charging policy, including the MIG (i.e. the income a person receiving care outside a care home is left with after charges) and Personal Expenses Allowance (PEA) (i.e. the income a person receiving care in a care home is left with after charges). The statutory amounts have not been increased since 2015 though the Government has indicated that these will be increased in line with inflation from April 2022. The actual amounts will be confirmed in a local authority circular from the Department of Health and Social Care along with any amendments made to the Regulations. At the time of writing these are not yet available.

7. The High Court Judgment also concluded that Norfolk's proposed changes to its charging policy had an unintended consequence resulting in unjustifiable discrimination against people with more severe disabilities (see Appendix B attached to this report). In particular:

   a. The different approach to earned and unearned income.
   b. Demonstrating consideration of whether it is appropriate to set a maximum percentage of disposable income which may be taken into account in charges.

8. Following the judgement, all social care authorities have been contacted by at least one disability lobby group highlighting the decision and requesting that councils review their charging policies.

9. In September 2021, the Government published its proposals to transform the funding of social care. The proposals will require a more fundamental review of the Council's charging policy covering the lifetime cap on the amount anyone in England will need to spend on their personal care, alongside a more generous means-test for local authority financial support which will apply from October 2023. This is planned to be undertaken in the next financial year and will include consultation and an equalities and human rights impact assessment pursuant to the Council's public sector equality duty under the Equality Act 2010.

Proposals

MIG/PEA

10. It is proposed that the Council adopts the statutory amounts for the MIG/PEA which will be set out by Central Government for its charging policy for 2022-2023. These are the minimum amounts allowed under the legislation, and at the time of writing are unpublished. These amounts will be revised each April in line with changes to the Regulations under the powers delegated to the Director for this purpose and to achieve transparency this will be accompanied each year by an Executive Decision Record published on the Council's website.

11. Anyone who feels that their assessed contribution towards their care and support charges is unaffordable can request a review and appeal the decision under the current Charging for Social Care Policy.

The Norfolk Judgement

12. A synopsis of the High Court judgement in SH v Norfolk County Council is set out in Appendix B attached to this report.

13. Norfolk County Council decided not to appeal the judgement but have made interim changes to its policy to mitigate the effects of unintended discrimination. These included disregarding the difference in the amount received under the Standard Rate and the Enhanced Rate of the Daily Living Component of Personal Independence Payment (PIP) and not implementing the proposed reduction in the rate of MIG. The Daily Living Component of PIP is a benefit paid to adults with a disability or long-term health problem who need support or assistance in relation to their daily living tasks.

14. The Council has not adopted this approach. Its proposals focus on the MIG and PEA which are set to increase in line with inflation following revision by HM Government. This will ameliorate the impact of current charging decisions by setting more generous amounts, in addition to net housing and Council Tax costs, than the current rates set under the Regulations which have not kept pace with costs of living and inflationary increases. This provides a benchmark that the Council considers will assist it in complying with the Guidance, in particular (paragraph 8.42) that a local authority must ensure that a person is left with sufficient funds to meet their daily living costs, such as rent, food and utilities.

15. It is worth noting that the Local Government and Social Care Ombudsman has looked at two previous complaints against the Council for including the full amount of the Enhanced Rate Daily Living Component of Personal Independence Payment in 2018 and 2019 and not found the Council to be at fault.

16. In relation to the requirement that where a person receives benefits to meet their disability needs that do not meet the eligibility criteria for local authority care and support, the charging arrangements should ensure that they keep enough money to cover the cost of meeting these disability-related costs. The Council is confident that its charging policy in relation to disability-related expenses is able to address any hardships that may arise.

17. If these measures do not eliminate any unjustifiable discrimination of the type complained of in the Norfolk judgement in an individual case there is a right of review/appeal exercisable by the person affected by the decision.

18. The Council will respond to any disputes/appeals based on 'Norfolk' principles on this basis. The Norfolk Judgement is widely known, the potential implications of the judgement are recorded by the Council as a Strategic Risk including loss of income, reputational damage and loss of trust.

Energy Costs

19. In April 2022, the biggest rise in the energy bills price cap ever set by Ofgem will be implemented. Ofgem announced, on 3 February 2022, that the price cap will increase the average annual domestic energy bill from 1 April by £693. Central Government has also announced a package of support to help households with rising energy bills.

20. The CSS Guidance requires local authorities to carry out a financial assessment and ensure that people are not charged more than it is reasonably practicable for them to pay. The Government has announced a package of measures to support households with rising energy bills. This includes:

    - A £200 repayable discount on their energy bill this Autumn for domestic electricity customers. This will be paid back automatically over the next five years.
    - A £150 non-repayable rebate in Council Tax bills for all households in Bands A-D in England.
    - £144 million of discretionary funding for district councils to support households who need support but are not eligible for the Council Tax rebate.
    - Expansion of the Warm Homes Discount to around an additional 800,000 low-income households.

21. People disputing the affordability of their assessed contribution towards the cost of their care and support services due to the increase in energy costs will be directed to seek assistance from the district councils' discretionary fund, noted above and similar funds where appropriate. In relation to the £150 rebate on Council Tax, unless the Council changes its charging policy people in receipt of a chargeable care and support service will not benefit from the additional support the Government has introduced. Therefore, the financial assessment will retain the pre-reduction liability for Council Tax in order avoid a consequent increase in their care and support charges, in line with the arrangements for Council Tax Support. This will ensure the resident receives the full benefit of the reduction in their Council Tax charge for 2022-23.

22. A person incurring greater energy costs due to their disability, compared to average costs, can be considered for disability-related expenditure under the existing policy.

23. For residential placements where the resident still holds liability for energy costs at their former home, under paragraph 46(d) of the CSS Guidance the Council has to consider whether the PEA is sufficient to enable the person to meet any resultant costs. Under the Charging for Social Care and Support policy a standard amount based on average costs originally published by British Gas is allowed. It is proposed to increase these amounts by the increase in energy costs (54%) rather than the

Consumer Price Index generally. As a result, the amounts allowed would be £9.07 for an unoccupied property i.e. frost protection (current £5.89) and £32.02 for an occupied property, divided by the number of occupants (current £20.79).

New Government Compensation Schemes

24. Schemes compensating victims of historical institutional child abuse and from the Windrush Compensation Scheme are disregarded from 1 January 2022 in relation to means-tested social security benefits: Council Tax Support, Housing Benefit, Income Support, Income-based Jobseeker's Allowance, Income-related Employment and Support Allowance, State Pension Credit, and Universal Credit. No amendment has yet been made to the Care and Support (Charging and Assessment of Resources) Regulations 2014 relating to financial assessments for care and support services.

25. It is proposed to mirror the disregards in means-tested social security benefits in the Council's Charging for Social Care and Support Policy in relation to compensation paid to victims of historical institutional child abuse and from the Windrush Compensation Scheme.

Resource Implications

26. The proposed charges to the Charging for Social Care and Support Policy can be implemented using the existing capacity within the Adults and Communities Department. It is envisaged that the changes will avoid or reduce the volume of disputes and appeals that would otherwise be received in relation to these matters.

27. The changes will need to be reflected, as far as possible, on the Council's online financial assessment tool.

28. Although the Government has not yet published the MIG/PEA figures for 2022-23 the impact on income from service users in receipt of chargeable care and support services is expected to be minimal.

29. The Director of Corporate Resources and the Director of Law and Governance have been consulted on the contents of this report.

Timetable

30. This report sets out the proposed amendments to the Charging for Care and Support Policy which is intended to be implemented from 11 April 2022.

31. The Committee is asked to note the report and is invited to comment on the revised Policy set out at Appendix A prior to approval for implementation being sought from the Cabinet at its meeting on 29 March 2022. The comments of the Committee will be submitted to the Cabinet for consideration at that meeting.

Background Papers

Progress with implementation of the Care Act 2014 and Request for consultation - Cabinet: 11 September 2015
https://politics.leics.gov.uk/ieListDocuments.aspx?MId=4230

Report of the Local Government & Social Care Ombudsman - Leicestershire County Council (18 003 606) - 17 July 2018.
https://www.lgo.org.uk/decisions/adult-care-services/charging/18-003-606

Report to the Adults and Communities Overview and Scrutiny Committee: 24 January 2022 – Adult Social Care Reform and Charging –
https://politics.leics.gov.uk/ieListDocuments.aspx?CId=1040&MId=6838&Ver=4

Care and Support Statutory Guidance - 27 January 2022
https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance#charging-and-financial-assessment

The Care and Support (Charging and Assessment of Resources) Regulations 2014
https://www.legislation.gov.uk/uksi/2014/2672/contents/made?text=care%20act#match-1

SH v Norfolk County Council [2020] EWHC 3436 (Admin).
https://www.bailii.org/ew/cases/EWHC/Admin/2020/3436.html

The Social Security (Income and Capital Disregards) (Amendment) Regulations 2021
https://www.legislation.gov.uk/uksi/2021/1405/made

Energy Bills Rebate - Factsheet
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1052320/Energy_Intervention_factsheet.pdf

Energy price rises and the Energy Bills Rebate – UK Parliament Research Briefing
https://researchbriefings.files.parliament.uk/documents/CBP-9461/CBP-9461.pdf

Circulation under the Local Issues Alert Procedure

32. None.

Equality and Human Rights Implications

33. This report provides an opportunity for comment by the Committee on proposed changes to the Council's Charging for Social Care and Support Policy prior to seeking approval for those changes by the Council's Cabinet. An Equalities and Human Rights Impact Assessment screening will be undertaken prior to presentation to the Cabinet.

34. It is likely that the outcome of the screening will be that the changes will have a positive impact as the proposed changes are to make the policy more generous than the current position.

35. In relation to the decision in SH v Norfolk County Council the proposal is to retain the existing Policy. As detailed above there is an existing dispute and appeal mechanism in the charging policy in addition to the statutory complaints process that enables people to challenge the Council's decision on their assessed contribution.

Appendices

Appendix A - Charging for Social Care and Support Policy
Appendix B - Synopsis of the High Court judgement in SH v Norfolk County Council

Officer to Contact

Jon Wilson, Director of Adults and Communities
Telephone: 0116 305 7454
Email: jon.wilson@leics.gov.uk

Tracy Ward, Assistant Director (Access, Integration and Prevention)
Telephone: 0116 305 7563
Email: tracy.ward@leics.gov.uk

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Leicestershire County Council

Charging Policy for Social Care and Support

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Appendix A: Third Party Top Up Facsheet

Appendix B: Deferred Payment Scheme Information Sheet

1. Definitions used in this policy:

Attorney:	Enduring Power of Attorney or Lasting Power of Attorney. A legal process that lets the Service User appoint one or more people (known as attorneys) to help them make decisions or make decisions on their behalf.
Deferred Payment Scheme:	A national scheme whereby people can delay paying for their care and support, or part of it, until a later date (often after their death), provided they meet the eligibility for the scheme.
Deferred Payment Agreement:	The formal mechanism where the Council and the Service User agree to them delaying paying for their care and support, or part of it.
Deputy:	Deputy authorised by the Court of Protection to manage the affairs of someone who lacks the mental capacity to manage their own affairs.
Eligible Needs:	When the Service User's or Carer's needs meet the Council's criteria for council-funded care and support.
Extra Care:	The Service User's own home, in a development with other older people, but with additional care and support available.
Guidance:	Care and Support Statutory Guidance issued under the Care Act 2014 by the Department of Health & Social Care.
Legal Charge:	A legal document held by the Land Registry showing that the Council has a claim on the Service User's property.
Light touch assessment:	In some circumstances, the Council may choose to treat a person as if a financial

	assessment had been carried out. This might be where the Council is satisfied that the Service User can afford, and will continue to be able to afford, any charges due and the Service User agrees.
Main home:	A Service User can have only one main home at any one time. This is the home where the Service User normally lives.
Personal Budget:	Money that is allocated to a Service User or Carer by the Council to pay for care or support to meet their eligible needs.
Provider:	Organisation or person providing care services to the Service User.
Representative:	Person nominated by the Service User to assist them with the financial assessment process.
Service User:	Person receiving or eligible for care services provided under the Care Act 2015.
Supported Living:	An alternative to residential care or living with family that enables adults with disabilities to live in their own home, with the help they need to be independent.
The Council:	Leicestershire County Council.
Top-up fee:	The difference between the actual costs of the preferred Care Home Provider and the amount that the Council has set in a Personal Budget to meet the Service User's eligible needs.
3rd Party:	Someone who agrees to pay the top-up fee for the Service User. This may be a relative, friend or charity.

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2. Introduction

1. The Charging Policy for Social Care and Support sets out how the Council charges people who receive care and support services. This policy is based on the requirements of the Care Act 2014 and The Care and Support (Charging and Assessment of Resources) Regulations 2014, as amended.

2. For the purposes of this policy, “residential services” refers to services in a care home. “Non-residential services” refers to services in the community, in a Service User’s home, day services or in prison.

3. The policy is based on the legal framework for charging set out in the Care Act 2014. Should there be any confusion or dispute as to the application of this policy clarification will be sought from the primary and secondary legislation and associated statutory guidance.

4. This updated policy will be applied from 1st April 2022.

5. This policy should be read in conjunction with the associated procedures.

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3. Policy Scope

1. The policy covers charging arrangements for adults aged 18 or over, who receive care and support services that are arranged by the Council under the Care Act 2014.

2. This includes both care provided to people living in a residential setting and to people who live in their own home in the community or in prison. The majority of the charging policy applies to both settings but the detail of how to charge in each setting is different and is set out in the sections below.

3. 1st and 3rd Party “top-up” financial assessments and agreements are included in this policy.

4. Deferred Payment agreements are included in this policy.

4. Core Principles of the Policy

1. The policy adopts the following principles for charging, which are set out by the Department of Health & Social Care in the Care and Support Statutory Guidance issued under the Care Act 2014. The policy will:

    a. Ensure that people are not charged more than it is reasonably practicable for them to pay;

    b. Establish who will be entitled to financial support based on a means-test and who will be entitled to free care;

    c. Be comprehensive, to reduce variation in the way people are assessed and charged;

    d. Be clear and transparent, so people know what they will be charged;

    e. Promote wellbeing, social inclusion, and support the vision of personalisation, independence, choice and control;

    f. Support Carers to look after their own health and wellbeing and to care effectively and safely;

    g. Be person-focused, reflecting the variety of care and caring journeys and the variety of options available to meet their needs;

    h. Apply the charging rules equally so those with similar needs or services are treated the same and minimise anomalies between different care settings;

    i. Encourage and enable those who wish to stay in or take up employment, education or training or plan for the future costs of meeting their needs to do so; and

    j. Be sustainable for the Council in the long-term.

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5. Care and support for which the Council will not charge.

1. Intermediate care, including reablement, which will be provided free of charge for up to six weeks.
2. Community equipment (aids and minor adaptations). Minor adaptations are those costing £1000 or less.
3. Care and support provided to people with Creutzfeldt-Jacob Disease.
4. After care services / support provided under section 117 of the Mental Health Act 1983.
5. Any service or part of service which the NHS is under a duty to provide. This includes Continuing Healthcare and the NHS contribution to Registered Nursing Care.
6. Carers own eligible support needs in respect of their caring role, including Carers One-off Payments.

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6. Consent to share financial information

1. Under the Welfare Reform Act 2012, and associated regulations, the Council will share financial information with the Department for Work and Pensions and with District Councils for the purposes of completing an accurate financial assessment calculation.

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7. Start date of care charges

1. The Council has the power to charge for meeting a person's care and support needs from the moment it starts to meet those needs.
2. Where the financial assessment has not been completed at the time that care starts the Council will backdate any outstanding charges to the date when it started meeting the person's care and support needs.
3. There are no set timescales in law and guidance to complete a financial assessment, however, the Council will aim to complete an assessment as soon as reasonably practical after receiving all of the required information and proofs.

4. The service user's assessed contribution is always the first call to pay actual care and support charges. This means that the service user's contribution will always be used first to pay for the actual care received. If in a given week the actual care received is less than that provided for in the service user's support plan, but the cost of the actual care received is equal to or greater than the service user's assessed contribution the service user will still be required to pay their full contribution. The council's contribution would be reduced. If the cost of the actual care received is less than the service user's assessed contribution, they will only be required to pay the actual cost.

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8. Financial Representatives & Mental Capacity

1. The Service User can request that the Council liaise with another person who will act as their financial representative for the financial assessment and charging process.

2. Whilst the Council will consider any request to liaise with a financial representative the legal responsibility for any invoice payment and associated debt recovery will remain with the Service User.

3. If a Service User lacks capacity to consent to a financial assessment or to take part in the financial assessment process the Council will liaise with the person who has legal responsibility to make financial decisions on behalf of the Service User. The Council will require proof that someone has the appropriate legal standing e.g. attorney or deputyship for property and finances, to act on behalf of the service user.

4. The Mental Capacity Act 2005 Code of Practice states: If the person who lacks capacity has no property or savings and their only income is social security benefits there will usually be no need for a deputy to be appointed. If the person has assets or savings from other sources an attorney or deputy should be appointed.

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9. Financial Assessment overview

1. A financial assessment will be undertaken for all Service Users in receipt of chargeable services.

2. Service Users can decide to have a light touch financial assessment rather than a full financial assessment. However, this may result in them being liable for the full cost (maximum charge) for their care.

3. The financial assessment will usually be calculated on the basis that the Service User is receiving all the means-tested benefits that they have been identified as being entitled to on application, i.e. if the Service User is entitled to receive income support, income-related employment and support allowance, universal credit or pension credit, but is not claiming those benefits, the financial assessment will assume that those benefits are in payment at the correct amount, this is known as notional income. The amounts assumed will be those payable based on the known circumstances of the individual and will not take into account claims for Disability Living Allowance, Personal Independence Payment or Attendance Allowance which have not yet been approved.

4. Where a Service User is receiving residential care services the high rate of the care component of Disability Living Allowance, the enhanced rate of the daily living component of Personal Independence Payment or Attendance Allowance will be assumed to be in payment (notional income) until the Service User is no longer entitled to claim due to being in local authority funded residential care.

5. The collection of information for the financial assessment may be undertaken by phone, by post, by a visit, on-line or by any other reasonable means deemed appropriate or effective by Leicestershire County Council.

6. Financial assessments will be reviewed at regular intervals as directed by Leicestershire County Council or when significant variations arise in Service User / 3rd Parties financial situations.

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10. Refusal to co-operate with a financial assessment

1. If a Service User refuses to co-operate with a financial assessment they will be required to pay the full-cost of their care and support services from the start date of their services unless information as to their capital and income is already available to the Council in which case those figures may be used to inform the assessment. If subsequently the Service User does

provide the required information the charge payable will be reassessed and may be backdated.

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11. Non-Disclosure of Financial Details

1. Service Users have the right to choose not to disclose their financial details for example where they can afford, and will continue to be able to afford, any charges due. If this right is exercised, they will be required to pay the full cost of their care and support services and the administration fee.

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12. Where a financial assessment would be detrimental to the Service User's health

1. Although the financial assessment process aims to ensure that Service Users are charged only what they can afford to pay, there may be cases when it is believed that a financial assessment would be detrimental to the Service User's health.

2. In these circumstances the requirement to contribute towards the cost of care may be waived. Waiving of on-going charges will be reviewed periodically.

3. Any decision to waive the charge will be taken in line with section 55 of this policy.

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13. Benefits Information

1. A benefits check will be offered to all Service Users who are subject to a financial assessment. The benefits check may be undertaken during the financial assessment process, during a phone call, by post, by a visit or by any other reasonable means deemed appropriate and effective by Leicestershire County Council.

2. The benefits check will consider the Service User's actual income and calculate whether the Service User may be entitled to any means tested or non-means tested benefits based on their individual circumstances. The benefits check will only consider the Service Users circumstances at the

time of the benefits check; the accuracy of the advice given will be dependent on the information given by the Service User.

3. Service Users will be advised of their possible entitlement to benefits and encouraged to make appropriate claims. Information on how to make a claim will be given to the Service User. In some cases, assistance to make appropriate claims may be offered.

4. Service Users must notify the Council's Adult Social Care Finance Section of any changes in benefit income as soon as they occur. The Service User's financial assessment will then be reviewed to take into account the changes in benefit income; the revised calculation will be backdated to the start of the change in benefit payment or the date of the first financial assessment, whichever is the later.

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14. Benefits Information - Residential services

1. Where Service User is entitled to means-tested benefits, on application, they will usually be deemed to be in receipt of those benefits from the date that residential care starts. This is known as notional income.

2. If under-claiming of benefits is identified the Service User will be notified in writing and advised of the potential benefit entitlement based on financial information provided to the Council and signposted to the appropriate part of the DWP / District Council.

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15. Benefits Information- Non-residential services

1. If under-claiming of any means-tested benefit is identified the Service User will be notified in writing and advised of the potential benefit entitlement They will be deemed to be in receipt of those benefits.

2. Where additional income from means-tested benefits is secured and backdated the charge payable will be reassessed throughout the period of backdating where a chargeable service was in place.

3. If a benefit overpayment is identified the Service User will be advised of the probable overpayment. Information on organisations who may be able to assist with resolving the overpayment and agreeing any repayment

figures will be offered and the Service User will be advised to contact the relevant part of the DWP / District Council to correct the overpayment.

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16. Treatment of Capital

1. The local authority has no power to assess couples or civil partners according to their joint resources. Each person must therefore be treated individually.

2. Only the capital of the Service User will be taken into account in the financial assessment of what they can afford to contribute towards their care and support.

3. Where the Service User has a beneficial interest in capital held in someone else's name, e.g. their partner, the Service User's share will be included in the assessment of their capital. Where a person has joint beneficial ownership of capital, except where there is evidence that the person owns an unequal share, the total value will be divided equally between the joint owners and the person should be treated as owning an equal share

4. Due to travel restrictions and limited opening hours during the COVID-19 pandemic, or a similar situation, where people are experiencing difficulty in obtaining proof of bank balances etc. every effort will be made to complete a financial assessment based on available information particularly the Department of Work and Pensions data (Searchlight). Proof of non-benefit income and savings etc. will be required in due course. This will avoid a 'full-cost' assessed charge for failure to disclose information. Any subsequent change to the financial assessment based on the later information will be backdated to the effective date of the original assessment.

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17. Capital Limits

1. Capital limits are set nationally by central government. The current capital limits can be found on the Council's website.

2. The financial limit, known as the "**upper capital limit**" exists for the purposes of the financial assessment. If a person has capital below this limit, they can seek means-tested support from the Council.

3. A person with more than the upper capital limit can ask the Council to arrange their care and support for them. However, they are not entitled to receive any financial assistance from the Council and must pay the full cost of their care and support, and the administration fee, until their capital falls below the upper capital limit or they complete a deferred payment agreement.

4. If a person clearly has capital in excess of the upper capital limit the Council will undertake a "light touch" financial assessment if the person agrees.

5. If a person has capital below the "**lower capital limit**" their capital is disregarded in their financial assessment and they will not need to contribute to the cost of their care and support from their capital.

6. Where a person has assets between the upper and lower capital limits the Council will apply **tariff income**. This assumes that for every £250 of capital, or part thereof, a person has £1 per week additional income.

7. In some circumstances a person may be treated as possessing a capital asset even where they do not actually possess it. This is called **notional capital**. Notional capital may be capital which:

    a. Would be available to the person if they applied for it (see Paragraph 28):

    b. Is paid by someone else to a 3rd Party in respect of the person.

    c. The person has deprived themselves of it in order to reduce the contribution they have to pay for their care (see Paragraph 38).

8. Where a person has been assessed as having notional capital the value of this will be reduced over time. The value of notional capital will be reduced weekly by the difference between the weekly rate the person is paying for their care and the weekly rate they would have paid if notional capital was not applied. This is known as the diminishing notional capital rule.

9. Where a person is benefiting from the 12-week property disregard and has chosen to pay a top-up fee from their capital resources between the upper and lower capital limits, the level of tariff income that applies during those

12 weeks is the same as it would be if the person were not using the capital to make top-up payments.

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18. Disregarded Capital

1. The following capital assets will be disregarded:
    a. Property in specified circumstances – see Disregarded Property section 18.
    b. The surrender value of any:
        i. Life insurance policy
        ii. Annuity
    c. Payments of training bonuses of up to £200
    d. Payments in kind from a charity
    e. Any personal possessions such as paintings or antiques most mobile homes, unless they were purchased with the intention of reducing capital in order to avoid care and support charges.
    f. Any capital which is to be treated as income or student loans
    g. Any payment that may be derived from:
        i. The Macfarlane Trust
        ii. The Macfarlane (Special Payments) Trust
        iii. The Macfarlane (Special Payment) (No 2) Trust
        iv. The Caxton Foundation
        v. The Fund (payments to non-haemophiliacs infected with HIV)
        vi. The Eileen Trust
        vii. The MFET Trust
        viii. The Independent Living Fund (2006)
        ix. The Skipton Fund
        x. The London Bombings Relief Charitable Fund

xi. A Child abuse payment for the purpose of providing compensation in respect of historic institutional child abuse in the United Kingdom

xii. A Windrush payment made under the Windrush Compensation Scheme (Expenditure) Act 2020

h. The value of funds held in trust or administered by a court which derive from a payment for personal injury to the person. For example, the vaccine damage and criminal injuries compensation funds.

i. The value of a right to receive

i. Income under an annuity

ii. Outstanding instalments under an agreement to repay a capital sum

iii. Payment under a trust where the funds derive from a personal injury

iv. Income under a life interest or a life-rent

v. Income (including earnings) payable in a country outside the UK which cannot be transferred to the UK

vi. An occupational pension

vii. Any rent. Please note however that this does not necessarily mean the income is disregarded.

j. Capital derived from an award of damages for personal injury which is administered by a court or which can only be disposed of by a court order or direction.

k. The value of the right to receive any income under an annuity purchased pursuant to any agreement or court order to make payments in consequence of personal injury or from funds derived from a payment in consequence of a personal injury and any surrender value of such an annuity.

l. Periodic payments in consequence of personal injury pursuant to a court order or agreement to the extent that they are not a payment of income and are treated as income (and disregarded in the calculation of income).

m. Any Social Fund payment.

n. Refund of tax on interest on a loan which was obtained to acquire an interest in a home or for repairs or improvements to the home.

o. Any capital resources which the person has no rights to as yet, but which will come into his possession at a later date, for example on reaching a certain age.

p. Payments from the Department of Work and Pensions to compensate for the loss of entitlement to Housing Benefit or Housing Benefit Supplement.

q. The amount of any bank charges or commission paid to convert capital from foreign currency to sterling.

r. Payments to jurors or witnesses for court attendance (but not compensation for loss of earnings or benefit)

s. Community charge rebate / Council tax rebate / Council tax reduction.

t. Money deposited with a Housing Association as a condition of occupying a dwelling.

u. Any Child Support Maintenance Payment

v. The value of any ex-gratia payments made on or after 1st February 2001 by the Secretary of State in consequence of a person's, or person's spouse or civil partner's imprisonment or internment by the Japanese during the Second World War.

w. Any payment made by a local authority under the Adoption and Children Act 2002 (under section 2(b)(b) or 3 of this act)

x. The value of any ex-gratia payments from the Skipton Fund made by the Secretary of State for Health to people infected with Hepatitis C as a result of NHS treatment with blood or blood products.

y. Payments made under a trust established out of funds provided by the Secretary of State for Health in respect of persons suffering from variant Creutzfeldt-Jakob disease to the victim or their partner (at the time of death of the victim)

z. Any payments under Section 2,3 or 7 of the Age-Related Payments Act 2004 or Age-Related Payments Regulations 2005 (SI No 1983)

aa. Any payments made under section 62(6)(b) of the Health Services and Public Health Act 1968 to a person to meet childcare costs

where he or she is undertaking instruction connected with the health service by virtue of arrangements made under that section

bb. Any payment made in accordance with regulations under Section 14F of the Children Act 1989 to a resident who is a prospective special guardian or special guardian, whether income or capital.

cc. Unsecured loans owed to 3rd parties are not disregarded in the financial assessment.

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19. Disregarded Property

1. In the following circumstances the value of the person's **main or only** home must be disregarded.

    a. Where the person is receiving care in a setting that **is not** a residential care home

    b. If the person's stay in a care home is temporary and they:

        i. Intend to return to that property and that property is still available to them; or

        ii. Are taking reasonable steps to dispose of the property in order to acquire another more suitable property to return to.

    c. Where the person no longer occupies the property but it is occupied in part or whole as their main or only home by any of the people listed below, the mandatory disregard only applies where the property has been continuously occupied since before the person went into a care home

        i. The person's partner, former partner or civil partner, except where they are estranged

        ii. A lone parent who is the person's estranged or divorced partner

        iii. A relative of the person or member of the person's family who is:

            - Aged 60 or over, or
            - Is a child of the resident aged under 18, or
            - Is incapacitated

2. A member of the person's family is defined as someone who is living with the qualifying relative as part of an unmarried couple, married to or in a civil partnership.

3. For the purposes of the disregard the meaning of "incapacitated" is not closely defined. However, the Council will consider that a relative is incapacitated if either of the following conditions apply:

    a. The relative is receiving one (or more) of the following benefits: employment and support allowance, incapacity benefit, severe disablement allowance, disability living allowance, personal independence payments, armed forces independence payments, attendance allowance, constant attendance allowance, or a similar benefit; or

    b. The relative does not receive any disability related benefit but their degree of incapacity is equivalent to that required to qualify for such a benefit. Medical or other evidence may be needed before a decision is reached.

4. In determining whether the property is occupied the Council will consider the following factors:

    a. Does the relative currently occupy another property?

    b. If the relative has somewhere else to live do they own or rent the property

    c. If the relative is not physically present is there evidence of a firm intention to return to or live in the property?

    d. Where does the relative pay Council tax?

    e. Where is the relative registered to vote?

    f. Where is the relative registered with a doctor?

    g. Are the relative's belongings located in the property?

    h. Is there evidence that the relative has a physical connection with the property?

5. A property will be disregarded where the relative meets the qualifying conditions and has occupied the property as their main or only home since before the resident entered the care home.

6. A property can also be disregarded where there are exceptional circumstances and the Council considers it reasonable to do so.

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20. 12-week property disregard

1. The Council will disregard the **value** of a person's **main or only** home when the value of their non-housing assets is below the upper capital limit for 12 weeks in the following circumstances:

    a. When they first enter a care home, Extra Care services or supportive living services as a permanent resident; or

    b. When a property disregard other than the 12-week property disregard unexpectedly ends because the qualifying relative has died or moved into a care home.

    c. A 12-week property disregard will not apply where a person has been self-funding their placement for a period in excess of 12 weeks.

2. The 12-week property disregard can also be applied when there are exceptional circumstances and the Council considers it reasonable to do so.

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21. 26-week Capital disregard

1. The following capital assets will be disregarded for at least 26 weeks in a financial assessment.

    a. Assets of any business owned or part-owned by the person in which they were a self-employed worker and has stopped work due to some disease or disablement **but intends to take up work again when they are fit to do so.** Where the person is in a care home, this should apply from the date they first took up residence.

    b. Money acquired specifically for repairs to or replacement of the person's home or personal possessions provided it is used for that purpose. The 26-weeks will apply from the date the funds were received.

c. Premises which the person intends to occupy as their home where they have started legal proceedings to obtain possession. This will be from the date legal advice was first sought or proceedings first commenced.

d. Premises which the person intends to occupy as their home where essential repairs or alterations are required. The 26-weeks will apply from the date the person takes action to effect the repairs.

e. Capital received from the sale of a former home where the capital is to be used by the person to buy another home. The 26-weeks will apply from the date of completion of the sale.

f. Money deposited with a Housing Association which is to be used by the person to purchase another home. The 26-weeks will apply from the date on which the money was deposited.

g. Grant made under a Housing Act which is to be used by the person to purchase a home or pay for repairs to make the home habitable. The 26-weeks will apply from the date the grant is received.

2. A longer disregard may be applied where the Council considers it reasonable to do so, i.e. where a person is taking legal steps to occupy premises as their home but the legal processes take more than 26 weeks to complete. Any extension of the disregard period will be reviewed periodically

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22. 52-week Capital disregard

1. The following payments of capital will be disregarded for a maximum of 52 weeks from the date they are received.

    a. The balance of any arrears of or any compensation due to non-payment of:

        i. Mobility supplement

        ii. Attendance Allowance

        iii. Constant Attendance Allowance

        iv. Disability Living Allowance / Personal Independence Payment

        v. Exceptionally Severe Disablement Allowance

vi. Severe Disablement Occupational Allowance

vii. Armed forces service pension based on need for attendance

viii. Pension under the Personal Injuries (Civilians) Scheme 1983, based on the need for attendance.

ix. Income Support / Income-related Employment and Support allowance / Income-based Jobseeker's Allowance / Pension Credit

x. Minimum Income Guarantee

xi. Working Tax Credit

xii. Child Tax Credit

xiii. Housing Benefit

xiv. Universal Credit

xv. Special payments to pre-1973 war widows

b. Payments or refunds for:

i. NHS glasses, dental treatment or patient's travelling expenses

ii. Cash equivalent of free milk and vitamins

iii. Expenses in connection with prison visits.

c. Personal Injury Payments

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23. 2-year Capital disregard

1. The Council will disregard payments made under a trust established out of funds by the Secretary of State for Health in respect of vCJD to:

a. A member of the victim's family for 2 years from the date of death of the victim (or from the date of payment from the trust if later); or

b. A dependent child or young person until they turn 18.

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24. Other Capital disregards

1. In some cases a person's assets may be tied up in a business that they own or part own. Where a person has ceased to be engaged as a self-employed earner and is taking steps to realise their share of the assets, these will be disregarded during the process. However, the person will be required to show that it is their clear intention to realise the asset as soon as practicable. The Council will, therefore, request the following information:

    a. A description of the nature of the business asset.

    b. The person's estimate of the length of time necessary to realise the asset or their share of it.

    c. A statement of what, if any, steps have been taken to realise the asset, what these were and what is intended in the near future, and

    d. Any other relevant evidence, for example the person's health, receivership, liquidation, estate agent's confirmation of placing any property on the market.

2. Where the person has provided this information to show that steps are being taken to realise the value of the asset, the Council will disregard the value for a period that it considers to be reasonable. In deciding what is reasonable the Council will take into account the length of time of any legal processes that may be needed.

3. Where the person has no immediate intention of attempting to realise the business asset, its capital value will be taken into account in the financial assessment. Where a business is jointly owned, this will only apply to the person's share.

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25. Treatment of investment bonds

1. If a person has an investment bond which includes one or more element of life insurance policies that contain cashing-in rights by way of options for total or partial surrender, the value of those rights will be disregarded as a capital asset in the financial assessment.

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26. Capital treated as income

1. The following capital payments will be treated as income:

    a. Any payment under an annuity.

    b. Capital paid by instalment where the total of:

        i. The instalments outstanding at the time the person first becomes liable to pay for their care, and

        ii. The amount of other capital held by the person is over £16,000. If it is £16,000 or less, each instalment will be treated as capital.

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27. Income treated as capital

1. The following types of income will be treated as capital.

    a. Any refund of income tax charged on profits of a business or earnings of an employed earner; any holiday pay payable by an employer more than 4 weeks after the termination or interruption of employment.

    b. Income derived from a capital asset, for example, building society interest or dividends from shares. This will be treated as capital from the date it is normally due to be paid to the person.

    c. Any advance of earnings or loan made to an employed earner by the employer if the person is still in work. This is because the payment does not form part of the employee's regular income and would have to be repaid.

    d. Any bounty payment paid at intervals of at least one year from employment as:

        i. A part time fireman

        ii. An auxiliary coastguard

        iii. A part time lifeboat man

        iv. A member of the territorial or reserve forces

    e. Charitable and voluntary payments which are neither made regularly nor due to be made regularly, apart from certain

exemptions such as payments from AIDS trusts. Payments will include those made by a 3rd Party to the person to support the clearing of charges for accommodation.

f. Any payments of arrears of contributions by a local authority to a custodian towards the cost of accommodation and maintenance of a child.

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28. Capital available on application

1. In some instances a person may need to apply for access to capital assets but has not yet done so. In such circumstances this capital will be treated as already belonging to the person (notional capital) except in the following instances:

    a. Capital held in a discretionary trust

    b. Capital held in a trust derived from a payment in consequence of a personal injury

    c. Capital derived from an award of damages for personal injury which is administered by a court

    d. Any loan which could be raised against a capital asset which is disregarded, for example the home.

2. The Council will distinguish between

    a. Capital already owned by the person but which in order to access they must make an application for. For example:

        i. Money held by the persons' solicitor;

        ii. Premium Bonds;

        iii. National Savings Certificates;

        iv. Money held by the Registrar of a County Court which will be released on application; and

    b. Capital not owned by the person that will become theirs on application, for example and unclaimed Premium Bond win. This will be treated as notional capital.

3. Where the Council treats capital available on application as notional capital it will do so only from the date at which it could reasonably be acquired by the person.

4. When applying notional income to a defined contribution pension the Council will calculate this as the maximum income that would be available if the person had taken out an annuity.

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29. Treatment of Income

30. Common issues

1. Only the income of the Service User will be taken into account in the financial assessment of what they can afford to contribute towards their care and support.

2. Where the Service User receives means-tested benefit income as one of a couple this will be divided equally.

3. Income is net of any tax or National Insurance contributions.

4. Employed and self-employed earnings are fully disregarded.

5. In order to protect the minimum income of a couple the council will apply a (non-statutory) ‘couple’s adjustment’ as set out in paragraph 61.

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31. Benefits Income

1. Any income from the following sources will be fully disregarded:

    a. Direct Payments

    b. Guaranteed Income Payments made to Veterans under the Armed Forces Compensation Scheme

    c. The mobility components of Disability Living Allowance and Personal Independence Payments and any Mobility Supplement.

    d. Armed Forces Independence Payments and Mobility Supplement

    e. Child Benefit, except where the accommodation is arranged under the Care Act in which the adult and child both live.

f. Child Tax Credit

g. Council Tax Reduction Schemes where this involves a payment to the person

h. Mobility Supplement

i. Christmas bonus

j. Dependency increases paid with certain benefits

k. Guardian's Allowance

l. Social Fund payments (including winter fuel payments)

m. War Disablement Pension, with the exception of Constant Attendance Allowance from 10/04/2017 onwards.

n. War widows and widowers' special payments

o. Working Tax Credit, except where care is arranged in a care home.

2. Any income from the following benefits will be taken into account:

a. Attendance Allowance (for people receiving care and support other than in a care home the difference between the higher rate and lower rate is disregarded if LCC is not commissioning night-time care and support)

b. Bereavement Allowance

c. Carers Allowance

d. Constant Attendance Allowance

e. Disability Living Allowance care component (for people receiving care and support other than in a care home the difference between the higher rate and middle rate is disregarded if LCC is not commissioning night-time care and support)

f. Employment and Support Allowance and Incapacity Benefit

g. Exceptionally Severe Disablement Allowance where care and support is provided in a care home.

h. Income Support

i. Industrial injuries Disablement Benefit or equivalent benefits

j. Jobseeker's Allowance

k. Maternity Allowance

l. Pension Credit Guarantee Credit

m. Personal Independence Payment daily living component

n. Severe Disablement Allowance

o. State Pension

p. Universal Credit

3. Where any Social Security benefit payment has been reduced (other than a reduction because of voluntary unemployment), for example because of an earlier overpayment, the amount taken into account will be the gross amount of the benefit before reduction.

4. The first £10 per week of War Widows and War Widowers pension is disregarded.

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32. Other income that will be fully disregarded

1. Any income from the following sources will be fully disregarded:

a. Child Support Maintenance Payments, except where the accommodation is arranged under the Care Act in which the adult and child both live.

b. Discretionary Trust

c. Gallantry Awards

d. Income frozen abroad

e. Income in kind

f. Personal injury trust, including those administered by a Court

g. Resettlement benefit

h. Pension Credit Savings credit disregard

i. Pension Credit Savings credit for people receiving care and support other than in a care home

j. Any payments received as a holder of the Victoria Cross, George Cross or equivalent

k. Any grants or loans paid for the purposes of education; and

l. Payments made in relation to training for employment

m. Any payment from the:

i. Macfarlane Trust

ii. Macfarlane (Special Payments) Trust

iii. Macfarlane (Special Payment) (No 2) Trust

iv. Caxton Foundation

v. The Fund (payments to non-haemophiliacs infected with HIV)

vi. Eileen Trust

vii. MFET Limited

viii. Independent Living Fund (2006)

ix. Skipton Fund

x. London Bombings Relief Charitable Fund

xi. A Child abuse payment scheme for the purpose of providing compensation in respect of historic institutional child abuse in the United Kingdom

xii. A Windrush payment made under the Windrush Compensation Scheme (Expenditure) Act 2020

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33. Annuity and pension income

1. The Council will take **fully** into account any income from an annuity except where it is:

   a. Purchased with a loan secured on the person's main or only home; or

   b. A gallantry award such as the Victoria Cross Annuity or George Cross Annuity.

2. Where the Service User is in a care home and paying half of the value of their occupational pension, personal pension or retirement annuity to their spouse or civil partner the Council will disregard 50% of its value.

3. In order to qualify for this disregard one of the annuitants must still be occupying the property as their main or only home. This may happen where a couple has jointly purchased an annuity and only one of them has

moved into a care home. If this is not the case the disregard will not be applied.

4. Where the disregard is applied only the following aspects will be disregarded:

    a. The net weekly interest on the loan where income tax is deductible from the interest; or

    b. The gross weekly interest on the loan in any other case.

5. For the disregard to be applied the following conditions must be met:

    a. The loan must have been made as part of a scheme that required that at least 90% of that loan be used to purchase the annuity;

    b. The annuity ends with the life of the person who obtained the loan, or where there are two or more annuitants (including the person who obtained the loan), with the life of the last surviving annuitant;

    c. The person who obtained the loan or one of the other annuitants is liable to pay the interest on the loan;

    d. The person who obtained the loan (or each of the annuitant where there are more than one) must have reached the age of 65 at the time the loan was made;

    e. The loan was secured on a property in Great Britain and the person who obtained the loan (or one of the other annuitants) owns an estate or interest in that property; and

    f. The person who obtained the loan or one of the other annuitants occupies the property as their main or only home at the time the interest is paid.

6. Where the person is using part of the income to repay the loan, the amount paid as interest will be disregarded. If the payments the person makes on the loan are interest only and the person qualifies for tax relief on the interest they pay the net interest will be disregarded. Otherwise the gross interest will be disregarded.

7. The Council will assess pension income for the purposes of charging in the following way:

a. If a person has removed the funds and placed them in another product or savings account the funds will be treated according to the rules for that product.

b. If a person is only drawing a minimal income, then the Council will apply notional income according to the maximum income that could be drawn. When the maximum notional income is applied the actual income will be disregarded to avoid double counting. See section 36.

c. If a person is drawing an income that is higher than the maximum available under an annuity product the actual income will be taken into account.

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34. Mortgage protection insurance policies

1. Where the income from a mortgage protection policy is specifically intended to support the person to acquire or retain an interest in their main or only home or to support them to make repairs or improvements to their main or only home it will be disregarded. However, the income must be being used to meet the repayments on the loan.

2. The amount of income from a mortgage protection insurance policy that will be disregarded is the weekly sum of:

    a. The amount which covers the interest on the loan; plus

    b. The amount of the repayment which reduced the capital outstanding; plus

    c. The amount of the premium due on the policy.

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35. Charitable and voluntary payments

1. A charitable or voluntary payment which is not made regularly is treated as capital.

2. Charitable and voluntary payments that are made regularly will be fully disregarded as income.

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36. Notional income

1. In some circumstances a person may be treated as having income that they do not actually have. This is known as notional income. This may include, for example, income that would be available on application but has not been applied for, income that is due but has not been received or income that the person has deliberately deprived themselves of for the purpose of reducing the amount they are liable to pay for their care.

2. In all cases the Council will satisfy itself that the income would or should have been available to the person.

3. Notional income will also be applied where a person who has reached retirement age and has a personal pension plan but has not purchased an annuity or arranged to draw down the equivalent maximum annuity income that would be available from the plan.

4. Notional income will be calculated from the date it could reasonably be expected to be acquired if an application had been made.

5. The following are exemptions and will not be treated as notional income:

    a. Income payable under a discretionary trust;

    b. Income payable under a trust derived from a payment made as a result of a personal injury where the income would be available but has not yet been applied for;

    c. Income from capital resulting from an award of damages for personal injury that is administered by a court;

    d. Occupational pension which is not being paid because:

        i. The trustees or managers of the scheme have suspended or ceased payments due to an insufficiency of resources; or

        ii. The trustees or managers of the scheme have insufficient resources available to them to meet the scheme's liabilities in full.

    e. Working Tax Credit.

6. When the Council determines whether deliberate deprivation of income has occurred it will consider:

    a. Whether it was the person's income?

b. What was the purpose of the disposal of the income?

c. The timing of the disposal of the income? At the point the income was disposed of could the person have a reasonable expectation of the need for care and support?

7. If the income has been converted into capital the Council will consider what tariff income may be applied to the capital and whether the subsequent charge is less or more than the person would have paid without the change.

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37. Deprivation of Assets

1. The Council may identify circumstances that suggest that a person may have deliberately and intentionally deprived themselves of, or decreased, their assets in order to avoid or reduce the level of their contribution towards their care.

2. The Council will consider deprivation where the person ceases to possess assets that would have otherwise been taken into account for the purposes of the financial assessment or has turned the asset into one that is now disregarded.

3. In deciding whether deprivation or the purpose of avoiding care and support charges has occurred the Council will consider:

    a. Whether avoiding the care and support charge was a significant motivation.

    b. The timing of the disposal of the asset. At the point the capital was disposed of could the person have a reasonable expectation of the need for care and support?

    c. Whether the person had a reasonable expectation of needing to contribute to the cost of their eligible care needs?

4. Where the council has reasonable grounds to suspect someone has deprived themselves of an asset in order to avoid or reduce the level of their contribution towards their care the Council will require proof of the reasons why they no longer have the asset. If the reasons are not acceptable, the Council will assess the person as if they still had the asset.

5. For capital assets, acceptable evidence of their disposal would be:

a. A trust deed
b. Deed of gift
c. Receipts for expenditure
d. Proof that debts have been repaid
e. A person can deprive themselves of capital in many ways, but common approaches may be:
f. A lump-sum payment to someone else, for example as a gift.
g. Substantial expenditure has been incurred suddenly and is out of character with previous spending.
h. The title deeds of a property have been transferred to someone else.
i. Assets have been put into a trust that cannot be revoked.
j. Assets have been converted into another form that would be subject to a disregard under the financial assessment, for example personal possessions.
k. Assets have been reduced by living extravagantly, for example gambling.
l. Assets have been used to purchase an investment bond with life insurance.

6. The Council may decide to conduct its own investigations into whether deprivation of assets has occurred rather than relying solely on the declaration of the person. If this is the case the Council will have regard to the Regulation of Investigatory Powers Act 2000 and associated guidance and legislation.

7. If the Council decides that a person has deliberately deprived themselves of assets in order to avoid or reduce a charge for care and support, the Council may seek to charge the person as if the deprivation had not occurred, i.e. assume that the person still owns the asset and treat it as notional capital.

8. Where a resource has been converted into another of lesser value the Council will treat the person has notionally possessing the difference between the value of the new resources and the one which it replaced.

9. Where a person has transferred the asset to a third party to avoid the charge, the third party is liable to pay the local authority the difference between what it would have charged and did charge the person receiving care. As with any other debt, the Council will use the County Court process to recover debts when other avenues have been exhausted.

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38. Residential Care financial assessment

39. Personal expenses allowance (PEA)

1. The Council will leave the Service User with a minimum amount of income as set out in the Care and Support (Charging and Assessment of Resources) Regulations. The amount is set nationally each year. Anything above this will be taken into account in determining charges.

2. If the Service User has no income the Council is not responsible for providing a personal expenses allowance but will support the Service User to access any relevant state benefits or independent advocacy service.

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40. Temporary or respite care in care home financial assessment

1. A temporary resident is defined as a person whose need to stay in a care home is intended to last for a limited period of time and where there is a plan to return home. The person's stay should be unlikely to exceed 52 weeks, or in exceptional circumstances, unlikely to substantially exceed 52 weeks.

2. If a temporary stay becomes permanent the "temporary care financial assessment" will apply until the date that the care plan is amended and agreed with the person or their representative at which time the "permanent care financial assessment" will apply.

3. A temporary resident will never have their income reduced to less than the Government minimum personal expenses allowance.

4. This allowance will be increased by any additional amounts the person may need so that they can maintain their home during their temporary stay so that it is in a fit condition for them to return to. These may include but

are not limited to, ground rent, service charges, water rates or insurance premiums.

5. The person's main or only home will be disregarded where the person:

    a. Intends to return to that property as their main or only home and it remains available to them.

    b. Has taken steps to dispose of the home in order to acquire one that is more suitable and intends to return to that property.

6. Any other capital assets will be treated in the same way as for permanent residents.

7. Where Attendance Allowance, the care component of Disability Living Allowance or the daily living component of Personal Independence Payment is being received it will be completely disregarded. However, any additional amounts included in means-tested benefits associated to these payments will be taken into account whilst they remain in payment.

8. Other income and earnings will be treated in the same way as for permanent residents.

9. Where one member of a couple enters a care home and one remains in the main home the Council will ensure that the partner remaining at home is left with at least an weekly income equal to basic Income Support/Pension Credit for a single person and any premiums/additions to which they may be entitled in their own right. This may involve a voluntary agreement by the partner to disclose the required information to achieve this.

10. The Council will also disregard any other payment the person receives in order to meet the cost of their housing and / or to support independent living. This may include payments to provide warden support, emergency alarms or the meeting of cleaning costs where the person or someone in the household is unable to do this themselves.

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41. Allowable household expenses for residential care placements

1. Short stays/respite - Allowable household expenses will be included in the financial assessment for the duration of the stay but will be subject to review.

2. If the person does not usually live alone the following will apply:

    a. lives in someone else's household and pays board – no expenses allowed

    b. lives with spouse/partner only – expenses usually divided equally

    c. Non-dependants live with SU – expenses divided equally as there is a reasonable assumption that they contribute towards the household costs

    d. A spouse/partner remaining at home can access information from agencies such as Age UK, please see a link to their Fact Sheet No: 39 – Paying for care in a care home if you have a partner (PDF)

3. The Council will also disregard any other payment the person receives in order to meet the cost of their housing and / or to support independent living. This may include payments to provide warden support, emergency alarms or cleaning.

Allowable household expenses for residential care placements	Short stays/respite	Permanent Care – Property (main home) taken in to account – weeks 1 – 12	Permanent – Rented property – weeks 1-4 only (Exceptions for Shorthold tenancy agreements and disregarded properties)
Water Rates	✓	✓	✓
Council Tax	✓	× Council Tax Exemption available from district council	× Council Tax Exemption available from district council

Rent/Mortgage	✓	✓	✓
Ground Rent/Service Charge	✓	✓	✓
Home Buildings Insurance	✓	✓	✓
Gas/Electricity (see below)	✓	✓	✓
Lifeline Fees	✓	✓	✓
Court Orders (Maintenance)	✓	✓	✓

4. Standard amounts are allowed for gas and electricity usage depending on whether the property is occupied or empty and therefore only requires frost protection. The amounts are based on average consumption figures published by British Gas and uprated in line with inflation. Where a property is occupied the cost may be divided by the number of usual occupants.

5. No expenses are allowed for a property taken into account as notional capital, see paragraph 37 above.

6. Exceptions or any requests for additional costs will be considered on their merits.

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42. Top-up payments: 1st and 3rd Parties

43. Introduction: 1st and 3rd Parties

1. Where care and support is provided in an accommodation setting, i.e. residential / nursing care, extra care or supportive living, the Council must ensure that at least one option is available that is affordable within a person's Personal Budget.

2. Only when a person has chosen a more expensive accommodation alternative can a top-up payment be sought. The use of top-ups is optional

and cannot be as a result of the Council being unable to commission suitable accommodation at a lower price.

3. Any top-up payment, first or third party, arrangement is payable in addition to the service user's assessed contribution.

4. A first party top-up (Service User) can **only** apply in the following circumstances:

    a. Service User is subject to 12-week property disregard

    b. Service User has a deferred payment agreement (DPA) in place with the Council. The DPA agreement must reflect 1st party top-up arrangement.

    c. Service User is receiving accommodation provided under S117 for mental health aftercare.

5. The top-up payment or additional cost is the difference between the actual costs of the preferred Provider and the amount that LCC would have set in a Personal Budget.

6. For the purposes of agreeing a top-up the Council will consider what Personal Budget it would have set at the time care and support is needed. It will not automatically default to the cheapest rate or to any other arbitrary figure.

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44. Top-up agreement(s)

1. The Service User may meet the additional costs of their care and support from contributions from themselves and/or one or more 3rd parties. A top-up arrangement can only be implemented with a written agreement between LCC and the 1st/3rd Party(ies).

2. The Council will provide the 3rd Party(ies) with sufficient information and advice to support them to understand the terms of the proposed written agreement before entering into it.

3. The 1st/3rd Party(ies) is/are also recommended to take appropriate independent advice, e.g. legal and or financial, prior to entering into the top-up agreement.

4. Where more than one party are responsible for the top-up payment an individual agreement will be completed for each 3rd Party. By signing this agreement the 3rd Party undertakes to continue the top-up payment for the likely duration of the residential placement, recognising that this may be for some time into the future.

5. The **Council can only enter into a top-up arrangement** if it is satisfied that the 1st/3rd Party(ies) are able and willing to pay the additional cost of the preferred accommodation for the period during which the local authority expects to meet the Service User's needs by providing or arranging for the provision of that accommodation, recognising that this may be some time into the future. Each 1st/3rd Party will need to assure the local authority of this.

6. 3rd parties are encouraged to complete a financial self-assessment before agreeing to the 3rd Party payment.

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45. Operation/review of the agreement(s)

1. The Council will pay the Provider for all top-up payments and will reclaim the fee from the 1st / 3rd Party. The payments will be due 4-weekly in arrears unless a 1st party top-up arrangement is included in the Deferred Payment Agreement. The Council's preferred payment mechanism is direct debit.

2. The top-up agreement will usually be reviewed annually. The review will usually take place at the same time as the Service User's annual care review. If a change in the Service User's circumstances triggers a review earlier then the top-up agreement will also be reviewed. The 3rd Party can request a review of the agreement at any time.

3. The 3rd Party must inform LCC of any change in their circumstances which will mean that they are unable to continue to meet the agreement as soon as they are aware of the change.

4. Where the Service User has a change in circumstances that requires a new financial assessment and this results in a change in the level of contribution the Service User makes, this may not reduce the need for a 'top-up' payment.

5. The Council will consider increases in the cost of the residential accommodation commissioned for Social Care by way of the annual Fee Review process, details of which are published on the Council's website.

6. Where the Service Provider wishes to vary the amount of a 3rd Party contribution then the Service Provider should apply in writing to the Council setting out the details surrounding the proposed variation and the Council will, following consultation with the Service User and the 3rd Party contributor undertake to inform the Service Provider of the decision of the 3rd Party as to the proposed variation.

7. Where there is an agreed change to the contribution of a 3rd Party, a revised agreement will be completed or the agreed variation will be recorded on the schedule attached to the 3rd Party agreement.

8. If the 3rd Party wishes to terminate the agreement they should give as much notice as possible to the Council and not less than three months in order to provide the Council with sufficient time to undertake a review of the Service User's care needs and to make alternative arrangements to meet the Service User's needs. If less than three months' notice is received LCC may seek to recover up to three months payments under the agreement.

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46. Failure of the agreement(s)

1. As the Council has entered into a contract to provide care in a setting that is more expensive than the amount identified in the Personal Budget the Council is responsible for the total cost of the placement.

2. Therefore, if there is a break down in the arrangement of the top-up, i.e. the person making the top-up ceases to make the agreed payments, then the Council is liable for the fees until it has either recovered the additional costs it incurs or made alternative arrangements to meet the cared for person's needs.

3. If there is a break down in the arrangement to meet the cost of the top-up the Council may move the Service User to an alternative accommodation which would be suitable to meet their needs and affordable within the Personal Budget.

4. The Council will undertake a new assessment before considering this course of action, including consideration of a requirement for an assessment of health needs, and have regard to the person's wellbeing. The Council will also seek to recover any outstanding debt through its debt collection strategy.

5. Each 3rd Party agreement forms a part of the total top-up agreement for the Service User's care placement; should any one 3rd Party notify the Council of their wish to terminate their agreement or default on their agreement then the local authority will undertake a Service User care review, as detailed in paragraph 21 above.

6. More information is available in the Council's factsheet – '3rd Party Top up Payments for care home residents'. See Appendix A.

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47. Deferred Payment Scheme

1. The Council operates a Deferred Payment Scheme (DPS); the DPS means that people should not be forced to sell their home in their lifetime to pay for their care. By entering into a deferred payment agreement (DPA) a person can "defer" or delay paying the costs, or part of, their care and support until a later date.

2. Before entering into a DPA the Council will provide information regarding the Council's DPS to the Service User and will also recommend that Service Users or their representatives seek appropriate independent (e.g. legal and / or financial) advice.

3. More information about the Deferred Payment Scheme is available in the Councils' Deferred Payment Scheme Information Sheet. See Appendix B.

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48. Non-residential Care financial assessment

49. Minimum Income Guarantee (MIG)

1. The Council will ensure that a person's income is not reduced below the equivalent of the value specified by central government in the Care and Support (Charging and Assessment of Resources) Regulations.

2. The MIG will be calculated after housing costs such as rent and Council Tax (net of any benefits provided to support these costs) and after any disability related expenditure, see Paragraph 62.

3. The MIG is designed to cover a person's usual general living costs such as food, shopping, heating and lighting, pet care, hobbies, social activities and contributions towards household costs.

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50. Couples Adjustment

1. In order to protect the minimum income of a couple the council will apply a (non-statutory) 'couple's adjustment'.

2. Couples include married, registered civil partners and co-habiting couples which would be treated as such by the DWP for benefit purposes. If two people maintain separate financial arrangements and would not be treated as a couple by the DWP then they will be treated as individuals for the purpose of the financial assessment.

3. The 'couple's adjustment' is calculated using the following guidelines:

    a. If the service user's minimum income guarantee plus their partner's income less the partner's share of the housing costs is less than the relevant couples personal allowance for Pension Credit or Income Support a reduction equal to the difference will be applied to the charge.

    b. All housing costs such as rent and Council Tax will be allowable expenses in 'couple's adjustment' and will be apportioned between the Service User and partner. Proof of liability to pay and actual payment of rent will be required.

    c. Income of the partner from the following sources will be disregarded in apportioning income for the purposes of the couple's adjustment:

        i. Earnings

        ii. Armed Forces Compensation Scheme

        iii. Armed Forces Independence Payments

        iv. Attendance Allowance, including Constant Attendance Allowance and Exceptionally Severe Disablement Allowance

v. Disability Living Allowance

vi. Personal Independence Payment

d. Where a partner has capital in their own right:

i. Up to £14,250 of capital will be disregarded.

ii. Above £14,250 and up to £23,250, 'tariff income' at a rate of £1.00 per week for each £250 or part thereof above £14,250 will be applied to the couple's adjustment.

iii. Above £23,250 no couple's adjustment will be applied.

4. The basic rate of Pension Credit will be used in the Couples Adjustment calculation when applied to a mixed age couple.

5. Where the service user is the younger member of a mixed age couple (where one partner has reached State Retirement Age) they will continue to qualify for the amount where Regulation 7(4)(b) of the Care and Support (Charging and Assessment of Resources) Regulations 2014.

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51. Disability-related Expenditure

1. Where Attendance Allowance, Disability Living Allowance or Personal Independence Payment is taken into account as income, the Council will allow the service user to keep enough of the benefit to meet the costs of necessary disability-related expenditure which is incurred to meet needs which are not being met by the local authority.

2. Disability-related expenditure can include any reasonable additional costs directly related to a person's age, medical condition or disability, examples will include:

a) Extra heating costs

b) Community alarm system

c) Special dietary needs

d) Costs of basic garden maintenance, cleaning, or domestic help

e) Additional costs of bedding, for example, because of incontinence

f) Extra laundry costs

g) Incontinence aids

h) Privately arranged care services

i) Prescription charges

j) Chiropody

k) Reasonable transport costs, only costs over and above the mobility component of DLA or PIP where one of these is in payment.

l) Special clothing or footwear

m) Purchase, hire, maintenance, and repair of disability-related equipment

3. The Council operates a 'self-assessment' approach to disability-related expenditure. Service Users specify which of three threshold bands the cost of their disability-related expenditure falls within, currently:

    a. No disability-related expenditure

    b. under £5.00 per week

    c. between £5.00 to £10.00 per week

    d. between £10.00 to £15.00 per week

4. If a service user has disability-related expenditure over £15.00 per week they can request a full assessment of their costs. The Council will require proof of the expenses incurred.

5. The lowest cost alternative should usually be utilised e.g. NHS prescription prepayment, Severn Trent's 'WaterSure Scheme'. All allowable costs will be divided by the number of adults in the household who receive a benefit from the purchased item or service. Exceptional circumstances will be considered on their merits.

6. The outcome of the full assessment will be the amount of disability-related expenditure allowed per week whether this is more than or less than £15.00 per week.

7. More informati9on is available in the Council's Disability-related Expenditure Factsheet

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52. Calculation of Actual Charge for non-residential care services

1. The actual charge for each Service User will be the lower of:
    a. The individual assessed weekly amount calculated from the financial assessment and
    b. The agreed Personal Budget.

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53. Absence

1. *Non-Residential Services* - If an absence from 'all chargeable services' covers a complete day or days a credit will be applied to the next possible invoice.

2. *Permanent Shared Lives* - If there is an absence from the Shared Lives Placement and no other chargeable service occurs a 100% remission of assessed charge will be applied for up to 21 days during a year (April–March) a 50% reduction will apply to any further absences, over 21 days, in the same year.

3. *Extra care well-being service charge* - the council's Extra Care Wellbeing Service charge will continue to apply during any absence where the tenancy/licence to occupy the Extra care housing remains in place.

4. *Residential Services – Permanent - Leave Remission* – A 100% remission of assessed charge will be applied for up to 21 days during a year (April–March) a 50% reduction will apply to any further absences, over 21 days, in the same year.

5. *Hospital Admissions* – The full residential assessed charge will continue to apply except for service users who are full cost or have a deferred payment agreement in place where the charge will reduce to the amount payable to the care home under the council's contract.

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54. Cancellation of service due to the charging policy

1. If a Service User wishes to cancel their service due to the level of the charge an operational worker will contact the Service User to discuss the matter.

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55. Right to appeal and waivers

1. If the Service User disagrees with the assessed contribution calculation because they feel the council has not applied it's policy correctly or is not compliant with the Care Act Regulations and Guidance, they have the right to appeal against the amount of their assessed contribution.

2. An appeal may result in one of three outcomes:

    a) The maximum weekly charge is increased; or

    b) The maximum weekly charge remains the same; or

    c) The maximum weekly charge is decreased.

3. The Service User can request that the assessment is reviewed by the council. This review will be undertaken by an officer who wasn't involved in the original decision. The outcome of the review will be notified in writing.

4. The request to review should identify the element of the assessment that has not been calculated in accordance with the Council's Policy or legislation.

5. If the Service User is still not satisfied with the outcome, they can lodge an appeal against the decision.

6. The appeal will be determined by the Council's Complex Case and Appeal Panel. This Panel consists of the Head of Service – Access and Digital, Adult & Communities and an Operational Service Manager. The panel can seek advice from other council officers and external sources. The Service User can meet the panel to explain why they think the decision is incorrect, if they wish to.

7. If the decision appealed against was previously referred to the Complex Case and Appeal Panel e.g. a discretionary disregard, the panel members will be replaced by the Assistant Director Integration, Access and Prevention & an Operational Head of Service.

8. The decision on the appeal will be sent in writing to the Service User.

9. If the Service User agree that the assessment is correct but they feel it is unaffordable they can request that the charge, or part of it, is waived. A waiver is usually only agreed where there are exceptional circumstances which mean that the charge would have a significant detrimental impact on the service user or their dependents.

10. A request for a waiver will be determined under the Council's Waiver process. A request for a waiver must be referred by a Social Care Worker in the locality.

11. If a waiver is agreed it can be for part or all of the assessed charge, for a specific period of time and subject to review as part of the social care annual review of needs for care and support.

12. The decision on the request for a waiver will be sent in writing to the Service User or their representative.

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56. Complaints

1. If the Service User wishes to complain about this policy this will be considered by the Council under the Council's statutory complaints procedure.

2. All disagreements and concerns about the assessed contributions will be dealt with through the appeals process.

3. Should the 3rd Party wish to make a complaint about the top-up arrangement this will be considered by the Council under the Council's statutory complaints procedure.

4. Any complaints should be addressed to the Customer Relations Manager, Corporate Resources Department, County Hall, Glenfield, Leicester, LE3 8RL. Tel: 0116 305 7422. Email complaints@leics.gov.uk

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Appendix A: Third Party Top Up Factsheet

Third party top up payments factsheet Ja

https://www.leicestershire.gov.uk/sites/default/files/field/pdf/2022/1/24/Third-party-top-up-payments-factsheet.pdf

Appendix B: Deferred payment Scheme Information Sheet

Deferred Payment Scheme Information S

https://www.leicestershire.gov.uk/sites/default/files/field/pdf/2021/11/1/Deferred-Payment-Scheme-Information-Sheet.pdf

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Appendix B: Synopsis of the High Court judgement in SH v Norfolk County Council

1. In *SH, R (On the Application Of) v Norfolk County Council & Anor* [2020] EWHC 3436 Mr Justice Griffiths concluded that the application of the Council's charging policy was discriminatory in its outcome for severely disabled residents who are unable to work and so fell foul of Human Rights and Equality legislation. The application was made by SH a twenty-four-year-old severely disabled young woman who would never be in a position of having earnings from paid work.

2. The policy changes that Norfolk planned to phase in were not dissimilar to those operated by other councils, including Leicestershire County Council in that it followed the Care Act 2014, associated regulations and statutory guidance.

3. The Regulations require any earned income to be disregarded when calculating a person's contribution towards the cost of their care and support services, if any. This reflects a public policy decision to encourage and enable those who wish to stay in or take up employment to do so and was made at the time of drafting the regulations. Despite this disregard being required by law, the Regulations were not considered in the judgment. Some legal opinion considers this a failing and the case wrongly decided for this and other reasons.

4. Whatever legal opinion might be, until overturned by the courts the decision remains good law and local authority monitoring officers have been asked to review their charging policy for social care and support in force and to consider whether any changes should be made.

5. Although local authorities have a discretion in relation to most social security benefits as to whether or not they are fully taken into account, the combined effect of decisions made under Norfolk's charging policy unfortunately gave rise to an unintended and unforeseen consequence of risk of falling foul of discrimination and equality legislation.

6. Mr Justice Griffiths concluded that Norfolk had "exercised its discretion to charge SH the maximum permissible (disregarding only those elements it is required to disregard by law)" and that alongside proposing to apply only the statutory minimum income guarantee the combined effect meant that proportionately more of SH's income was taken into account when calculating her contribution. This caused SH to be at a disadvantage compared to other service users that Norfolk was unable to justify.

7. The judge found that SH was at a distinct disadvantage being severely disabled and unable to work as against her peers being charged for care services and who are also disabled but able to work. Not having earned income that could be disregarded SH found herself in the position of having proportionately more of her income taken into account than a working disabled person allowed to keep their earnings. The proposed application of the minimum statutory minimum income guarantee would aggravate the disadvantage that had arisen. The judge considered that this was discriminatory and put her on a less equal footing to other disabled people being charged for care services particularly as her need for care and support was likely to be greater by reason of the limitations of her disability.

8. Mr Justice Griffiths also considered that Norfolk had not demonstrated compliance with the government's guidance (paragraph 8.46 & 8.47) that a local authority should consider how to protect a person's income. "The government considers that it is inconsistent with promoting independent living to assume, without further consideration, that all of a person's income above the minimum income guarantee (MIG) is available to be taken in charges (paragraph 8.46) and "Local authorities should therefore consider whether it is appropriate to set a maximum percentage of disposable income (over and above the guaranteed minimum income) which may be taken into account in charges." (paragraph 8.47).

9. This reflects also the public sector equality duty of the County Council in the exercise of its functions under Section 149 of the Equality Act 2010 to have regard to eliminate discrimination victimisation, harassment etc, advance equality of opportunity between those who have a protected characteristic such as disability and those who do not and to foster good relations between those who have a protected characteristic and those who do not.

10. Norfolk County Council decided not to appeal the judgement but have made interim changes to its policy to mitigate the effects of unintended discrimination. These included disregarding the difference in the amount received under the Standard Rate and the Enhanced Rate of the Daily Living Component of Personal Independence Payment and not implementing the proposed reduction in the rate of minimum income guarantee.

Agenda Item 11

Leicestershire County Council

ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE 7 MARCH 2022

LEICESTERSHIRE ADULT LEARNING SERVICES

REPORT OF DIRECTOR OF ADULTS AND COMMUNITIES

Purpose of report

1 The purpose of this report is to provide the Committee with an overview of the Leicestershire Adult Learning Service's (LALS) performance for 2020/21 from the context of the annual self-assessment (including the work undertaken by an external consultant to validate the findings of this assessment) and potential OFSTED inspection. The Committee is asked to review and comment on the performance detailed in the report.

Policy Framework and Previous Decisions

2 The LALS Strategy 'Realising Potential 2018-2022', supports a number of wider objectives set out across a number of key strategies, in particular 'Delivering Wellbeing and Opportunity in Leicestershire: Adults and Communities Department Ambitions and Strategy for 2020–2024' and the County Council's Strategic Plan 2018-22, 'Working together for the benefit of everyone' which has been developed by the Council to focus on the issues that will make life better for people in Leicestershire including achieving the vision of the Joint Health and Wellbeing Strategy for Leicestershire.

3 LALS does this through the provision of learning programmes targeting vocational skills, basic skills, and mental health. In addition to leading on the Work and Skills Leicestershire project which supports people to regain employment.

Background

4 The Service is funded externally through the Adult Education Budget grant administered by the Education Skills Funding Agency (ESFA) and raises additional income through tuition fees and contracted services.

5 LALS provides part-time courses for adults (19 years+) across the County. The Service delivers community learning across circa 50 venues, employing around 300 staff, and pre-pandemic had 6,500-8,000 enrolments per annum.

6 The purpose of ESFA funded Community Learning is to develop the skills, confidence, motivation, and resilience of adults of different ages and backgrounds in order to:

- Progress towards formal learning or employment, and/or
- Improve their health and wellbeing, including mental health, and/or
- Develop stronger communities.

7 The strands and focus of the LALS programme is set out in the table below:

Adult Skills	Personal Development	Vocational Skills & Work Experience	High Needs
• Skills for Life (English and maths) • English for Speakers of other Languages • Digital Skills • Employability • British Sign Language	• Learning for Wellbeing • Information Advice and Guidance • Family Learning • Foreign Languages	• Kickstart • Work and Skills Leicestershire • Apprenticeships	• Mental Health • Transitions Learning (High Needs) • Learning for Independence

8 The Service is regulated by OFSTED and is currently rated as “Good”. The last inspection was in February 2018 and it is anticipated that there will be an inspection this year.

9 LALS produces a self-assessment report each year as part of the quality assurance process and in line with OFSTED compliance. In November 2021, an external consultant was engaged to validate the findings of the self-assessment and identify areas for improvement in advance of a potential OFSTED visit. The self-assessment report is attached as Appendix A to this report.

LALS Self-assessment Process and Findings

10 LALS monitors progress against quality improvement plan targets for the whole service and curriculum areas. Performance is reviewed internally at the monthly Quality Board meetings. Priorities and risks are followed up through Service meetings with Programme Managers and by other curriculum and themed working groups.

11 Tutors and learners contribute to the production of the self-assessment report through course evaluations and surveys. Classroom observations of tutors inform developmental action plans. Learners’ views from course reviews are fed back to curriculum meetings and any issues raised are highlighted and responded to throughout the year.

12 Appendix B summarises the Service’s self-assessment against the OFSTED criteria. Despite the impact of the Covid-19 pandemic the findings of this self-assessment continue to judge the service as ‘Good’ for overall effectiveness.

Evidence Informing Self-Assessment Findings

Adults Achievement Rates

13 Learner ‘Achievement’ is a key performance measure used to monitor the effectiveness of learning providers by the OFSTED inspectorate.

14 Previously LALS has successfully maintained an overall achievement rate comparable with national benchmarking data against other local authorities. Given the context of the work and LALS’ focus towards supporting more vulnerable learners, achievement performance has previously been recognised by OFSTED inspectors as a strength.

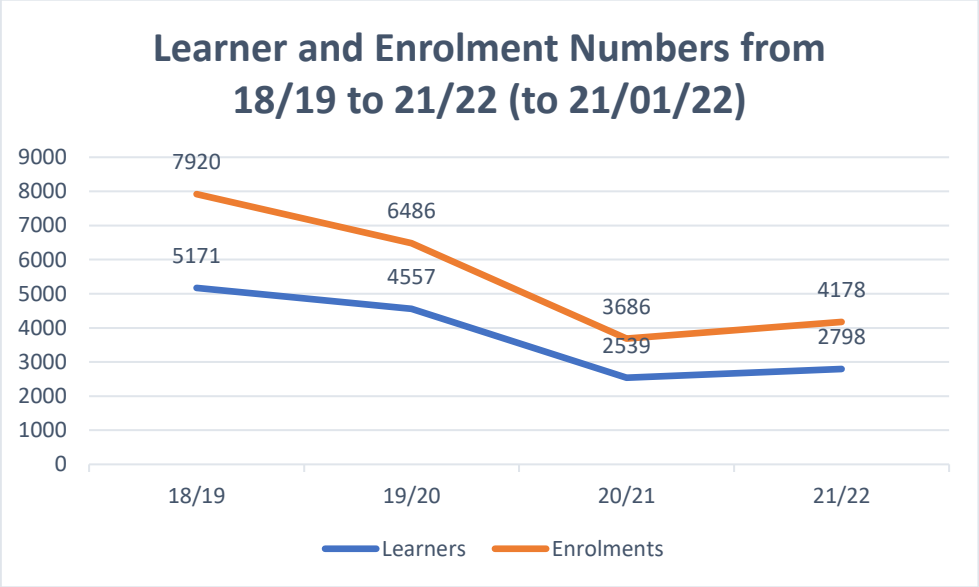
LALS	2018/19	2019/20	2020/21	Variance
Achievement Rate	91.73%	85.67%	88.44%	+2.77%

15 Measuring performance against national benchmarking data during the pandemic has been more difficult due to the limited availability of published data. Performance has therefore been monitored through regional peer reviews with local learning providers.

16 Consistent with other local providers, LALS' achievement has improved during the academic year 2020/21 following a decline due to the initial impact of the pandemic. Achievement rates for longer learning programmes such as English and Maths GCSEs have been more significantly affected due to learner and staff illness and other interruptions to learning brought about by the pandemic.

Learner Numbers

17 In the academic year 2020/21 learner numbers declined by 45%, equivalent to 2018 individual learners as set out in the graph below. This decline is mainly due to the impact of the pandemic, which has been significant particularly for the target groups the service supports. Although there is limited benchmarking data available to compare enrolment trends, a survey of local providers shows that LALS performance is consistent with other services in the adult learning sector. To improve performance a 'Learner Recovery' group has been established to co-ordinate learner engagement activity. A marketing and promotional programme is also due to be launched in the spring with open days and short courses to re-engage people back into learning.



Courses Delivered and Average Class Size

18 The chart below sets out the total number of courses delivered per academic year and average class sizes. A list of course venues for the academic year 2021/22 is attached at Appendix C to this report.

	19/20	**20/21**	**21/22**
Total Number of Courses Delivered	902	656	772
Average Class Size (number of students)	7.2	5.6	5.4

Learner Feedback from End of Course Evaluations

19 Despite the impact of the Covid-19 pandemic, learner satisfaction remains high according to end of course evaluations.

End of Course Evaluation Questions	**Agree or Strongly Agree** *(1,610 responses)*
Enrolment on this course was well organised and helpful	93%
Aims and outcomes of the course were appropriate	100%
The room, equipment and resources for this course were appropriate	100%
The course length and timings were appropriate	97%
Induction to the course was well managed and included ground rules	99%
I was able to complete the contents of the course	99%
The teaching and learning methods and activities were effective	99%
Additional learning support was effective where provided	99%
I feel more confident now than at the start of the course	98%
I feel participation in this course has improved my wellbeing	99%
The things I have learnt will help me at home, work and in the community	95%

Safeguarding

20 LALS Safeguarding policies and procedures are robust and learners report that they feel safe in their end of course reviews. The Service has well established procedures to identify, report and respond to any safeguarding concerns.

External Assessment of Standards

21 In November 2021 the Service engaged with a consultant who is a current OFSTED inspector to validate the findings of the self-assessment report and identify any areas for improving the robustness of the quality assurance process.

22 The consultant reviewed the Service's self-assessment reports and quality improvement plans and met on-line with the two Cabinet Lead Members, Assistant Director, Head of Service, the Service's Inspection Nominee; senior managers; programme managers; Programme co-ordinators and the Professional Development Lead. The consultant asked a range of questions regarding the content of the self-assessment reports and the Further Education and Skills Inspection Handbook.

23 It is important to note that the findings presented below are arrived at following a limited range of activities, i.e. the scrutiny of quality and strategy documents and from conversations with leaders and managers. Given the limited scope of this exercise, the consultant could not validate his judgements through the usual wider range of quality assurance activities undertaken during an OFSTED inspection.

Main findings

24 The main findings in respect of the overall Quality and Standards of the Service confirmed that:

- Managers and leaders have constructed a curriculum which meets the needs of learners and local stakeholders. Managers have a very good understanding of how the curriculum aligns with service strategic ambitions. Intent statements clearly set out the purpose at programme level.
- Programmes enable learners to develop essential life and employability skills. In the discussions, managers were able to give specific examples of how the curriculum enables learners to develop these skills.
- Accredited and non-accredited courses closely mirror the Council's strategic ambitions of supporting apprenticeships, promoting wellbeing, promoting independence, developing the workforce, and improving access to digital skills and resources.
- Managers engage very effectively with local partners. There are many good examples of this from across the curriculum, including for example in Mental Health with Leicestershire Recovery College and in Family Learning with local children's centres.
- The safeguarding measures in place appear to be effective from the evidence available within the scope of the review.

External Consultant - Specific Recommendations

25 The consultant recommended that leaders and managers should address the following areas for improvement:

a) There is some inconsistency in the quality of the self-assessment report and the quality improvement plans. It was recommended that the Service ensures that the improvement plans are reviewed regularly, in line with the Service's quality calendar, to harness the collective will and accountability of all staff in driving quality improvement. The Nominee should address the feedback given in the whole Service self-assessment report and should include as a priority progression and destinations data. Leaders should ensure clarity in the use of achievement rate data so that there is a greater synergy between the whole service and programme level self-assessment reports and quality improvement plans.

b) Leaders should strengthen governance through the implementation of a thorough induction programme and ongoing training and establish a formal and clear schedule of meetings in which Lead Members can challenge, support and gain a greater oversight of curriculum and quality matters from leaders and managers.

c) Leaders should ensure a greater consistency in terms of the language being used by managers across the service when making judgements about quality and standards, so that all managers show high ambitions for their learners.

Leaders should continue to build cross-service communication and networking to assist in joint planning and the sharing of good practice.

d) Leaders should ensure that all Programme Managers know the strengths and weaknesses of their provision and the quality of the various aspects of Implementation (Teaching Learning and Assessment) so that they can be clear as to how to manage their areas to Outstanding.

e) Bring together the many good ideas for recovering learner numbers into a plan which looks to current and future jobs and skills needs, considers the role of other providers and ensure that the service continues to take advantage of its extensive stakeholder networks to meet local and regional needs.

Resource Implications

26 Although LALS is externally funded and the majority of the actions identified will be resourced from the Service budget, some investment in time from officers working with elected Members will continue to be required if the contribution of adult education to the wider strategic goals are to be realised.

27 Future adult education funding will depend on the funding streams available from the Government and some resource will be required to position the Service within the local skills strategy. Investment in governance to oversee the service will be necessary to ensure high standards are maintained.

Timetable for Decisions

28 Recommendations relating to the self-assessment process identified by the external consultant's report will be implemented and will continue to be monitored through the Service's quality assurance process timetable.

29 The outcomes of the pending OFSTED Inspection will be brought back to a future meeting of this Committee following the publication of the report.

Conclusions

30 LALS remains in a strong position to maintain its rating of 'Good' overall and has received some valuable external recommendations to begin to implement in preparation for future OFSTED inspection.

31 The Committee is asked to review and comment on the performance of the Service detailed in this report.

Background papers

- Realising Potential – The strategy for Leicestershire Adult Learning Service 2018-22 - https://politics.leics.gov.uk/documents/s138879/LALS%20Strategy%202018-22%20Apppendix.pdf
- Delivering Wellbeing and opportunity in Leicestershire – Adults and Communities Department Ambitions and Strategy for 2020-24
- Leicestershire County Council Strategic Plan 2018-22

Circulation under the Local Issues Alert Procedure

31 None

Equality and Human Rights Implications

32 The purpose of this report is to provide scrutiny of quality assurance processes and contribute towards continuous improvement in standards. The recommendations are not proposing any specific change to the Service.

Appendices

Appendix A LALS Self-Assessment Report
Appendix B Performance against OFSTED criteria
Appendix C - List of Course Venues – Academic Year 2021/22

Officers to Contact

Nigel Thomas, Assistant Director (Strategic Commissioning)
Telephone: 0116 305 7379
Email: nigel.thomas@leics.gov.uk

Paul Fleming, Head of Service (LALS)
Telephone: 0116 305 3727
Email: paul.fleming@leics.gov.uk

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LEICESTERSHIRE

ADULT LEARNING SERVICE

SELF ASSESSMENT REPORT

2020 – 2021

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Our Vision

"To inspire and support the people of Leicestershire to improve their lives through lifelong learning"

Realising Potential – The strategy of Leicestershire Adult Learning Service 2018-2022

Background

This report provides a self-assessment for all types of provision offered by Leicestershire Adult Learning Service (LALS) including; Adult 19+ learning, Apprenticeships, and provision for Learners with High Needs. Performance for all types of provision is measured against the Ofsted Education Inspection Framework.

Staff and learners are given the opportunity to contribute to the findings in a variety of ways including face to face meetings, surveys and reports.

The Self-Assessment and Quality Improvement Process

LALS monitors progress against Quality Improvement Plan (QIP) targets for the whole service and each curriculum area. Performance is reviewed internally at the Quality Board, which is also attended by the head of service each month and occasionally by the assistant director. Priorities and risks are followed up through Service Meetings with Programme Managers and by other curriculum and themed working groups.

Tutors and learners contribute to the production of the report through surveys and course evaluations. Teaching and Learning observation action plans and end of course review reports provide further evidence. Learners' views are fed back to curriculum meetings and 'Need for Action' forms are used to highlight and respond to issues throughout the year.

Awarding Body visits occur frequently to monitor performance and quality.

Curriculum areas moderate their SARs both internally across curriculum areas and externally through the East Midlands Peer Review Group. Regional and national benchmarking data is used as a reference to monitor progress.

"The self-assessment process is well established. It provides an accurate overview of how the provision has developed over time. The associated improvement action plan includes a sufficient range of relevant objectives to raise standards across the provision" *Ofsted February 2018*

For a summary of the SAR process see diagram in Appendix 6.0

Leicestershire Pen Portrait

Population

Leicestershire Adult Learning Service (LALS) serves a county that is predominantly rural by area, but urban by population. The total population of the county is 713,085[1] with 77.5 percent of the population aged 20 or over, compared to 76.4 percent for England.

Within the county, 70 percent of the population live in urban areas, 18 percent in town and fringe settlements and 12 percent in rural areas.[2] The population is ageing and becoming more ethnically diverse, with a significant Asian/Asian British population (6 percent) in the county, although there are areas with much higher concentrations in Oadby, Wigston and Loughborough.[3]

Worklessness and Employment

There was a total of 13,430 JSA **and** UC claimants in Leicestershire in August 2021, down from 18,620 in August 2020[4]. This equates to 3.1 percent of the working age population of the county, compared to 4.5 percent in the East Midlands, 5.3 percent in England and 5.2 percent for the whole UK.

Charnwood experienced the highest overall number of JSA **and** UC claimants in August 2021, with 3635 claimants, followed by Hinckley and Bosworth with 2390. Oadby and Wigston have the highest rate of claimants out of the Leicestershire districts, with 3.7 percent of their working age population claiming JSA or UC.

Claimant rates in the City of Leicester are 6.6 percent of the working population, more than doubling the rates we see in the County, 3.1 percent. Despite this, job postings for the LLEP area reached historically high levels in summer 2021, reflecting the local and national reports of strong labour demand.

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[1] ONS Mid-2020 population estimates. Available online at:
https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/populationestimatesforukenglandandwalesscotlandandnorthernireland

[2] Rural and Urban Areas – ONS Mid-2019 population estimates. Available online at:
https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/bulletins/annualmidyearpopulationestimates/mid2019estimates

ONS Mid-2018 population estimates
https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/lowersuperoutputareamidyearpopulationestimatesnationalstatistics

[3] 2011 Census. Available online at:
http://www.ons.gov.uk/ons/rel/census/2011-census/key-statistics-for-local-authorities-in-england-and-wales/index.html

There is a total of 312,500 jobs in Leicestershire; 66,100 jobs located in Charnwood, 62,225 jobs located in Blaby and a further 60,550 in North West Leicestershire[4]. There are a high percentage of employees in manufacturing jobs located in Hinckley and Bosworth, Melton, North West Leicestershire and Oadby and Wigston compared with other types of employment. There are high percentages of Transport and Storage jobs in Harborough whilst Blaby experiences a high percentage of employees in Professional, Scientific and Technical jobs. Charnwood has its highest concentration of workers in the Education industry, followed by manufacturing.

Skills and Qualifications

Leicester and Leicestershire's skill shortages in 2019 were predominantly found in labour-intensive job roles, accounting for 37.9 percent of the types of shortages, above the national average of 19.8 percent[5]. The next largest type for Leicester and Leicestershire is middle-skill job roles at 30.4 percent, where the average for England is 23 percent. In both high-skill and service-intensive job roles, Leicester sits below the national average.

Leicestershire compares well against the East Midlands and Great Britain for the qualifications achieved in 2020 - 78.4 percent of 16-64-year olds achieved a NVQ2 or higher, compared to 76.6 percent across the East Midlands. Leicestershire has 42.5 percent of people with an NVQ4 or above, just below the average for Great Britain of 43.1 percent[6].

Another 5 percent have other qualifications and only 5 percent have no qualifications in Leicestershire, compared to 6.3 percent in the East Midlands and 6.4 percent for Great Britain.

[4] Employment Dashboard – LSR.
https://www.lsr-online.org/economy.html

[5] 2019 Employer Survey – Skills Shortages.
https://www.gov.uk/government/publications/2019-employer-skills-survey-ess19-information-for-participants

[6] Leicestershire Labour Market Profile – Qualifications.
https://www.nomisweb.co.uk/reports/lmp/la/1941962808/report.aspx?town=leicestershire#tabquals

Leicestershire Adult Learning Service - Mission Statement

The work of Leicestershire Adult Learning Service is driven by the people of Leicestershire to whom the service is accountable. The service's mission is to improve the lives of the people of Leicestershire using education as a vehicle for social mobility and increased life chances. We will support people, communities and businesses to develop and engage in learning programmes to suit their needs with particular focus on the following themes:

- Families
- Skills for employment
- Health and Wellbeing
- Independent living
- Community engagement and volunteering

In each of these themes we will contribute to the delivery of priorities in positive partnership with other agencies, voluntary organisations and providers, to develop learning activities that are driven by communities and businesses across the county. We will direct more resources towards the most vulnerable and disadvantaged and endeavour to actively engage those least likely to participate. In doing this, we aim to play a part in equalising access to learning, achievement and progression, and provide best value for money for Leicestershire residents.

Hence, our model for services puts the learner at its centre and ensure:

- That we identify and work with the right partners
- We have targeted programmes that prioritise those most vulnerable in society by supporting them through specific programme areas
- That the service is responsive to a fast changing environment and is flexible enough to ensure programmes of activity are situated to where and how learners want to learn
- That quality service provision is the key driving factor in ensuring that the learner receives the best possible experience from our service
- A skilled and quality workforce is in place to support the learner through their learner journey.

Adult Learning Service Statement of Intent

We have high expectations for all our learners and are committed to providing a rewarding experience which will inspire continued interest in learning well beyond any immediate course goals. Our overarching aim is to help our learners to become curious, critical thinkers and equip them with the lifelong learning skills they need to flourish, and live full rewarding lives.

Our Service Strategy 'Realising Potential' provides the focus for our curriculum and maps the relationship our work has with the council's priorities. All our programmes are aligned to the delivery of four of the five strategic outcomes outlined in Leicestershire County Council's strategic plan "Working together for the benefit of everyone" as follows:

- Strong Economy
- Wellbeing and Opportunity
- Keeping People Safe
- Great Communities

Each course will have a role in delivering specific outcomes that contribute to the above and a focus towards one or more of the following destinations; improved health and wellbeing, career progression, volunteering, progression to further learning, independent living, community engagement. Our aim is to provide a broad range of inspiring courses and course content that will help people develop subject specific, vocational and self-advocacy skills.

We will develop our curriculum around the following learner centred design principles:

Everything we do is focused towards achieving the best outcomes for our learners and we are committed to develop a curriculum around their needs. We will listen to our learners and use their feedback, together with local needs analysis data to design a curriculum with interesting content and inviting progression pathways. A range of accredited and non-

accredited courses will be included in our curriculum offer, appropriate for different vocational and personal development goals.

Our intention is to always target our resources where they have the most impact and to add value, we are therefore committed to working with our partners such as job centres, businesses, borough councils, voluntary and community groups and our own other council services.

We know the value of learning locally in the community and believe programmes should not be limited to large centres that can sometimes be remote and difficult to access. We will therefore endeavour to maintain a good range of courses in community venues such as libraries, schools and village halls to provide accessible programmes across the county. This approach will help contribute to our strategic goal to develop great communities by bringing people together through shared interests and the joy of learning.

A range of daytime, evening and online learning will be available across the curriculum to help learners plan learning around their busy lives and commitments. We expect all our tutors to provide links to online resources that learners can access between their classes and our programmes will embed e-safety skills to help our learners be safe and independent.

We will provide comprehensive pre-course information, advice and guidance to help learners make informed choices about their learning pathways and the outcomes they can expect. This information will be provided in different formats to meet different needs and where appropriate our Learning and Work Advisers will guide individuals to relevant learning and career progression opportunities.

Our intention is to always support learners to make the most progress they can within the time they study with us. Our skilled tutors will encourage learners to take responsibility for their own learning and will dedicate time, within schemes of work, to help learners master independent study skills.

Through our programmes learners will become empowered to take greater control of their lives. They will develop a greater appreciation of how they can influence things that impact on their own quality of life and the communities they live in. Programmes will include appropriate activities to raise awareness of sustainable living and promote the protection of our natural environment.

We believe all our learners and apprentices have the potential to achieve great things when learning is tailored around their individual needs. Equality of access is a fundamental principle for everything we do. We are committed to removing barriers to success by providing resources and appropriate support for all our learners with Special Educational Needs (SEN).

To achieve our overarching curriculum goals, we will support learners to develop basic skills including; English, maths and ICT. Activities to identify gaps in basic skills will be embedded within all our courses and our tutors will support improvement in the context of the subject area. We will also signpost learners to other courses and encourage them to progress these essential skills.

To support all our learners, we will create a safe environment and our curriculum will embed activities to develop confidence to help empower learners to speak up. We will promote a culture of respect and trust and will challenge learners appropriately where these values are not fully embraced whilst learning with us.

All our staff and service users have responsibilities within our 'Learning Charter' written into the learner agreement within our learner handbook. During induction, tutors will share ground rules which include reference to our values and expected behaviours. The benefits of regular punctuality and attendance will be shared not only in relation to learning but other aspects of life and work.

All our staff will work to professional standards and commit to the delivery of our curriculum intent to provide our learners with a consistently high-quality learning experience across the county.

Each curriculum area within our service will design their programmes informed by their own statement of intent. These curriculum specific statements of intent will describe in more detail, the knowledge, skills and understanding to be gained at each stage of the curriculum offer. Each course will have a clear rationale to demonstrate how its inclusion will contribute to the service goals set out above.

Impact of Covid-19 and Service continuity

Following the government announcement that England were to move to Step 4 of the roadmap https://www.gov.uk/government/publications/covid-19-response-summer-2021-roadmap on the 19th July 2021, Senior Managers shared plans for the next steps in recovery of the service.

Step 4 removed the remaining restrictions on social contact, events and closed settings. Despite the removal of National restrictions, protecting staff and learners remained a priority for LALS and therefore, it was decided some restrictions would remain.

In summary these are as follows:

- Staff working should continue to wear face coverings when moving around public areas, or when coming into close contact with a colleague or learner.
- Retain social distancing measures and one-way systems in staff only areas. Reduce social distancing from 2m in some office spaces to accommodate staff that need to work on site, subject to completion of risk assessments and agreement with HoS.
- Retain sanitiser, cleaning stations, protective screens and encourage regular hand washing;
- Site risk assessments will be updated to reflect the changes;
- Remind all colleagues that if they develop symptoms of COVID-19, to stay at home and self-isolate immediately. If they have a positive test result but do not have symptoms, stay at home and self-isolate as soon as you receive the results;
- Encourage all colleagues to receive both doses of the vaccine and a booster dose when offered.
- LFD Testing kits available and encouraged in all venues

All Staff within LALS were provided with equipment to be able to work in line with the LCC Hybrid Working Programme, this enables staff to be able to work either remotely or from a LALS venue.

Classes continued to run both online and face to face and learners are supported where required with access to IT if they are unable to attend.

The Vulnerable Person Resettlement Project (funded by the Home Office and delivered in partnership with Charnwood Borough Council) provided extra resources for refugees to access ICT equipment.

Collaborating with local food banks and Children Centres, the Family Learning Team sent out packs of resources to parents and carers to support home learning. LALS Engagement Team produced and shared a range of free online learning resources accessible to anyone in the County to support emotional wellbeing. These resources were very popular and attracted new audiences. LALS Learning and Work Advisers provided online Information, Advice and Guidance (IAG) to support residents that had recently become unemployed.

Summary of 2020/21 Performance

Grades Awarded: Record of Main Findings (RMF)

	19+ LR	APPRENTICE -SHIPS	HIGH NEEDS	COM. LEARNING	NO FUNDING	OVERALL
Overall effectiveness	2	2	2	2	2	2
Quality of Education	2	2	2	2	2	2
Behaviour and Attitudes	2	2	2	2	2	2
Personal development	2	2	2	2	2	2
Leadership and Management	2	2	2	2	2	2

Grades awarded reflect those used by Ofsted: Grade 1 Outstanding, Grade 2 Good, Grade 3 Requires Improvement, Grade 4 Inadequate

The above record of main findings shows that the service has maintained a grade of good for all types of provision. Apprenticeships has improved to Good – see detailed Work Based Learning SAR in appendices. Outcomes for learners 19+ provision is maintained at grade 2.

Definitions

For the purpose of the self-assessment report the following definitions and ratings for retention, achievement and attendance are used for non-accredited Community Learning provision:

Retention Rate (%) = Number of Completers X 100
Number of Leavers

Achievement Rate (%) = Number of Achievers X100
Number of Leavers

For learners studying non-accredited learning aims a learner achieves when he/she has achieved 75% or more of the course learning outcomes.

	OUTSTANDING	GOOD	REQUIRES IMPROVEMENT	INADEQUATE
Retention	95% or more	90% or more	Less than 90%	Less than 75%
Achievement	90% or more	85% or more	Less than 85%	Less than 70%
Attendance	90% or more	85% or more	Less than 85%	Less than 70%

Assessing the Quality of Education via the observation process

The service continues to use a non-graded developmental observation process. The overall standard of teaching, learning and assessment is assessed through a review of the action points in the OTL Development Plans. A judgement is then made for each curriculum with findings used to inform the overall service judgement for Quality of Education.

Provision Types

High Needs

The Transitions Learning Programme (TLP) is a specialist learning provision for adults with profound and multiple learning disabilities and complex health care needs. This provision caters for adults between the ages of 19 - 25 with Education, Health and Care Plans (EHCP). The provision is jointly funded by Leicestershire County Council Adult Social Care and ESFA funding. In the 2020-2021 academic year this provision was accessed by 7 full time learners. This provision follows the principles of RARPA and progress is monitored using the achievement continuum for Pre-Entry/Entry Level 1. Learners engage in a wide range of multi-sensory activities linked to developing communication and independence skills. Standards have continued to be maintained through internal quality assurance processes and 100% of learners accessing the provision achieved their personal learning outcomes as set out in their EHCPs in the 2020-2021 academic year.

Apprenticeships

The Work Based Learning Team deliver vocational training within the workplace. This provision focuses heavily on 16+ apprenticeships in a range of disciplines including Management, Administration, Payroll, Teaching and Learning and Social Care. Apprenticeships are funded from employer's levy account or co-funded by the ESFA and employer. The curriculum is a 52 week a year service and carries a rolling cohort of approximately 100 apprentices per annum, most of whom are on programme between 1 and 2 years.

In addition to apprenticeships the team offer employer responsive vocationally related programmes.

The provision has a robust continuous quality assurance process and is currently achieving retention and achievement above national benchmark.

19+ Provision

The majority of our adult learning programmes include accredited (skills) and community learning provision from centres across Leicestershire. The provision is offered via the following curriculums:

Employability and Digital Skills
ESOL
Modern Foreign Languages including BSL
Mental Health
Learning for Independence (LLDD)
Family Learning
Learning for Wellbeing
Skills for Life

The Provision is wide ranging from pre-entry qualifications through to Level 3, and a range community learning courses with appropriate progression pathways.

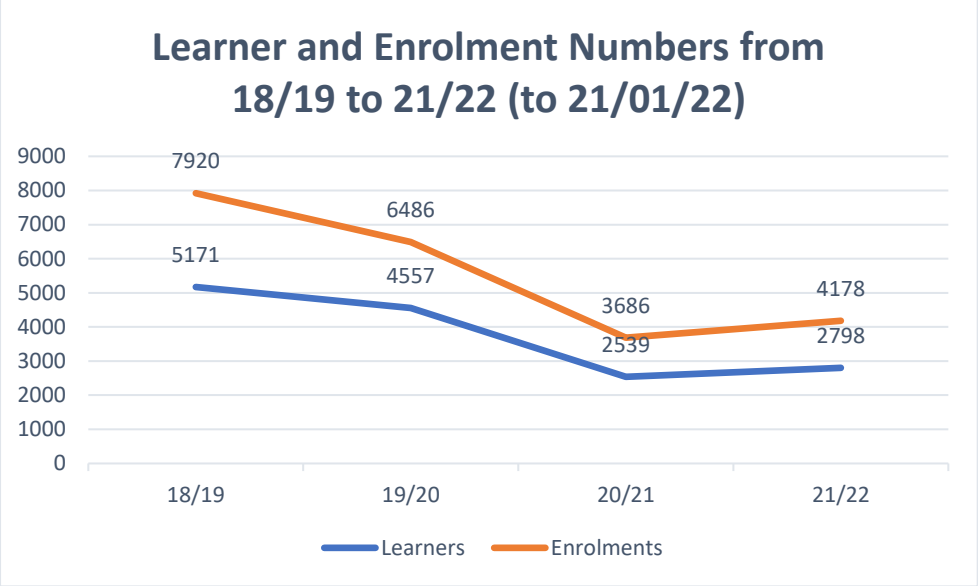
Overall achievement rates in both Community Learning and Skills provision increased in the academic year 2020/21 to 88.44% (+2.77%).

In addition to our classroom-based teaching, the service runs a successful online and distance learning provision for those that require a flexible approach to learning.

2020/21 PERFORMANCE

In 2020/21 academic year there were 3,687 enrolments from 2,539 learners.

Learner Numbers (excluding IAG) – Comparison over 4 years



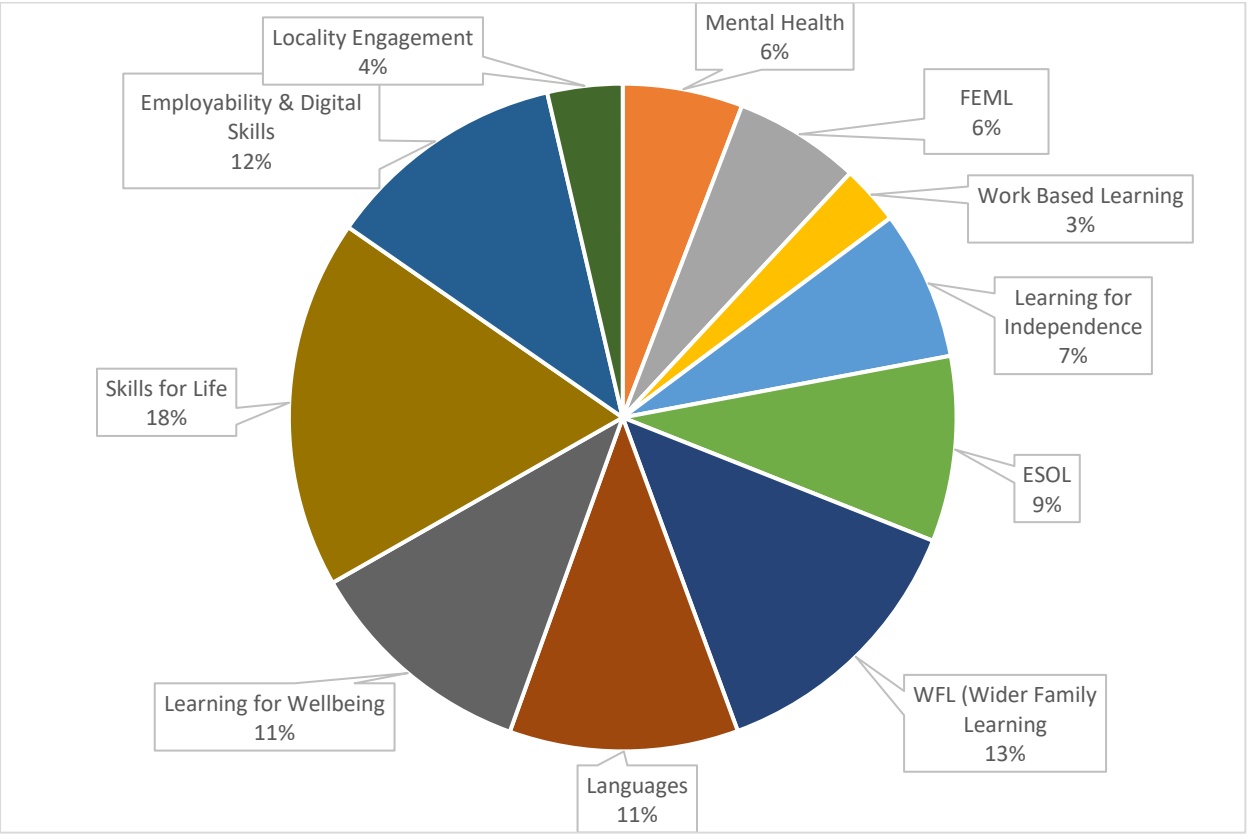
The total of 2,539 learners includes both non-accredited and accredited learners split as follows:

- There were 1,446 learners on accredited programmes leading to a qualification, 6 of whom were aged between 16-18 years with the remainder over the age of 19.
- There were 1,693 learners on non-accredited courses
- 400 learners enrolled on both accredited and non-accredited provision.
- 324 Course titles.

Programme Delivery

The learning offer is split across 11 programme areas to aid the operational delivery and performance management of the service. Skills for Life is the largest programme, followed by Wider Family Learning. They are closely followed by Employability and Digital Skills, Learning for Wellbeing and the Languages curriculum.

Learner Participation by Curriculum (Learner Count)



Learner Profile

The percentage of declared LLDD participation dropped by 5% when compared to the previous year and the proportion of learners receiving a discounted course due to fee remission dropped by 11%.

The proportion of ethnic minority learners increased by 3% compared to the previous year.

	ASB	16 - 19	CL	NO FUNDING	APPRENTICESHIPS	TOTAL	PERCENTAGE
Under 25	87	7	56	16	31	**197**	**7%**
Age 25 - 59	900		1012	120	37	**2069**	**73%**
Age 60+	192		346	45		**583**	**20%**
Ethnic Minority	452		375	87	18	**932**	**33%**
Declared LLDD	333	7	317	10	28	**695**	**24%**
Male	319	1	292	50	23	**685**	**24%**
Fee Remission	926	7	296	19	6	**1254**	**44%**

Service - Overall Effectiveness

This high-level judgement of the service is informed by the performance of each type of provision offered i.e. 19+ Adult Skills, Adult Community Learning, Apprenticeships and High Needs.

To evaluate overall effectiveness, this SAR report is judging the 2020/21 academic year under the Education Inspection Framework's four key criteria;

1. Leadership and Management
2. Quality of Education
3. Behaviour and Attitudes
4. Personal Development

Overall effectiveness – Good

Local communities and businesses benefit from a good range of learning programmes that are tailored to meet a broad range of different needs. Locality teams and Curriculum teams inform the curriculum planning process, guided by appropriate needs analysis information and knowledge of the local area, to ensure resources are focused towards delivering accessible courses that support all learners, including vulnerable and disadvantaged groups.

A comprehensive quality assurance process monitors all aspects of performance, and data is used by governors to provide challenge and appropriate support. Where risks are identified, immediate actions are taken to address areas for improvement.

Learners benefit from excellent teaching, learning and assessment and the high expectations of teaching staff helps give learners confidence and encourages them to be ambitious about what they can achieve. As a result, learners make significant progress and achieve their learning aims as evidenced by the overall achievement rate of 88.44%, which demonstrates an increase of 2.77% from the previous year despite the impact of the Covid-19 pandemic. There was a significant improvement in learners' achievement at Entry level (+9.01%) to 89.56% and at Level 1 (+9.44%) to 77.69%, after a decline in the year before. This is due to tutors and learners settling into the new methods of teaching and learning online and ensuring withdrawals were minimised including in face to face classes. Learner destination data demonstrates that participation in learning has a positive impact with a significant proportion finding work or progressing to further learning.

Safeguarding procedures are very good and learners report that they feel safe throughout their time with the service. Staff and learners have a good level of awareness of safeguarding, Prevent and Fundamental British Values (FBV) with appropriate activities embedded into learning programmes. These are reinforced during Staff Briefings to ensure curriculums continue to keep it as a focus and raise awareness of the important role they have in Safeguarding and Prevent.

For example, Learner Induction slides are provided to help tutors introduce FBV at the start of classes, in relation to ground rules for the class and how they link to wider rules for society. 99% of learners surveyed on the end of course evaluations told us that the 'Induction to the course was well managed and included the setting of ground rules.'

Learners in classes such as ESOL are regularly asked to share information about their cultures and traditions with other learners as part of class discussions, broadening knowledge and stressing the need for tolerance and respect.

Feedback from awarding bodies across all accredited courses continues to be very positive due to the excellent standard of learners' work and the thoroughness of internal quality assurance processes. Direct Claims status with awarding bodies demonstrates this. Where any specific areas for improvement are identified managers use the performance management process to bring about the required improvements in a timely way, as evidenced from the EQA reports.

Strong partnerships with a range of voluntary, community, statutory agencies and businesses ensure that learners are supported effectively and opportunities to improve efficiency and learner experience is utilised. For example, Employability programmes in partnership with the Job Centre Plus and the new Work & Skills Leicestershire project funded by Leicestershire County Council and delivered by LALS ensures we are meeting the needs of unemployed learners and those requiring to improve their employment outcomes.

The Home Office Vulnerable Persons Resettlement Scheme (VPRS), allows for refugees such as Syrian, Afghan and recently Hong Kong to be resettled in the UK, including Leicestershire. LALS have continued to develop its offer in collaboration with Charnwood Borough Council for the refugees to develop essential English skills and progress those learners onto our mainstream programmes. The flexible approach to the style of delivery has meant the learners have benefitted well and have greatly improved their English. They feedback positively on their experience.

Leadership and management – Good

Leaders and service managers have high aspirations and an ambition to continuously improve and provide the best service possible for learners. The LALS 'Realising Potential' Strategy provides a clear vision and focus for Managers and staff and sets out clearly the future development of the Service in relation to the changing needs of learners.

Responding to the Covid-19 pandemic, leaders and managers were effective in the recovery of the service by setting up Recovery Working Groups the year before and continuing to lead the recovery work and continuity of the service, whilst keeping learners and staff safe as a high priority. The Recovery Working Groups, which had a cross section of staff from across the service and continue to run are:

- Health & Safety Group
- Digital Development Group
- CPD Group
- Workforce Wellbeing Group
- Equalities, Diversity & Inclusion Group

Effective communication with staff and learners through a variety of channels continues to take place e.g. bi-weekly staff newsletter, bi-weekly Programme Manager meetings, extended management meetings, all staff briefings and training sessions, induction for new staff, learner text messages and direct tutor and Business Support contact with learners face to face, online or over the phone.

Learners continued to benefit from programmes that were planned with great care to ensure needs were met. Leaders and managers motivated the teaching staff to work collaboratively to further develop online provision and become more proficient in the delivery of online courses, whilst confidently being able to teach in the classroom despite any restrictions such as class layout or temporarily class sizes.

Leaders and managers have successfully maintained outcomes for learners with achievement rates for ASB and Community Learning provision overall at 88.4%, despite disruption caused by the Covid-19 pandemic.

An established quality assurance and performance management process is applied to identify and effectively address areas for improvement.

Effective leadership of the Business Support team has provided excellent support for the curriculums ensuring safe return of learners to classrooms and supporting curriculum staff with all aspects of administration.

Collaboration with a wide variety of internal and external partners such as the Library and Museums Service, Children and Young People's Service, Adult Social Care, Community Safety Teams, Learning and Development, Waste Management, the Work and Skills group partners including the LLEP, training providers, voluntary sector organisations, Job Centres and local businesses provides significant benefits for learners including effective signposting, information advice and guidance and service expertise to support progression and the widening of opportunities external to the organisation to address differing needs.

Other collaborative projects include; The Transitions Learning Project for learners with profound and complex learning difficulties / disabilities jointly funded by SENA and Adult Social care, the delivery of apprenticeships, the delivery of the Vulnerable Persons

Resettlement Scheme (VPRS) and delivery of the Work & Skills Leicestershire employability project. There is continued good collaboration with the East Midlands Shared Services (EMSS) team to jointly work with Payroll apprentices to meet their needs in the most effective way. As a result, apprentices on this programme are making good progress and there is continued interest from employers about this apprenticeship scheme.

Quality of education – Good

"Achievement by adult learners has been consistently high since the previous inspection" *Ofsted Feb 2018.*

Intent

The service has a very clear statement of Intent (page 7), which is reinforced at curriculum level with specific subject area Statements of Intent (appendix 7). Consequently, each curriculum area within LALS designs their programmes with a clear focus on intended outcomes which is shared amongst managers and staff. These curriculum specific statements of intent describe in more detail, the knowledge, skills and understanding to be gained at each stage of the curriculum offer. Each course is designed to have a clear rationale to demonstrate how its inclusion will contribute to the service goals.

Effective planning of programmes helps to ensure courses are available to meet the needs and aspirations of learners. Each course has a role in delivering specific outcomes that contribute to the Service Strategy and a focus towards one or more of the following destinations; improved health and wellbeing, career progression, volunteering, progression to further learning, independent living, community engagement.

We listen to our learners and use their feedback via End of Course Evaluations and Learner Voice, together with local needs analysis data to design a curriculum with appropriate content and inviting progression pathways. A range of accredited and non-accredited courses are included in the curriculum offer, appropriate for different vocational and personal development goals.

Curriculums work to design their programmes to be coherently planned and sequenced. During periods of lockdown tutors worked collaboratively to ensure their courses are appropriate to meet the learners needs, especially creating blended and online based content, ensuring all the while that curriculum design principles are maintained. Well thought out resources were created by tutors to ensure effective teaching, learning and assessment is maintained.

Implementation

Tutors have very good knowledge of the subjects they teach, and they check learners' understanding effectively. Lead Tutors work effectively within their curriculums to develop teaching, learning and assessment strategies and share best practice.

The Service developed a Professional Learning Course the previous year based on the research underpinning the new EIF. As part of their CPD, staff have been encouraged to go through this course as it allows the teaching staff to develop further pedagogical knowledge and understanding to become even better practitioners. Although uptake of the Professional Learning Course was low during the year, due to the tutors other priorities such as maintaining teaching and learning in the classrooms, online teaching and learning and

ensuring learners stay on programme to achieve; there will be renewed emphasis on tutors to be working towards developing their teaching practice.

This, along with the Professional Development Library of books that tutors can borrow from our CPD Library, the regular CPD related updates in the Staff Update newsletter and other initiatives run by our CPD Lead for the service ensures we stay at the forefront of teaching and learning development in order to improve outcomes for learners.

Tutors are well qualified and work to high professional standards which helps ensure a consistent level of service across the county. The non-graded approach to observations continues to be instrumental in encouraging tutors to engage in meaningful continued professional development activities. Despite the difficulties during the pandemic, the service completed 89 observations.

The OTL moderation highlighted that observers across the service are not consistent enough in their coaching approach when conducting the professional dialogue with the tutor after the observation. Also, Developmental Action Plans on the whole are SMART, however, observers and Lead tutors need to ensure they are consistent in following up the developmental activities identified so that tutors achieve their outcomes and improve further as practitioners.

Opportunities for tutors to share best practice and receive feedback in curriculum and cluster meetings and Lead Tutor meetings ultimately allows more learners to benefit from the teaching methods developed with the greatest impact.

During the year LALS set up a Working group to look at integrating the OTL process onto software called ALTO, which has an integrated suite of tools to support professional development. As a result, the OTL process was streamlined, which included more emphasis on the coaching conversations between the observer and tutor and a pilot was run of OTLs using this new software. The impact of using ALTO will ensure a standardised approach to OTLs, CPD, appraisals and self-evaluation. Tutors, Observers and Managers can easily monitor, track and evaluate improvement activities. Ultimately there will be better support and development of staff. The OTL process will completely move over to ALTO the following academic year once the evaluation of the pilot phase of use is complete.

Additional learning support is good - tutors are receptive to the views and experiences of learners and readily adapt their teaching accordingly. Resources and enabling technology is used by learners with a wide variety of additional needs. The new SENCO post created the previous year along with the SENCO process mapped out, ensures learners have access to additional support arrangements to support their learning across the curriculum areas. See more details in the SEND section (page 24).

Teaching and learning is consistently rated highly by learners completing their course evaluations with 99% responding positively. This is also supported by the finding of Ofsted inspectors at the last inspection who reported “Tutors have maintained the good teaching identified at the previous inspection” and this is consistent with internal assessment of teaching through the observation process.

Impact

Despite the impact of the COVID-19 pandemic during the year, overall retention, achievement and pass rates for many learners has remained good.

Overall achievement rates in both Community Learning and Skills provision increased in the academic year 2020/21 to 88.44% (+2.77%). Overall performance for adult skills provision also increased to 80.92% representing an increase of 3.70% compared to previous year. Tutors worked effectively with their learners to ensure learners completed their work and achieved.

However, there was a drop in achievement rate for Skills for Life learners to 66.74% (-8.02%) although retention rate was much better and increased to 84.22% (+0.5%). This is in the main due to Maths GCSE and Level 1 achievement rates lower than expected.

Despite an improvement in achievement rate within the Employability & Digital Skills curriculum AEB 77.87% (+25.94%), the new Essential Digital Skills Qualification (EDSQ) represented some difficulties in learners adapting to the exam structure of the course, resulting in lower achievements and some withdrawals.

Achievement rates for ESOL increased significantly to 92.20% (+9.17%) from the previous year, hence improving standards despite the impact of the Covid-19 pandemic. Also standards were improved in the Languages provision, which includes BSL to 91.67% (+4.17%) achievement rate.

LLDD achievement rates within the Learning for Independence curriculum increased significantly to 90.58% (+10.37%). As a result this important cohort of learners continue to acquire the knowledge and skills they need to succeed in life, as they make progress.

Learners living in areas of deprivation or experiencing economic social disadvantage are targeted and their progression from short employability courses to a wide range of destinations is good; for example, paid and unpaid work and first steps learning programmes. The Work & Skills Leicestershire programme delivered by LALS, which was launched during the year also supports the employability goals of learners.

Learners benefit significantly from participating in learning, developing skills they can use for finding work and career progression. Wider outcomes include benefits to health and wellbeing not only for themselves but for their families and social groups.

Behaviour and attitudes – Good

At the start of all courses, tutors go through a learner induction, which includes embedding ground rules. These set out expectations in relation to behaviour, attitudes and attendance. All learners receive the Learner Handbook at the start of their learner journey, which sets out the expectations as laid out in the Learner Charter.

Attendance is monitored through curriculums with support from the Business Support team. Text message alerts and phone calls are made to learners who have not attended to support them if they need help due to their non-attendance. Service monitoring of attendance is picked up monthly at Quality Board meetings and if there are any trends, this is closely monitored. Drill down reports per class can be seen by Programme Managers. The attendance rate for all learners across the service was 86.12% with the whole service

retention rate at 90.02% (+4.28%). This has resulted in improved achievement rates across the service.

Safeguarding concerns are reported effectively, and the vast majority of learners feel safe in class and on site. See detailed report in Safeguarding key findings summary (page 24) and the Safeguarding Management summary (page 28). Also evidenced from the end of course evaluations.

Informative pre-course information and effective diagnostic assessments help to ensure learners are directed to the most appropriate course and level to support their goals and needs.

Any learner concerns and/or complaints are dealt with swiftly, sensitively and effectively. These are monitored through curriculums and centrally to ensure they are resolved or escalated if necessary.

In the majority of classes, tutors structure lessons well and involve learners through active learning strategies. This helps to build their confidence, promotes positive behaviours and stretch learners in a positive way.

Personal development – Good

Learners develop a broad range of skills in addition to their core learning aims. Tutors across the service pay particular attention to developing confidence, communication, positive behaviours and wellbeing that helps them in their learning, work and personal lives. For example, ground rules shared at the start of the course, embed shared values, including FBV, and encourage learners to reflect on the impact individual behaviours can have on others. 97% of learners completing their end of course evaluations feel participation in the course has improved their wellbeing.

Tutors also emphasise the importance of timekeeping and reliability to learners attending their programmes. Observation evidence shows that learners, tutors and support workers have a high level of mutual respect, essential in creating a positive learning environment.

Effective use of Individual Learning Plans (ILPs) helps focus learning on specific personal development goals, for example; confidence, regular attendance, positivity. Evidence from course evaluations demonstrates that these embedded elements within community learning activities have a significant impact on learners' health and wellbeing and their ability to take an active part in their community. The eILPs support those learners who are on online course provision. Some learners experience challenges with the use of technology at home for their learning. LALS offers support and guidance, for example loaning of learner laptops to support their learning.

Skilled teachers deliver well-managed learning activities, using a variety of methods such as questioning techniques and strategies for long term memory. In addition to developing subject expertise, tutors help to improve communication skills which in turn helps to promote mutual respect.

Tutors actively promote equality, diversity and inclusion (see EDI section page 23). The Learner Handbook explains how LALS supports the learner along their learner journey.

98% of learners said they 'feel more confident now than at the start of the course'.

Key Findings: Equality, Diversity & Inclusion – Good

The service benefits from operation within a local authority that has an excellent record for actively promoting equality and developing a culture where diversity is celebrated. A clear service 'Statement of Intent' demonstrates the service commitment to actively promoting inclusion and promoting opportunities for all.

Service staff have high expectations and recognise the important role adult education has in promoting equality, tolerance, and respect. Lead Members and Departmental Management provide challenge and several significant developments this year have had a positive impact on outcomes.

The new Special Educational Needs (SEN) co-ordinator post, created the previous year, has enabled the service to improve learner access to informal and formal additional support arrangements across all curriculum areas. A thorough process has been developed to assess learners. This process ensures learners have access to appropriate support or specialist equipment, either from within the service or through signposting to other partner organisations that may be better equipped to support specific needs. Managers recognise the continuing demand for recruiting more support workers. To manage resources effectively managers are using a variety of strategies, these include, thorough initial assessment to identify needs, management of class sizes, engaging volunteers, and the recruitment of paid staff where appropriate.

Throughout the year the service EDI Development Group has co-ordinated activities and prioritised work effectively to address identified areas for development. Key themes include; Learner Demographics, Programme Planning, Special Educational Needs, Workforce and Black Lives Matter.

The service EDI group has developed closer links with the Departmental Equalities Group (DEG) which provides an important forum for proactively driving forward initiatives. For example, the Black Lives Matter (BLM) conference and action plan brought together colleagues from across the council to share their experiences. A BLM departmental action plan has been developed to address concerns and bring forward meaningful change. The DEG also provide challenge to significant service change through equalities impact assessments designed to evaluate the impact on people with protected characteristics.

At the Service Summer Conference all staff had the opportunity to reflect on the real-life stories of two inspiring external speakers who challenged the track record of education providers to support minority groups. Curriculum teams also shared practice and explored ways of supporting learners with different needs. Tutor briefings in September this year have progressed with this theme. As a result, there has been an increasing number of requests for additional support for learners which demonstrates an increasing awareness and positive action to address individual needs.

The service has prioritised the embedding of Fundamental British Values (FBV) into the curriculum over recent years. Thorough learner induction is viewed as an essential starting point by all tutors and there is a strong emphasis towards respect and tolerance and the benefits of these values beyond the boundaries of the course.

Contact with learners from a broad range of backgrounds provides a good opportunity for tutors to learn and develop their skills. In addition, training activities such as Unconscious Bias which all staff are required to complete helps challenge established practice. As a result,

most tutors create learning activities that are relevant and engaging to learners from different backgrounds helping them meet their intended goals.

However, managers are aware that this is an area of continuous improvement. There remains some variation in the achievement of learners from different backgrounds in some subject areas. In addition, there is a need to broaden access to a wider demographic in subjects such as Foreign Languages and this will be a focus of curriculum and service quality improvement plans over the next period.

Key Findings Safeguarding – Good with Outstanding Features

There is a "whole organisation approach" to Safeguarding including Prevent, with the majority of learners (98.09%) in the service reporting feeling safe on their chosen learning programme which is an increase from the previous year.

Excellent bespoke Safeguarding training and induction programme for new and existing staff delivered at appropriate levels ensures all staff and volunteers know their responsibilities and can discharge their safeguarding duties effectively.

Safeguarding alerts and referrals processes are well embedded in the service with the majority of staff from both curriculum and business support now confident in knowing when to raise a concern, and how to do so effectively. There is a culture of continuous improvement and excellent communication between the DSL, DSO and an active and positive safeguarding working group.

Information available from the 2020/2021 course evaluations shows 97.01% of learners reported feeling safe on site which is a minor drop on last year and robust in the context of Covid-19. Safeguarding is prioritised by curriculum and business support staff at all levels.

The safeguarding month initiative continues to be a success and was publicised service wide across the intranet. A particular highlight was the self-funded period poverty project implemented in November 2021. The project has already promoted stronger links between internal and external health and social care agencies.

Learners know how to raise any concerns they have about their safety; and are confident that tutors and managers will deal with their concerns quickly and effectively. The ways in which to raise a disclosure are signposted in classrooms. The presence and updating of these has been built into the walkthrough document for greater visibility and easier monitoring.

Managers and curriculum coordinators design very effective protocols for staff communicating with vulnerable learners.

Key Findings: Special Educational Needs and Disabilities (SEND) – Good

A new Special Educational Needs Co-ordinator (SENCo) post was created the previous year, and this year four new assessors were employed. This gave the service a better and more timely response to referrals and SENCo enquiries. It provided opportunities for a wider variety of SENCo assessment appointments, including evening and weekends.

The new SEND referral system works well. The system sends auto reminders to the SENCo and the assessor of the requirements, so learners do not get missed in order for an

assessment to take place. Tutors who initiated the referral also receive auto email reminders to keep them informed of the process. The tutor in turn is able to reassure the learner and inform them of progress.

The data shows that 73 referrals were processed on the Prosolutions MIS system, of which 55 were for full SENCo assessments. The rest were resolved effectively without needing an assessment.

Learner evaluation feedback shows that 98.5% agree that their learning support was effective.

Key Findings: Information, Advice and Guidance (IAG) – Good

LALS supports learners on their successful completion of relevant qualifications and onward progression to positive destinations in further learning or employment. IAG offered to learners fully supports this by ensuring the right people are on the right programmes at the right time for them, ensuring they are supported to achieve success, and are encouraged and enabled to make progress to meet their longer term goals. IAG is offered to all learners to help them improve their skills and job prospects and to provide the support needed for learners to decide on their next steps in progressing their learning and work ambitions.

The Matrix accreditation quality mark was successfully renewed during this year. A number of strengths were identified, including very strong partnerships and networks that enable the effective delivery of IAG.

There was consistent and strong learner testimony about the quality of the support provided and particularly the friendliness and professionalism of staff.

Learners spoken with during the Matrix Review Assessment commented on the supportive and helpful nature of the LALS staff. Comments included “I wouldn’t be here without the help from my tutor”; “friendly and polite doesn’t even begin to describe her – she is just wonderful and so caring” and “they just amazing”.

Learners speak favourably about the quality of support and the benefits of having someone who is impartial, non-judgemental and accessible. Learners report this reduces anxiety and helps them concentrate better either in class or when undertaking remote learning. The opportunity to consider options and choices and to make their own decisions was found to be particularly important to learners. Comments included “The tutors help you understand your options and support your decisions” and “They are there to support you not choose for you.”

LALS is not yet outstanding because:

- English and maths achievement rates have not yet improved sufficiently to meet service expectations
- Despite the relatively low numbers of learners, the achievement rate of Black African, Black Caribbean and Black Other remains low
- Despite the improvement in the achievement rate for AEB Digital Skills from previous year, it is currently at 77.87%.
- More focus on Implementation required within the curriculum QIPs to make further improvements in curriculum sequencing.

Improvements since last SAR

- New SENCO process defined and clarified for staff to ensure timely and effective referrals for assessment. The SENCo post and the newly recruited assessors have specific responsibility for ensuring learners have access to informal and formal additional support arrangements to support their learning across all curriculum areas.
- Apprenticeships provision is in a stronger position with improved achievement including improving timely achievements.
- Achievement rates for learners with a disability or difficulty increased significantly to 90.58% (+10.37%).
- Increase in attendance rates for the service (86.12%).
- Risk Assessments further developed for individual staff, classroom and venues to ensure service is Covid-19 compliant, ensuring all risks are assessed appropriately and communication to staff and learners effective.
- Developed the new CPD system allowing streamlining of the OTL process, which has been welcomed by curriculum staff.

What does the service need to do to improve further?

- Improve the achievement rate of AEB Level 2 learners (73.35%), dropping by 4.32% from the previous year.
- Continue to rigorously implement the performance management arrangements to ensure that all apprentices make good progress and achieve their qualifications within the planned duration of their programmes.
- Continue to monitor closely the achievement rates of the BAME communities and have a plan of action to work towards improving those that have dropped from previous year, e.g. Black African, Black Caribbean.
- Provide sufficient Quality of Education focus (Implementation) with the curriculum SARs and curriculum QIPs to address areas for improvement
- Further develop CPD activities to ensure all tutors are suitably skilled and confident to deliver high-quality provision that helps apprentices and learners at all levels develop their skills
- Develop the new ALTO software system for CPD to capture all aspects of staff CPD, not just OTLs to support teachers further develop their skills
- Ensure all OTL Observers are consistent in their coaching approach when conducting OTLs
- Ensure the SENCO referrals come from across all curriculums. Currently referrals are mostly from Skills for Life and ESOL.
- Ensure ‘Implementation’ within the Quality of Education is robust

Adult Learning Self-Assessment Report

Management Summary

Curriculum area: Safeguarding

Prepared by: Safeguarding Officer, Mel Sullivan and Safeguarding Lead, Elliot White

Overall effectiveness – Good with Outstanding Features

There is a "whole organisation approach" to Safeguarding which includes Prevent, with nearly all learners in the service reporting feeling safe and welcomed on their chosen learning programme. Information available on the 20/21 tutor course review shows that 98.59 of learners reported feeling safe in class and 97.01% of learners reported feeling safe on site. Regular Safeguarding Board meetings take place throughout the year with representation from all curriculum areas and Business Support. The group is chaired by the Senior Adult Learning Manager who is also the Service's Safeguarding Lead.

TOTAL NUMBER OF CONCERNS

The curriculum areas of the incidents alerted during 2020-2021 academic year

YEAR	NO OF INCIDENTS "ALERTED"	NO OF SAFEGUARDING INCIDENTS "REFERRED" TO SOCIAL SERVICES	NO OF INCIDENTS SIGNPOSTED TO OTHER AGENCIES	NO OF INCIDENTS REFERRED TO LCC PREVENT TEAM	NO OF INCIDENTS WITH NO FURTHER ACTION (FULL JUSTIFICATION ON REFERRAL PAPERWORK)
Sept 2018 – Aug 2019	31	14	14	1 to the Hate crime and Prevent officer	2
Sept 2019 – Aug 2020	28	12	11	0	5
Sep 2020-Aug 2020	19	8 (1 reported to police)	6	0	5

ENG/IAG	WBL	FL	LFI	MFL/ESOL/BSL	MH	S4L	BS	EDS	L4W	LEO
2 (2xIAG)	0	0	3	2 1xESOL 1xMFL	3	3	3	1	1	1

Outcomes for learners – Good with Outstanding Features

All learners are given information about how to raise a concern and who to contact if they have any concerns at the start of their learning programme and are actively encouraged to raise concerns for themselves and others should the need arise. The number of alerts has decreased slightly, this could be due to reduced learner numbers due to Covid-19.

A wider range of curriculum areas are now raising concerns as staff across the service become more confident and vigilant in this area. This is supported by having a range of curriculum and business staff on the safeguarding working group. Alerts have continued during the numerous lockdown's and Covid-19 restriction, which is testament to the vigilance and support staff provided to learners during this difficult time. The bi-weekly all Staff Update continues to have a regular feature on Safeguarding to ensure continued awareness and confidence in this area. November Safeguarding Month was well received with weekly safeguarding focussed all staff updates.

Feedback and communication from LCC's Adult Social Care dept on referrals has increased this year, with regular quarterly feedback through corporate governance meetings.

The learner handbook makes specific reference to Safeguarding, Prevent and FBV and is given to all leaners either electronically or hard copy. Key points are highlighted as part of each course induction and ground rules face to face in the classroom and in distance learning programmes. The learner handbook includes information on the learning charter, i.e. what learners can expect from LALS and what LALS expects from Learners. The handbook includes information on confidentiality and data protection, Equality and Diversity, and how we can support our learners to stay safe in the physical learning environment and on-line. There is also a clear learner feedback and complaints procedure with named contacts for SMT. The handbook contains specific information on how we aim to support learners who may have a criminal conviction. This information is reviewed annually to take account of any new legislation or developments.

All staff attend bespoke mandatory training 'receiving the concern' delivered by knowledgeable in-house trainers. More specialist 'Alerting the Local Authority' training is delivered by our Learning and Development Dept in liaison with the LALS safeguarding officer, this is repeated regularly to ensure competencies are up to date. The service has 23 staff who are trained to Raise and Alert with the Local Authority, this includes managers, teaching staff and Business Support staff who are available across the County in each of our 4 localities.

The Safeguarding Lead regularly attends the local HE/FE Prevent meetings, the annual East Midlands Prevent conference and internal Corporate Prevent meetings to ensure compliance and development in the area. The Safeguarding Officer is an active member of the Community Safety Group at LCC to ensure the service can benefit from partnership working, keeps up to date on key developments, and is able to share good practice internally and externally.

At the start of all courses, tutors embed ground rules which set out expectations in relation to behaviour. All learners are given a personal Safeguarding / Prevent card (*accessible easy read cards are also available for learners with a disability or who have low literacy skills*) so learners are aware of who to contact should they feel unsafe either on their course or when in their home or community. Safeguarding posters are also visible in all learner areas. Our

VLE also contains updated information for both staff and learners on safeguarding processes and protocols, risk assessment information and sources for further support.

Wellbeing and the maintenance of good mental health will be a focus for SMT in the coming year. SMT regularly review staff attendance records and quickly and effectively implement support plans for staff who need reasonable adjustments to stay well and maintain good attendance at work. Stress risk assessments have been carried out in some teams and appropriate action plans put in place to support staff well-being.

Overall effectiveness of the service is not yet outstanding because:

- The service still needs to ensure it has a robust site security plan (lockdown) in place in partnership with LCC (Property Services and the Resilience Team) and other relevant partner organisations. This will continue to be a priority for the coming year. Work in this area has been ongoing and has progressed.
- The Service does not yet have a robust filtering and monitoring system for Learners to identify misuse as recommended by Ofsted. This will continue to be a priority for the coming year. Work in this area has been ongoing and has progressed.

Improvements since last year

- Learner protocol process was revised. New “Learner Contact Plans” will be accessible via ProSolutions. Documents were shared in Tutor Briefing pack
- 03/02/2021 MS/GP gave a Matrix Assessment presentation – Keeping Learners Safe. This was well received by the assessor and the only action to take forward is for the Modern Slavery Act to be included in the safeguarding policy
- Safeguarding policy was updated to include the Modern Slavery Act as per action from the Matrix assessment
- Feedback and communication from Adult Social Care with regards to referrals made is being received on a regular basis.
- Regular Safeguarding information communicated to all staff in regular Staff Update. Biweekly.
- November was LALS safeguarding month. There were themes for each week which went out in the form of a weekly update. All staff were encouraged to make a pledge to do something relevant to safeguarding. This will continue as a regular event
- Directed and more regular training has resulted in increased confidence in curriculum areas on identifying and making safeguarding alerts.
- Any concerns raised have been dealt with professionally and swiftly.
- Managers and curriculum coordinators continue to keep safeguarding on the agenda and regularly discuss any areas of concern in supervisions and team meetings.
- Safeguarding focus continued and included in walk throughs / observation checklists.

- Regular monitoring and updating of the Prevent Risk Register.

What does the curriculum need to do to improve further?

- Site security procedures still need to be developed and embedded across the service in partnership with LCC to ensure a robust lockdown process is in place that all staff are aware of.
- Ensure a robust filtering and monitoring system is in place at LCC to identify misuse as previously recommended by Ofsted.
- Ensure further embedding of Fundamental British Values to enhance staff skills and confidence in this area to increase learner and community safety.
- Monitor and further develop the process for deaf tutors can make effective alerts and all SG policies and procedures consider Equalities impact and implications.

Appendix 1.0

Learner Achievement

Showing Overall Achievement for 19+ Provision

LALS	2018/19	2019/20	2020/21	VARIANCE
Overall Service (Accredited and non-accredited combined)	91.73%	85.67%	88.44%	+2.77%

Showing Year on Year Performance for 19+ Provision

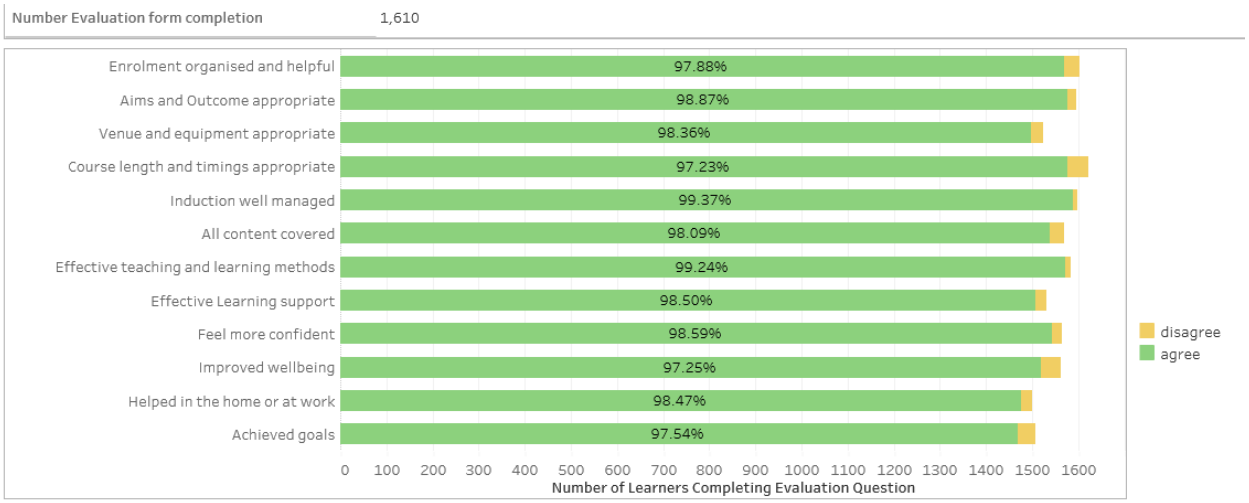
LALS	2018/19	2019/20	2020/21	VARIANCE
Accredited	83.00%	77.22%	80.92%	+3.70
Non-Accredited	95.35%	90.4%	95.1%	+4.70%
Overall Service (combined)	91.73%	85.67%	88.44%	+2.77%

Achievement Rates for Adult Skills Accredited Provision

LEVEL	2017/18 19+ ASB	2018/19 19+ ASB	2019/20 19+ ASB	2020/21 19+ ASB
E	85.81%	88.08%	79.95%	89.5%
1	79.78%	75.59%	68.25%	77.38%
2	78.63%	77.50%	77.67%	73.35%
3	100%	n/a	n/a	n/a
Overall	82.47%	83.00%	76.90%	80.87%

Appendix 2.0

Summary of Learner Feedback from end of course evaluations 2020/21



Appendix 3.0 Headline Data by Year (AEB Only)

Ach Rate by Level	18/19				19/20				20/21			
Level	Leavers	Ach%	Ret%	Pass%	Leavers	Ach%	Ret%	Pass%	Leavers	Ach%	Ret%	Pass%
1	467	75.59	84.15	89.82	463	68.25	77.97	87.53	251	77.69	86.85	89.45
2	553	77.58	86.62	89.56	600	77.67	85.67	90.66	484	73.14	88.22	82.90
3	0	0.00	0.00	0.00	0	0.00	0.00	0.00	1	100.00	100.00	100.00
E	1322	88.05	90.85	96.92	1167	80.55	88.86	90.65	527	89.56	93.17	96.13

Achievement Rate by Age/Qual Type/Level			18/19				19/20				20/21			
Age Group	Qual Type	Level	Leavers	Ach%	Ret%	Pass%	Leavers	Ach%	Ret%	Pass%	Leavers	Ach%	Ret%	Pass%
16-18	Basic Skills Maths and English	2	3	0.00	0.00	0.00	0	0.00	0.00	0.00	0	0.00	0.00	0.00
		E	2	50.00	50.00	100.00	0	0.00	0.00	0.00	0	0.00	0.00	0.00
	Other Non-Reg	E	4	100.00	100.00	100.00	0	0.00	0.00	0.00	0	0.00	0.00	0.00
19+	Award	1	171	87.13	89.47	97.39	129	86.82	89.15	97.39	84	92.86	92.86	100.00
		2	106	87.74	95.28	92.08	108	80.56	88.89	90.63	99	84.85	91.92	92.31
		E	525	88.38	90.29	97.89	298	80.54	87.92	91.60	77	88.31	89.61	98.55
	Basic Skills Maths and English	1	212	62.74	77.36	81.10	164	68.90	76.83	89.68	78	58.97	76.92	76.67
		2	229	72.49	86.03	84.26	235	79.15	89.36	88.57	225	60.44	87.56	69.04
		E	98	74.49	77.55	96.05	87	62.07	77.01	80.60	36	72.22	80.56	89.66
	Certificate	1	27	81.48	88.89	91.67	64	21.88	43.75	50.00	30	70.00	90.00	77.78
		2	14	85.71	92.86	92.31	17	58.82	82.35	71.43	2	50.00	100.00	50.00
		E	1	0.00	100.00	0.00	259	74.13	88.03	84.21	80	87.50	93.75	93.33
	Diploma	3	0	0.00	0.00	0.00	0	0.00	0.00	0.00	1	100.00	100.00	100.00
	ESOL	1	39	82.05	89.74	91.43	68	77.94	89.71	86.89	48	87.50	91.67	95.45
		2	12	100.00	100.00	100.00	15	100.00	100.00	100.00	22	90.91	90.91	100.00
		E	326	88.04	93.87	93.79	351	83.48	90.03	92.72	203	93.60	94.58	98.96
	GCSE Maths and	2	177	76.84	82.49	93.15	176	83.52	84.09	99.32	114	80.70	84.21	95.83
	Other Non-Reg	1	17	94.12	94.12	100.00	36	63.89	80.56	79.31	11	72.73	81.82	88.89
		2	12	83.33	83.33	100.00	17	47.06	88.24	53.33	10	90.00	90.00	100.00
		E	346	91.33	92.49	98.75	171	94.15	95.32	98.77	107	95.33	97.20	98.08
	Other Reg	E	0	0.00	0.00	0.00	0	0.00	0.00	0.00	24	66.67	91.67	72.73
	QCF Unit	1	1	100.00	100.00	100.00	2	50.00	100.00	50.00	0	0.00	0.00	0.00
		2	0	0.00	0.00	0.00	32	40.63	50.00	81.25	12	100.00	100.00	100.00
		E	20	95.00	95.00	100.00	1	0.00	100.00	0.00	0	0.00	0.00	0.00

Appendix 4.0 Achievement by Demographic (AEB Only)

Achievement Rate by Age Group

	18/19				19/20				20/21			
Age Group	Leavers	Ach%	Ret%	Pass%	Leavers	Ach%	Ret%	Pass%	Leavers	Ach%	Ret%	Pass%
16-18	9	55.56	55.56	100.00	0	0.00	0.00	0.00	0	0.00	0.00	0.00
19+	2333	83.20	88.64	93.86	2230	77.22	85.74	90.06	1263	80.92	90.02	89.89

Achievement Rate by Ethnic Group

	18/19				19/20				20/21			
Ethnic Group	Leavers	Ach%	Ret%	Pass%	Leavers	Ach%	Ret%	Pass%	Leavers	Ach%	Ret%	Pass%
Any Other	100	90.00	94.00	95.74	130	86.15	91.54	94.12	123	89.43	93.50	95.65
Bangladeshi	35	77.14	85.71	90.00	38	68.42	76.32	89.66	21	85.71	90.48	94.74
Black African	36	69.44	97.22	71.43	46	71.74	80.43	89.19	18	55.56	88.89	62.50
Black Caribbean	9	100.00	100.00	100.00	8	75.00	87.50	85.71	5	60.00	100.00	60.00
Black Other	6	16.67	66.67	25.00	16	87.50	93.75	93.33	8	37.50	50.00	75.00
Chinese	28	92.86	96.43	96.30	23	69.57	86.96	80.00	5	40.00	60.00	66.67
Indian	133	73.68	87.97	83.76	143	75.52	83.22	90.76	86	79.07	86.05	91.89
Mixed	55	87.27	92.73	94.12	58	72.41	79.31	91.30	33	81.82	87.88	93.10
Other Asian	62	79.03	87.10	90.74	55	83.64	90.91	92.00	32	75.00	87.50	85.71
Pakistani	24	70.83	83.33	85.00	24	79.17	91.67	86.36	18	83.33	88.89	93.75
Unknown	8	100.00	100.00	100.00	11	81.82	81.82	100.00	2	50.00	50.00	100.00
White	1846	83.86	87.97	95.32	1678	76.94	85.76	89.72	912	81.25	90.68	89.60

Achievement Rate by Gender

	18/19				19/20				20/21			
Gender	Leavers	Ach%	Ret%	Pass%	Leavers	Ach%	Ret%	Pass%	Leavers	Ach%	Ret%	Pass%
F	1540	83.05	89.22	93.09	1464	78.14	85.59	91.30	911	80.13	89.46	89.57
M	802	83.17	87.16	95.42	766	75.46	86.03	87.71	352	82.95	91.48	90.68

Achievement Rate by Disability

	18/19				19/20				20/21			
Disability	Leavers	Ach%	Ret%	Pass%	Leavers	Ach%	Ret%	Pass%	Leavers	Ach%	Ret%	Pass%
Has Disability	388	81.44	85.57	95.18	334	70.66	84.13	83.99	151	80.79	90.73	89.05
None	1911	83.41	89.06	93.65	1867	78.31	86.07	90.98	1101	81.11	90.10	90.02
Not known	43	83.72	90.70	92.31	29	82.76	82.76	100.00	11	63.64	72.73	87.50

Achievement Rate by Learning Difficulty Summary

	18/19				19/20				20/21			
LD Summary	Leavers	Ach%	Ret%	Pass%	Leavers	Ach%	Ret%	Pass%	Leavers	Ach%	Ret%	Pass%
Has Learning Difficulty	667	86.81	88.91	97.64	461	76.57	91.54	83.65	246	82.52	92.28	89.43
None	1632	81.56	88.30	92.37	1740	77.30	84.25	91.75	1006	80.72	89.66	90.02
Not known	43	83.72	90.70	92.31	29	82.76	82.76	100.00	11	63.64	72.73	87.50

Achievement Rate by Learning Difficulty Details

	18/19				19/20				20/21			
Learning Difficulty	Leavers	Ach%	Ret%	Pass%	Leavers	Ach%	Ret%	Pass%	Leavers	Ach%	Ret%	Pass%
Autism	42	71.43	78.57	90.91	22	72.73	100.00	72.73	21	90.48	100.00	90.48
Dyscalculia	2	0.00	50.00	0.00	3	66.67	100.00	66.67	0	0.00	0.00	0.00
Dyslexia	102	77.45	81.37	95.18	103	70.87	82.52	85.88	56	66.07	85.71	77.08
Moderate	364	90.11	90.93	99.09	226	78.32	93.36	83.89	116	87.07	93.97	92.66
Multiple	3	33.33	33.33	100.00	1	100.00	100.00	100.00	1	100.00	100.00	100.00
n/a	22	81.82	86.36	94.74	11	81.82	81.82	100.00	9	66.67	77.78	85.71
None	1632	81.56	88.30	92.37	1740	77.30	84.25	91.75	1006	80.72	89.66	90.02
Not Known/Not Provided	21	85.71	95.24	90.00	18	83.33	83.33	100.00	2	50.00	50.00	100.00
Other	78	88.46	92.31	95.83	63	76.19	93.65	81.36	25	88.00	96.00	91.67
Other Spec	32	93.75	93.75	100.00	15	73.33	86.67	84.62	7	71.43	85.71	83.33
Severe	44	95.45	95.45	100.00	28	89.29	100.00	89.29	20	90.00	90.00	100.00

Appendix 5 – Achievement Rate by SSA (AEB Only)

Achievement by Curr Area			18/19				19/20				20/21			
Curriculum	SSA2 Name	Level	Leaver	Ach%	Ret%	Pass%	Leaver	Ach%	Ret%	Pass%	Leaver	Ach%	Ret%	Pass%
Employability & Digital Skills	Hospitality and Catering	2	36	100.00	100.00	100.00	18	100.00	100.00	100.00	3	100.00	100.00	100.00
	ICT for Users	1	74	77.03	85.14	90.48	64	21.88	43.75	50.00	38	73.68	89.47	82.35
		2	29	72.41	96.55	75.00	58	43.10	55.17	78.13	31	83.87	93.55	89.66
		E	0	0.00	0.00	0.00	90	71.11	74.44	95.52	46	78.26	93.48	83.72
	Preparation for Work	1	0	0.00	0.00	0.00	3	0.00	100.00	0.00	4	50.00	50.00	100.00
ESOL	Foundations for Learning & Life	1	39	82.05	89.74	91.43	68	77.94	89.71	86.89	48	87.50	91.67	95.45
		2	12	100.00	100.00	100.00	15	100.00	100.00	100.00	22	90.91	90.91	100.00
		E	332	87.95	93.98	93.59	359	83.29	89.97	92.57	212	93.40	94.81	98.51
FEML Family Learning	Child Development	1	0	0.00	0.00	0.00	5	100.00	100.00	100.00	0	0.00	0.00	0.00
		2	37	81.08	86.49	93.75	39	71.79	94.87	75.68	18	83.33	94.44	88.24
	Foundations for Learning & Life	2	0	0.00	0.00	0.00	0	0.00	0.00	0.00	0	0.00	0.00	0.00
Languages	Lang, Lit & Cult of Brit Isles	E	58	86.21	86.21	100.00	26	88.46	88.46	100.00	0	0.00	0.00	0.00
	Other Languages, Lit & Culture	1	124	91.94	91.94	100.00	121	88.43	88.43	100.00	72	95.83	95.83	100.00
		2	18	100.00	100.00	100.00	42	92.86	92.86	100.00	61	86.89	91.80	94.64
		E	193	84.46	87.56	96.45	211	85.78	85.78	100.00	47	91.49	91.49	100.00
Learning for Independence	Foundations for Learning & Life	E	496	91.53	93.15	98.27	297	83.84	94.61	88.61	184	90.22	94.02	95.95
	Preparation for Work	E	118	94.07	94.92	99.11	77	66.23	97.40	68.00	7	100.00	100.00	100.00
Skills for Life	Foundations for Learning & Life	1	227	66.08	79.74	82.87	202	67.82	77.72	87.26	89	60.67	77.53	78.26
		2	240	72.92	85.83	84.95	252	76.98	89.29	86.22	235	61.70	87.66	70.39
		E	118	74.58	76.27	97.78	107	68.22	81.31	83.91	31	70.97	77.42	91.67
	Lang, Lit & Cult of Brit Isles	2	73	76.71	79.45	96.55	81	83.95	85.19	98.55	48	85.42	89.58	95.35
	Mathematics and Statistics	2	104	76.92	84.62	90.91	95	83.16	83.16	100.00	66	77.27	80.30	96.23
Work Based Learning	Child Development and Well Being	3	0	0.00	0.00	0.00	0	0.00	0.00	0.00	1	100.00	100.00	100.00
	Foundations for Learning & Life	1	3	0.00	0.00	0.00	0	0.00	0.00	0.00	0	0.00	0.00	0.00
		2	3	0.00	0.00	0.00	0	0.00	0.00	0.00	0	0.00	0.00	0.00
		E	6	83.33	83.33	100.00	0	0.00	0.00	0.00	0	0.00	0.00	0.00
	Preparation for Work	E	1	100.00	100.00	100.00	0	0.00	0.00	0.00	0	0.00	0.00	0.00
Work Force Development	Foundations for Learning & Life	2	1	100.00	100.00	100.00	0	0.00	0.00	0.00	0	0.00	0.00	0.00

Appendix 6.0

ADULT LEARNING SERVICE SELF- ASSESSMENT PROCESS MAP

July

Analyse Performance Information

Start to formulate judgements against the 4 key areas:

- Quality of Education
- Behaviour and Attitudes
- Personal Development
- Effectiveness of Leadership and Management

Performance & Curriculum Management

Quality Improvement of Teaching and Learning
Tutor observation action points / OTL Moderation Findings
Course Evaluations Data CPD –Impact on Quality and performance

Performance in Equality and diversity
Achievement of different demographic groups

Curriculum Planning Review
Learner Engagement / Course Review

Leadership and Management
Professional Development Reviews / Supervision
Measurement of Performance against QIP Targets

August
Start to formulate narrative informed by analysis and Self - Assessment Performance Review Feedback

September
Current data available / SAR being drafted / QIP prepared for moderation

October
Cross Curricular SAR Moderation against Education Inspection Framework Criteria
Curriculum SAR Presentations, Review Feedback
Re-visit Judgements and Evidence / Final Data Update

November
Peer review process - East Midlands adult learning services

December
Overall SAR report summary prepared from curriculum SARs
Final Data QA checks
Final Draft with Service Wide Quality Improvement Plan
Submitted to LALS Strategy Board and Dept Board / Uploaded to Gateway

APPENDIX B

Performance against OFSTED criteria

Criteria	Ofsted Focus	LALS Current Performance	RAG
Quality of Education	Curriculum design, coverage, appropriateness, and delivery Teaching standards Assessment Attainment and progress Knowledge and skills development Destinations	The service has a clear statement of Intent which has been developed from the strategic goals of the council and in consultation with partners, employers, and learners. Clarity of intent provides an effective foundation for programme planning. Teaching standards are good, and tutors have adapted exceptionally well to the move to online learning throughout the pandemic. This has been particularly challenging given many learners have additional support needs. Assessment is used effectively to enable learners and tutors to understand progress towards learning goals and where there are gaps in learning - this informs good lesson planning. Feedback from learners, carers and employers highlight excellent development of knowledge and skills. This helps learners progress towards their ambitions and often has a profound impact on learners' ability to become more independent. For example - refugees development of English, learners with disabilities develop money skills.	GOOD
Behaviour and Attitudes	Attitudes to learning Behaviour Employability Attendance and punctuality Respect	Learners develop behaviours and attitudes that help them lead successful lives - both personal and professional. Tutors have high expectations and successful outcomes are underpinned through structured learning provided in well managed classes with clear ground rules. This helps learners develop good habits for example timekeeping, attention to detail and respect for others and different opinions.	GOOD
Personal Development	Enrichment Fundamental British values Careers guidance Healthy living Citizenship Equality and diversity Preparation for next stage	Learners consistently report that their participation in adult learning classes helps them to develop confidence. This helps them in all aspects of their lives and often results in them having more involvement within their communities. Learners receive excellent support for planning their next stages in development by tutors or through LALS dedicated Information Advice and Guidance (IAG) service. Fundamental British Values (FBV) are embedded into all programmes. Lesson observation evidence shows that learners, tutors and support workers have a high level of mutual respect.	GOOD

		Most tutors make learning relevant and encourage learners to use real life experiences. Learners are encouraged to apply their learning outside of lessons. For example, how to manage their response when the behaviour of other people upsets them.	
Leadership and Management	Vision, ethos Staff development Safeguarding Staff workload and wellbeing Learner experience Governance/oversight	The service strategy sets out a clear vision which informs curriculum intent. There is a “whole organisation approach” to Safeguarding including Prevent, with the majority of learners (98.09%) in the service reporting feeling safe. Tutors benefit from a comprehensive staff development programme which includes whole service training through tutor briefings and curriculum specific activities. Learner experience is reviewed regularly and 98% of learners state their learning has been good or outstanding. Governance has been strengthened and regular briefing sessions provide the opportunity for Lead Members to challenge performance and support the service strategic development. Lead Members are actively involved and take opportunities to speak to learners during centre visits helping them maintain a good understanding of outcomes and different aspects of service delivery.	GOOD

APPENDIX C

Leicestershire Adult Learning Service

List of Course Venues – Academic Year 2021/22

Locality	Site Description	Delivery Postcode
South	ENDERBY ADULT LEARNING CENTRE	LE19 4PG
South	ONLINE DELIVERY	ZZ99 9ZZ
North	LOUGHBOROUGH MOIRA CENTRE	LE11 1AX
North	LOUGHBOROUGH LIBRARY	LE11 3DU
South	MARKET HARBOROUGH SYMINGTON BUILDING	LE16 7AG
South	MARKET HARBOROUGH ROMAN WAY	LE16 7PQ
East	MELTON LIBRARY	LE13 0UJ
East	THURMASTON THE ROUNDHILL ACADEMY	LE4 8GQ
West	COALVILLE LIBRARY	LE67 3EA
West	HINCKLEY LIBRARY	LE10 0AT
West	HINCKLEY HUB	LE10 9TH
West	COALVILLE RESOURCE CENTRE	LE67 3FS
South	WIGSTON MAGNA LIBRARY	LE18 1PA
South	OADBY LIBRARY	LE2 5BF
North	QUORN RAWLINS COMMUNITY COLLEGE	LE12 8DY
South	Freedom Support Solutions	LE16 9EG
East	Melton Mary'S Place	LE13 1XD
East	Support & Connections	LE13 1QF
East	MELTON VENTURE HOUSE	LE13 0HN
East	WHM WORK CONNECTIONS (SEAGRAVE)	LE12 7LU
West	COALVILLE CHOICES FOR LIFE UK LTD	LE67 3HB
West	HINCKLEY HOLY TRINITY CHURCH	LE10 0AJ
West	BOSWORTH BATTLEFIELD MUSEUM	CV13 0AD
South	WIGSTON DEACON AND HARDY	LE18 4WS
South	WIGSTON BASSETT STREET CENTRE	LE18 4PE
South	COUNTESTHORPE COMMUNITY COLLEGE	LE8 5PR
East	MELTON CARNEGIE MUSEUM	LE13 1RB
East	SYSTON COMMUNITY CENTRE	LE7 1HN
West	GROBY COMMUNITY COLLEGE	LE6 0GE
West	BARWELL THE GEORGE WARD COMMUNITY CENTRE	LE9 8DG
East	MELTON PHOENIX HOUSE	LE13 0UL
West	ASHBY LEGION HOUSE	LE65 1BQ
East	MELTON THE EDGE CHILDRENS CENTRE	LE13 0BQ
West	MOIRA FURNACE MUSEUM	DE12 6AT
South	BROCKS HILL COUNTRY PARK	LE2 5JJ

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Agenda Item 12

Leicestershire County Council

ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE 7 MARCH 2022

USE OF RESOURCES IN ADULT SOCIAL CARE

REPORT OF THE DIRECTOR OF ADULTS AND COMMUNITIES

Purpose of report

1 The purpose of this report is to share with the Committee, the Local Government Association's (LGA) 2020/21 report on Use of Resources in Adult Social Care and to seek the Committee's views on the Use of Resources within Leicestershire.

Policy Framework and Previous Decisions

2 In March 2020, the Committee received a report titled 'Use of Resources in Adult Social Care', which considered the LGA report and the Council's own position for the financial year 2018/19.

3 The Committee receives regular reports on activity and finance related issues, including quarterly Performance reports and an annual national benchmarking report, along with annual performance reports and Medium Term Financial Strategy (MTFS) reports.

4 In November 2021, the Committee received a report on the Department's current demand pressures on the forecasted budget for 2021/22 which highlighted different levels of expenditure between Leicestershire and comparator authorities. Members asked for further comparator information in regard to this which was included in the Performance report considered by the Committee at its last meeting in January 2022.

Background

5 In 2018, the LGA developed the first Adult Social Care Use of Resources reports for all councils responsible for Adult Social Care. This Committee report pertains to the LGA report which details activity and performance in 2020/21.

6 The report compares activity and expenditure for councils based on each council's submissions to NHS Digital through national Short-and Long-Term Support (SALT) and Adult Social Care Finance Return (ASC-FR) collections.

7 National data collections will always contain some level of inaccuracy and whilst the report attempts to provide an approach to assessment of value for money, caution should be taken in comparing councils on a like for like basis due to the different context and environments that councils operate within. For this reason, the report should be read with a view to consideration of how Leicestershire can improve its value for money assessment, rather than how Leicestershire directly compares to others.

8 The impact of the Covid-19 pandemic in 2020/21 on local authority activity and expenditure cannot be underestimated. Significant changes to both overall demand and particular areas of activity, together with increased costs of care make comparison with previous years' data challenging. It is therefore difficult to analyse trends over time. Equally, different authorities will have had differing experiences of the pandemic, and their respective responses in respect to service delivery and the allocation of resources will have varied.

9 This report provides information pertaining to Leicestershire benchmarked against the England average, Chartered Institute of Public Finance and Accountancy (CIPFA) comparator authorities and the East Midlands region.

10 However, as stated within the report, comparisons between local authorities should be viewed with the following caveats:

- Data recording is not fully consistent across England, so two figures from two different councils are not necessarily fully comparable;
- No one metric alone gives a complete picture of a council's situation;
- These metrics are the starting point, not the end point, of a conversation about use of resources. There is a potential for metrics to be used to arrive at misleading conclusions where they are not discussed and considered in the light of local contexts;
- This report represents a starting point beyond which further analysis and research will be required;
- Trying to evaluate how much is spent compared to need is not possible in a completely quantitative way. A detailed understanding of the nuances of each individual local authority's circumstances is necessary to gain a full understanding of this topic;
- Figures for gross current expenditure have been used, which do not account for income raised by and for adult social care;
- In most cases, there is no assumed polarity to the metrics. For example, it is not necessarily the case that a low figure for spend per adult is 'good' and a high score 'bad'. The needs and priorities of local contexts can vary, and different levels of spending and activity can be necessary, appropriate and desirable considering these differing contexts.

Summary of Leicestershire's Use of Resources

Expenditure

11 Leicestershire had the thirteenth lowest spend on Adult Social Care, per adult, (total spend divided by the number of people aged 18 years and over) overall. Analysis by short and long term care for Leicestershire shows that the County Council is in the bottom quartile (144/151) for spend on long term care and is in the third quartile (93/151) for short term care spend.

12 Spend on Older Adults (aged 65+) per adult is the third lowest in the country. Expenditure on Older Adults when compared to other authorities, shows Leicestershire spends 35% less than the average for East Midlands authorities, and 26% less than CIPFA nearest neighbours.

13 Expenditure on people aged 18-64 shows Leicestershire ranks 135/152 councils, spending 22% less than regional comparators and 24% less than nearest neighbour authorities.

14 Another way of analysing total expenditure is to consider spend per client; i.e. total spend divided by the number of clients served. On this measure the County Council is ranked 136/152 overall.

15 For adults aged 18-64, the Council is in the third quartile (106/152), spending an average of £24,000 per client, compared to £27,000 and £31,000 for regional and nearest neighbour councils respectively, and for adults aged 65+ the Council is in the bottom quartile (141/152) spending on average £10,000 compared to £14,000 and £16,000 for regional and nearest neighbour authorities.

Demand

16 As a percentage of the population, Leicestershire had a higher number of new requests for support from older adults compared to nearest neighbours, but a lower number compared to regional councils. For working age adults, Leicestershire's number of new requests was consistent with nearest neighbours but lower than the region.

17 However, the percentage of people who went on to receive a long term care service appears higher in Leicestershire than comparator authorities. Similarly, the percentage of new requests that resulted in no service was also significantly higher in Leicestershire, whilst the percentage who were signposted to other universal services was significantly lower.

Settings of care

18 The LGA's Use of Resources report considers four indicators which are judged to promote independence and have an impact on resource utilisation; the proportion of people receiving Direct Payments; people with learning disability living in their own homes and permanent admissions to residential and nursing care (split by age-group – older people aged 65+, and younger adults aged 18-64).

19 On the first indicator, the Council is ranked 6/152 with 42% of people in receipt of a Direct Payment, compared to 38% regionally and 27% for nearest neighbours.

20 The Council is ranked 48/152 with 84% of people living in settled accommodation compared 77% regionally and 74% for nearest neighbour councils.

21 The report also compares rates of admission to residential care homes, which shows Leicestershire has average rates of admission for older people at 309 per 100,000 of the population, placing the county at 130/151, and relatively low rates of admission for younger adults at 1.9 per 100,000 of the population (149/152).

Costs of Care

22 The LGA compares unit costs for home care, residential care, and nursing care based upon the total spend in these areas divided by the number of hours of home care, and the number of weeks of care in care homes respectively.

23 The results show that Leicestershire has an above average cost of home care (32/152) which is below that of its CIPFA comparator neighbour authorities, but above regional comparator's costs.

24 Care home costs for older adults are similar to CIPFA neighbour councils, but higher than the regional average with Leicestershire ranked 66/151 councils. Working age adult residential and nursing home costs are on average lower than CIPFA neighbours but again higher than the average for regional councils with Leicestershire ranked 61/151 nationally.

25 The final area of analysis within the LGA report concerns income. The report finds that income received in Leicestershire is higher than average. For both income from client contributions and income from the NHS (including from the Better Care Fund), Leicestershire is in the top quartile when compared with the other councils.

Analysis

26 Leicestershire has the lowest spending power when compared to other local authorities. Expenditure on adult social care is reflective of the overall funding position of the Authority.

27 Leicestershire was previously the lowest spending authority of all local authorities on services for people aged 65 and over. The latest position shows Leicestershire to be the third lowest of all authorities demonstrating the difference in spend decreasing regionally and in the comparator group.

28 Factors affecting spend on older adults include the demography of the population and the level of deprivation. Leicestershire has a lower percentage of people over the age of 65 than its comparator authorities although the rate against all English councils is higher. It could be argued that a lower percentage of adults over 65 years would lead to lower spend. However, as noted above, the proportion of people over 65 in receipt of long term services is high in comparison to the comparator authorities and therefore age alone cannot account for lower expenditure.

29 Although lower than the England average, the proportion of the population aged 18-64 is slightly higher in Leicestershire than comparator authorities. However, this is not reflected in the number of people in receipt of services, which suggests that demand is being managed appropriately.

30 Deprivation levels in Leicestershire are considerably lower than the national average and remain comparatively low against comparator authorities. Deprivation levels are known to influence expenditure due to the proportion of people who fund their own care and the level of income that an authority can achieve. Whilst this relationship is not linear (for example, there are low spending councils which have high deprivation, and high spending authorities who have low deprivation), it is considered that this is a factor in the levels of spend in Leicestershire on services for people aged 65 years and over.

31 Deprivation is not thought to influence demand or service provision for people aged 18-64 to the same extent, where expenditure on services is largely a reflection of learning disability spend. There is little evidence that the prevalence of learning disability is affected by deprivation although prevalence of mental ill health will have a stronger correlation.

32 The fact that Leicestershire's spend per client is higher than spend per person suggests that the County is providing people with a service which is commensurate with levels of need. However, the relatively low spend across both categories with average to above average numbers of clients may suggest that Leicestershire has relatively low personal budgets set for its service users. This could be an efficient use of resources or could be due to many people with low level needs who perhaps could be supported through prevention and other services without the need for social care provision.

33 The number of people who receive short term care is comparatively high, and further analysis shows that in domiciliary care Leicestershire had a high turnover of clients but a comparatively low number of people in receipt of large packages of care (above 15 hours per week). This supports the strategic direction of the Council in seeking to support larger numbers of people to live at home for longer, thereby, delaying the need for long term care.

34 The LGA Use of Resources report contains further detailed information in relation to the sequel of activity following request for support. However the wide variation in recording practices between local authorities makes direct comparison of this data difficult to achieve with any confidence. There is, however, an indication that Leicestershire provides higher levels of low-level ongoing support than other local authorities.

35 Leicestershire appears to have a high number of requests for support from older adults, the reason for which is not fully understood. However whilst the number of people receiving services is higher than average, it is not reflective of the higher number of requests. This suggests that the front door process and systems are effective to some degree in managing demand.

36 The very large disparity in people receiving no further support as opposed to being signposted to other services compared to other authorities does require further analysis. It could be that Leicestershire's recording practice is out of step with others, or that there is a fundamental difference in the advice and information people receive. This is currently being investigated.

37 Leicestershire is in the top decile of authorities for provision of Direct Payments. Although, it is worth noting that the rate in Leicestershire is currently falling whilst the rates for some other Council's is rising. The reduction is predominantly in the age 65 and over group and is offset by an increase in people opting to have a managed home care service. Recent analysis shows that people in receipt of a direct payment have very high satisfaction levels despite the process of setting up and managing a Direct Payment being considered as complex by both professionals and recipients.

38 Admissions to care for people aged 65 and over and people aged 18-64 is an area that requires improvement in terms of individual outcomes. However, progress in this area is likely to increase unit costs in both home care and residential care with more people with higher levels of need likely to require services at home, whilst those remaining in residential placements being likely to have higher than average levels of need.

39 The very low numbers of working age adults permanently admitted to residential care is offset by increasing numbers of people admitted to temporary care placements

whilst they are assisted to become more independent. This is with a view of them then moving into more independent living as part of the Council's operating model of progression and recovery planning.

40 Leicestershire has, over the last few years, managed demand well which has in turn reduced growth requirements from £24m to £9m within the MTFS between 2015 and 2019. This has led to a position whereby savings have outstripped growth in many areas (not including cost growth) together with an end of year underspend of between 3-8% against the budget. This may explain why Leicestershire has seen a reduction in spend when other local authorities are experiencing increased expenditure.

41 However, from 2020 Leicestershire's expenditure has increased sharply in response to increased demand for services and increased cost of provision. The strategy of providing larger numbers of people with short term interventions was significantly challenged throughout the Covid-19 pandemic. It is therefore expected that Leicestershire's profile against comparator authorities will significantly change from 2021/22 onwards.

Resource Implications

42 The Use of Resources report is helpful in identifying areas for further consideration of potential saving and efficiency as part of the preparations for the future delivery of the Council's MTFS.

43 The report highlights the relative lower levels of expenditure across all adult social care. However, the significant increase in expenditure in 2021/22 and growth requirement in the current draft MTFS shows that Leicestershire's relative position may change over the next few years.

44 Maintaining a focus on reducing growth through managing demand, bringing forward additional efficiency and productivity savings and maximising income is clearly also important in ensuring a balanced budget given the low level of funding available to the County Council.

45 The Director of Corporate Resources and the Director of Law and Governance have been consulted on the content of this report.

Conclusions

46 Demographic pressures and increased demand following the pandemic are driving growth in Adult Social Care in Leicestershire (and indeed nationally), but price inflation and cost growth, particularly in younger adult's services provide additional pressure to local authority budgets.

47 The continued low level of spending power within Leicestershire because of the current funding formula will continue to frame the delivery of adult social care services.

Background Papers

- Report to Adults and Communities Overview and Scrutiny Committee: 9 March 2020 - Use of Resources in Adult Social Care https://politics.leics.gov.uk/ieListDocuments.aspx?CId=1040&MID=6168#AI62818
- Report to Adults and Communities Overview and Scrutiny Committee:1 November 2021 – Current Demand Pressures on the Adults and Communities Forecast Budget 2021/22 https://politics.leics.gov.uk/ieListDocuments.aspx?CId=1040&MId=6464&Ver=4

Circulation under the Local Issues Alert Procedure

48 None.

Equality and Human Rights Implications

49 The measures in this report are not to be used or interpreted as measures of good or bad performance. The ratio of spending per unit of adult population may vary for any number of necessary, appropriate or desirable reasons, in response to local needs and local priorities.

50 Most of the spending on younger adults, aged between 18 and 64, is on people with learning disabilities. However, reliable data on the number of people with learning disabilities is not yet available at a local authority level. It is also important to review the smaller but still significant areas of spending on those with physical disabilities and with mental health care needs.

51 Care needs among adults aged 65 and over are not uniform but tend to be lower among those aged 65 to 74 than those aged 75 to 84 and, especially, those aged 85 and over. The Adults and Communities Department supports people from all diverse communities in Leicestershire. However, there are no specific equal opportunities implications to note as part of this report.

Officers to Contact

Jon Wilson, Director of Adults and Communities
Telephone: 0116 305 7454
Email: jon.wilson@leics.gov.uk

Appendix

LGA Adult Social Care Use of Resources Report for Leicestershire 2020/21 (October 21)

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ASC Use of Resources East Midlands Report for Leicestershire 2020/21, October 2021

Written by LGA Research from Local Government Association

LG Inform

Adult Social Care Use of Resources Report 2020/21

Please note that this is not the correct report for authorities not in the East Midlands ADASS region; this report has been modified to take account of the reorganisations that took place in Northamptonshire on 1 April 2021. The version of this report for authorities other than in the East Midlands can be found here.

Report for Leicestershire

This report looks at a variety of cost and activity metrics to help review and understand the use of resources in the provision of adult social care. This report focuses on Leicestershire compared to the average for its ADASS region and its CIPFA nearest neighbours group.

Data used in this report comes from the Adult Social Care Activity and Finance Report Reference Tables, published annually by NHS Digital. This file contains selected reference tables providing an overview of Short and Long Term Support (SALT) and Adult Social Care Finance Return (ASC-FR) collections, as part of the Adult Social Care Activity and Finance publication. A summary of the quality of this data is available here.

Throughout this report, measures are shown as 'per adult' and 'per client'. Where the measure is 'per adult' it is based on adults of the relevant age group living in the local authority. Where the measure is 'per client' it is based on clients receiving care (for the relevant age group and type of care specified) commissioned by the selected local authority.

'90th percentile' and '10th percentile' have been used instead of 'minimum' and 'maximum' scores. These measures are similar to the minimum and maximum, but ignore the lowest and highest ten per cent of councils respectively. This is to provide a more reliable picture of what a low and high score generally look like, without distortion by councils with extremely low or high scores which are not representative of local authorities in general.

How to use this report

Working collaboratively with councils, government departments and specialist consultancies and contractors, the LGA and ADASS have led the development of a robust and transparent approach to evaluating the use of resources in adult social care to support sector led improvement. The 13-step approach uses a set of questions to promote informed self-assessment and improvement, taking into account local conditions and bringing in challenge at each step. It helps councils to identify areas for further exploration, where spend and/or performance is significantly different to regional or national averages.

The methodology starts with the traditional approach to value for money as set out by the National Audit Office, then sets that in the context of what happens in practice, looking at comparative spending against comparative need and why spending may be higher or lower than elsewhere. Not all of these steps rely on data available from LG Inform; some steps require a more detailed consideration of the situation of the authority in question.

This approach does not lead to a definitive statement that one authority is more efficient than another because we believe that this is impossible, at least in terms of the data currently available. It should encourage all local authorities, those advising them and those to whom they are accountable to continue to look carefully at how resources are used and to seek to improve value for money wherever possible.

Findings from this approach must be considered in the context of the financial pressures facing adult social care. It is clear from what has happened since 2010 that the heroic efforts of local government to make savings in adult social care cannot be sustained at the same level. Furthermore, the financial pressures on adult social care are increasing. Local government must do all it can to continue to improve use of resources. Central Government must also deliver a sustainable financial settlement for adult social care. Local authorities will need more resources. Improvements in use of resources have the potential to reduce, slightly, the amount of extra money that will be required.

When comparing councils with one another, please bear the following in mind:

- Data recording is not fully consistent across England, so two figures from two different councils are not necessarily fully comparable.
- No one metric alone gives a complete picture of a council's situation.
- These metrics are the starting point, not the end point, of a conversation about use of resources. There is a potential for metrics to be used to arrive at misleading conclusions where they are not discussed and considered in the light of local contexts.
- This report represents a starting point beyond which further analysis and research will be required.
- Trying to evaluate how much is spent compared to need is not possible in a completely quantitative way. A detailed understanding of the nuances of each individual local authority's circumstances is necessary to gain a full understanding of this topic.
- Figures for gross current expenditure have been used, which do not account for income raised by and for adult social care. This measure also excludes spending funded by certain income sources, chiefly the NHS. Step 13 of the report proposes an alternative measure including all income sources and compares this measure to the original gross current expenditure measure.
- In most cases, there is no assumed polarity to the metrics. For example, it is not necessarily the case that a low figure for spend per adult is 'good' and a high score 'bad'. The needs and priorities of local contexts can vary, and different levels of spending and activity can be necessary, appropriate and desirable in light of these differing contexts.

Where figures are shown which extend back in time to 2018/19 or before, the averages, percentiles and ranks are based on all English single tier and county councils existing in 2018/19 to 2020/21, rather than all English single tier and county councils in 2020/21. This is to ensure that the former councils for Dorset, Bournemouth and Poole are included in the applicable cohorts.

The impact of COVID-19 on these figures

Any comparison between 2019/20 and 2020/21 must take into account the impact on the pandemic on both activity numbers and spending in 2020/21. The differing scale of cases around the country and the differing profiles of when the impacts occurred will also affect any comparison between authorities. This makes any form of comparative analysis much more complicated and potentially misleading. This will also continue into 2021/22 reporting as the different stages of the pandemic progress.

Activity figures may be affected in the following disparate ways:

- The push to discharge people from hospital from the emergency arrangements starting in March 2020, and in March and April 2020 in particular, is likely to have increased the numbers of people placed long term in care homes and other care settings over that time. The pause in Continuing Health Care and Care Act assessments, and the subsequent re-start of these across the system may have also led to local authorities having increased activity (funded through hospital discharge grant) dependent upon who commissioned additional discharge capacity and when normal processes were re-started in local systems.
- Subsequently, in the light of the high death rates in care homes during the first COVID-19 wave, there was a noticeable reluctance for people to go into care homes whether they were paying for their own care or were receiving local authority support. Towards the end of 2020/21, there were signs that this was changing.
- There were particularly high death rates of both people in care homes and also people with learning disabilities due to COVID-19. This may have reduced the numbers receiving long term care at the end of the year compared to what might otherwise have happened.
- Most authorities were reporting significant increases in the numbers of home care hours during the course of 2020/21.
- Many day services were unable to provide services during 2020/21. This will have had an impact on both other services and those caring for them.

Expenditure numbers will be affected in different ways:

- Overall spending on adult social care will have increased due to Covid-19 (on top of normal demographic and inflationary pressures). This will reflect the additional costs of responding to COVID-19 that impacted on both social care providers (including those within the local authority) and local authorities. This additional spending will make it more difficult to analyse longer trends in spending on adult social care. This spending will have been financed by general COVID-19 grants to local authorities, contributions from the specific grants for Infection Control and other specific COVID-19 grants and funding to support hospital discharge from the NHS.
- A major cost pressure on adult social care providers in the first half of the financial year was the cost of Personal Protective Equipment (PPE). However, in the second half of the year, PPE was available free.

These different cost pressures will have a varying impact on local authority spending returns for the following reasons:

- The impact of COVID-19 varied across the country at different times of the year.
- Providers and local authorities decided to respond in a different way to the response in another area.
- The level of funding varied in a way which was not necessarily linked to local population. The biggest issue is likely to be the hospital discharge money which was not allocated according to a formula but allocated on the basis of claims. There is evidence that funding varied significantly between authorities.
- The way that local authorities reported their spending in the Adult Social Care Finance Return (ASC-FR) varied. As a result this could have a differing impact on the level of adult social care spending funded by the NHS (which is not included in the most spending analysis of this report – Step 13 seeks to address this issue). It is also possible that some of the spending is included in the “non-age specific” category (see table 1A and 1Bi) rather than the age specific groups (see tables 1Bii and 1Biii).

In their Adult Social Care Activity and Finance Report: Detailed Analysis England 2018-19 NHS Digital provide the following advice for using the source data:

How can the data be used?

- **Do** use this report to consider similarities and differences in the trends shown in the data for example, where expenditure has increased or decreased for a particular type of social care provision, it is also important to consider trends in activity for that same type of care to fully understand the whole picture.
- **Do** use this data to increase your understanding of the approaches to the commissioning and delivery of social care, by local authority.
- **Do** contact the NHS Digital Social Care Statistics Team if you have any questions around the data published
- **Do** use the data quality outputs to support your understanding of variation and changes at local level – some of these may be due to operational practice or methodological change or how a local authority as responded to the COVID-19 pandemic, not necessarily a change in demand

- **Do not** divide expenditure by activity to derive a cost per person. For example, the SALT return does not differentiate between a long term client receiving one week of care during the reporting period, and a client receiving long term support for the full year.
- **Do not** use this data to attempt to identify good or bad performance.
- **Do not** directly compare long term SALT and long term ASC-FR. Activity data includes those receiving long term care with a Primary Support Reason (PSR) of Social Support, whereas this PSR is not included in long term expenditure (instead being recorded as a combined short term/long term spend on the PSR).

Step 1: Comparison of spend per adult

Whilst many adults do not require adult social care services at a given point in time, the measure of gross current expenditure per adult in the population is a useful measure of how an authority's level of spending compares to the size of their applicable population. However, it is important to note that Step 1 takes no account of differing levels of need if considered in isolation. Furthermore, there are technical issues with the measure of gross current expenditure used in this step which mean that spending funded by income from the National Health Service and certain other sources are not included. A comparison between gross current expenditure and an alternative measure which includes spending funded from all income sources is available in Step 13.

The measures below are not to be used or interpreted as measures of good or bad performance. *The ratio of spending per unit of adult population may vary for any number of necessary, appropriate or desirable reasons, in response to local needs and local priorities.*

Most of the spending on younger adults, aged between 18 and 64, is on people with learning disabilities. However, reliable data on the number of people with learning disabilities is not yet available at a local authority level. It is also important to review the smaller but still significant areas of spending on those with physical disabilities and with mental health care needs.

Care needs among adults aged 65 and over are not uniform but tend to be lower among those aged 65 to 74 than they are among those aged 75 to 84 and, especially, those aged 85 and over. An age breakdown for Leicestershire is available in Step 2 below.

Part 1A & 1Bi, Spend on adult social care per adult, all adults, all care

Spend per adult by short and long term care and overall for Leicestershire

Area	Spend on adult social care per person, aged 18+	Spend on long term care per person, aged 18+	Spend on short term care per person, aged 18+	Spend on non age specific adult social care per person, aged 18+
	2020/21			
	GBP per person			GBP
Leicestershire	382.47	250.79	9.91	121.77
Total for England	477.82	351.47	15.32	111.03
10th percentile for All English single tier and county councils up to 2020/21	564.57	433.00	34.08	142.20
Mean for All English single tier and county councils up to 2020/21	480.01	353.48	16.30	110.23
90th percentile for All English single tier and county councils up to 2020/21	395.03	278.90	2.45	64.80
Mean for East Midlands ADASS Region authorities up to 2020/21	458.25	328.02	21.14	109.09
Mean for Leicestershire CIPFA nearest neighbours	466.93	341.94	13.58	111.42

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

Note: spend on non age specific adult social care is also equivalent to spend on adult social care that is not classified as either short or long term.

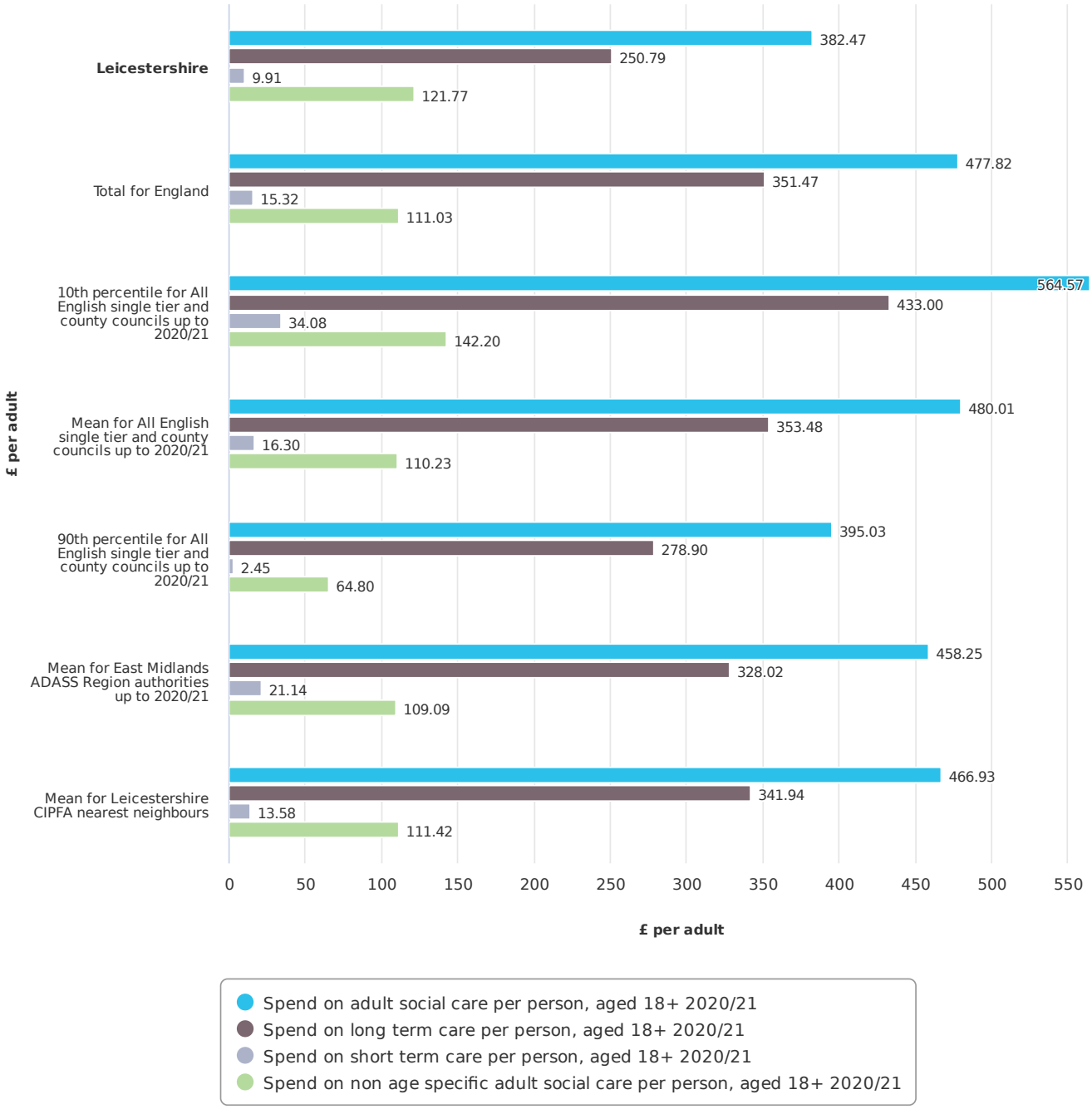
Spend per adult by short and long term care and overall for Leicestershire - ranks

Area	Spend on adult social care per person, aged 18+	Spend on long term care per person, aged 18+	Spend on short term care per person, aged 18+	Spend on non age specific adult social care per person, aged 18+
	2020/21			
	Rank within All English single tier and county councils up to 2020/21			
Leicestershire	138	144	93	59

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

Note: a lower rank refers to a higher value; 1 is the council with the highest value and 151 is the council with the lowest.

Spend per adult by short and long term care and overall for Leicestershire



Note: spend on non age specific adult social care is also equivalent to spend on adult social care that is not classified as either short or long term.

Part 1Bii, Spend on adult social care, per adult aged 18 to 64

Spend per adult aged 18-64 by short and long term care and overall for Leicestershire

Area	Spend on long term care per person, aged 18-64	Spend on short term care per person, aged 18-64	Spend on long and short term care per person, aged 18-64
	2020/21		
	GBP per person		
Leicestershire	171.70	3.12	174.81
Total for England	231.72	5.13	236.85
10th percentile for All English single tier and county councils up to 2020/21	287.11	12.62	292.40
Mean for All English single tier and county councils up to 2020/21	228.55	5.44	233.99
90th percentile for All English single tier and county councils up to 2020/21	170.42	0.16	177.03
Mean for East Midlands ADASS Region authorities up to 2020/21	219.69	4.88	224.57
Mean for Leicestershire CIPFA nearest neighbours	225.83	4.08	229.91

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

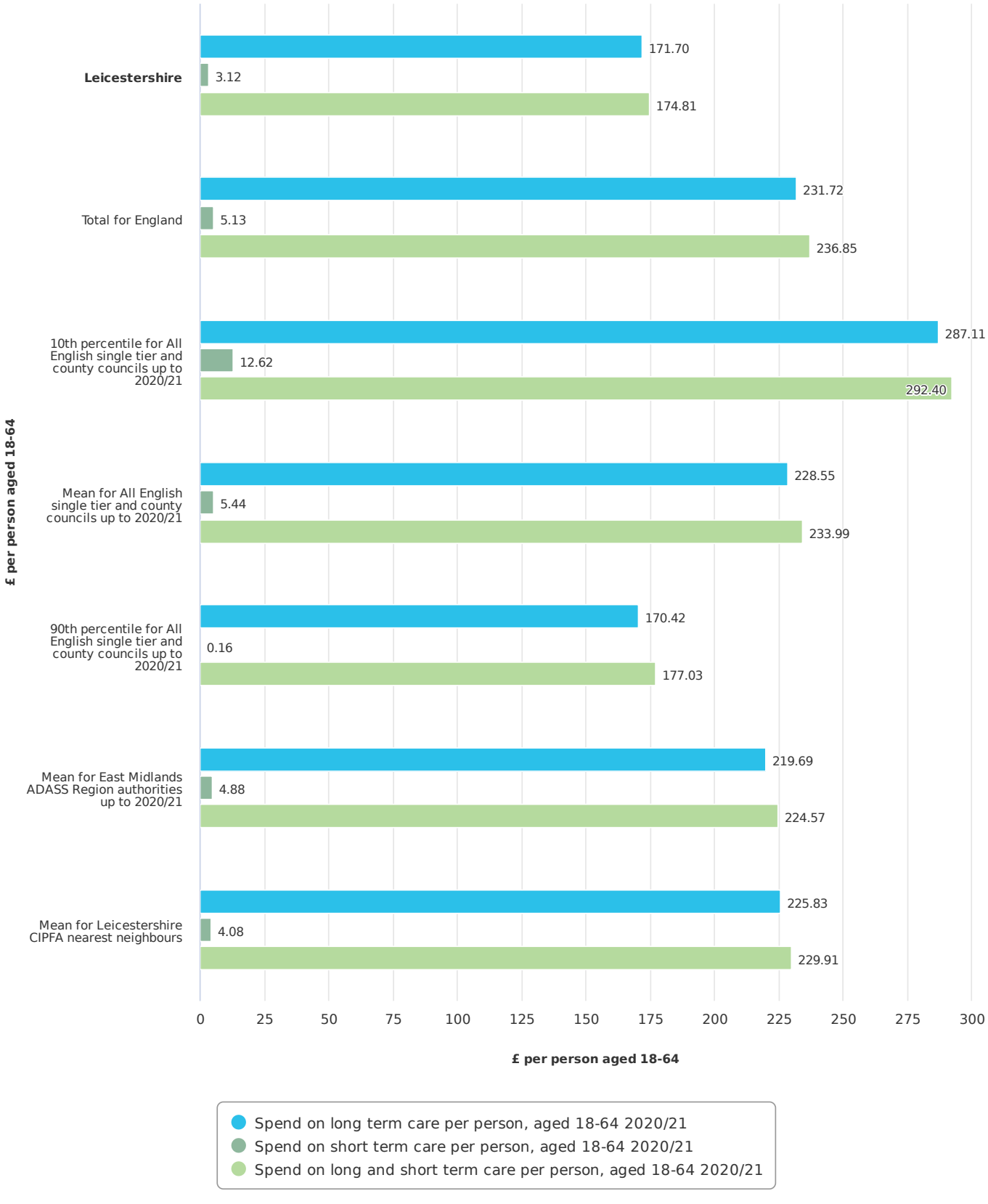
Spend per adult aged 18-64 by short and long term care and overall for Leicestershire - ranks

Area	Spend on long term care per person, aged 18-64	Spend on short term care per person, aged 18-64	Spend on long and short term care per person, aged 18-64
	2020/21		
	Rank within All English single tier and county councils up to 2020/21		
Leicestershire	133	77	135

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

Note: a lower rank refers to a higher value; 1 is the council with the highest value.

Spend per adult aged 18-64 by short and long term care and overall for Leicestershire



Part 1Biii, Spend on adult social care, per adult aged 65 and over

Spend per adult aged 65+ by short and long term care and overall for Leicestershire

Area	Spend on long term care per person, aged 65+	Spend on short term care per person, aged 65+	Spend on long and short term care per person, aged 65+
	2020/21		
	GBP per person		
Leicestershire	478.93	29.51	508.44
Total for England	740.48	48.44	788.92
10th percentile for All English single tier and county councils up to 2020/21	1,098.47	133.66	1,172.40
Mean for All English single tier and county councils up to 2020/21	809.50	56.65	866.16
90th percentile for All English single tier and county councils up to 2020/21	600.39	4.68	641.41
Mean for East Midlands ADASS Region authorities up to 2020/21	706.96	76.37	783.32
Mean for Leicestershire CIPFA nearest neighbours	650.20	39.21	689.41

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

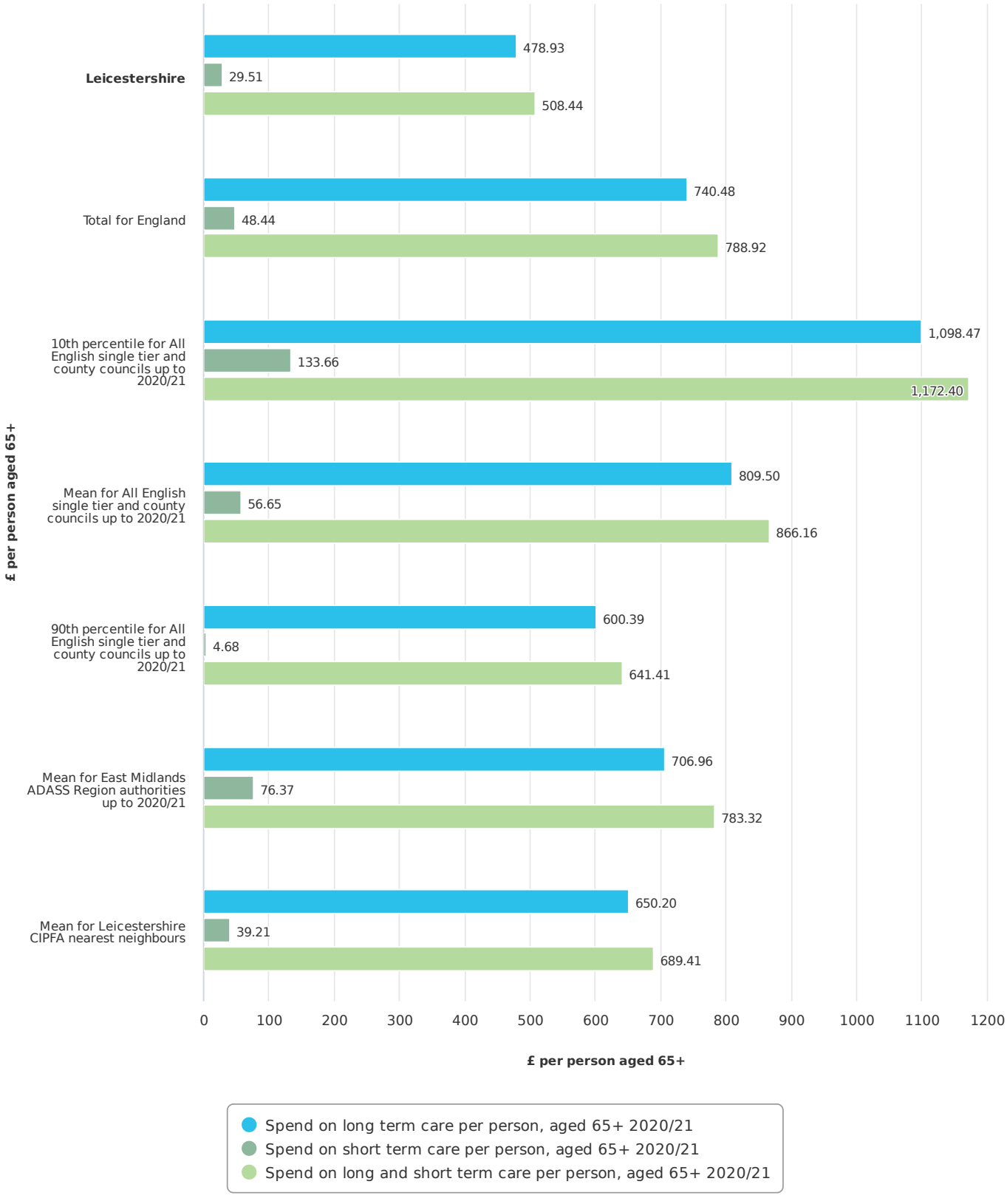
Spend per adult aged 65+ by short and long term care and overall for Leicestershire - ranks

Area	Spend on long term care per person, aged 65+	Spend on short term care per person, aged 65+	Spend on long and short term care per person, aged 65+
	2020/21		
	Rank within All English single tier and county councils up to 2020/21		
Leicestershire	149	98	149

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

Note: a lower rank refers to a higher value; 1 is the council with the highest value.

Spend per adult aged 65+ by short and long term care and overall for Leicestershire

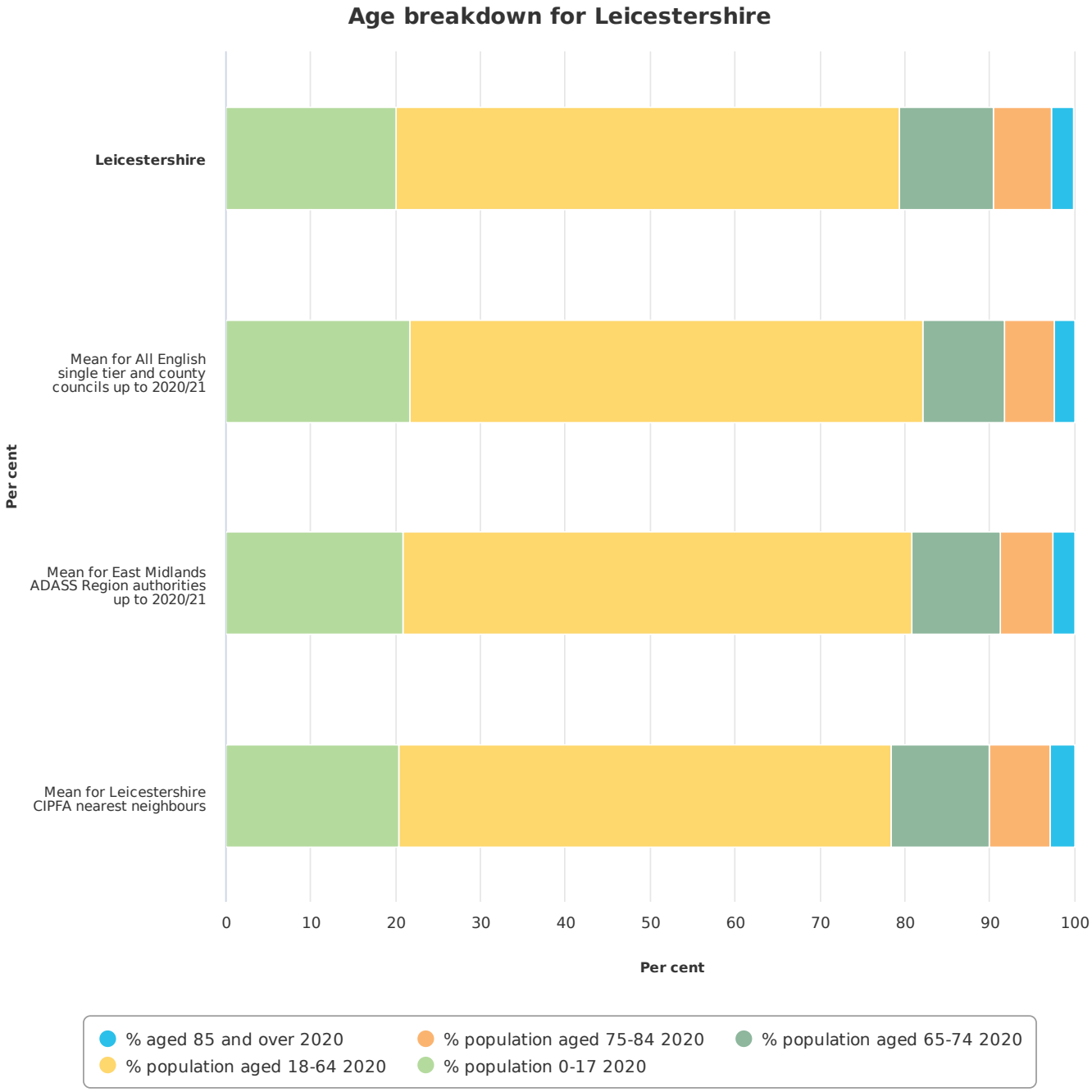


Step 2: Factors which might influence spending

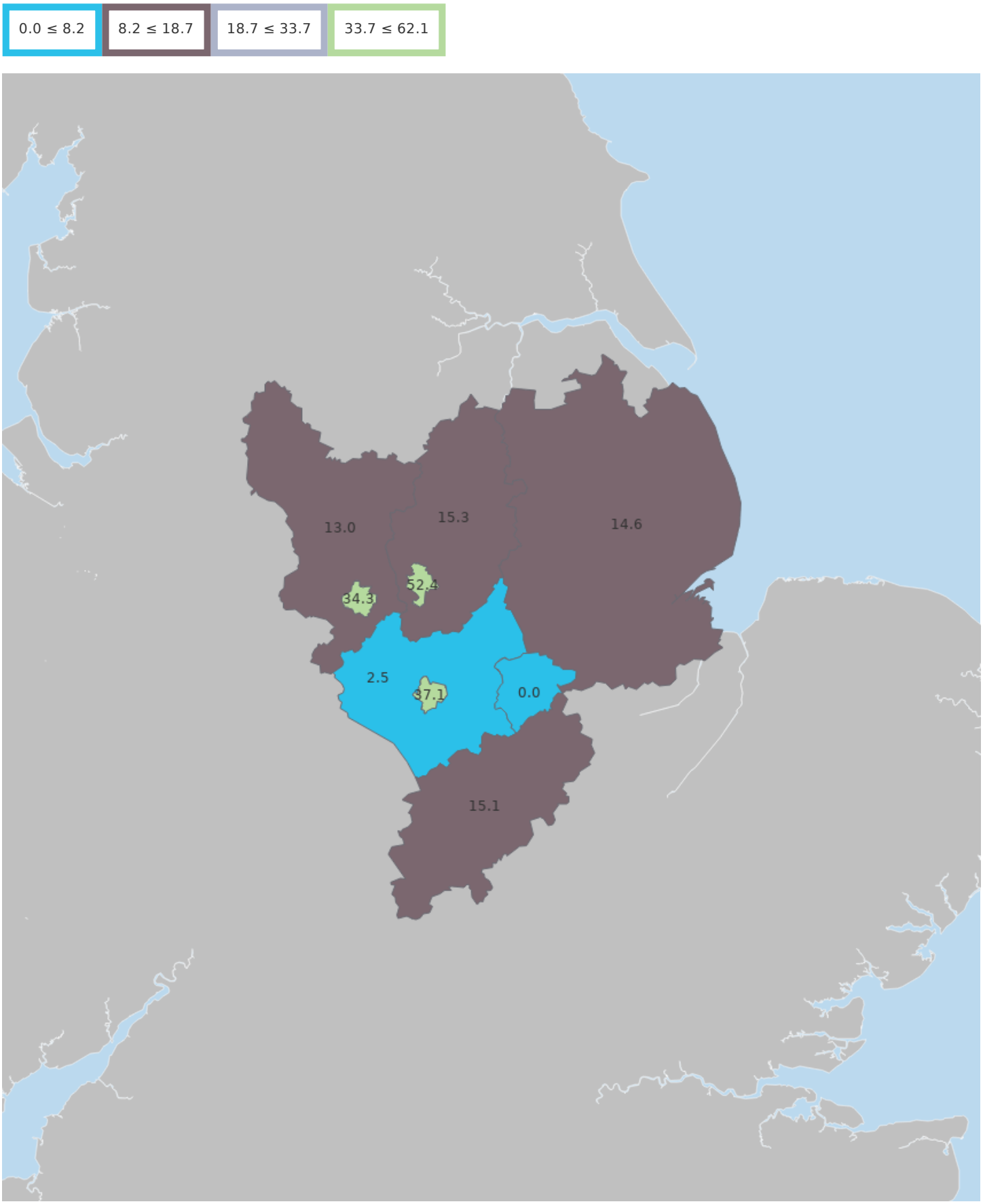
As noted in Step 1, spending per adult may vary between councils for a wide range of reasons. One of the chief reasons why spending per adult may vary is due to differing levels of local need. It is natural and expected for a council in an area with higher rates of need for adult social care to spend more on adult social care per person than a council in an area with lower needs.

Measuring level of need is not straightforward, but two widely discussed indicators of need for social care are age distribution and deprivation. In general, areas with older populations and with greater levels of deprivation are considered more likely to have higher levels of need for adult social care services. As such, these metrics provide a vital context for the metrics in the rest of this report.

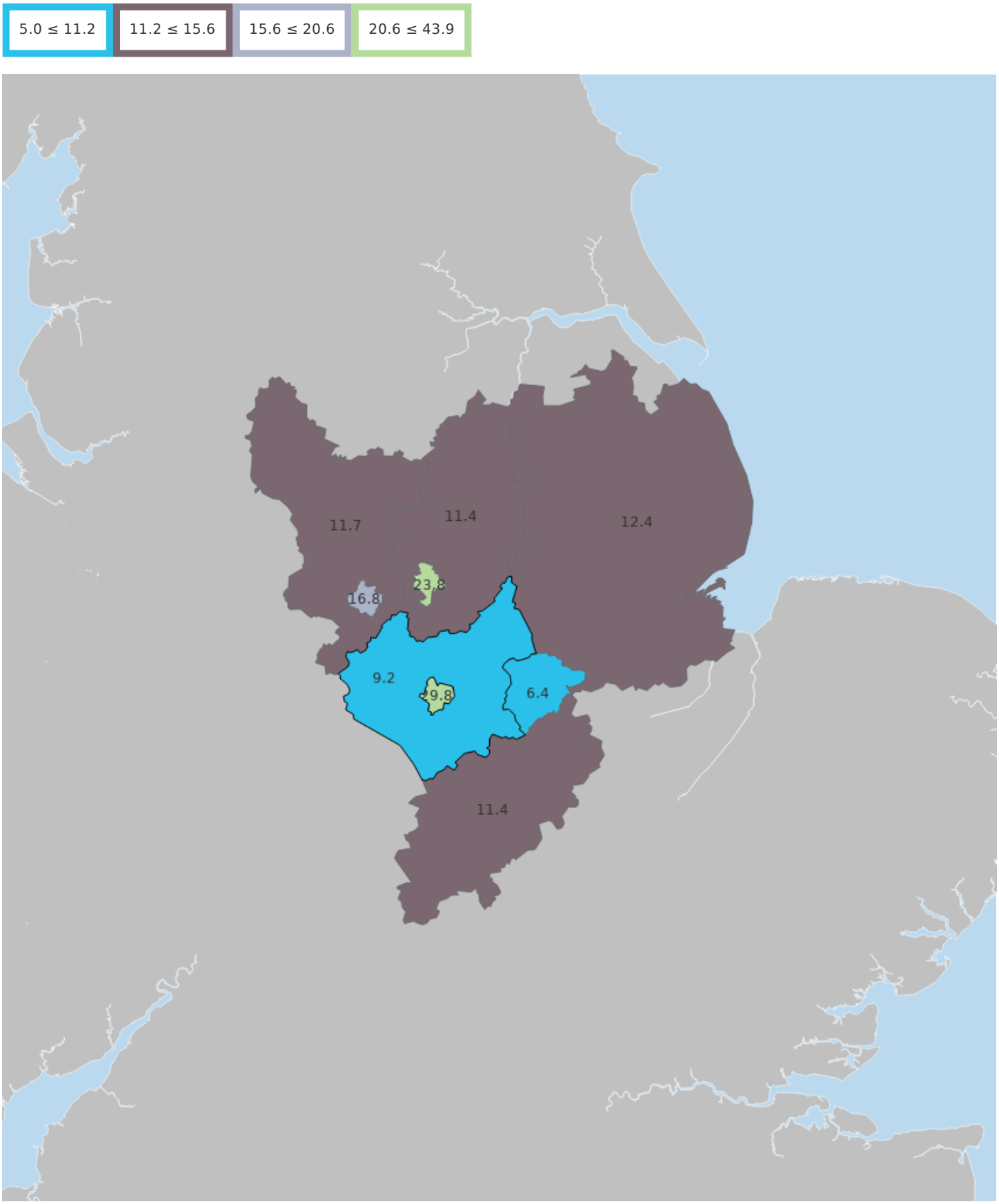
The need for adult social care is increasing due to an ageing population, which impacts not just on the number of older people who need care but also an increasing number of younger adults who have care needs. Support needs from adult social care are also higher in more deprived areas, because more people in more prosperous areas are likely to fund their own care without direct funding required from the local authority.



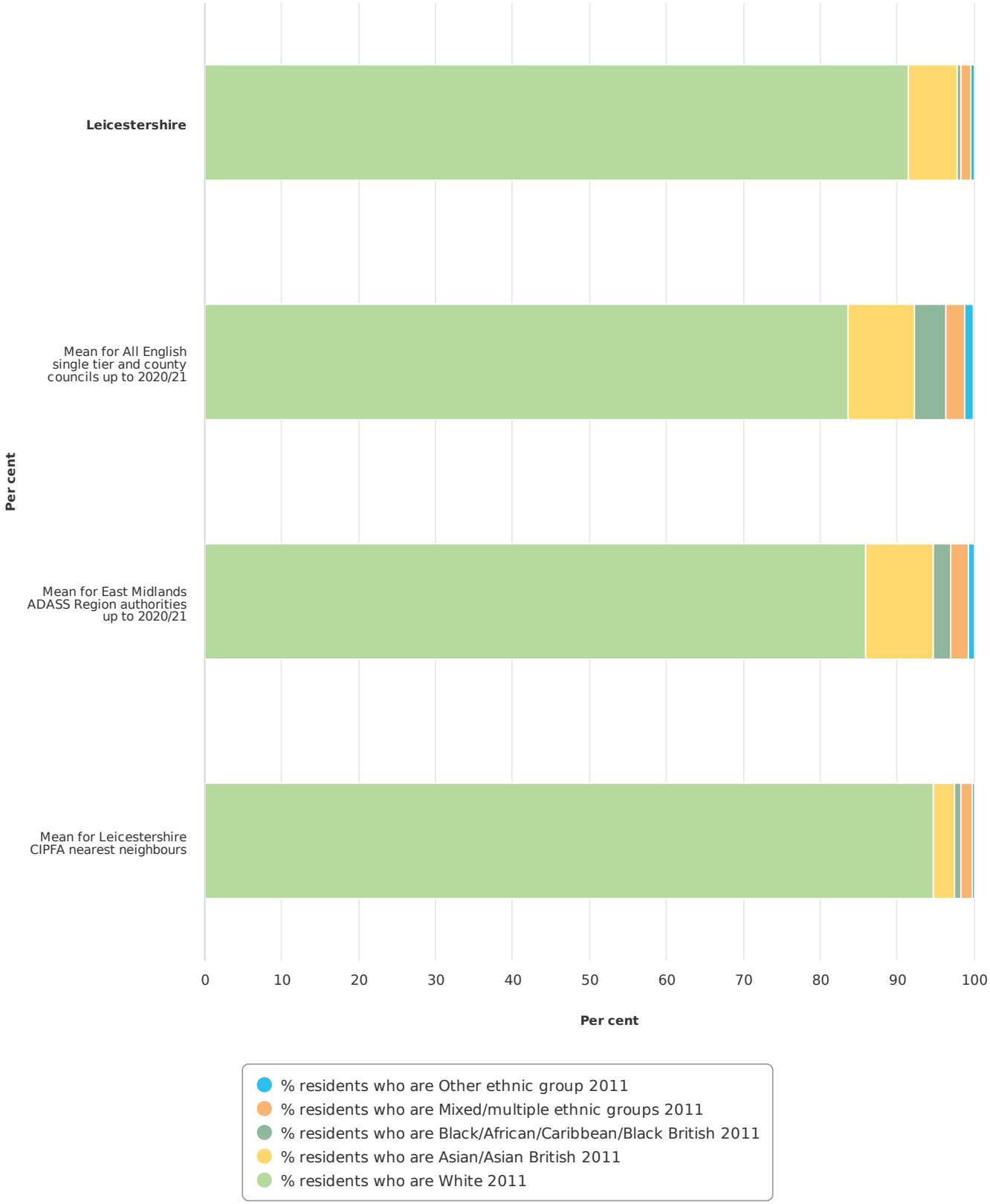
IMD - Overall - extent (%) (2019) for East Midlands ADASS Region authorities up to 2020/21



IMD - Income Deprivation Affecting Older People Index (IDAOPI) - score (%) (2019) for East Midlands ADASS Region authorities up to 2020/21



Ethnic breakdown for Leicestershire



Age breakdown for Leicestershire

Area	% population 0-17	% population aged 18-64	% population aged 65-74	% population aged 75-84	% aged 85 and over
	2020				
	%				
Leicestershire	20.1	59.3	11.1	6.8	2.6
Total for England	21.4	60.1	9.9	6.1	2.5
Mean for All English single tier and county councils up to 2020/21	21.6	60.6	9.6	5.8	2.4
Mean for East Midlands ADASS Region authorities up to 2020/21	20.9	60.0	10.3	6.3	2.5
Mean for Leicestershire CIPFA nearest neighbours	20.4	57.9	11.6	7.3	2.9

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

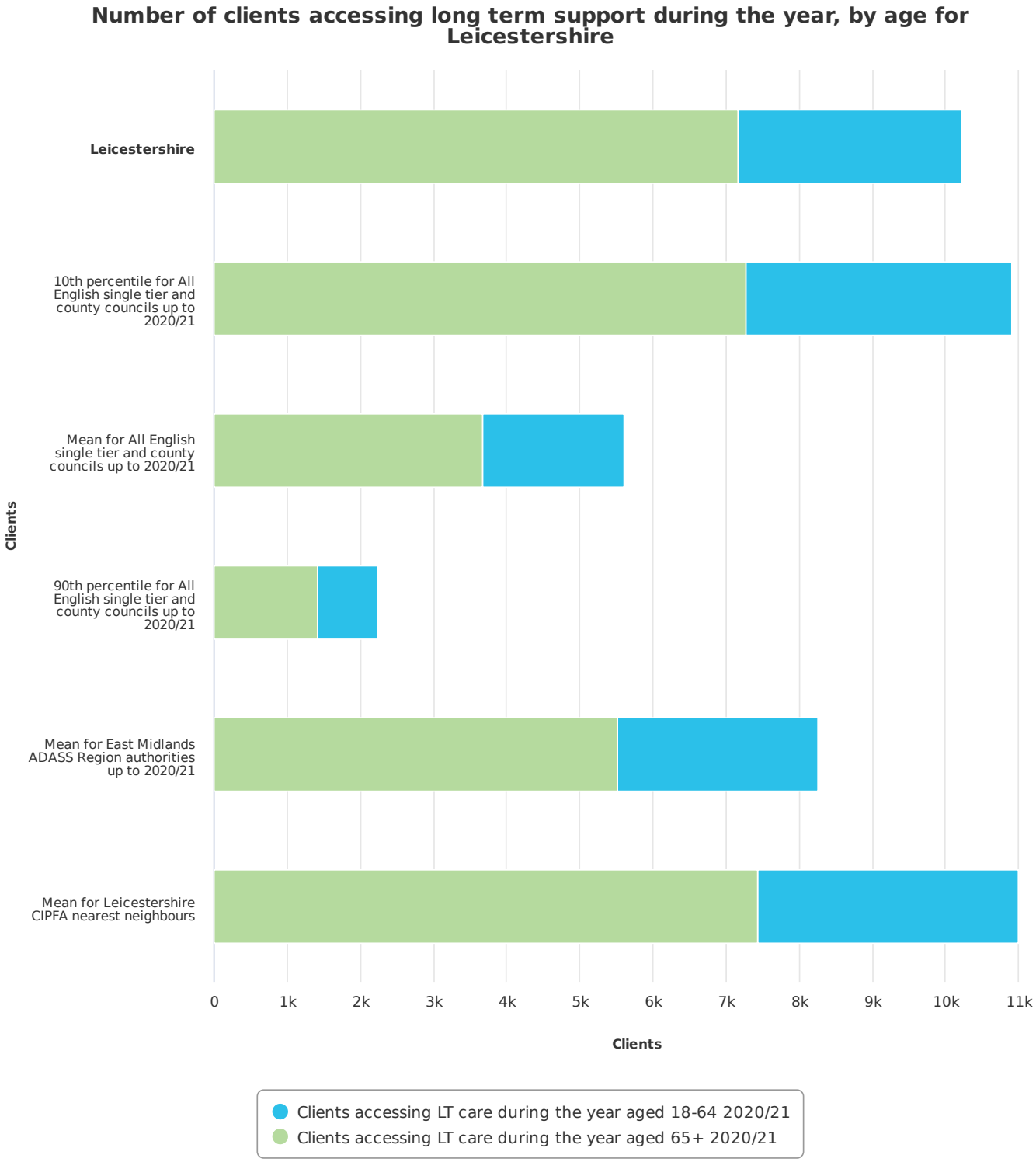
Index of Multiple Deprivation for Leicestershire

Area	IMD: Overall - extent (%)	IMD: IDAOPI - score (%)
	2019	
	%	
Leicestershire	2.5	9.2
Mean for All English single tier and county councils up to 2020/21	22.4	16.5
Mean for East Midlands ADASS Region authorities up to 2020/21	20.5	14.8
Mean for Leicestershire CIPFA nearest neighbours	8.8	10.2

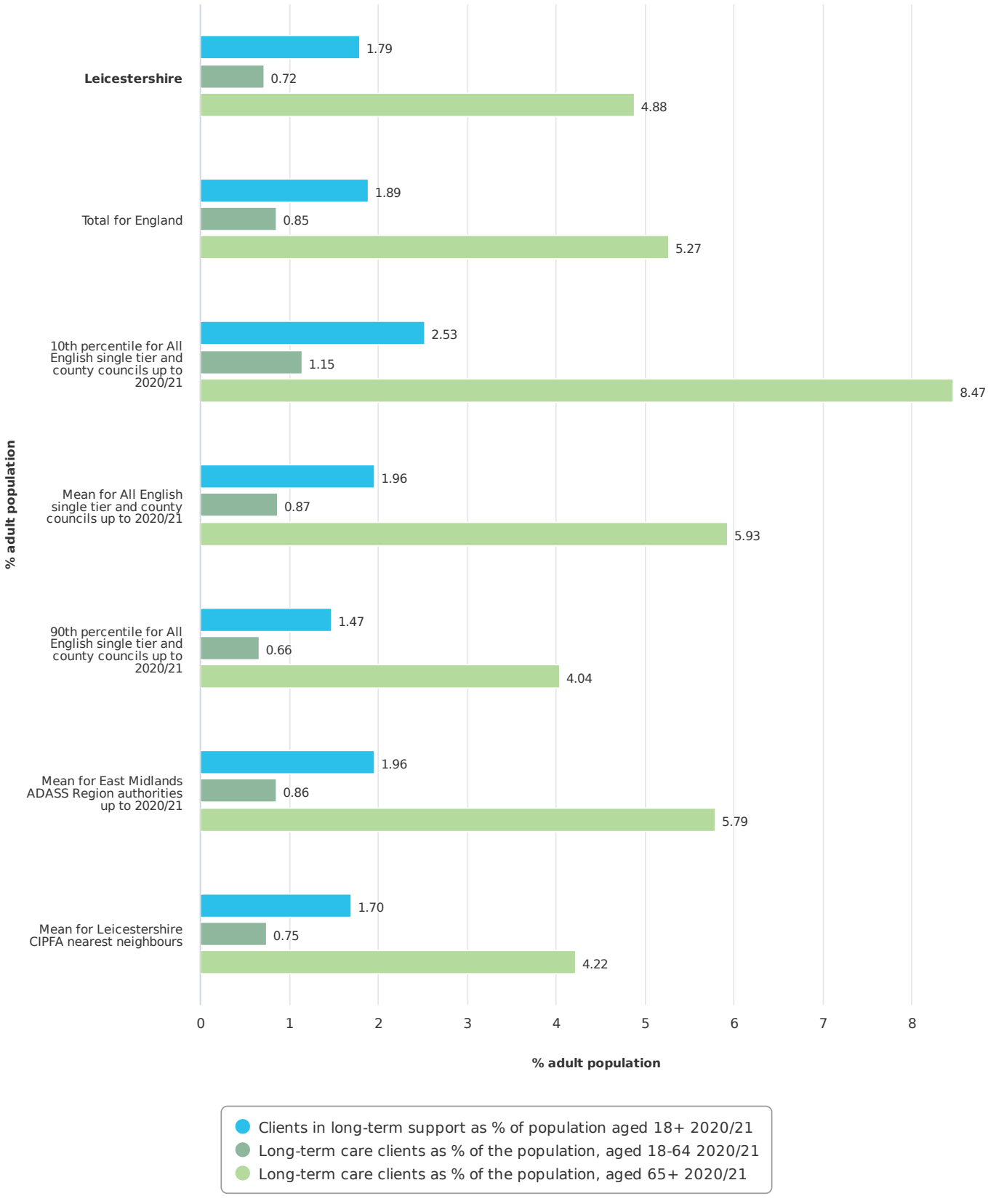
1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

Step 3: Client numbers

Clients in long-term care, both as absolute numbers and as a per cent of the population, vary considerably between authorities. Consideration of an authority's long-term client population is vital for understanding that authority's use of resources.



Long term clients as a per cent of the adult population, by age for Leicestershire



Number of clients in long term support, by age for Leicestershire

Metric type	Value type	Leicestershire			
		2017/18	2018/19	2019/20	2020/21
Clients in long-term support	Count	9,970	9,625	9,505	10,220
Clients in long-term support as % of population aged 18+	%	1.81	1.73	1.68	1.79
Clients accessing LT care during the year aged 18-64	Count	3,190	3,110	3,065	3,060
Long-term care clients as % of the population, aged 18-64	%	0.77	0.75	0.73	0.72
Clients accessing LT care during the year aged 65+	Count	6,780	6,515	6,440	7,160
Long-term care clients as % of the population, aged 65+	%	4.87	4.58	4.44	4.88

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

Number of clients in long term support, by age for England

Metric type	Value type	England			
		2017/18	2018/19	2019/20	2020/21
Clients in long-term support	Count	857,765	841,850	838,525	841,245
Clients in long-term support as % of population aged 18+	%	1.96	1.91	1.89	1.89
Clients accessing LT care during the year aged 18-64	Count	292,380	293,415	290,075	289,695
Long-term care clients as % of the population, aged 18-64	%	0.87	0.87	0.86	0.85
Clients accessing LT care during the year aged 65+	Count	565,385	548,435	548,450	551,550
Long-term care clients as % of the population, aged 65+	%	5.64	5.39	5.30	5.27

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

Number of clients in long term support, by age for Leicestershire

Area	Clients in long-term support	Clients accessing LT care during the year aged 18-64	Clients accessing LT care during the year aged 65+
	2020/21		
	Count		
Leicestershire	10,220	3,060	7,160
10th percentile for All English single tier and county councils up to 2020/21	11,944	3,634	7,273

Area	Clients in long-term support	Clients accessing LT care during the year aged 18-64	Clients accessing LT care during the year aged 65+
	2020/21		
	Count		
Mean for All English single tier and county councils up to 2020/21	5,623	1,936	3,664
90th percentile for All English single tier and county councils up to 2020/21	2,314	820	1,414
Mean for East Midlands ADASS Region authorities up to 2020/21	8,253	2,742	5,511
Mean for Leicestershire CIPFA nearest neighbours	11,000	3,562	7,438

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

Clients in long-term support as a per cent of the population, by age for Leicestershire

Area	Clients in long-term support as % of population aged 18+		Long-term care clients as % of the population, aged 18-64		Long-term care clients as % of the population, aged 65+	
	2019/20	2020/21	2019/20	2020/21	2019/20	2020/21
	%					
Leicestershire	1.68	1.79	0.73	0.72	4.44	4.88
Total for England	1.89	1.89	0.86	0.85	5.30	5.27
10th percentile for All English single tier and county councils in 2018/19 to 2020/21	2.58	2.53	1.17	1.15	8.54	8.47
Mean for All English single tier and county councils in 2018/19 to 2020/21	1.96	1.96	0.88	0.87	5.99	5.93
90th percentile for All English single tier and county councils in 2018/19 to 2020/21	1.51	1.47	0.66	0.66	4.03	4.04
Mean for East Midlands ADASS Region authorities up to 2020/21	1.95	1.96	0.88	0.86	5.73	5.79
Mean for Leicestershire CIPFA nearest neighbours	1.72	1.70	0.78	0.75	4.25	4.22

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

Step 4: Requests for support and what happened next

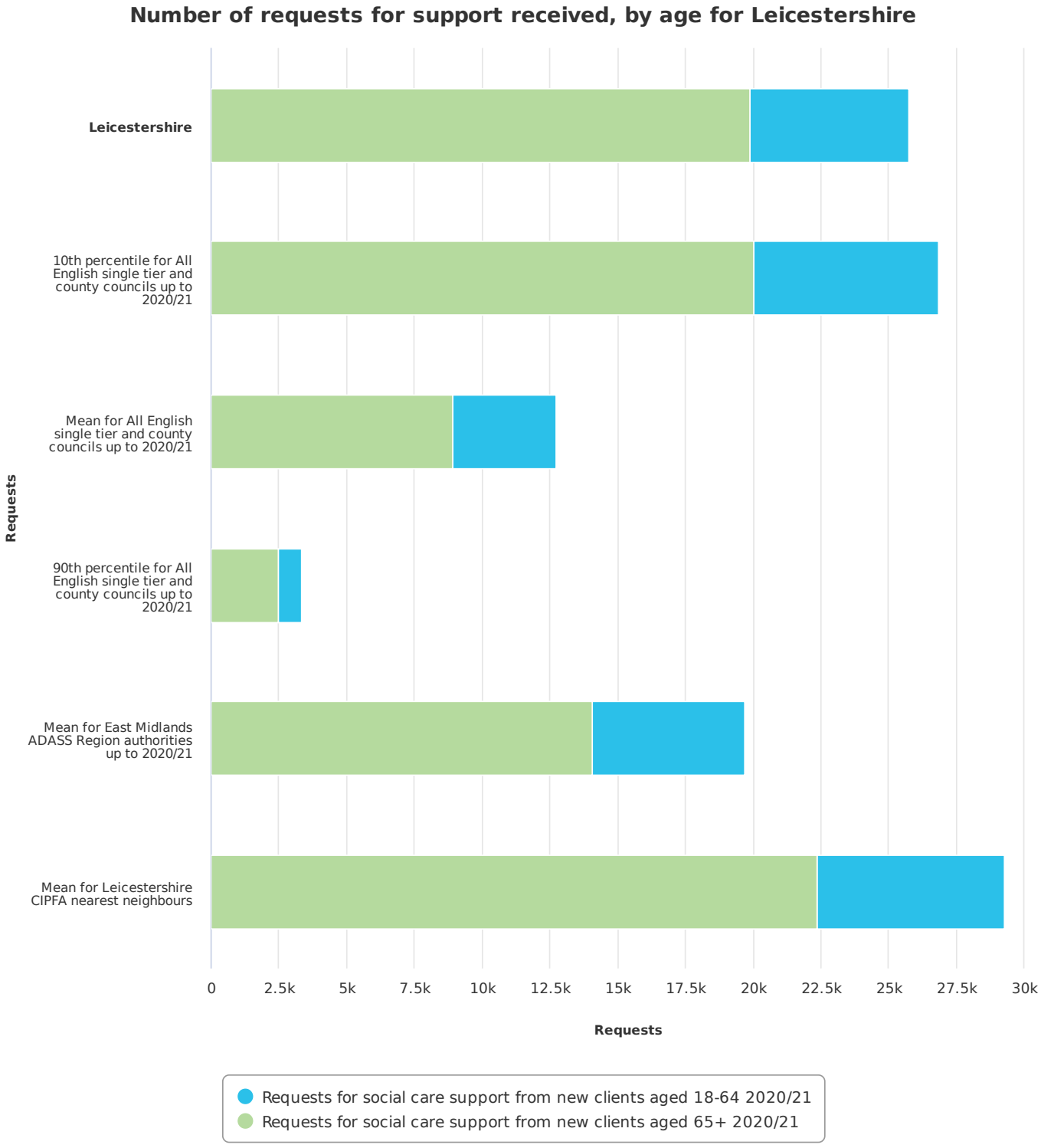
Requests for support from local authority adult social care are important to consider when investigating use of resources, particularly considering the outcomes of these requests for support. Local authorities aim to maximise the independence of their populations, but in many cases substantial intervention is required to ensure that those with high needs have an acceptable quality of life.

Both the number of requests as a proportion of the applicable adult population, and the per cent breakdown of what happened following these requests, vary across authorities, partly as a result of different 'front door' delivery models which manage entry into the social care system. Whilst there may be some limited scope to manage demand by modifying these delivery models, it is important to ensure that those in need are not excluded from receiving help and support as a result.

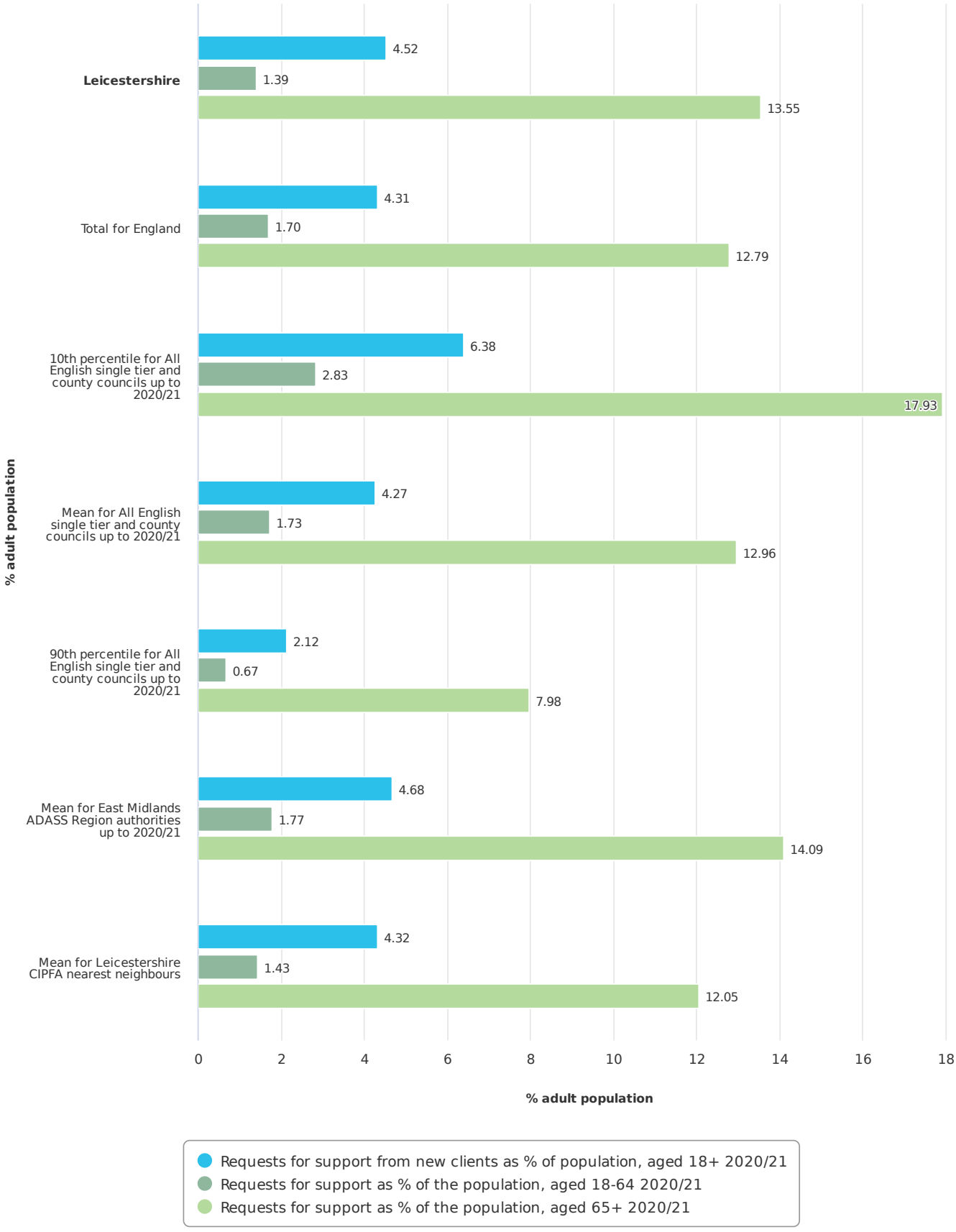
The what happened next categories reported below have been aggregated from more detailed categories as follows:

- "Long Term Care: Nursing", "Long Term Care: Residential", and "Long Term Care: Community" have been aggregated into "Long term care (excluding prison"
- "Short Term Care: to maximise independence" and "Short Term Care: other short term" have been aggregated into "Short term care"
- "Ongoing Low Level Support" has been kept separate
- "Universal Services/Signposted to other services" has been kept separate
- "100% NHS Funded Care" has been kept separate
- "No Services Provided" has been kept separate
- "Long Term Care: Prison", "End of Life", and "No Services Provided - Deceased" have been aggregated into "Other outcomes"

Part 4a. Requests for support from new clients



Requests for support as a per cent of the adult population, by age for Leicestershire



Number of requests for support received, by age for Leicestershire

Metric type	Value type	Leicestershire			
		2017/18	2018/19	2019/20	2020/21
Requests for support from new clients, aged 18+	Count	28,145	25,870	28,150	25,740
Requests for support from new clients as % of population, aged 18+	%	5.10	4.64	4.99	4.52
Requests for social care support from new clients aged 18-64	Count	5,890	5,790	6,115	5,870
Requests for support as % of the population, aged 18-64	%	1.43	1.39	1.46	1.39
Requests for social care support from new clients aged 65+	Count	22,255	20,080	22,035	19,870
Requests for support as % of the population, aged 65+	%	15.98	14.11	15.21	13.55

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

Number of requests for support received, by age for England

Metric type	Value type	England			
		2017/18	2018/19	2019/20	2020/21
Requests for support from new clients, aged 18+	Count	1,843,920	1,914,530	1,930,555	1,915,640
Requests for support from new clients as % of population, aged 18+	%	4.21	4.35	4.36	4.31
Requests for social care support from new clients aged 18-64	Count	523,920	550,435	560,350	577,765
Requests for support as % of the population, aged 18-64	%	1.55	1.63	1.65	1.70
Requests for social care support from new clients aged 65+	Count	1,320,000	1,364,095	1,370,205	1,337,875
Requests for support as % of the population, aged 65+	%	13.16	13.40	13.23	12.79

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

Number of requests for support received, by age for Leicestershire

Area	Requests for support from new clients, aged 18+	Requests for social care support from new clients aged 18-64	Requests for social care support from new clients aged 65+
	2020/21		
	Count		
Leicestershire	25,740	5,870	19,870

Area	Requests for support from new clients, aged 18+	Requests for social care support from new clients aged 18-64	Requests for social care support from new clients aged 65+
	2020/21		
	Count		
10th percentile for All English single tier and county councils up to 2020/21	27,954	6,828	20,036
Mean for All English single tier and county councils up to 2020/21	12,812	3,852	8,901
90th percentile for All English single tier and county councils up to 2020/21	3,514	875	2,467
Mean for East Midlands ADASS Region authorities up to 2020/21	19,681	5,604	14,077
Mean for Leicestershire CIPFA nearest neighbours	29,286	6,917	22,369

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

Requests for support as a per cent of the adult population, by age for Leicestershire

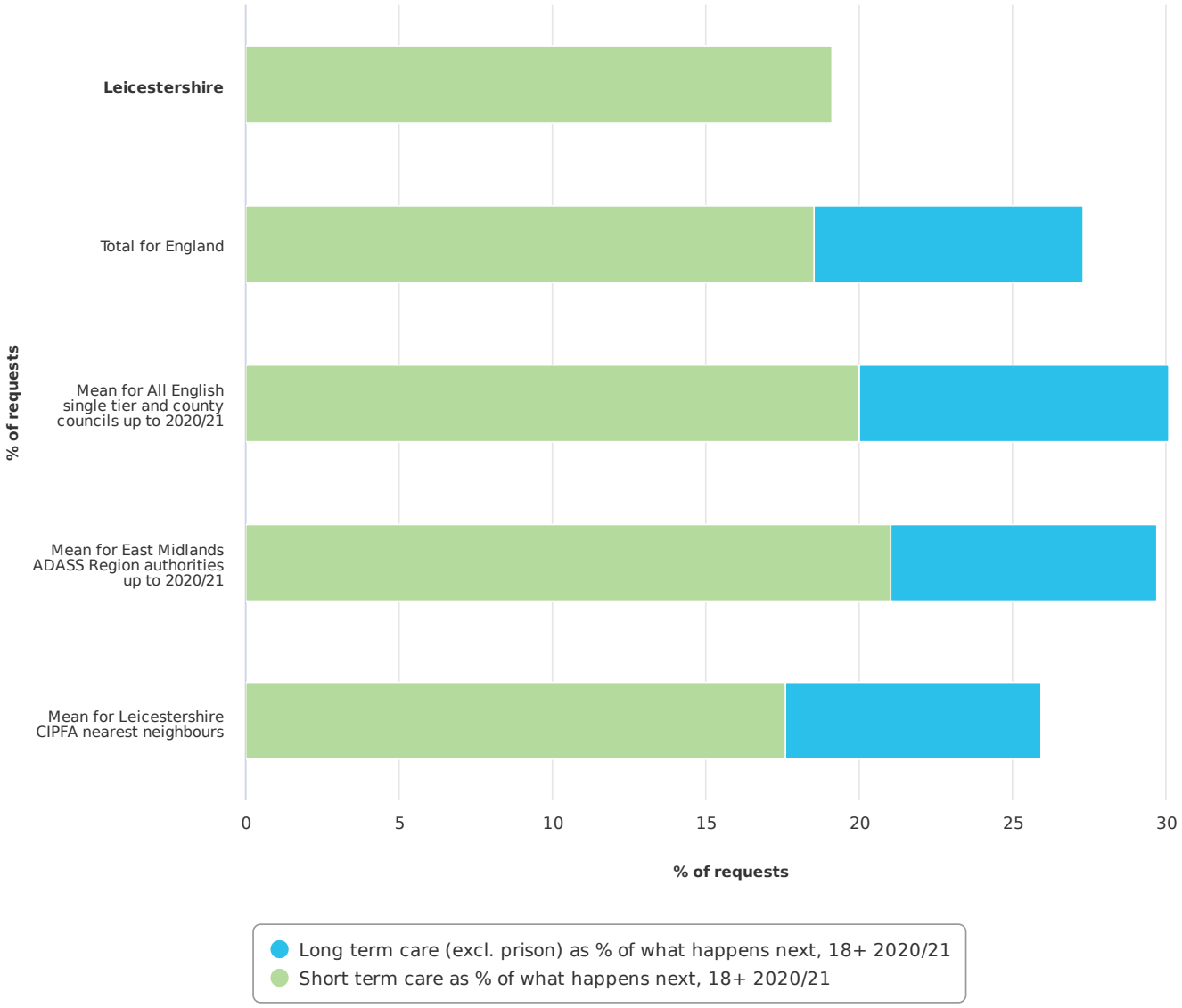
Area	Requests for support from new clients as % of population, aged 18+		Requests for support as % of the population, aged 18-64		Requests for support as % of the population, aged 65+	
	2019/20	2020/21	2019/20	2020/21	2019/20	2020/21
	%					
Leicestershire	4.99	4.52	1.46	1.39	15.21	13.55
Total for England	4.36	4.31	1.65	1.70	13.23	12.79
10th percentile for All English single tier and county councils in 2018/19 to 2020/21	6.68	6.38	2.91	2.83	19.83	17.93
Mean for All English single tier and county councils in 2018/19 to 2020/21	4.35	4.27	1.70	1.73	13.50	12.96
90th percentile for All English single tier and county councils in 2018/19 to 2020/21	2.13	2.12	0.62	0.67	8.18	7.98
Mean for East Midlands ADASS Region authorities up to 2020/21	5.11	4.68	1.91	1.77	15.57	14.09
Mean for Leicestershire CIPFA nearest neighbours	4.43	4.32	1.43	1.43	12.49	12.05

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

Part 4bi. What happened next per cent breakdown, aged 18 and over

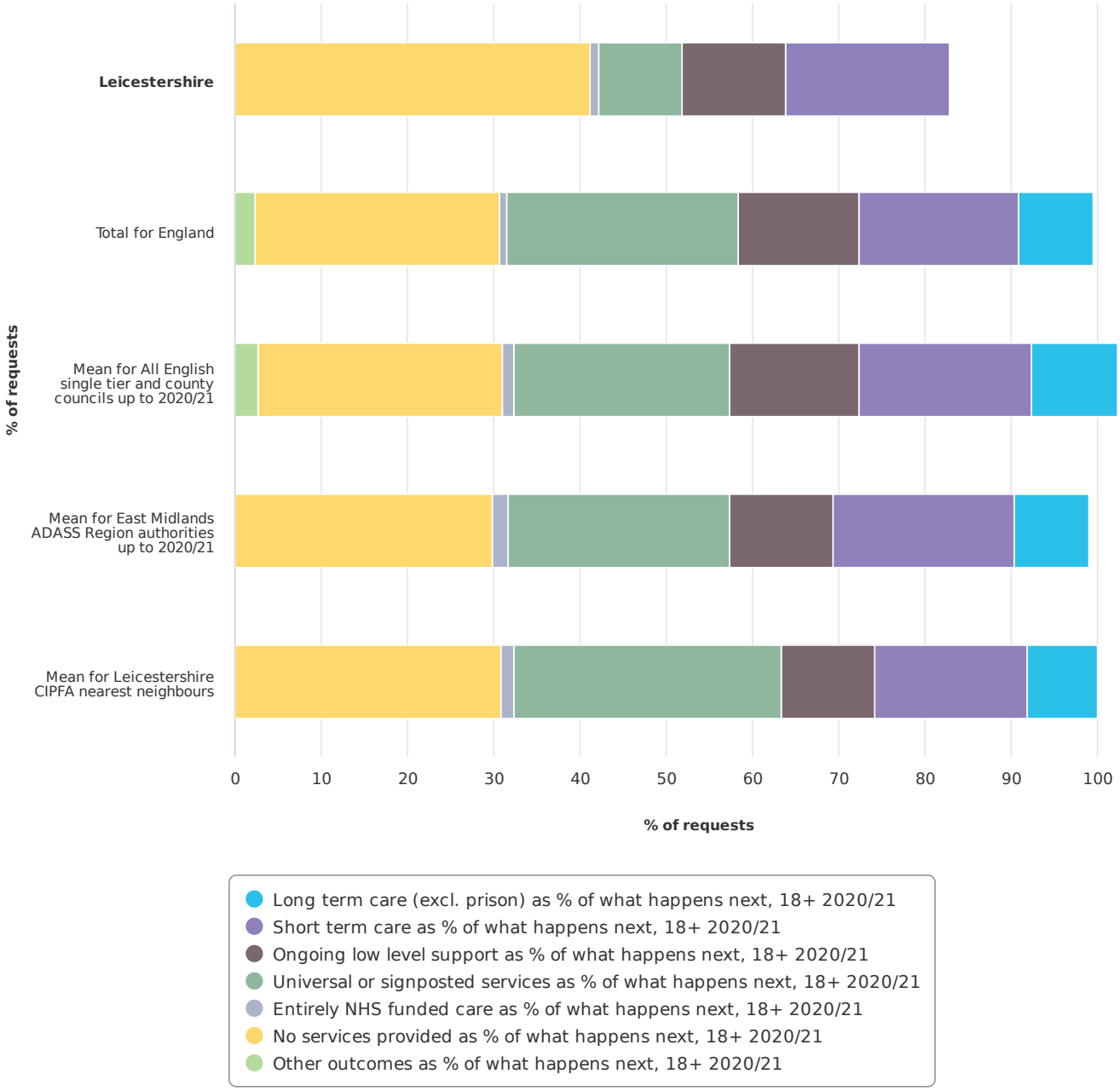
Note: potentially inconsistent approaches in completing data returns for 'What happened next' mean that the findings in this section should be interpreted with caution.

Proportion of requests for support from new clients that resulted in long and short term care, aged 18 and over for Leicestershire



Note: missing figures are the result of suppression of data due to small numbers making individuals potentially identifiable if published.

What happened next full per cent breakdown, aged 18 and over for Leicestershire



Note: missing figures are the result of suppression of data due to small numbers making individuals potentially identifiable if published.

Note: the breakdown figures for the mean comparisons may appear to equal more than 100 per cent. This is because the mean authority for one outcome may be different to the mean authority for another outcome, so that the mean values for these outcomes are not all necessarily from the same authority. As such, it is possible for the sum of those means to exceed 100 per cent.

What happened next per cent breakdown, aged 18 and over for Leicestershire, part 1 of 2

Area	Long term care (excl. prison) as % of what happens next, 18+	Short term care as % of what happens next, 18+	Ongoing low level support as % of what happens next, 18+
	2020/21		
	%		
Leicestershire	Suppressed	19.1	12.0
Total for England	8.8	18.5	14.0
10th percentile for All English single tier and county councils up to 2020/21	17.3	32.9	30.1
Mean for All English single tier and county councils up to 2020/21	10.1	20.0	15.0
90th percentile for All English single tier and county councils up to 2020/21	5.5	8.0	2.8
Mean for East Midlands ADASS Region authorities up to 2020/21	8.7	21.0	12.0
Mean for Leicestershire CIPFA nearest neighbours	8.3	17.6	10.9

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

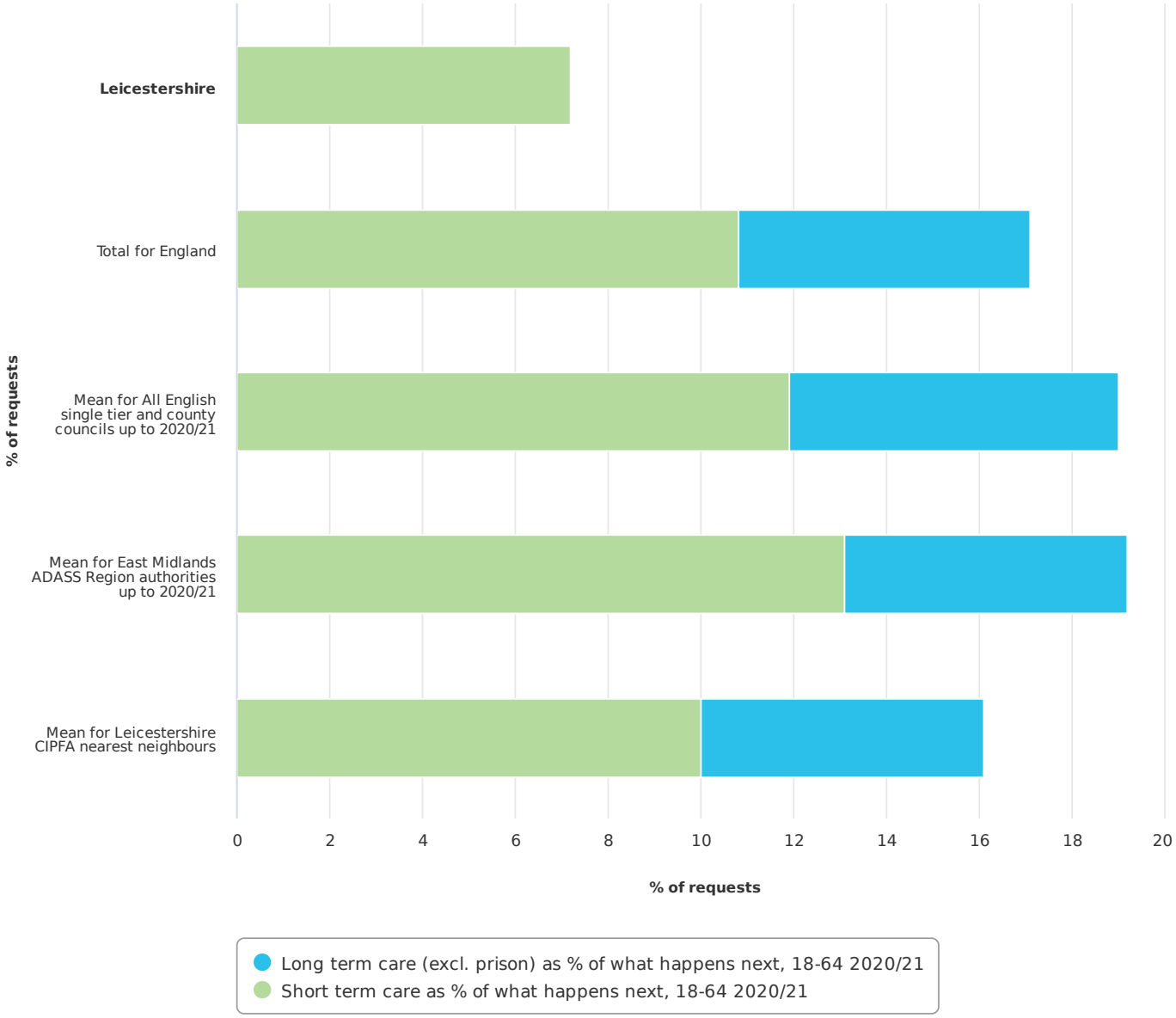
What happened next per cent breakdown, aged 18 and over for Leicestershire, part 2 of 2

Area	Universal or signposted services as % of what happens next, 18+	Entirely NHS funded care as % of what happens next, 18+	No services provided as % of what happens next, 18+	Other outcomes as % of what happens next, 18+
	2020/21			
	%			
Leicestershire	9.7	1.0	41.1	Suppressed
Total for England	26.8	0.8	28.4	2.3
10th percentile for All English single tier and county councils up to 2020/21	49.1	2.6	49.4	4.7
Mean for All English single tier and county councils up to 2020/21	24.9	1.4	28.4	2.6
90th percentile for All English single tier and county councils up to 2020/21	4.7	0.3	6.3	0.7
Mean for East Midlands ADASS Region authorities up to 2020/21	25.8	1.7	29.9	Missing
Mean for Leicestershire CIPFA nearest neighbours	31.0	1.4	30.9	Suppressed

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

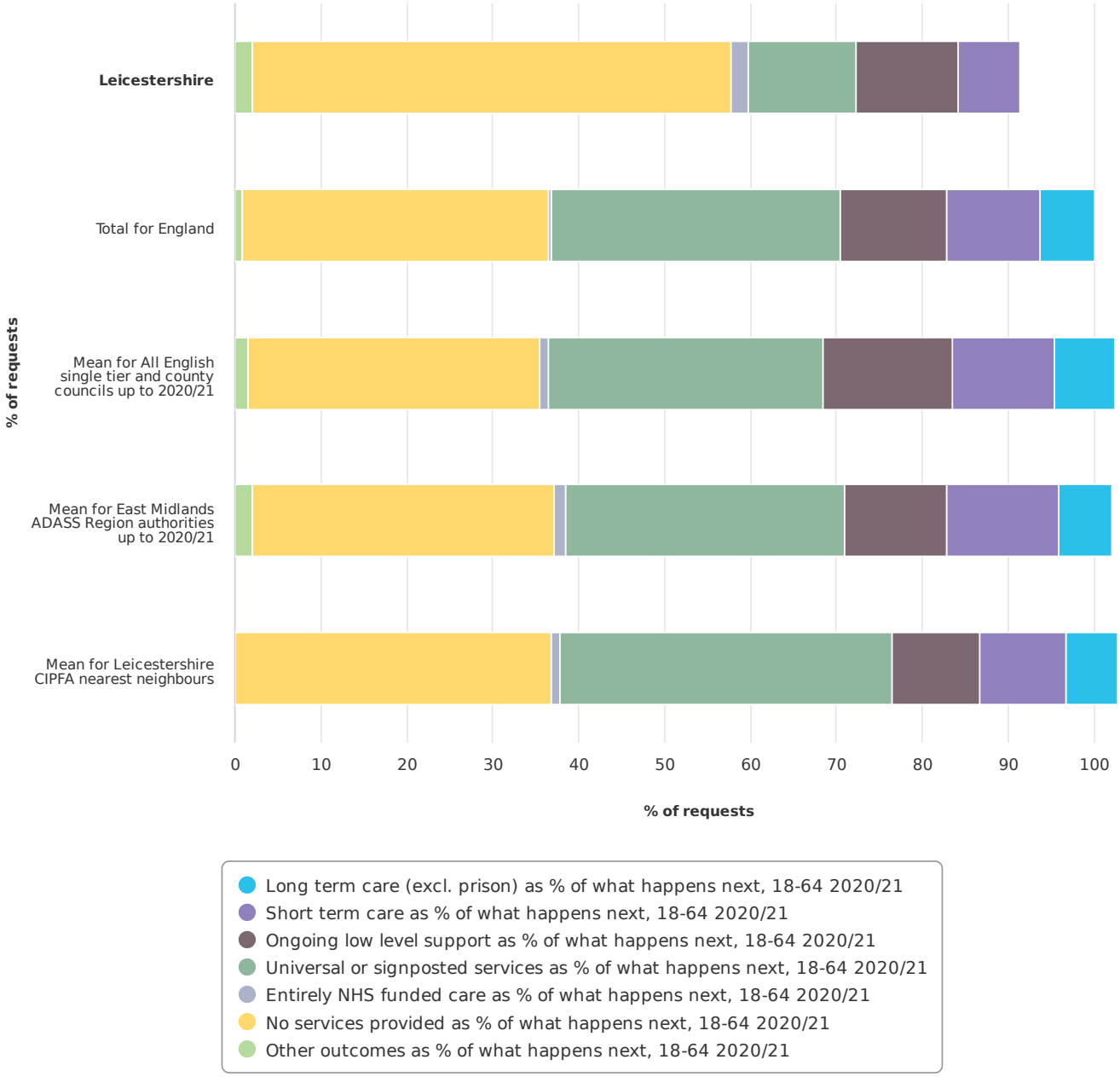
Part 4bii. What happened next per cent breakdown, adults aged 18 to 64

Proportion of requests for support from new clients that resulted in long and short term support for adults aged 18 to 64 for Leicestershire



Note: missing figures are the result of suppression of data due to small numbers making individuals potentially identifiable if published.

What happened next full per cent breakdown, aged 18 to 64 for Leicestershire



Note: missing figures are the result of suppression of data due to small numbers making individuals potentially identifiable if published.

Note: the breakdown figures for the mean comparisons may appear to equal more than 100 per cent. This is because the mean authority for one outcome may be different to the mean authority for another outcome, so that the mean values for these outcomes are not all necessarily from the same authority. As such, it is possible for the sum of those means to exceed 100 per cent.

What happened next per cent breakdown, aged 18 to 64 for Leicestershire, part 1 of 2

Area	Long term care (excl. prison) as % of what happens next, 18-64	Short term care as % of what happens next, 18-64	Ongoing low level support as % of what happens next, 18-64
	2020/21		
	%		
Leicestershire	Suppressed	7.2	11.8
Total for England	6.3	10.8	12.4
10th percentile for All English single tier and county councils up to 2020/21	12.5	24.1	32.5
Mean for All English single tier and county councils up to 2020/21	7.1	11.9	15.0
90th percentile for All English single tier and county councils up to 2020/21	3.3	3.8	1.7
Mean for East Midlands ADASS Region authorities up to 2020/21	6.1	13.1	11.9
Mean for Leicestershire CIPFA nearest neighbours	6.1	10.0	10.2

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

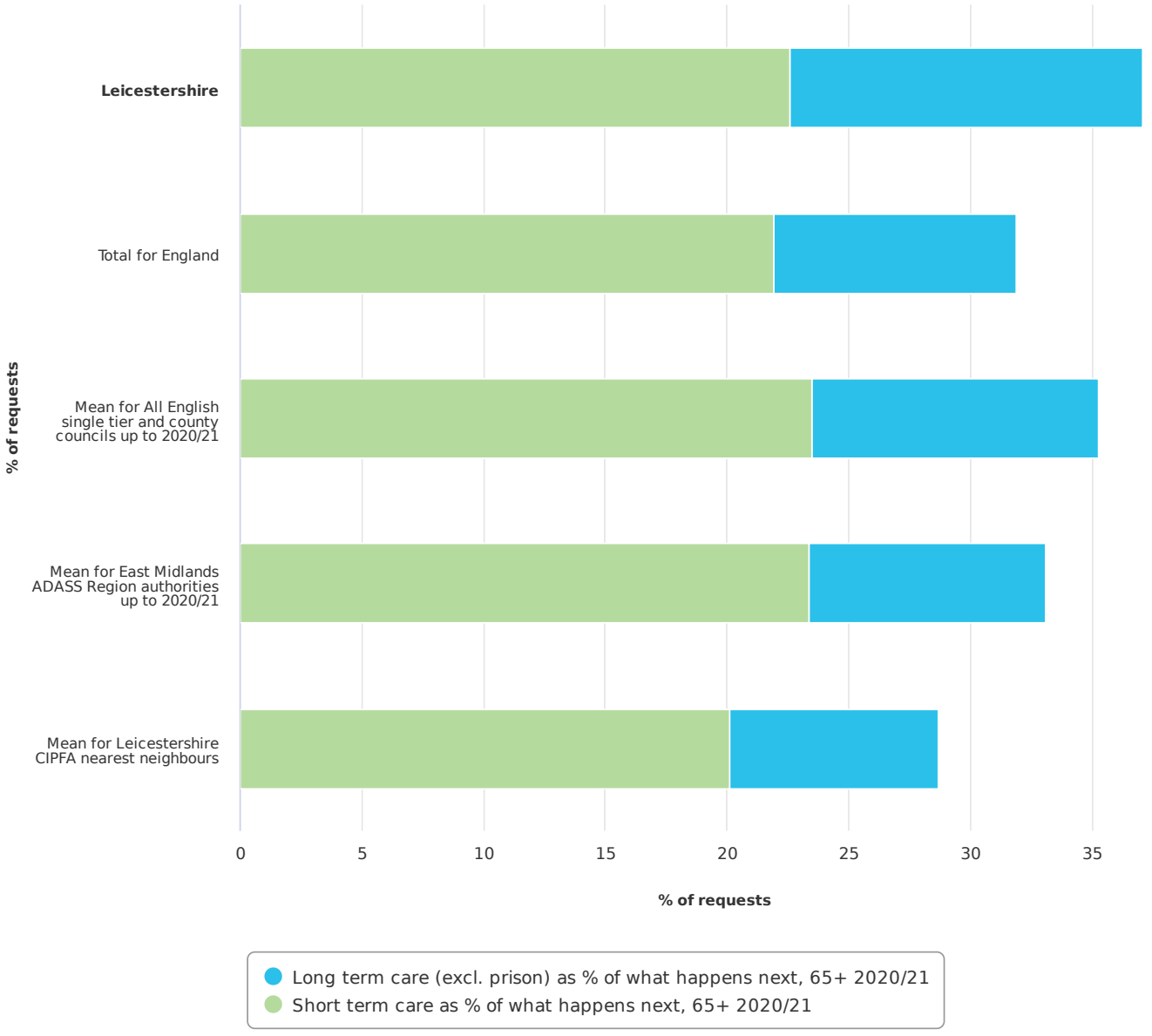
What happened next per cent breakdown, aged 18 to 64 for Leicestershire, part 2 of 2

Area	Universal or signposted services as % of what happens next, 18-64	Entirely NHS funded care as % of what happens next, 18-64	No services provided as % of what happens next, 18-64	Other outcomes as % of what happens next, 18-64
	2020/21			
	%			
Leicestershire	12.6	2.0	55.7	2.0
Total for England	33.6	0.5	35.5	0.9
10th percentile for All English single tier and county councils up to 2020/21	63.0	1.8	62.3	2.1
Mean for All English single tier and county councils up to 2020/21	32.1	0.9	34.0	1.5
90th percentile for All English single tier and county councils up to 2020/21	6.2	0.2	6.6	0.8
Mean for East Midlands ADASS Region authorities up to 2020/21	32.4	1.4	35.1	2.0
Mean for Leicestershire CIPFA nearest neighbours	38.7	0.9	36.9	Suppressed

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

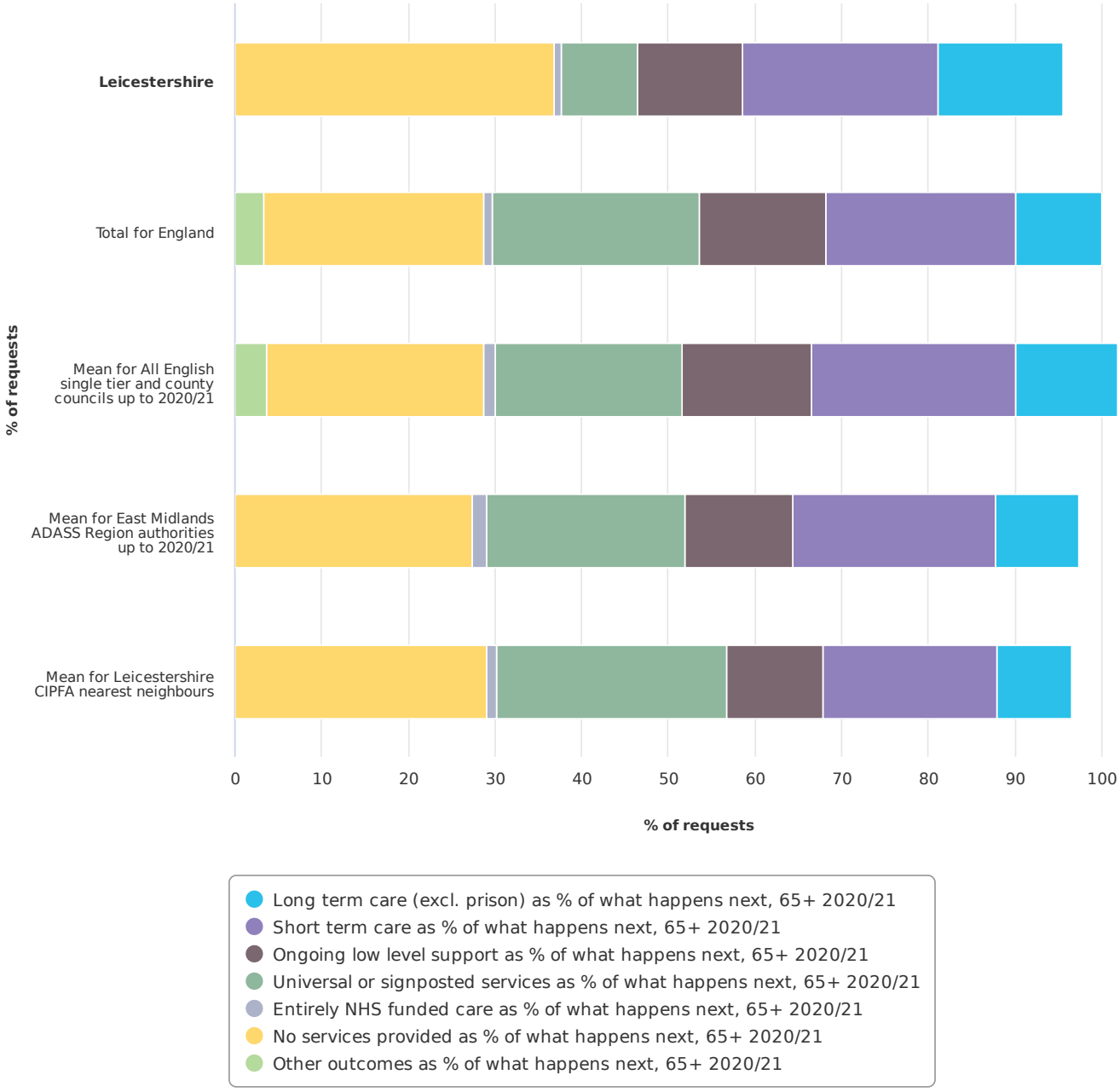
Part 4biii. What happened next per cent breakdown, adults aged 65 and over

Proportion of requests for support from new clients that resulted in long and short term support, for adults aged 65 and over for Leicestershire



Note: missing figures are the result of suppression of data due to small numbers making individuals potentially identifiable if published.

What happened next full per cent breakdown, aged 65 and over for Leicestershire



Note: missing figures are the result of suppression of data due to small numbers making individuals potentially identifiable if published.

Note: the breakdown figures for the mean comparisons may appear to equal more than 100 per cent. This is because the mean authority for one outcome may be different to the mean authority for another outcome, so that the mean values for these outcomes are not all necessarily from the same authority. As such, it is possible for the sum of those means to exceed 100 per cent.

What happened next per cent breakdown, aged 65 and over for Leicestershire, part 1 of 2

Area	Long term care (excl. prison) as % of what happens next, 65+	Short term care as % of what happens next, 65+	Ongoing low level support as % of what happens next, 65+
	2020/21		
	%		
Leicestershire	14.5	22.6	12.1
Total for England	10.0	21.9	14.7
10th percentile for All English single tier and county councils up to 2020/21	20.5	39.5	30.7
Mean for All English single tier and county councils up to 2020/21	11.8	23.5	15.0
90th percentile for All English single tier and county councils up to 2020/21	5.3	10.7	2.9
Mean for East Midlands ADASS Region authorities up to 2020/21	9.7	23.4	12.3
Mean for Leicestershire CIPFA nearest neighbours	8.6	20.1	11.2

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

What happened next per cent breakdown, aged 65 and over for Leicestershire, part 2 of 2

Area	Universal or signposted services as % of what happens next, 65+	Entirely NHS funded care as % of what happens next, 65+	No services provided as % of what happens next, 65+	Other outcomes as % of what happens next, 65+
	2020/21			
	%			
Leicestershire	8.8	0.8	36.8	Suppressed
Total for England	23.8	1.0	25.4	3.3
10th percentile for All English single tier and county councils up to 2020/21	43.2	2.7	42.7	6.7
Mean for All English single tier and county councils up to 2020/21	21.5	1.4	25.1	3.6
90th percentile for All English single tier and county councils up to 2020/21	3.5	0.2	5.6	1.0
Mean for East Midlands ADASS Region authorities up to 2020/21	23.0	1.6	27.4	Missing
Mean for Leicestershire CIPFA nearest neighbours	26.5	1.2	29.0	Suppressed

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

Step 5: Comparison of performance measures

Note: this step does not make use of LG Inform measures.

The Institute of Public Care (IPC) suggest in their report 'Six Steps to Managing Demand in Adult Social Care – A Performance Management Approach' that a number of locally available measures be considered to help understand a council's use of resources. The measures, with benchmarks suggested by the IPC in brackets, include:

- The proportion of people who approach the council for help who go on to receive a full assessment (about 25%)
- The proportion of acute patients who are discharged to a permanent residential care bed without any opportunity for short-term recovery (close to zero)
- The proportion of acute patients who return home after a short-term period (no more than six weeks) in a residential care bed (close to 75%)
- The proportion of older people who receive less than 10 hours of domiciliary care as a proportion of all older people receiving domiciliary care (no more than 15%)
- The proportion of older people who are assessed as having care needs, who were offered a re-ablement based service (more than 70%)
- The proportion of those who are assessed as needing domiciliary care who receive their care within 48 hours of the assessment being completed (over 90%)
- The proportion of older people receiving longer term care whose care needs have decreased from their initial assessment or last review (around 15%)
- The proportion of younger adults receiving longer-term care whose care needs have decreased from their last review (around 66%)
- The proportion of older people receiving longer term care whose needs have increased since their initial assessment or latest review (no more than 25%)
- The proportion of older people (with or without a diagnosis of dementia) who enter residential care after receiving domiciliary care (no more than 20%)
- The proportion of older people with a requirement for palliative care who died at home (at least 75% of those who stated that they wanted to die at home)
- The proportion of younger adults receiving longer-term services who are living in registered residential care (less than 10%)
- Total spend by a council on all adult residential care (no more than 30% of the gross adult social care budget)
- The proportion of older people living in extra-care housing who are receiving more than 14 hours of care (no more than 10% of those living in an extra-care facility at any one time)

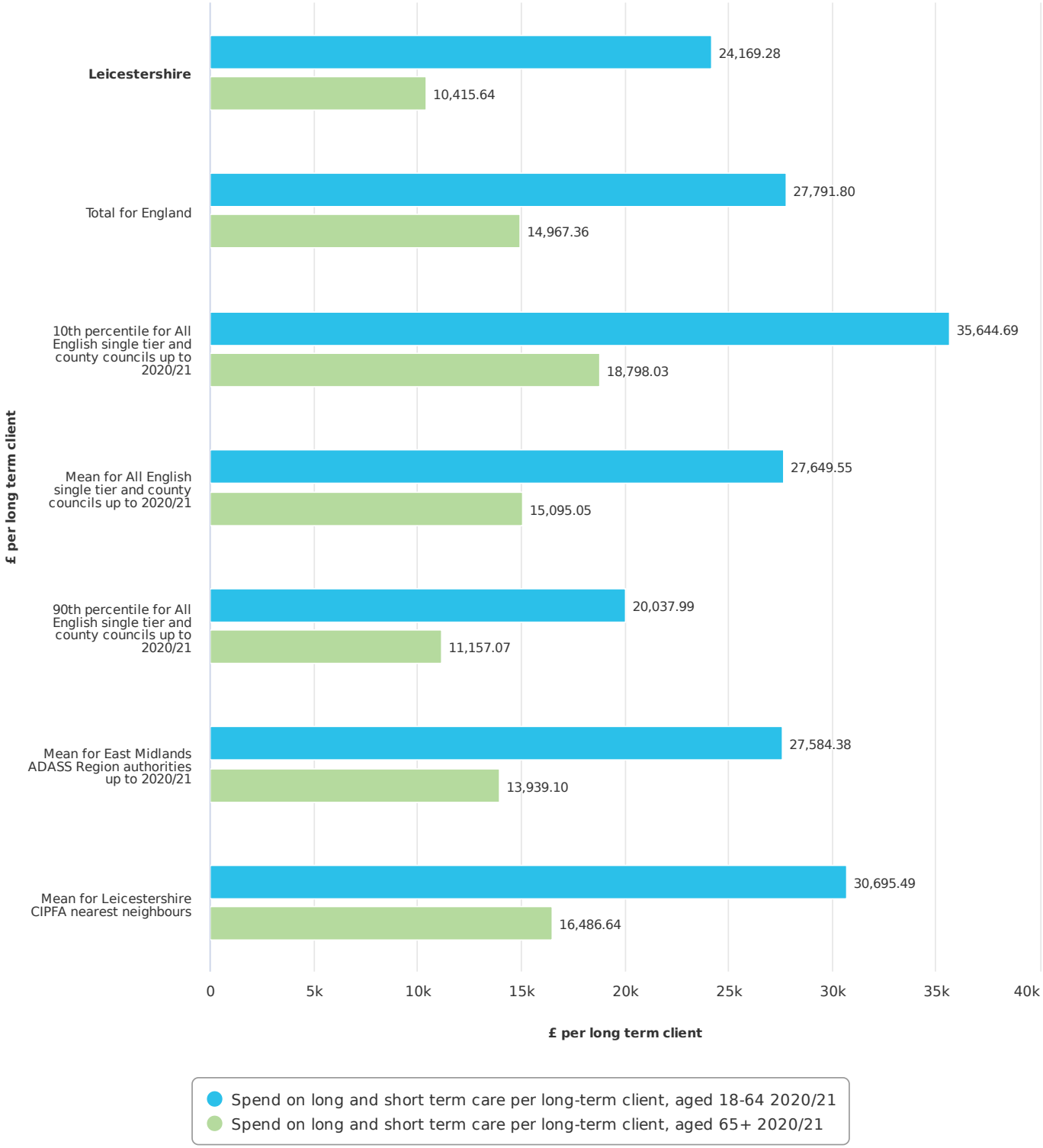
Whilst these measures are unavailable on LG Inform, it is suggested that they are considered locally and, where possible, regionally, to aid understanding of use of resources in this area.

The IPC released a subsequent report, 'New Developments in Adult Social Care - Further considerations for developing a Six Steps Approach to delivering effective outcomes and managing demand.' This publication presents a continuation of the model and principles established in the original paper.

Step 6: Comparison of spend per client

Part 6. Spend on adult social care per long-term care client, with age breakdown

Spend on long and short term care per long term client, by age for Leicestershire



Spend on long and short term care per long term client, by age for Leicestershire

Area	Spend on long and short term care per long-term client, aged 18+		Spend on long and short term care per long-term client, aged 18-64		Spend on long and short term care per long-term client, aged 65+	
	2019/20	2020/21	2019/20	2020/21	2019/20	2020/21
	GBP per person					
Leicestershire	15,669.12	14,533.66	24,118.76	24,169.28	11,647.67	10,415.64
Total for England	19,082.95	19,383.64	26,548.45	27,791.80	15,134.45	14,967.36
10th percentile for All English single tier and county councils in 2018/19 to 2020/21	23,735.38	23,551.43	34,580.48	35,644.69	19,115.06	18,798.03
Mean for All English single tier and county councils in 2018/19 to 2020/21	18,976.27	19,256.30	26,504.67	27,649.55	15,306.48	15,095.05
90th percentile for All English single tier and county councils in 2018/19 to 2020/21	15,200.07	14,687.27	19,584.58	20,037.99	11,613.47	11,157.07
Mean for East Midlands ADASS Region authorities up to 2020/21	17,842.77	18,243.38	25,132.79	27,584.38	14,311.71	13,939.10
Mean for Leicestershire CIPFA nearest neighbours	20,633.09	21,092.66	29,048.57	30,695.49	16,484.23	16,486.64

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

Note: spend on long and short term care per long term client aged 18+ is not the same measure as the measure of spend on adult social care per long term client aged 18+ featured in Step 13. The numerator in Step 13 includes spending on adult social care that is not categorised by long or short term care, whereas the numerator in this step excludes this expenditure. The figures will therefore be different between the two steps.

Spend on short and long term care per long term client, by age for Leicestershire - ranks

Area	Spend on long and short term care per long-term client, aged 18+	Spend on long and short term care per long-term client, aged 18-64	Spend on long and short term care per long-term client, aged 65+
	2020/21		
	Rank within All English single tier and county councils up to 2020/21		
Leicestershire	136	106	141

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

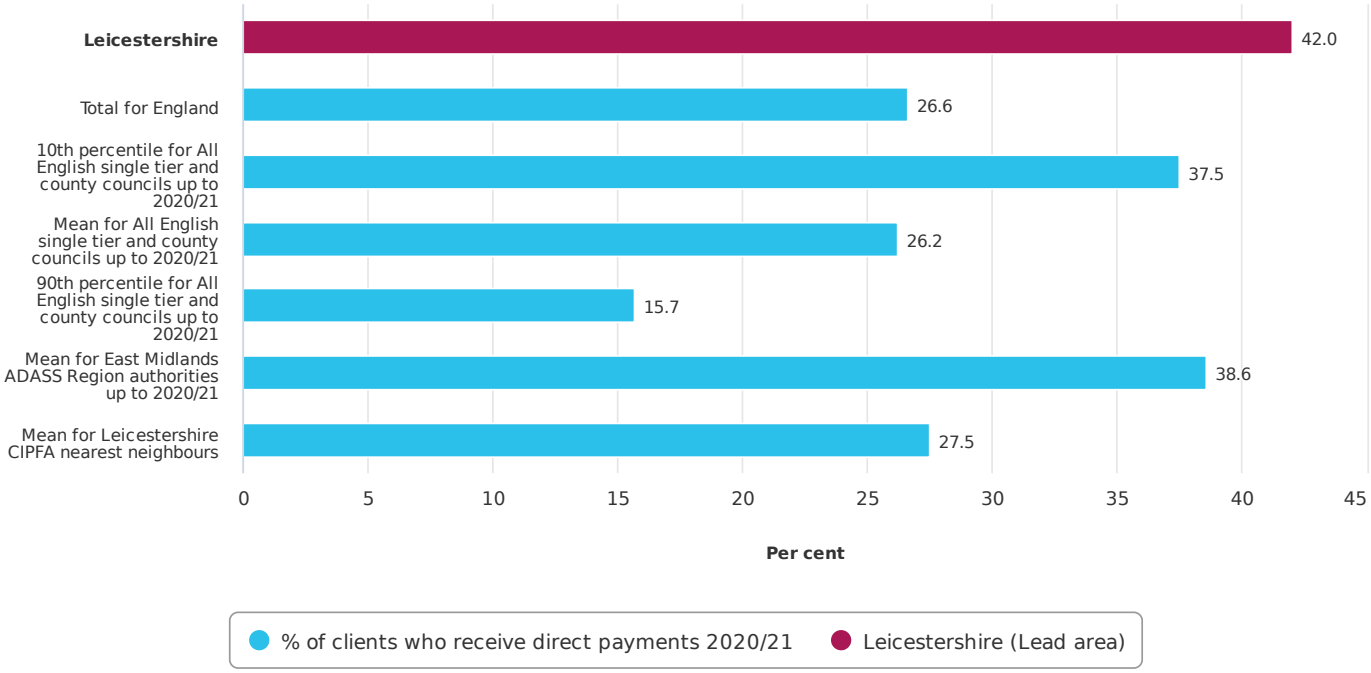
Area	Spend on long and short term care per long-term client, aged 18+	Spend on long and short term care per long-term client, aged 18-64	Spend on long and short term care per long-term client, aged 65+
	2020/21		
	Rank within All English single tier and county councils up to 2020/21		

Note: a lower rank refers to a higher value; 1 is the council with the highest value.

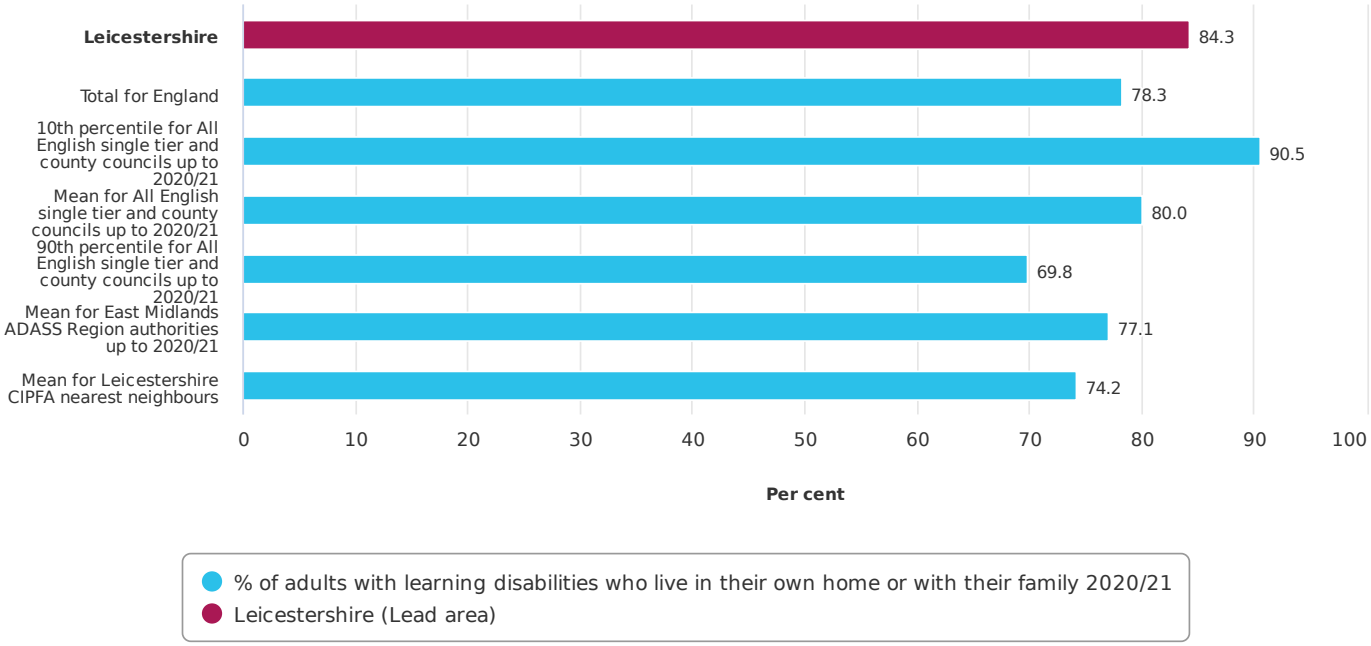
Step 7: Measures of care methods and settings

Different authorities may employ different methods and settings of care to best reflect the needs, preferences and priorities of their communities. These different measures and settings may result in different amounts and types of resources being used, and may explain why some areas have different patterns of resource usage than others.

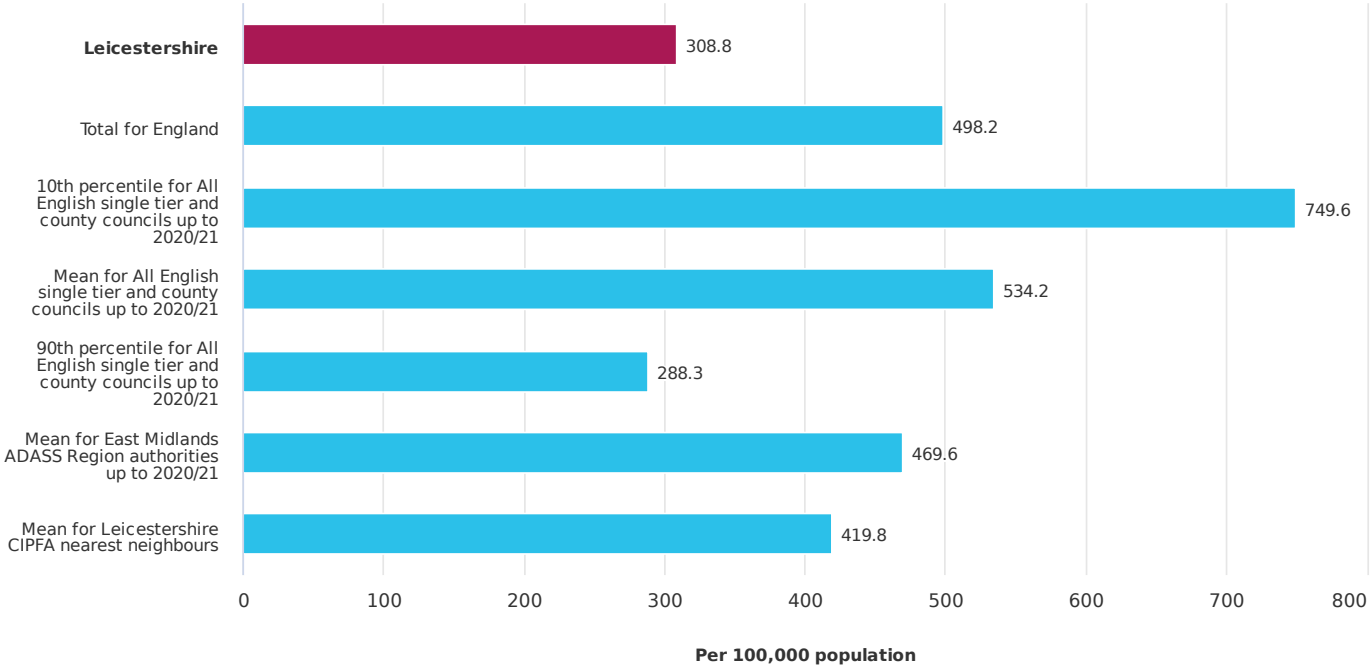
Proportion of people using social care receiving direct payments for Leicestershire



Proportion of adults with learning disabilities who live in their own home or with their family for Leicestershire

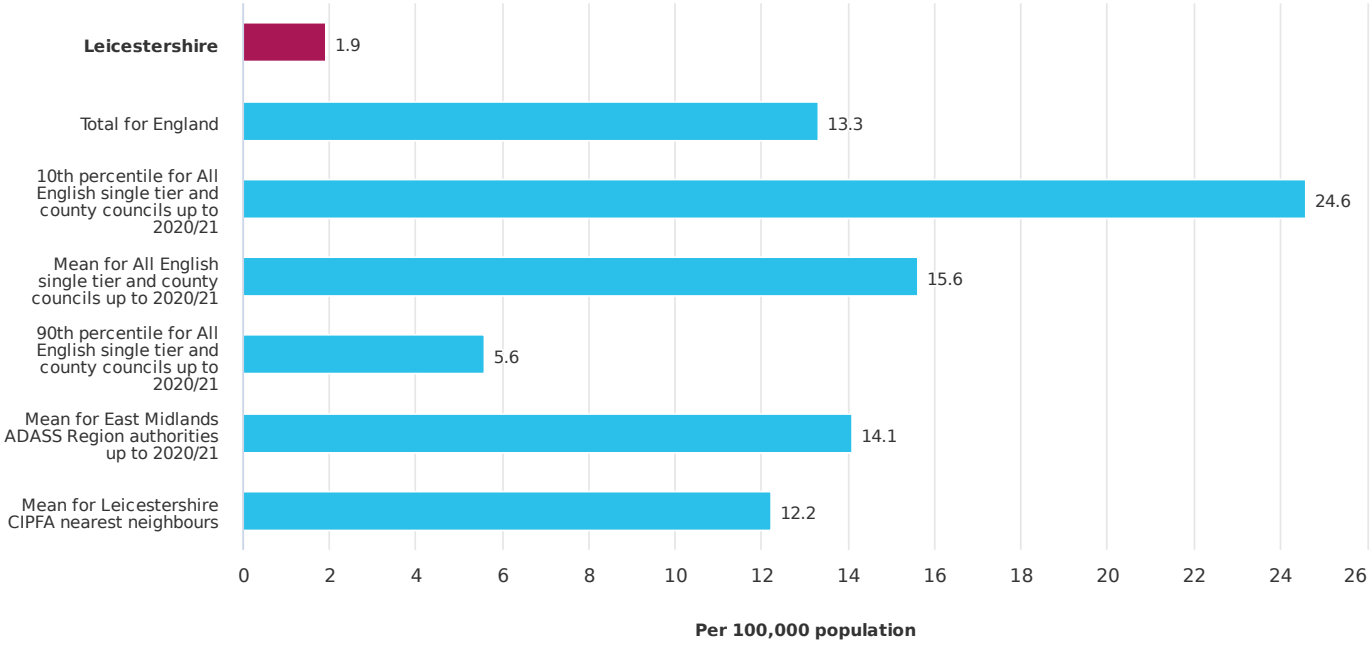


Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population for Leicestershire



Long-term support needs of older adults met by admission to residential and nursing care homes per 100,000 2020/21
Leicestershire (Lead area)

Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population for Leicestershire



Long-term support needs of younger adults met by admission to residential and nursing care homes per 100,000 population 2020/21
Leicestershire (Lead area)

Measures of care methods and settings for Leicestershire

Area	% of clients who receive direct payments	% of adults with learning disabilities who live in their own home or with their family	Long-term support needs of older adults met by admission to residential and nursing care homes per 100,000	Long-term support needs of younger adults met by admission to residential and nursing care homes per 100,000 population
	2020/21			
	%		Ratio per 100,000	
Leicestershire	42.0	84.3	308.8	1.9
Total for England	26.6	78.3	498.2	13.3
10th percentile for All English single tier and county councils up to 2020/21	37.5	90.5	749.6	24.6
Mean for All English single tier and county councils up to 2020/21	26.2	80.0	534.2	15.6
90th percentile for All English single tier and county councils up to 2020/21	15.7	69.8	288.3	5.6
Mean for East Midlands ADASS Region authorities up to 2020/21	38.6	77.1	469.6	14.1
Mean for Leicestershire CIPFA nearest neighbours	27.5	74.2	419.8	12.2

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

Measures of care methods and settings for Leicestershire - ranks

Area	% of clients who receive direct payments	Proportion of adults with learning disabilities who live in their own home or with their family (per per cent)	Long-term support needs of older adults met by admission to residential and nursing care homes per 100,000	Long-term support needs of younger adults met by admission to residential and nursing care homes per 100,000 population
	2020/21			
	Rank within All English single tier and county councils up to 2020/21			
Leicestershire	6	48	130	149

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

Note: a lower rank refers to a higher value; 1 is the council with the highest value.

Step 8: Plans for less expensive care methods

Note: this step does not make use of LG Inform measures.

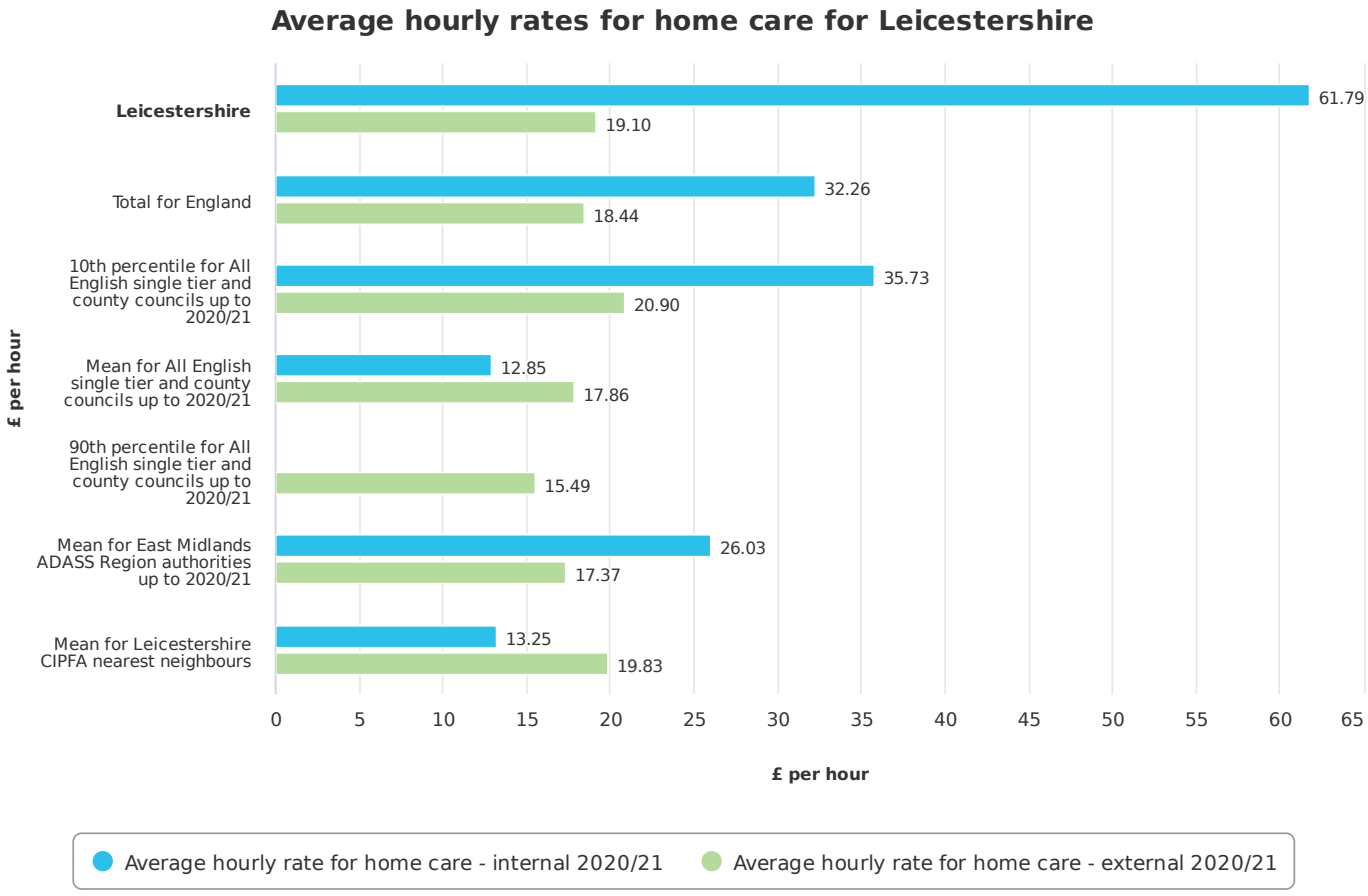
It is important to consider whether less expensive methods of care would, in some cases, still meet care needs. Making these considerations may help resources to go further in the long run. The long term strategy of the council for the next ten years should be set out by the council and reflected in the Market Position Statement.

Step 9: Local unit costs

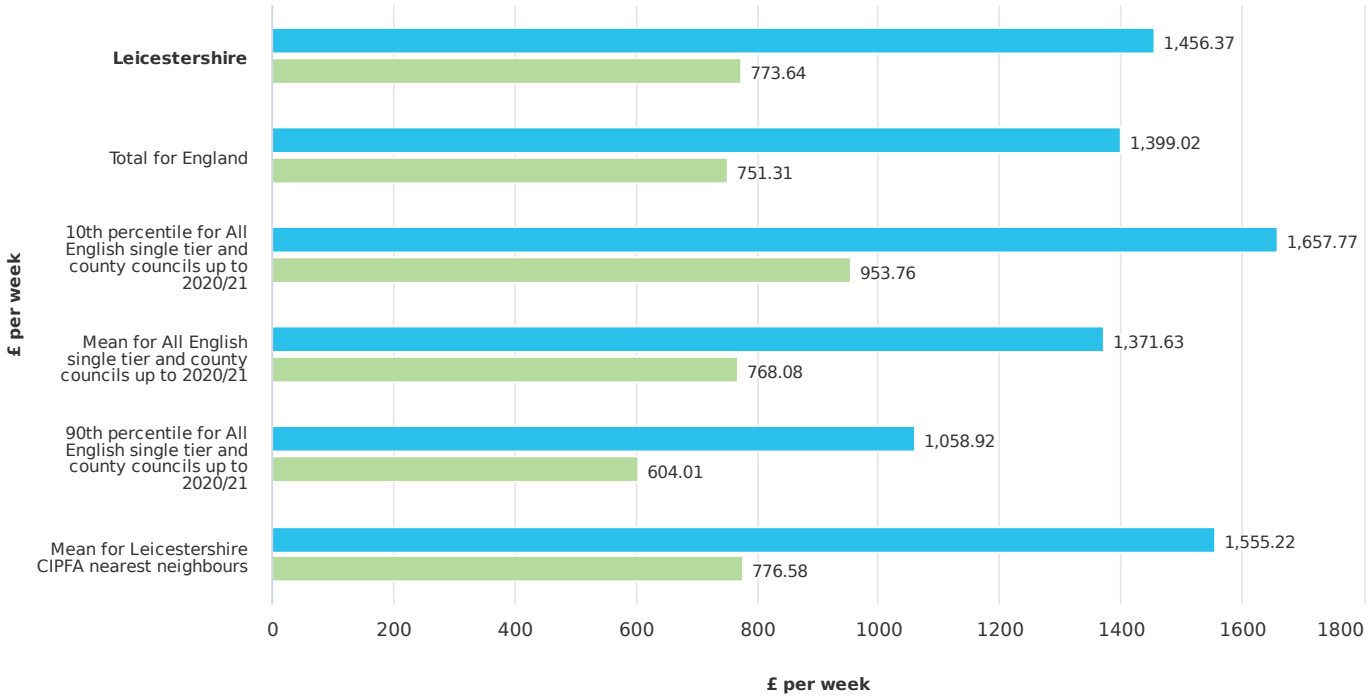
The cost of providing the same amount of care varies from area to area, due to local economic conditions, sparsity and rurality, and a range of other factors. This may mean that one council is required to spend more money than another to provide the same care.

There are a number of complexities in a consideration of unit costs. Moving someone from an expensive setting such as a care home and supporting them in the community can often reduce the cost of the care whilst giving them the opportunity to have more independence and live a more normal life. However, this can also mean that the unit costs of both types of care can increase. Only those with the most complex care needs are supported in care homes, so the unit cost for each care home resident will be higher. Similarly, community care packages may be greater than they used to be, although they are still less expensive than supporting someone in a care home.

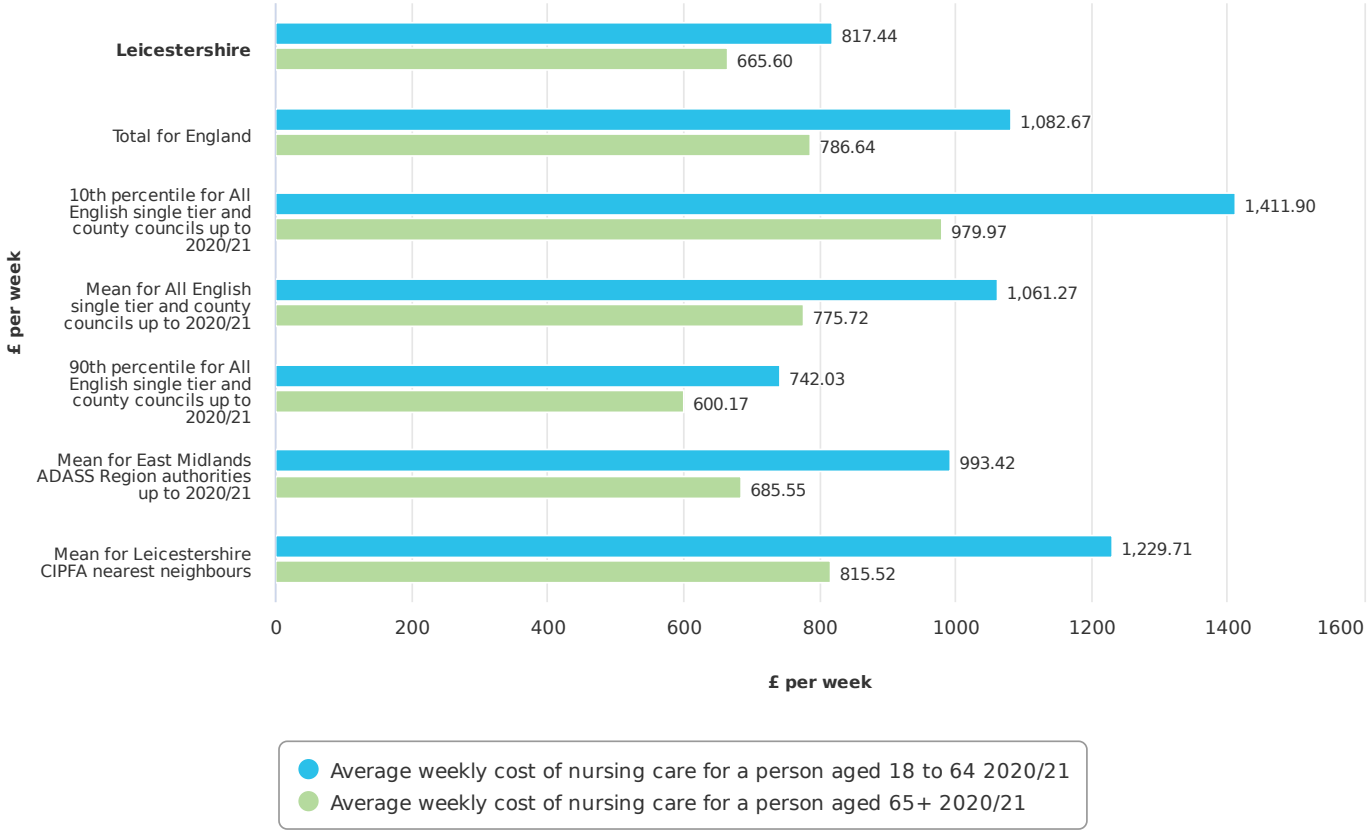
It is also possible that there may be local factors which increase the cost of providing social care. Examples include low unemployment, which means that wages are generally higher. Equally, tourist areas experience problems with labour availability during the busiest periods. The cost of home care will vary depending on the sparsity of an area. Property costs vary considerably across the country. Prices in an area can be forced up if there is very strong self-funder demand or NHS activity which is not co-ordinated with the local authority.



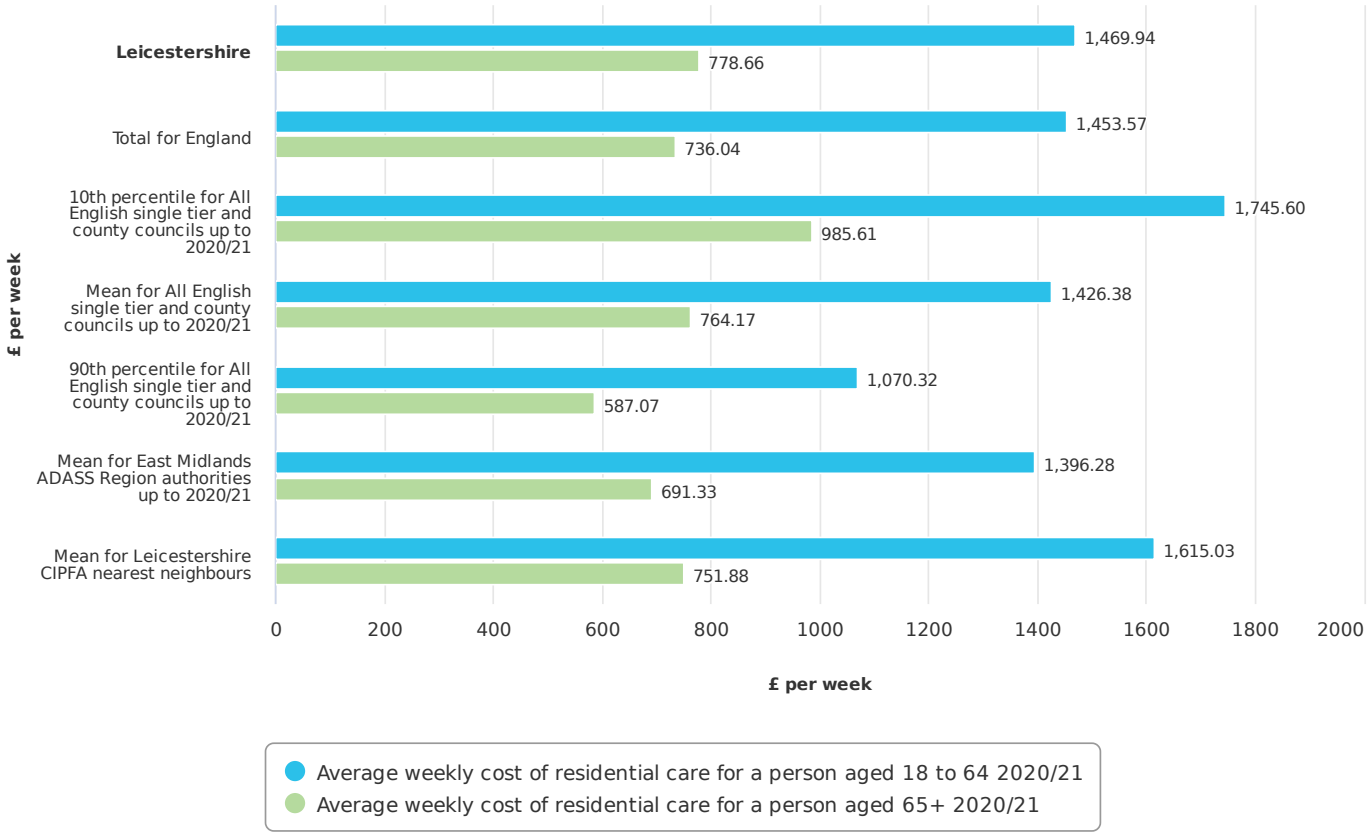
Average weekly rate for residential and nursing care by age for Leicestershire



Average weekly rate for nursing care by age for Leicestershire



Average weekly rate for residential care by age for Leicestershire



Unit costs for Leicestershire, part 1 of 2

Area	Average hourly rate for home care - internal	Average hourly rate for home care - external	Average weekly cost of residential and nursing care for a person aged 18 to 64	Average weekly cost of residential and nursing care for a person aged 65+
	2020/21			
	GBP per unit		GBP per week	
Leicestershire	61.79	19.10	1,456.37	773.64
Total for England	32.26	18.44	1,399.02	751.31
10th percentile for All English single tier and county councils up to 2020/21	35.73	20.90	1,657.77	953.76
Mean for All English single tier and county councils up to 2020/21	12.85	17.86	1,371.63	768.08
90th percentile for All English single tier and county councils up to 2020/21	0.00	15.49	1,058.92	604.01
Mean for East Midlands ADASS Region authorities up to 2020/21	26.03	17.37	1,346.37	691.33
Mean for Leicestershire CIPFA nearest neighbours	13.25	19.83	1,555.22	776.58

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

Unit costs for Leicestershire, part 1 of 2 - ranks

Area	Average hourly rate for home care - internal	Average hourly rate for home care - external	Average weekly cost of residential and nursing care for a person aged 18 to 64	Average weekly cost of residential and nursing care for a person aged 65+
	2020/21			
	Rank within All English single tier and county councils up to 2020/21			
Leicestershire	3	32	61	66

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

Area	Average hourly rate for home care - internal	Average hourly rate for home care - external	Average weekly cost of residential and nursing care for a person aged 18 to 64	Average weekly cost of residential and nursing care for a person aged 65+
	2020/21			
	Rank within All English single tier and county councils up to 2020/21			

Note: a lower rank refers to a higher value; 1 is the council with the highest value.

Unit costs for Leicestershire, part 2 of 2

Area	Average weekly cost of nursing care for a person aged 18 to 64	Average weekly cost of nursing care for a person aged 65+	Average weekly cost of residential care for a person aged 18 to 64	Average weekly cost of residential care for a person aged 65+
	2020/21			
	GBP per week			
Leicestershire	817.44	665.60	1,469.94	778.66
Total for England	1,082.67	786.64	1,453.57	736.04
10th percentile for All English single tier and county councils up to 2020/21	1,411.90	979.97	1,745.60	985.61
Mean for All English single tier and county councils up to 2020/21	1,061.27	775.72	1,426.38	764.17
90th percentile for All English single tier and county councils up to 2020/21	742.03	600.17	1,070.32	587.07
Mean for East Midlands ADASS Region authorities up to 2020/21	993.42	685.55	1,396.28	691.33
Mean for Leicestershire CIPFA nearest neighbours	1,229.71	815.52	1,615.03	751.88

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

Unit costs for Leicestershire, part 2 of 2 - ranks

Area	Average weekly cost of nursing care for a person aged 18 to 64	Average weekly cost of nursing care for a person aged 65+	Average weekly cost of residential care for a person aged 18 to 64	Average weekly cost of residential care for a person aged 65+
	2020/21			
	Rank within All English single tier and county councils up to 2020/21			
Leicestershire	123	116	67	59

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

Area	Average weekly cost of nursing care for a person aged 18 to 64	Average weekly cost of nursing care for a person aged 65+	Average weekly cost of residential care for a person aged 18 to 64	Average weekly cost of residential care for a person aged 65+
	2020/21			
	Rank within All English single tier and county councils up to 2020/21			

Note: a lower rank refers to a higher value; 1 is the council with the highest value.

Step 10: Alternative ways of meeting care needs

Note: this step does not make use of LG Inform measures.

If care costs are generally higher than elsewhere for specific local reasons (such as the local labour market) what are you going to do about looking at alternative ways of meeting care needs?
This should be set out in the Market Position Statement.

Step 11: Value for money in work with the NHS

Note: this step does not make use of LG Inform measures.

Is your work with the NHS (including the use of the Better Care Fund) achieving value for money for the local authority? This is based on local judgement, potentially culminating in a report to the Health and Wellbeing Board.

Step 12: Is your spending other than on care packages effective? Could its efficiency be improved?

Note: this step does not make use of LG Inform measures.

It is important that all activities such as staffing are reviewed regularly to see whether they are effective and to see if they could be more efficient.

Step 13: Revised expenditure including NHS and other income

This report began with a consideration of gross current expenditure on adult social care as reported by local authorities to NHS Digital. There are several technical issues with this measure which must be borne in mind.

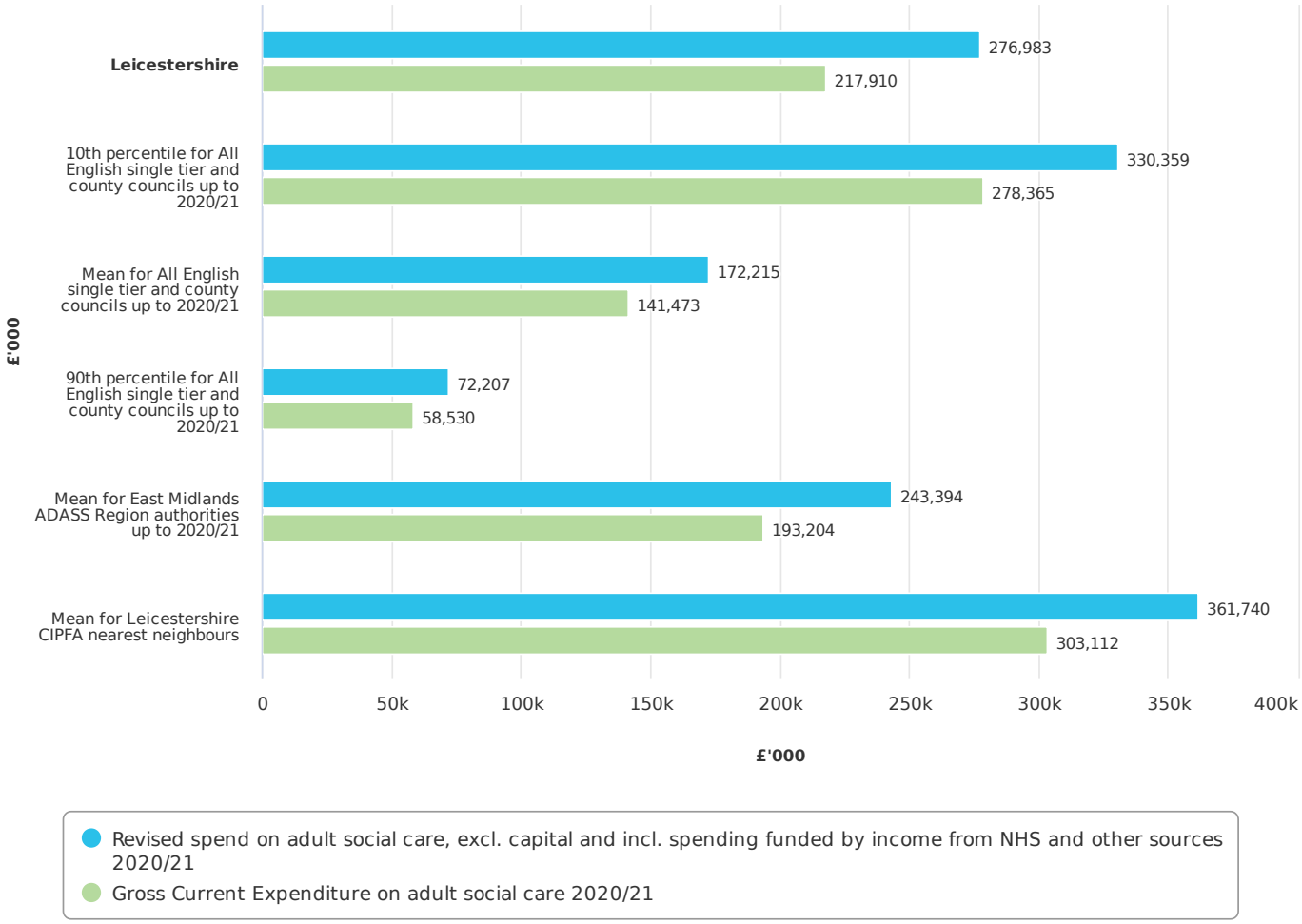
1. This measure of gross current expenditure excludes spending funded from the Better Care Fund, other NHS income, and a number of other income sources. The amount of money which is thus excluded from the gross current expenditure measure is often significant. The spending figures for older people are especially likely to be impacted by the exclusion of spending funded by these income sources.
2. The financial breakdown used by NHS Digital is not used within local authorities. The returns distinguish between spending on long and short term care and 'other', and it is likely that considerable variation between authorities exists on what is classified within the 'other' category. Gross current expenditure broken down by age group excludes all spending on 'other'.
3. There is evidence that there is inconsistency in the way that some local authorities record their data. This means that the information for a minority of local authorities is not consistent with that provided by the majority of local authorities.

These technical reservations should not stop the application of the approach set out in this paper. However, they reinforce the importance to using this methodology as an approach rather than coming to definitive conclusions.

This Step introduces an alternative measure of spending, 'revised gross current expenditure'. This measure is also derived from data reported to NHS Digital. It is calculated by subtracting the total capital spending figure from the total spending including capital figure, both of which are available in the expenditure and income by finance type and finance description section of the Adult Social Care Activity and Finance Reference Tables published annually by NHS Digital. The advantage of this measure is that it includes all expenditure other than capital expenditure regardless of income source. The introduction of this measure is not intended to replace the existing gross current expenditure figure, but it is important to compare the two in case the revised measure identifies aspects of a council's use of resources which are not apparent in the original measure.

Part 13a. Comparison of gross current expenditure and revised gross current expenditure

Comparison of gross current expenditure and revised gross current expenditure for Leicestershire



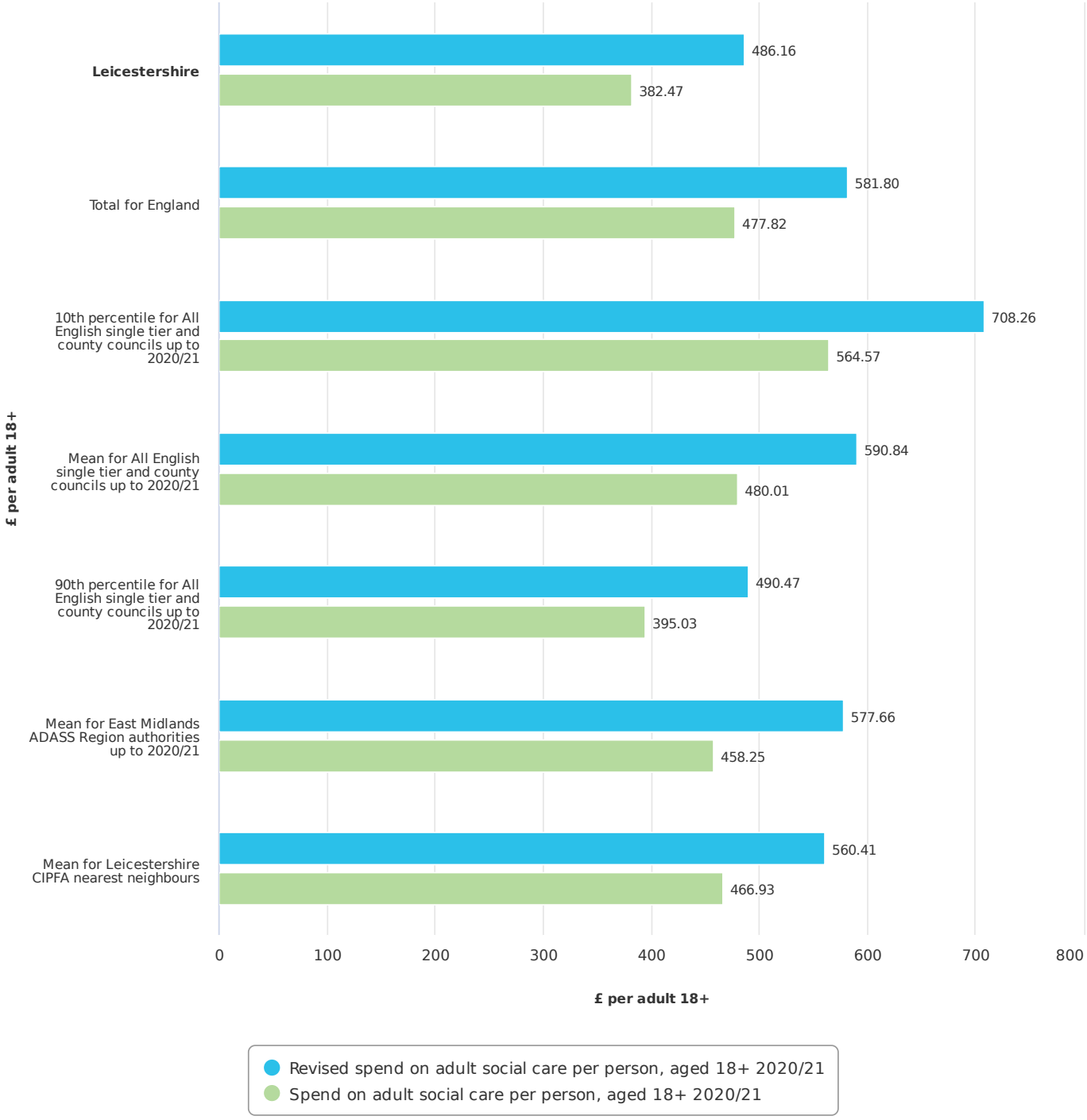
Comparison of gross current expenditure and revised gross current expenditure for Leicestershire

Area	Revised spend on adult social care, excl. capital and incl. spending funded by income from NHS and other sources	Gross Current Expenditure on adult social care	Revised gross current expenditure on adult social care, as a % of gross current expenditure (%)
	2020/21		
	GBP (000)		Sum from
Leicestershire	276,983	217,910	127
10th percentile for All English single tier and county councils up to 2020/21	330,359	278,365	136
Mean for All English single tier and county councils up to 2020/21	172,215	141,473	124
90th percentile for All English single tier and county councils up to 2020/21	72,207	58,530	113
Mean for East Midlands (ADASS Region)	237,054	183,556	129
Mean for Leicestershire CIPFA nearest neighbours	361,740	303,112	120

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

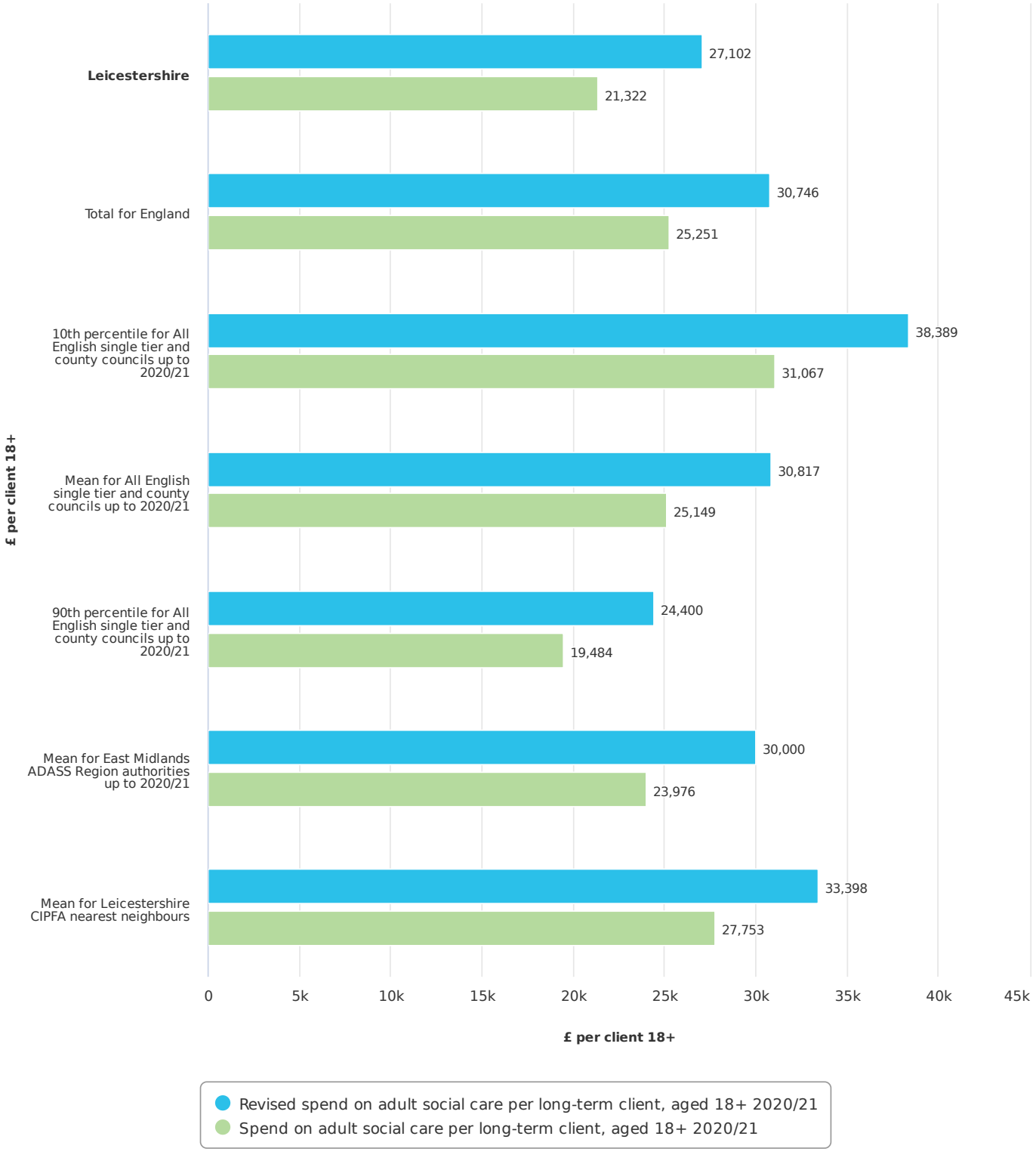
Part 13b. Comparison of spend per adult

Comparison of gross current expenditure per adult with revised gross current expenditure per adult for Leicestershire



Part 13c. Comparison of spend per long term client

Comparison of gross current expenditure per long term client with revised gross current expenditure per long term client for Leicestershire



Comparison of gross current expenditure per adult and per client with revised gross current expenditure per adult and per client for Leicestershire

Area	Revised spend on adult social care per person, aged 18+	Spend on adult social care per person, aged 18+	Revised spend on adult social care per long-term client, aged 18+	Spend on adult social care per long-term client, aged 18+
	2020/21			
	GBP per person			
Leicestershire	486.16	382.47	27,102	21,322
Total for England	581.80	477.82	30,746	25,251
10th percentile for All English single tier and county councils up to 2020/21	708.26	564.57	38,389	31,067
Mean for All English single tier and county councils up to 2020/21	590.84	480.01	30,817	25,149
90th percentile for All English single tier and county councils up to 2020/21	490.47	395.03	24,400	19,484
Mean for East Midlands ADASS Region authorities up to 2020/21	577.66	458.25	30,000	23,976
Mean for Leicestershire CIPFA nearest neighbours	560.41	466.93	33,398	27,753

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

Note: spend on adult social care per long term client aged 18+ is not the same measure as the measure of spend on long and short term care per long term client aged 18+ featured in Step 6. The numerator in Step 6 excludes spending on adult social care that is not categorised by long or short term care, whereas the numerator in this step includes this expenditure. The figures will therefore be different between the two steps.

Comparison of gross current expenditure per adult and per client with revised gross current expenditure per adult and per client for Leicestershire - ranks

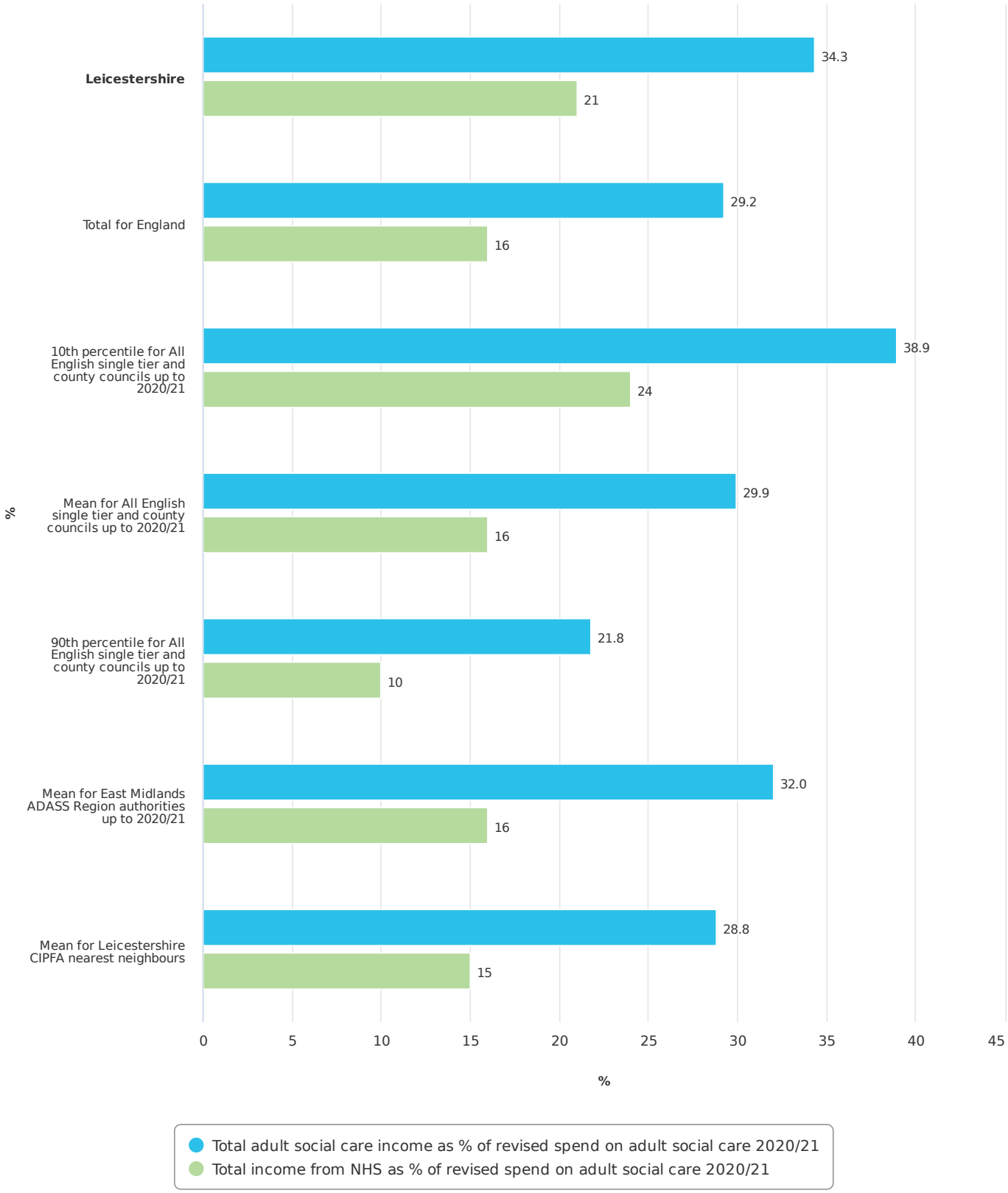
Area	Revised spend on adult social care per person, aged 18+	Spend on adult social care per person, aged 18+	Revised spend on adult social care per long-term client, aged 18+	Spend on adult social care per long-term client, aged 18+
	2020/21			
	Rank within All English single tier and county councils up to 2020/21			
Leicestershire	136	138	116	117

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

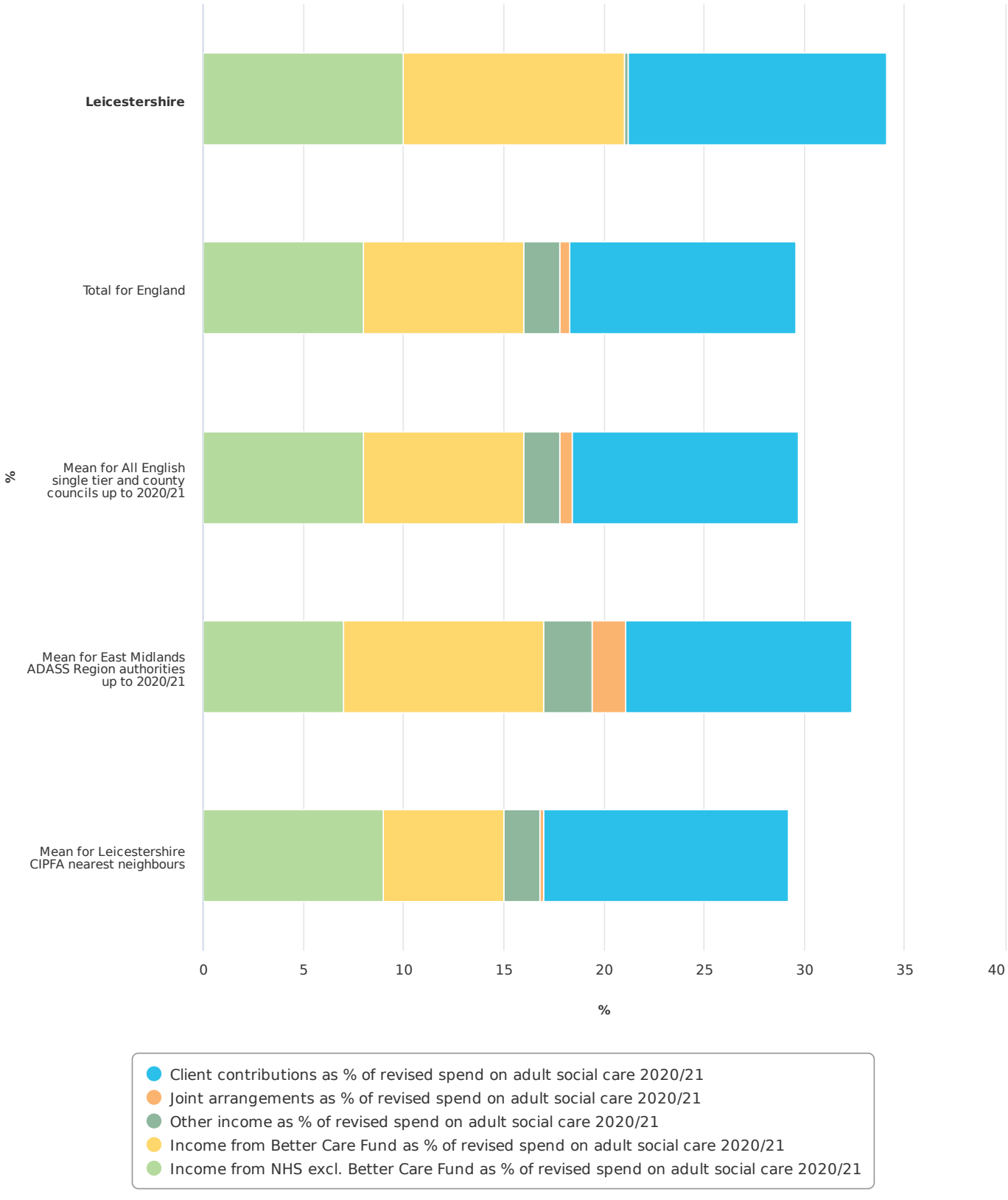
Note: a lower rank refers to a higher value; 1 is the council with the highest value.

Part 13d. Income sources as per cent of revised gross current expenditure

Total adult social care income and total income from the NHS as a per cent of revised gross current expenditure for Leicestershire



Breakdown of adult social care income sources as a per cent of revised gross current expenditure for Leicestershire



Breakdown of adult social care income sources as a per cent of revised gross current expenditure for Leicestershire

Area	Total adult social care income as % of revised spend on adult social care	Client contributions as % of revised spend on adult social care	Joint arrangements as % of revised spend on adult social care	Total income from NHS as % of revised spend on adult social care	Other income as % of revised spend on adult social care
	2020/21				
	%				
Leicestershire	34.3	12.9	0.0	21	0.2
Total for England	29.2	11.3	0.5	16	1.8
10th percentile for All English single tier and county councils up to 2020/21	38.9	14.3	1.6	24	4.4
Mean for All English single tier and county councils up to 2020/21	29.9	11.3	0.6	16	1.8
90th percentile for All English single tier and county councils up to 2020/21	21.8	7.9	0.0	10	0.1
Mean for East Midlands ADASS Region authorities up to 2020/21	32.0	11.3	1.7	16	2.4
Mean for Leicestershire CIPFA nearest neighbours	28.8	12.2	0.2	15	1.8

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

Breakdown of adult social care income sources as a per cent of revised gross current expenditure for Leicestershire - ranks

Area	Total adult social care income as % of revised spend on adult social care	Client contributions as % of revised spend on adult social care	Joint arrangements as % of revised spend on adult social care	Total income from NHS as % of revised spend on adult social care	Other income as % of revised spend on adult social care
	2020/21				
	Rank within All English single tier and county councils up to 2020/21				
Leicestershire	38	36	41	28	117

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

Note: a lower rank refers to a higher value; 1 is the council with the highest value.

Breakdown of NHS income as per cent of revised gross current expenditure for Leicestershire

Area	Total adult social care income as % of revised spend on adult social care	Income from Better Care Fund as % of revised spend on adult social care	Income from NHS excl. Better Care Fund as % of revised spend on adult social care
	2020/21		
	%		
Leicestershire	34.3	11	10
Total for England	29.2	8	8
10th percentile for All English single tier and county councils up to 2020/21	38.9	13	16
Mean for All English single tier and county councils up to 2020/21	29.9	8	8
90th percentile for All English single tier and county councils up to 2020/21	21.8	5	2
Mean for East Midlands ADASS Region authorities up to 2020/21	32.0	10	7
Mean for Leicestershire CIPFA nearest neighbours	28.8	6	9

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

Breakdown of NHS income as per cent of revised gross current expenditure for Leicestershire - ranks

Area	Total adult social care income as % of revised spend on adult social care	Income from Better Care Fund as % of revised spend on adult social care	Income from NHS excl. Better Care Fund as % of revised spend on adult social care
	2020/21		
	Rank within All English single tier and county councils up to 2020/21		
Leicestershire	38	26	43

1 Quartiles within All English single tier and county councils up to 2020/21	2 Quartiles within All English single tier and county councils up to 2020/21	3 Quartiles within All English single tier and county councils up to 2020/21	4 Quartiles within All English single tier and county councils up to 2020/21

Note: a lower rank refers to a higher value; 1 is the council with the highest value.