

Adult Social Care Local Account 2023-2024

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Introduction

We are pleased to be able to share the Local Account for Portsmouth adult social care, covering the 2023/24 year.

Whilst the purpose of the Local Account is to explain how money is spent on adult social care services, it is also helpful to give an idea of how services have been received by our residents with care and support needs, the areas where we think we have done well and those areas where we think we need to improve.

We are fortunate to have received some positive feedback from our residents on the work we do and are rightly proud of how services have developed to meet people's needs, but we can always do better, and hearing directly from our residents is one of the best ways to understand your experience of social care in Portsmouth.

We hope that the Local Account helps explain how adult social care works in Portsmouth, where we are focusing the resources of the council to meet need, and how we are developing support.



Andy Biddle
Director of Adult Social Care



Cllr Matthew Winnington
Cabinet Member for Community
Wellbeing, Health and Care

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“ I have to say I was very impressed with your interaction with my husband. You were very compassionate and engaged really well with him and seemed to have no problem with rapport. You were kind and supportive and you did not push or challenge too far, you knew when to stop short, so as not to upset him. You rolled with his, at times, silly humour and made him laugh. You took copious notes throughout, which went unchallenged and this filled me with confidence in terms of the evidence-gathering brief. You had a wealth of knowledge and I could see that you were invested in his case. ”

Our responsibilities

Adult social care in Portsmouth undertakes the statutory social care functions set out in The Care Act 2014, which are broken down into general responsibilities and duties. These include:

- ✓ Assessing people for their social care needs
- ✓ Planning and commissioning care to meet an individual's eligible needs
- ✓ Managing the local care market to ensure quality and value for money
- ✓ Working with the NHS and other partners to ensure a joined-up and integrated model of service
- ✓ Offering personalised approaches to social care
- ✓ Ensuring vulnerable adults are protected, through safeguarding
- ✓ Providing information and advice
- ✓ Mobility services including Blue Badges and Taxi Card
- ✓ Working with adults including: older people, people with disabilities, people needing support with mental health and wellbeing, people with learning disabilities, autistic people, carers, people in prison and people with 'No Recourse to Public Funds'.

Portsmouth – population and place



Portsmouth is a compact city covering **40 square kilometres**. **75%** of the population lives on Portsea Island. **Portsmouth is the second most densely populated local authority outside London.**

In 2023¹:

210,300

people in total were estimated to be living in Portsmouth..



Around **31,600** of Portsmouth residents were aged **65 years and over**.



4,300 of Portsmouth residents were aged **85 years and over**.

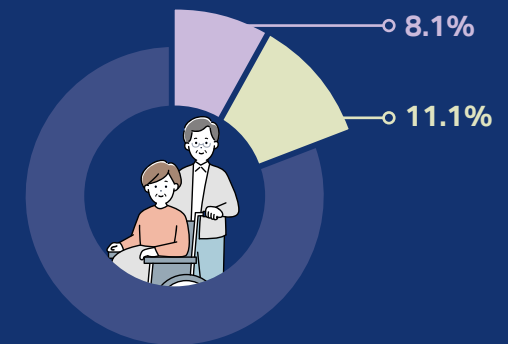


Compared to the England average, **Portsmouth has a high proportion of young people aged 20-24 years old**, largely due to the city's University and colleges. (**9.8%** of Portsmouth's total population compared with 6.0% nationally).

¹ ONS mid-2023 estimate

Disability

Disability and age are closely related, with older people being more likely to be disabled. At the time of the Census 2021:



19.2% of Portsmouth's residents were **disabled**, which was higher than England (17.7%), and South East region (16.1%), but lower than Southampton (19.5%).

8.1% of Portsmouth residents identified as "**disabled: day-to-day activities limited a lot**", which was lower than Southampton (8.2%), but higher than England (7.5%) and South East region (6.2%).

11.1% of Portsmouth residents identified as "**disabled: day-to-day activities limited a little**", which was lower than Southampton (11.3%), but higher than England (10.2%) and South East region (9.9%).

Budget



£11.7m
spent on Staffing



£8.2m
spent on Prevention



£2.4m
spent on Overheads

The gross
adult social
care spend in
2023/24 was
£94.8m



£72.5m
spent on Provision



Key

Provision

Care provided directly to residents, including:

- Commissioned services, such as:
 - Direct Payments
 - Day opportunities
 - Home care
 - Housing with care (Extra care)
 - Supported living
- Council-run services, such as:
 - Royal Albert Day Centre
 - Sense Plus Portsmouth
 - Harry Sotnick House
 - Russets
 - Shearwater.

Prevention

Services in the community to prevent, reduce and delay the need for more formal care and support, including:

- Support for unpaid carers
- Rehabilitation and reablement
- Independence and wellbeing services
- The Wellbeing Collective
- Discharge-to-assess
- Information and advice.

Staffing

Council roles, including:

- Social workers
- Occupational therapists
- Shared Lives coordinators
- Safeguarding staff
- Managers
- Practitioners
- Support teams.

Overheads

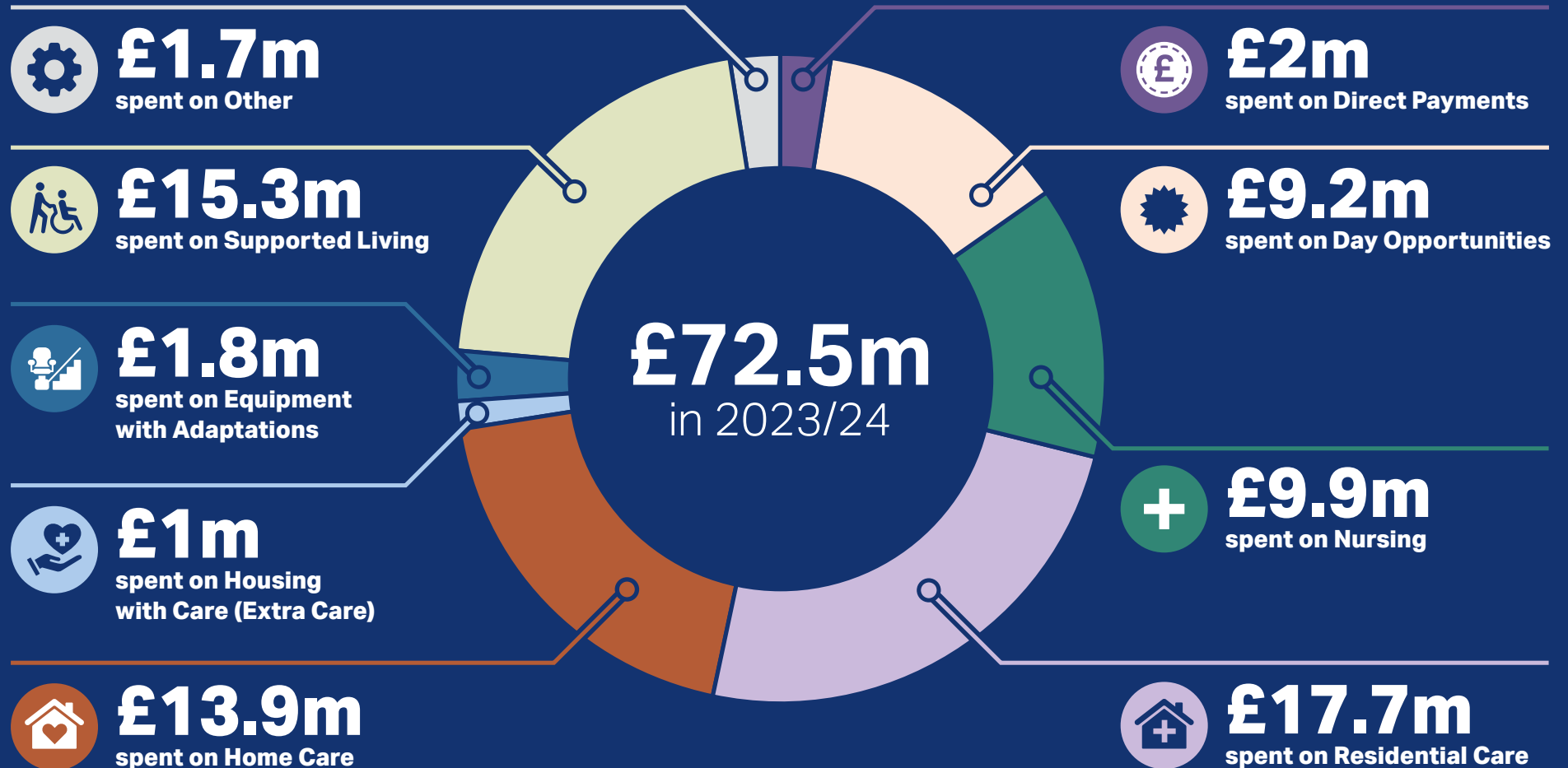
Services to support residents and manage risks, for example:

- Out-of-hours service
- Training
- Contracts
- Legal and professional costs
- IT support.

“ From the first time he visited he was brilliant. He was extremely friendly and caring, and kept me informed what was happening. ”

Provision

The largest chunk of our budget is spent on the direct provision of care. This breaks down into the following categories:

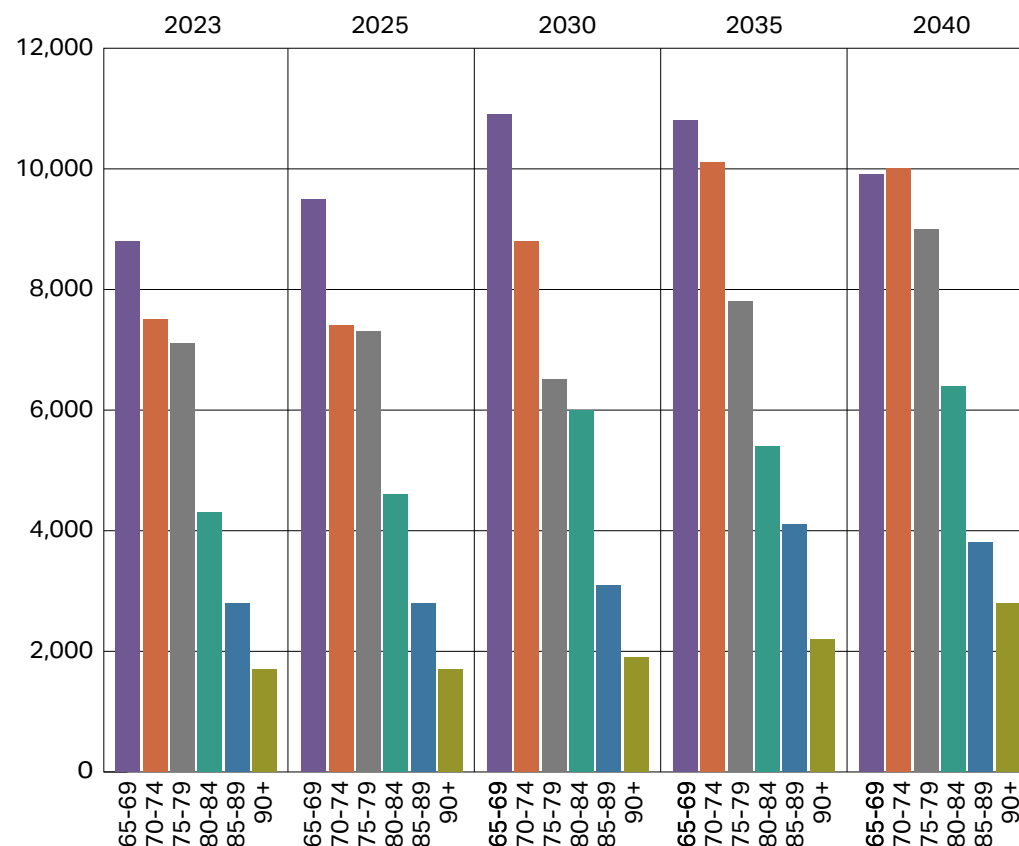


Challenges

Rising levels of need

As more people are living longer, the need for social care and support, as well as health care, has increased. The number of older people –the group most likely to require social care – has risen faster than the population in general, creating more demand.

Population by age forecast 2023–2040



	2023	2025	2030	2035	2040
65-69	8,800	9,500	10,900	10,800	9,900
70-74	7,500	7,400	8,800	10,100	10,000
75-79	7,100	7,300	6,500	7,800	9,000
80-84	4,300	4,600	6,000	5,400	6,400
85-89	2,800	2,800	3,100	4,100	3,800
90+	1,700	1,700	1,900	2,200	2,800
Total population 65 and over	32,200	33,300	37,200	40,400	41,900

“ Your interaction with me was great and I went away feeling more positive about the situation and social care’s role. You listened to us both and responded appropriately and I liked the fact you went with him to the shop. ”

Spotlight on: Strengths-based practice

To make sure we are ready for the future, and we can deliver the best possible outcomes for our residents, we embarked on an ambitious plan to embed 'strengths-based practice' at the heart of what we do in adult social care. This means focusing on what people can do, rather than what they can't do.

This approach helps to ensure that the people our staff are working with are at the centre of their practice, empowering them, rather than just addressing problems. This supports people to live their lives.

We have developed and been embedding quality assurance audit tools to assure and ensure compliance with legal frameworks and guidance. We have a range of practice communities, and we will build on this in the coming year.

In the coming months we will focus on workforce and consider their training needs to ensure they have the necessary skills and knowledge to fulfil their roles. This will help to ensure that practitioners are well-trained and equipped to offer the right support to individuals.

There were, and will continue to be, more people with **long-term physical and mental health conditions**. More people have a higher risk of **two or more at the same time**, and many people are **living longer with those conditions**. This can make it more challenging to ensure the right care and support is available for them. At the same time, more **people under 65 have long-term conditions or disabilities**, increasing the number of people needing help.

Recruitment

Recruiting staff to work in the care sector is also a challenge at the moment: **unfilled vacancy** levels in the workforce are high with around **300 care and support vacancies** across the city over the last 12 months.

Provision

Five privately-run care homes in Portsmouth closed between November 2022 and July 2023 – amounting to 78 nursing beds and 92 residential beds – leading to limited care home capacity during 2023/24. Reablement services – services which support people to be as independent as possible in their own home – have been under **significant pressure**.

There was limited **commissioning and planning capacity**, particularly to plan services for older people, in the council. Nationally there was a **lack of a long-term costed plan** for social care, leaving a dependency on **short-term funding** such as annual grants and council tax precept. At the end of 2023/24 we were able to recruit to a senior commissioning manager role and are working towards a continual increase of our commissioning capacity.

We had good home care provision for our wider population, however more older people (65+) accessed long term care when compared to both our neighbours and the average across England.

For organisations seeking to serve the city, it was a time of unprecedented pressure on public finance, and there was uncertainty about future policy and structural direction for services. Adult social care works closely with colleagues in health, who also faced financial challenges – this has put even more pressure on adult social care funding.

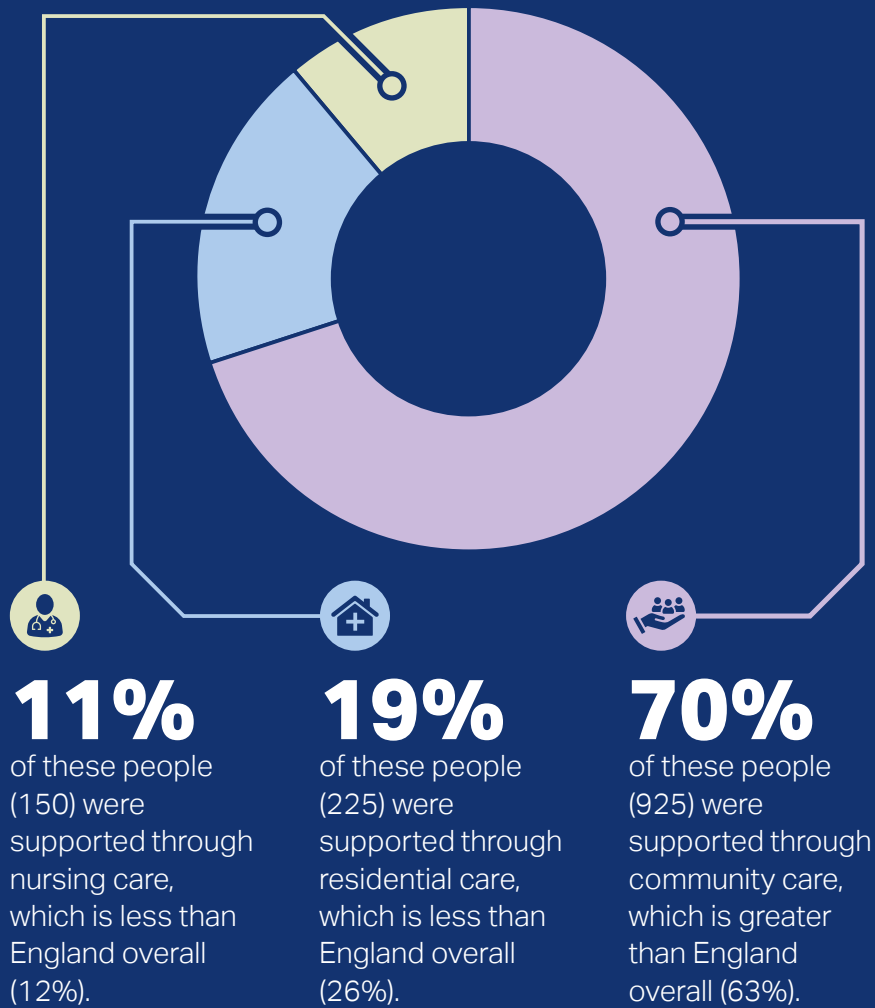
Demand

At the end of March 2024, **1,320 people** in Portsmouth aged 65+ were accessing long-term support. This represents **4,218 per 100,000** adults aged 65+ living in the area. This is greater than the national average, of 3,645 people per 100,000 adults aged 65+.

Portsmouth has seen a high level of growth in number of people receiving long-term commissioned support in comparison to the rest of the South East and the country (which has mostly stayed flat). This is the 10th largest in the country, and second in the Southern region behind Bournemouth, Christchurch and Poole (who are the largest in the country with 33% growth).

This shows that we have work to do to commission more effective **short-term services** that enable our residents to be more independent and prevent people needing longer term support. This may take the form of more targeted ‘reablement’ services which specifically focus on helping people to be more independent in their own home. And we also need to commission domiciliary care differently – we need to move the focus more to supporting people to become as independent as possible, recognising that this will be different for each person.

Looking at the support across community, residential and nursing care:



Successes

The day-to-day work of care and support in Portsmouth is full of examples of selflessness and dedication, that improve the experience of people who used social care services in Portsmouth.

In 2023/24, the council received **51 compliments** from residents (compared to 16 in the previous year).

There are many excellent examples of how we improved the way we do things, worked well together, and innovated.

Supporting our carers

We had a strong support offer for carers in the city. In 2023/24 carers assessments were carried out for **1,116** people. Replacement care, provided if a carer has, for example, a medical appointment, was provided for **640** people. **273 respite beds** were provided at Harry Sotnick House for people with dementia.

The Carers Service also administers the 'Carers Break Fund', an annual one-off payment, to support with an activity to give carers a break from their caring role, for example a night away or to pay for tennis shoes to support attending an activity. In 2023/24, **275** carers were supported through this fund.

Prevention

We continued our well-established 'prevention' offer through our 'Independence and Wellbeing team'. Prevention in adult social care is the act of helping people to stay healthy and independent for as long as possible. The team holds a wide range of free or low-cost activities across the city which anyone can access including, among others: a community allotment group, knitting, cooking and wellbeing walks.

In 2023/24, the team led **19 projects** which delivered **2,098** activity sessions across the city.

The team also provides the Community Connector service, which works with adults who are experiencing loneliness and social isolation and want to engage with new community opportunities but lack the confidence. The service is a short-term intervention of between six and eight one-to-one sessions. In 2023/24 the team supported **232** residents with the service.

Partnership working and co-production

Adult social care has **strong integrated relationships** with our NHS community trust. Our residents experienced **joined up support** and our staff had **positive working relationships** with their colleagues.

We had productive and positive relationship with council **housing** colleagues, which enabled us to plan for and develop buildings for residents with care and support needs.

We worked closely with **people with lived experience** on developing all aspects of our offer for people with learning disabilities and autistic people.

We continued to work closely with private **social care providers** in the city using our well-established and productive provider forums.

Managing our finances

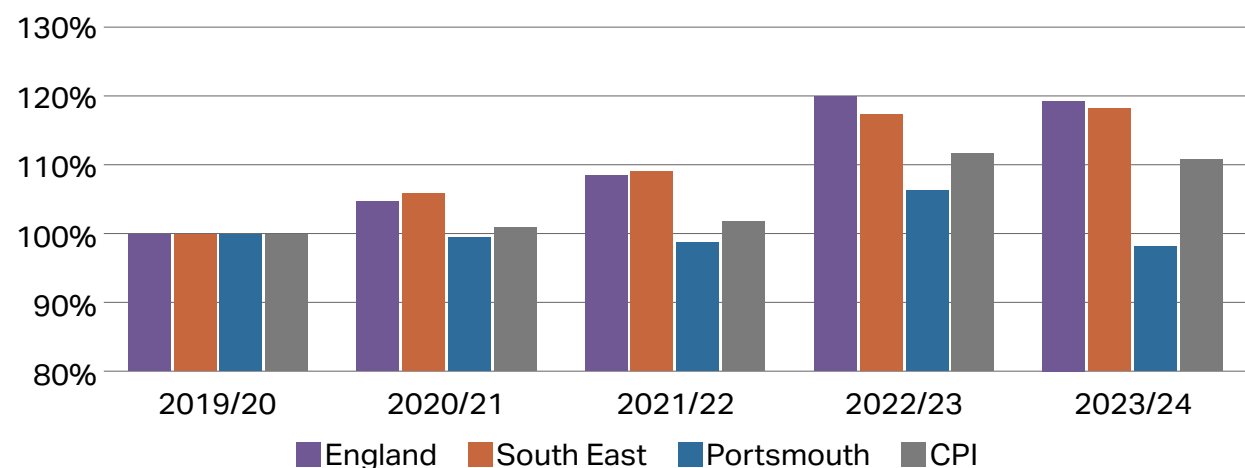
Despite the growth in the number of people being supported, we have been able to manage spend effectively, with our national performance indicators positive, showing that we managed resources carefully.

Portsmouth has seen a significantly lower level of spend on services for residents with a learning disability compared to the South East region and the national average. This level of growth would place Portsmouth in the lower third of growing authorities for this type of spend – around 127th out of 140ish returns in England. This is likely because we have a higher than average proportion of adults

with learning disabilities in supported living placements, rather than residential care. We also make good use of day opportunities to reduce the cost of these placements, which are preventative in nature. The integrated nature of our integrated learning disability service, and support teams including intensive and crisis support, result in a smaller number of very high cost placements for this demographic.

Change in gross spend for learning disability support (18-90+ years old)

Data source: ASC-FR



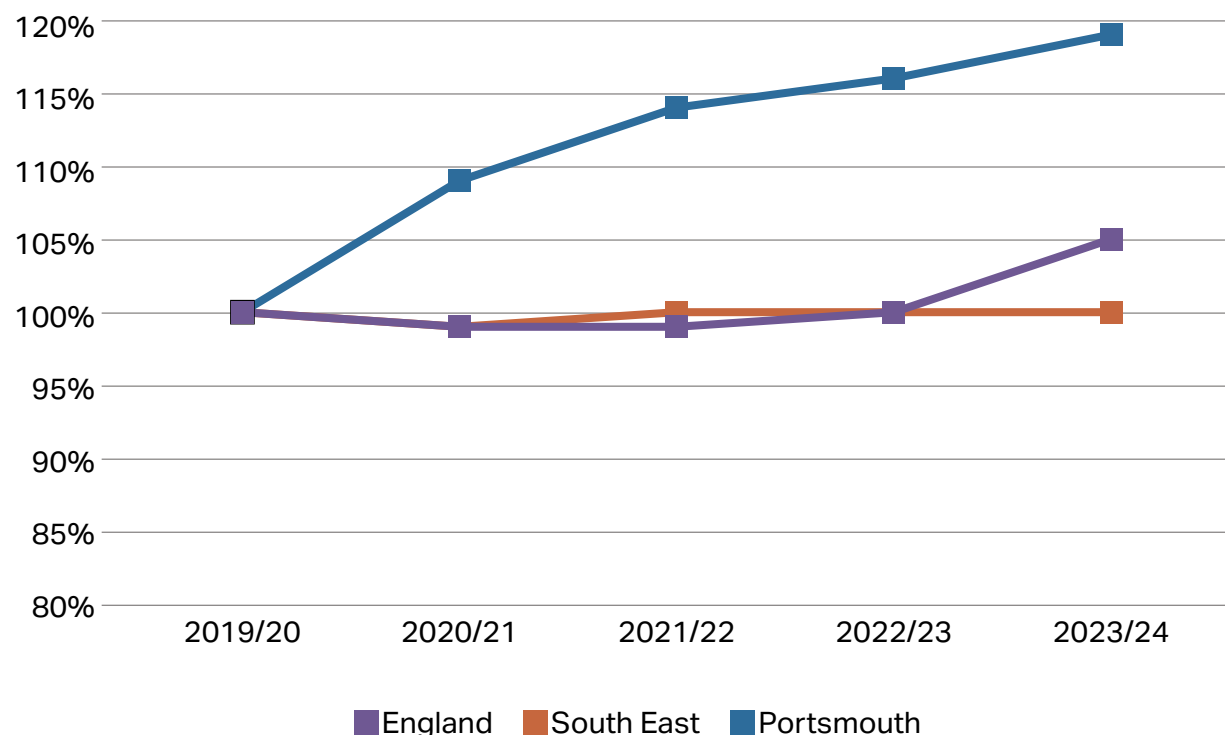
		2019/20	2020/21	2021/22	2022/23	2023/24
England	Total gross spend (£)	6,022.38m	6,306.72m	6,532.85m	7,217.48m	7,106.95m
	Percentage growth	100%	105%	108%	120%	118%
South East	Total gross spend (£)	1,024.64m	1,087.2m	1,119.59m	1,201.29m	1,199.02m
	Percentage growth	100%	106%	109%	117%	117%
Portsmouth	Total gross spend (£)	22.66m	22.52m	22.23m	24.11m	21.93m
	Percentage growth	100%	99%	98%	106%	97%
CPI		100%	101%	102%	112%	111%

“ [The] insight and level of detail the ASC worker provided has greatly improved our ongoing relationship with the service user which, in turn, will help us to help him better. Your professional curiosity and interpersonal skills are outstanding, putting him at ease and drawing out his honest thoughts and feelings about his circumstances.”

Council housing officer

“ I would like to issue a compliment on the attitude, work ethics and general kindness and patience of both the occupational therapists and physiotherapist whilst evaluating and assessing my mum’s needs. I witnessed first-hand the reprieve they gave my mum from her obvious distressed state at that time. I believe they helped her immensely emotionally and physically. For that I shall be forever grateful to them all. ”

Open learning disability long-term packages (Number of residents accessing long term support at the end of the year, by age band and primary support reason)



		2019/20	2020/21	2021/22	2022/23	2023/24
England	Total number of people	142,845	141,345	141,440	142,485	149,730
	Percentage growth	100%	99%	99%	100%	105%
South East	Total number of people	22,630	22,445	22,635	22,570	22,705
	Percentage growth	100%	99%	100%	100%	100%
Portsmouth	Total number of people	465	505	530	540	555
	Percentage growth	100%	109%	114%	116%	119%

Assessing the care we provide

Strengths

We asked the Local Government Association to undertake an independent assessment of Portsmouth adult social care services in December 2023.

These are some of the positive things they found:

- ✓ All managers and leaders we spoke to were committed and professional
- ✓ Senior leaders and managers were described as very credible and accessible
- ✓ Arrangements for supervision are clear and everyone we spoke to said that they had regular supervision
- ✓ Both the Principal Social Worker and the Principal Occupational Therapist have clarity on their roles and are providing good professional leadership on practice and supervision
- ✓ Waiting times for Care Act assessments have reduced
- ✓ Staff have commitment to a vision to enable people to live their lives as independently as possible
- ✓ The availability of home care has improved and the brokerage arrangements for individual placements are designed to enable residents to have a choice of provider

We also did our own internal review, in preparation for an upcoming inspection of our services by the care regulator, the Care Quality Commission (CQC). CQC will be inspecting us on how well we are meeting our duties and responsibilities under The Care Act 2014. We have been told our inspection will take place by the end of 2025.



Spotlight on: Room One

Room One is a space managed by autistic people, for autistic people in Portsmouth. The space is a one-stop shop for autistic and neurodivergent adults aged 18+ in the PO1 – PO6 area, their family and friends, and the professionals supporting them.

The Room One team can help by providing information, advice and support on topics including referrals, socialising, living independently, and peer support. They can also signpost to other local services if needed.

No diagnosis is needed to use Room One's services. The service refers to people we support as 'peers', as this is felt to best describe their collaborative role in the service.

Our self-assessment identified these further strengths:

- ✓ We have implemented a proactive, person-centred approach to assessing and meeting the needs of individuals, which has resulted in improved service delivery
- ✓ We have actively sought to address inequalities and ensure that care and support is tailored to the diverse needs of the community
- ✓ Effective safeguarding practices are in place, with a focus on learning from reviews and engaging with the community
- ✓ There is a commitment to continuous learning and improvement, with strong engagement from staff and external partners
- ✓ We maintain safe systems and pathways, ensuring continuity of care and proactive risk management
- ✓ Efforts to support people in managing their health and wellbeing are strengthened through community engagement and integrated services

Required improvements

Along with areas of strength, the assessment by the Local Government Association identified a number of areas for improvement:

- ✓ We need to increase commissioning skills and capacity
- ✓ We need to develop a market position statement, a workforce plan, and strategies for autistic people, carers, and co-production
- ✓ We need to address operational pressure points, such as the ability to respond to safeguarding concerns
- ✓ We need to ensure there is a strategic and consistent approach to co-production and to equality, diversity and inclusion
- ✓ We need to review our core training offer for both practitioners and managers
- ✓ We need to develop our direct payments and micro-commissioning offer
- ✓ We need to strengthen our digital capacity and public interface



Plans for 2024-25

We do not underestimate the work that lies ahead of us – we need to manage our budget at a time when there is increasing demand, and prepare for the forthcoming Care Quality Commission inspection while continuing to meet our statutory duties.

Over the next financial year (2024-2025), alongside addressing the areas where we need to get better, there are some key areas of focus for adult social care:

- ✓ We need to continue our work on embedding **strengths-based practice** across the whole of adult social care so that it becomes 'business as usual'.
- ✓ We need to review our **reablement** offer to make sure it is delivering what we need for our residents, and we need to consider how we can focus on reablement within our home care offer.
- ✓ We need to continue to improve on how we deliver services, making sure that **waiting lists** are managed and that **assessments and reviews** are completed in a timely manner.
- ✓ We need to make sure we have good systems in place that **capture the right information** to help us plan services for the future in the most effective way possible.
- ✓ We need to develop a '**digital roadmap**' that describes how we plan to develop digital solutions that support delivery of the services we offer.
- ✓ We need to **continue to manage our budgets effectively**, balancing ever increasing demand with services that deliver good outcomes in an affordable way.
- ✓ We need to progress work on our **commissioning of services**, ensuring we have a clear understanding of what is needed for the future to meet the needs of our residents, and we need to tell providers by publishing our **market position statement** (MPS).
- ✓ We need to develop our **engagement**, continuing to build relationships with providers and ensuring that we actively listen to and engage with our residents so that our services deliver what people really want and need.



Local Account for 2024-25

Our Local Account aims to give people who live in Portsmouth an account of what adult social care has done, our challenges, what has gone well, and how we have performed. We want to ensure the information we include is what people want to know and that it is accessible to them. We would therefore welcome your feedback on the Local Account for 2023-24, which we will use to improve the Local Account for 2024-25 and those produced in future years.

Please send any feedback by email to
healthandcare@portsmouthcc.gov.uk



You can request this information in large print, Braille, audio or in another language by calling 023 9268 0810