

A photograph of an older couple walking away from the camera on a path through a field of tall grass and white flowers. The woman is on the left, wearing a light blue t-shirt and dark jeans. The man is on the right, wearing a light green polo shirt and dark jeans. They are holding hands. The background is a dense line of green trees.

Adult Social Care Jargon Buster

A-Z

Find out more online:
www.worcestershire.gov.uk/adultsocialcare

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Abuse and Neglect

Abuse and neglect can take many forms and can include; physical, domestic violence, sexual, psychological, financial or material, modern slavery, neglect and acts of omission, discriminatory, organisational abuse and self-neglect. Exploitation should also be considered.

Adult Social Care

Adult Social Care refers to care and support for adults (from age 18) who may need extra help to live as independently as possible, including older people, people with a disability or long-term illness, people with mental health problems, and carers. Adult Social Care includes engaging with people to connect them to resources in their communities and if eligible, provides a personal budget to enable the adult to access support in a variety of ways. It includes residential care, home care, personal assistants, day services, the provision of aids and adaptations. Care and support is also provided for carers.

Adult Safeguarding

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about

people and organisations working together to prevent and stop both the risks and experience of abuse or neglect. At the same time it is about making sure the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

Advocacy

Advocacy refers to the support which helps people say what they want, secure their rights, represent their interests and obtain services they need. Under the Care Act 2014, the local authority must arrange for an independent advocate to represent and support a person who is the subject of a safeguarding enquiry or a safeguarding adult review if they need help to understand and take part in the enquiry or review and to express their views, wishes, or feelings.

Aids and Adaptations

Aids and adaptations help to make things easier in the home. Those who are struggling or disabled may benefit from special equipment



to enable them to live more comfortably and independently. Changes to the home can make it easier and safer to get around. Aids and adaptations include things like grab rails, ramps, walk-in showers and stair-lifts.

Assessment

The Care Act 2014 states that people with possible care needs and their carers are entitled to an assessment. This is managed in Worcestershire through a series of strength based conversations with people that focus on their interests, networks and options available to support their independence.

If the person has any unmet eligible needs following these conversations we work with them to develop a Care and Support Plan.

Assistive Technology (Telecare)

Assistive Technology or Telecare refers to equipment that can do a range of things such as, detect falls, inactivity, smoke, flooding, gas or extreme temperatures in the home. Sensors, when activated, connect to a response centre, where depending on the system, trained operators contact the individual through their home unit.

They will take the most appropriate action, such as contacting a nominated responder, family member, carer, neighbour, doctor or the emergency services. Sensors can also warn of problems by sounding an alarm, flashing lights or vibrating a box which can be kept in a pocket or under a pillow.



Benefits

Benefits refer to payments from the Government that are received because of age, disability, income or caring responsibilities. Some benefits are universal, paid to everyone regardless of their income. Others are paid to people who have particular types of need, regardless of their income. Other benefits are means-tested, only paid to people whose income or savings fall below a certain level. Benefits in England are paid by the Department of Work and Pensions, not the local council.

Best Interests Decision

A Best Interest Decision Is made on behalf on an individual who has been assessed as lacking the mental capacity to make a particular decision at a particular time. The

best interest decision must take into consideration the factors set out in legislation, including the past or present wishes of the person and the views of people who knew the person.

Broker

A broker is someone who provides day to day delivery of a range of brokerage services i.e. identification of potential residential or nursing care placements, domiciliary care packages, daytime support services and arranges payments for direct payments. They provide advice and support of potential care in all areas of Worcestershire and out of county for the council to social workers and liaise with providers to negotiate fees to get the right price with the right service for the people of Worcestershire.

Care Act 2014

The Care Act 2014 came into force in April 2015 and significantly reformed the law relating to care and support for adults and carers. This legislation also introduces a number of provisions about safeguarding adults at risk from abuse or neglect. Clauses 42-45 of the Care Act provide the statutory framework for protecting adults from abuse and neglect.

Care and Support Needs

This refers to the support for a person that needs to achieve key outcomes in their daily life relating to wellbeing, quality of life and safety. The Care Act introduces a national eligibility threshold for adults with care and support needs which consists of three criteria, all of which must be met for a person's needs to be eligible.

Care Home

We use residential care to describe care in a care home, with or without nursing, for older people or people with disabilities who require 24-hour care. Care homes offer trained staff and an adapted environment suitable for the needs of ill, frail or disabled people. Nursing homes have registered nurses.

Care Plan

This can be a short or long term plan written following conversations with a social worker or social care worker which makes the connection between any needs which could not be met through existing community options, identifies the goal a person wishes to attain and specifies the means by which this will be achieved. They will be fully involved in preparing this as it is their plan. If they are in a care home or attend a day service, the plan for their daily care may also be called a care plan.

Carers

Carers are unpaid and are often relatives or friends of the adult. Paid workers, including personal assistants, whose job title may be 'carer' are called 'staff'.

Care Worker

A person who is paid to support someone who is ill, struggling or disabled and could not manage without this help is a care worker.

CCG (Clinical Commissioning Group)

These were formally established on 1 April 2013 to replace Primary Care Trusts and are responsible for the planning and commissioning of local health services for the local population.

Contributing Towards Care & Support

Social care, unlike, health care, is not a free service. When someone is assessed as needing care and support, a means tested financial assessment is needed to decide if the person is eligible for any public funding and what they can afford to contribute towards their care and/or support. There are certain amounts that the Government states a person must be left with from their income to live on. This figure will depend on whether their care and support is provided in a care home or elsewhere. A person will only ever be asked to pay what they have been assessed as being able to afford.

Commissioner

A commissioner is person or organisation that plans the services that are likely to be needed by the people who live in the area the organisation covers and ensures that services are available. Sometimes the commissioner will pay for services, but not always.

The local council is the commissioner for adult social care. NHS care is commissioned separately by local clinical commissioning groups. In Worcestershire health and social care commissioners work together to make sure that the right services are in place for the local population.



Community Health Services

Community Health services are provided by the Clinic Commissioning Group and Health can Care Trust of hospital, for example district nursing.

Continuing Health Care

This refers to ongoing care outside of hospital for someone who is ill or disabled. It is arranged and funded by the NHS. This type of care can be provided in their own home and can include the full cost of a place in a residential or nursing home. It is provided when the need for day to day support is primarily due to health needs, rather than social care needs. The Government has issued national guidance to the NHS on how people should be assessed for continuing health care to determine who is eligible.

CPA (Care Programme Approach)

The care programme approach was introduced in England for people with a mental illness, referred to specialist psychiatric services. Published by the Department of Health in 1990, this requires health authorities, in collaboration with social services departments, to put

in place specified arrangements for the care and treatment of people with mental ill health in the community.

CQC (Care Quality Commission)

The body responsible for the registration and regulation of health and social care in England is the CQC. This organisation also inspects and rates community care providers and residential care homes, publishing their findings and inspection reports online.

DBS (Disclosure and Barring Service)

The DBS is designed to help employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable adults. The DBS search police records and barring lists of prospective employees and issue DBS certificates. They also manage central barred lists of people who are known to have caused harm to adults with needs of care and support.

Deferred Payments

A Deferred Payment Agreement is designed for people who own their own home, but either do not wish to or cannot sell it immediately and cannot meet the full cost of their care home fees from their other income or capital. A Deferred Payment Agreement can only apply to the property which was the former main or normal residence.

Direct Payments

Money that is paid to a person (or someone acting on their behalf) on a regular basis by the local council so they can arrange their own support, instead of receiving social care services arranged by the council is a direct payment. Direct payments are available to people who have been assessed as being eligible for council-funded social care. They are not yet available for residential care. This is one type of personal budget.

DoLS (Deprivation of Liberty Safeguards)

DoLS is a statutory scheme which protects people who lack the mental capacity to make certain decisions for themselves who are living in a care home or hospital where they may be deprived of their liberty. This will be replaced by Liberty Protection Safeguards in 2020

Domiciliary Care

Home care or domiciliary care is care provided in an individual's home, normally of a personal nature such as help with dressing, washing or toileting. It can be arranged by Adult Social Care following an assessment of need, or can be arranged privately by the individual themselves, or someone acting for them.

Eligibility Criteria

The local council decides who should get support, based on the level of need and the resources available in the area. The eligibility threshold is the level at which needs reach the point that the council will provide funding.

The council will still work with people who do not meet this threshold and help them to access support in their community to prevent or delay the point at which the person requires a more formal package of care.

Extra Care

Extra Care housing offers people over 55 years independent living in a home of their own with services, care and support on hand if and when they need them. An Extra Care Scheme usually offers social

activities, a wellbeing service, and 24 hour background support should it be needed. A typical Extra Care Scheme includes: one or two bedroom apartments, an onsite restaurant, sometimes a hairdresser, gym and shop. All schemes offer homes available to rent, some have purchase or shared ownership options available.

Financial Assessment

When a person is assessed as having an eligible care or support need by Worcestershire Adult Services, they will need to have a means tested financial assessment. This will determine if they need to contribute towards the cost of their care and support. The amount they are assessed as being able to afford to contribute will vary depending where the care is provided. (see contributing towards care and support)

Funded Nursing Care

NHS funded nursing care (FNC) is funding provided by the NHS to nursing homes for a registered nurse. In all cases individuals should be considered for eligibility for NHS Continuing Healthcare before a decision is reached about the need for NHS funded nursing care.

Hate Crime

Any crime that is perceived by the victim, or any other person, to be racist, homophobic, transphobic or due to a person's religion, belief, gender identity or disability is a hate crime. Hate crime should be reported to the Police and if the person has care and support needs, it should also be reported to adult safeguarding.

Health & Wellbeing Board

The Health & Wellbeing Board is a statutory, multi-organisation committee of NHS and local authority commissioners. It is coordinated by the local authority which gives strategic leadership across the local authority area regarding the commissioning of health and social care services.

Healthwatch

Healthwatch is an independent consumer champion created to gather and represent the views of the public. It exists in two distinct forms – local Healthwatch and Healthwatch England at a national level.

The aim of local Healthwatch is to give citizens and communities a stronger voice to influence and

challenge how health and social care services are provided within their locality. Local Healthwatch has taken on the work of the Local Involvement Networks (LINKs).

Independent Living

This refers to the right to choose the way a person lives their life. It does not necessarily mean living alone or doing everything for their self. It means the right to receive the assistance and support needed to participate in the community and live the life you want to.

Independent Mental Capacity Advocate (IMCA)

Established by the Mental Capacity Act 2005, IMCAs are a legal safeguard for people who lack the capacity to make specific important decisions, including decisions about where they live and serious medical treatment options.

IMCAs are mainly instructed to represent people where there is no one independent of services (such as a family member or friend) who is able to represent the person.

However in the case of safeguarding concerns, IMCAs can be appointed irrespective of whether there are friends or family around

and irrespective of whether accommodation or serious medical treatment is an issue.

Integrated Packages of Care (Joint Packages)

In an integrated care package the CCG and adult social care take collective responsibility for managing the package of care which includes both health and social needs.

Liberty Protection Safeguards (LPS)

The Mental Capacity Amendment Act will replace the current Deprivation of Liberty Safeguards with the Liberty Protection Safeguards. LPS is the process for authorising arrangements enabling care or treatment which gives rise to a deprivation of liberty. It is for people who are aged over 16, have a mental disorder and lack mental capacity about the arrangements. This process will involve three assessments being completed or collated, a mental capacity assessment, an assessment of mental disorder and a necessary and proportionate assessment. These assessments will then be reviewed either by a reviewer or an Approved Mental Capacity Professional, who will authorise the LPS if appropriate.

Making Safeguarding Personal (MSP)

MSP refers to an approach to safeguarding work which aims to move away from safeguarding being process driven and instead, places the person at risk at the centre of the process and works with them to achieve the outcomes they want.

MAPPA (Multi Agency Public Protection Arrangements)

MAPPA refers to the process through which the Police, Probation and Prison Services work together with other agencies to manage the risks posed by violent and sexual offenders living in the community in order to protect the public.

MARAC (Multi Agency Risk Assessment Conference)

MARAC refers to a multi-agency forum of organisations that manages high risk cases of domestic abuse.

MASH (Multi Agency Safeguarding Hub)

The Police, Adult Services, Children's Services, Health agencies and other organisations form a MASH within the Safeguarding Hub. Information from different agencies

is collated and used to decide what action to take. This helps agencies to act quickly in a coordinated and consistent way, ensuring that the person at risk is kept safe.

MATE Crime

Mate crime is a form of crime in which a perpetrator befriends a vulnerable person with the intention of then exploiting the person financially, physically or sexually. Crime perpetrators take advantage of the isolation and vulnerability of their victim to win their confidence.

Mental Capacity

Mental Capacity refers to whether someone has the mental capacity to make a specific decision or not such as where to live, what health treatment to receive or how to manage their finances. The Mental Capacity Act 2005 and the code of practice outlines how agencies should support someone who lacks the capacity to make a decision.

Neighbourhood Teams (Primary Care Teams)

There are Neighbourhood Teams in Worcestershire. These are teams of health and social care professionals who work within local communities providing care, support and rehabilitation.



The team consists of GPs, nurse practitioners, community nurses, occupational therapists, physiotherapists, social care workers, pharmacists, mental health nurses, health care assistants. Working together, the team will support people to remain in their own home, promoting their health and social well-being.

Nursing Care

Nursing care is any service provided by a nurse involving either the provision of care or the planning and supervision of care which is provided either by or under the supervision of qualified nurses 24 hours a day. It involves clinical care that can allow people with complex conditions and care needs to be safely supported.

Occupational Therapist (OT)

An occupational therapist is a professional with specialist training in working with people with different types of disability or mental health needs. An occupational therapist can help a person learn new skills or regain lost skills and can arrange for aids and adaptations in their home. occupational therapists are employed both by the NHS and by local councils.

Ordinary Residence

Ordinary Residence is a term used to determine which local authority is responsible for care and support under the Care Act 2014, based on where a person lives.

Outcomes

In social care, an 'outcome' refers to an aim or objective a person would like to achieve or need to happen for example, to continue to live in their own home, or being able to go out and about. A person should be able to say which outcomes are the most important to them and receive support to achieve them.

PALS (Patient Advice and Liaison Service)

PALS is an NHS service created to provide advice and support to NHS patients and their relatives and carers.

Personal Assistant

Personal Assistant refers to someone chosen and employed to provide support needs. This may include cooking, cleaning, help with personal care such as washing and dressing, and other things such as getting out and about in the community. A personal assistant can be paid through direct payments or a personal budget.

Personal Budget

A personal budget is money allocated to a person by their local council to pay for care or support to meet their assessed needs. The

money comes solely from adult social care. The personal budget can be taken as a direct payment, or left for the council to arrange services, sometimes known as a managed budget, or there can be a combination of both. An alternative is an individual service fund, which is a personal budget that a care provider manages on behalf of an individual.

Personalisation

Personalisation refers to a way of thinking about care and support services that puts the person at the centre of the process of working out what their needs are, choosing what support they need and having control over their life. It is about the individual, not about groups of people whose needs are assumed to be similar, or about the needs of organisations.

PREVENT

PREVENT is the Government strategy launched in 2007 which seeks to stop people becoming terrorists or supporting terrorism. It is the preventative strand of the government's counter-terrorism strategy, (CONTEST) and aims to respond to the ideological challenge of terrorism and the threat from those who promote it; prevent

people from being drawn into terrorism and ensure that they are given appropriate advice and support and work with sectors and institutions where there are risks of radicalisation that need to be addressed.

Preventative Services

Preventative Services aim to prevent more serious problems developing. These include things like reablement, telecare, befriending schemes and falls prevention services. The aim is to help people stay independent and maintain their quality of life, as well as to save money in the long term and avoid admissions to hospital or residential care.

Primary Care

Primary care refers to the part of the NHS that is the first point of contact for patients. This includes GPs, community nurses, pharmacists and dentists.

Protection of Property

The local authority has a duty to protect the movable property of a person with care and support needs who is being cared for away from home in a hospital or in accommodation such as a care home, and who cannot arrange to protect their property themselves.

This could include their pets as well as their personal property (e.g. private possessions and furniture). We also have to ensure the property itself is secured.

Public Interest

A decision about what is in the public interest needs to be made by balancing the rights of the individual to privacy with the rights of others to protection.

Reablement

Reablement refers to a way of helping people remain independent, by giving them the opportunity to relearn or regain some of the skills for daily living that may have been lost as a result of illness, accident or disability. It is similar to rehabilitation, which helps people recover from physical or mental illness. The council may offer a reablement service for a limited period in a person's own home that includes personal care, help with activities of daily living, and practical tasks around the home.

Replacement Care

Replacement care is a service giving carers a break, by providing short-term care for the person with care needs in their own home or in a residential setting. It can mean a

few hours during the day or evening, 'night sitting', or a longer-term break. It can also benefit the person with care needs by giving them the chance to try new activities and meet new people.

Resource Allocation System

Some councils use a resource allocation system to decide how much money people get for their support. There are clear rules, so everyone can see that money is given out fairly. Once a person's needs have been assessed, they will be allocated an indicative budget, so that they know how much money they have to spend on care and support. The purpose of an indicative budget is to help with the planning of care and support to meet the assessed needs. It might not be the final amount that you get, as you may find that it is not enough (or is more than enough) to meet those needs.

Review

We use the term review to refer to a conversation between a social worker and someone in receipt of a package of care which considers anything that may have changed, looks at the options available and whether the services currently being

received are meeting needs and helping achieve chosen outcomes.

Risk Assessment

A risk assessment can be completed for a variety of reasons when a person or environment may be at risk. This also includes consideration of the risk that they may pose to others and is typically carried out to weigh the relative merits of different proposed mitigation options. A risk assessment may also be completed when a person has to transfer to different accommodation, such as, from one care home to another.

You might also hear the term risk enablement, which means finding a way of managing any risks effectively so that a person can still do the things they want to do.

Safeguarding Adult Review (SAR)

Worcestershire Safeguarding Adults Board will commission a statutory review in response to the death or serious injury of an adult with needs of care and support regardless of whether or not the person was in receipt of services and it is believed abuse or neglect was a factor. The process aims to identify learning in order to improve future practice and partnership working.

Safeguarding Enquiry

The local authority will take action in response to a concern that abuse or neglect may be taking place. This is sometimes referred to as a 'section 42 enquiry'.

Self-Assessment

A self-assessment form or questionnaire is completed, either on paper or online, explaining a person's circumstances and why they need support. A social care worker or advocate can help them do this. If the council asks a person to complete a self-assessment form, it will use this information to decide if they are eligible for social care services or if they need a full assessment by a social worker.

Self-Directed Support

Self-directed support is an approach to social care that puts the person at the centre of the support planning process, so that they can make choices about the services they receive. It should help people to feel in control of their care, so that it meets their needs as an individual.

Self-Funding

This is when a person arranges and pays for their own care services and does not receive financial help from

the council because they have more funds in capital and assets than the government sets as the limit for social care funding.

Shared Lives Scheme

Shared lives schemes support adults with learning disabilities, mental health problems or other needs that make it harder for them to live on their own. It aims to provide vulnerable individuals with the opportunity to be part of the family and community of a Shared Lives Provider, who in turn will provide friendship and appropriate support and care.

Self Neglect

We use the term self neglect to describe the inability (intentional or non-intentional) to maintain a socially and culturally accepted standard of self-care with the potential for serious consequences to the health and well-being of the person and perhaps even to their community.

SIRI (Serious Incident Requiring Investigation)

This refers to a process used in the NHS to investigate serious incidents resulting in serious harm or unexpected or avoidable death of one or more patients, staff, visitors or members of the public.

Social Care Worker

Social Care Workers support adults with care and support needs to achieve positive outcomes and promote their independence and wellbeing, including signposting people to community facilities, relevant agencies and other sources of advice and support.

Social Worker

A social worker is a professional who is registered with a governing body. They work with individuals and families to help improve outcomes in their lives by focusing on strengths and encouraging independence, linking them to assets in communities and to other agencies who can offer support, including advocacy. They may need to help protect people from harm or abuse or supporting people to lead more self-sufficient and safer lives. Social workers often work in multi-disciplinary teams alongside health and other professionals.

Supported Living

Supported living is where a person with a disability gets the support they need to live in a home they own or are a tenant in. They can live alone or with others. The support people receive is personalised and centred on their needs.

In Worcestershire, some of the main housing choices are: adult placements and supported lodgings, buying your own home, cluster flats, renting from a council or housing association, renting privately, residential care, supported living arrangements, supported living networks.

The Three Conversations Approach

In 2017 Worcestershire County Council changed the way we work to offer a simple, more flexible and personalised approach, removing unnecessary barriers and bureaucracy. The 'Three Conversations' approach means people will no longer be asked lots of questions from standard assessment forms and other complex documents. Instead, we listen to people and families to get a better understanding of their goals and interests. This includes what is currently working for them and any areas where they may need assistance to improve their physical and emotional wellbeing.

Universal Services

Universal services include transport, leisure, health and education that should be available to everyone in a local area and are not dependent on assessment or eligibility.

Voluntary Organisations

Voluntary organisations are independent of the Government and local councils. Their role is to benefit the people they serve, not to make a profit. The people who work for voluntary organisations are not necessarily volunteers, many will be paid for the work they do. Social care services are often provided by local voluntary organisations, by arrangement with the council or with an individual. Some voluntary organisations are user-led organisations, which means they are run by and for the people the organisation is designed to benefit.

Wellbeing

We use wellbeing to describe being in a position where a person has good physical and mental health, control over their day-to-day life, good relationships, enough money, and the opportunity to take part in the activities that interest them.

Wilful Neglect or Ill Treatment

An intentional, deliberate or reckless omission or failure to carry out an act of care by someone who has care of a person who lacks capacity to care for themselves is called wilful neglect or ill treatment.

Worcestershire Safeguarding Adults Board (WSAB)

Each local authority must set up a Safeguarding Adults Board. The main objective of the Board is to make sure local safeguarding arrangements and partners act to help protect adults in its area who have care and support needs and are experiencing or at risk of abuse and neglect.

Find out more online:

www.worcestershire.gov.uk/adultsocialcare



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