
Meeting	Safeguarding Overview and Scrutiny Committee
Date	18 April 2012
Subject	<i>Your Local Account of Adult Social Care Services</i>
Report of Summary	<p>Cabinet Member for Adult Services</p> <p>Adult Social Care Departments are required to publish an annual citizen statement giving information on local provision to enable residents to hold the council to account on how well it is performing. The background relates to the discontinued role of the Regulator, the Care Quality Commission (CQC) in assessing adult social care performance and the adoption of a lighter-touch approach, including sector and peer-led assessment. Introduced for 2012, there is no prescriptive format for the statement, apart from general guidance on content. The first edition of “<i>Your Local Account of Adult Social Care Services</i>” was published in February 2012. The report explains the approach adopted and highlights potential areas for future scrutiny.</p>

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Status (public or exempt)	Public
Wards Affected	All
Key Decision	No
Reason for urgency / exemption from call-in	Not Applicable
Function of	Overview and Scrutiny Committee
Enclosures	<i>Your Local Account of Adult Social Services</i>
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1. RECOMMENDATIONS

- 1.1 That the Safeguarding Overview and Scrutiny Committee make comments and recommendations to the relevant Cabinet Member or officers (as appropriate) on the Local Account of Adult Social Care Services.

2. RELEVANT PREVIOUS DECISIONS

- 2.1 None.

3. CORPORATE PRIORITIES AND POLICY CONSIDERATIONS

- 3.1 The publication *Your Local Account* provides information on Adult Social Care and Health (ASCH) which is closely linked to the Council's core objectives, set out in the Council's corporate plan 2011-13 as subsequently amended. For example, **Better services with less money** (safeguard vulnerable adults and integrate health and social care services to promote better outcomes); **Sharing opportunities, sharing responsibilities** (improve health and wellbeing); **A successful London suburb** (ensure a positive experience of care and support for carers). The publication aims to provide information about these characteristics so that residents can, in turn, hold the Council to account on its performance.
- 3.2 All Councils with a remit for adult social care are required by government to produce an annual local account of services. The background relates to the discontinued role of the Regulator, the Care Quality Commission (CQC) in assessing Council performance and the adoption of a lighter-touch approach, including sector and peer-led assessment.

4. RISK MANAGEMENT ISSUES

- 4.1 The proposal does not contain any specific / direct risk management implications. ASCH complies with corporate requirements for monitoring, reporting on and managing risk.

5. EQUALITIES AND DIVERSITY ISSUES

- 5.1 ASCH complies with its public sector equality duty pursuant to the Equality Act 2010 and has completed Equality Assessments (EqAs) where appropriate. Equality and diversity issues are a mandatory consideration in decision-making in the council which means that the council and all other organisations acting on its behalf must have due regard to the equality duties when exercising a public function. Equality considerations are integrated into day to day business in the formulation of policies, the delivery of services and their review. The Local Account was published in an easy read version with provision made for alternative formats on request; for example large print, audio tape, CD, Braille and alternative language.

6. USE OF RESOURCES IMPLICATIONS (Finance, Procurement, Performance & Value for Money, Staffing, IT, Property, Sustainability)

- 6.1 The proposal does not contain any specific / direct use of resources implications. The cost of producing and printing the Local Account was £2,717 including VAT. 2,400 copies were printed, including 400 easy-read versions, which equates to a unit cost of £1.13.
- 6.2 Paper and electronic copies were distributed to a wide variety of partners and organisations in Barnet, including public libraries and the Council's inter/intranet.

7. LEGAL ISSUES

- 7.1 As noted in paragraph 3.2, all councils with a remit for adult social care are required by government to produce an annual local account of services. This builds on work that councils are already doing on local quality assurance frameworks and safeguarding annual reports. Local accounts are referred to in the Department of Health's "Transparency in Outcomes: a framework for adult social care" consultation paper (November 2010) in the context of localism and transparency, and in the subsequent 2011/12 outcomes framework published in March 2011.

8. CONSTITUTIONAL POWERS (Relevant section from the Constitution, Key/Non-Key Decision)

- 8.1 The scope of the Overview and Scrutiny Committees is contained within Part 2, Article 6 of the Council's Constitution; the Terms of Reference of the Overview and Scrutiny Committees are included in the Overview and Scrutiny Procedure Rules (Part 4 of the Council's Constitution).

9. BACKGROUND INFORMATION

Background to Local Accounts

- 9.1 With Councils now responsible for their own improvement, a sector led initiative – the *Promoting Excellence in Councils' Adult Social Care Programme Board* – was set up to assist with this role. The Board is chaired by the President of the Association of Directors of Adult Social Services (ADASS), with a membership that includes the Local Government Group, the Care Quality Commission (CQC) and Department of Health (DH).
- 9.2 Local Accounts need to be seen in the context of the abolition of the Annual Performance Assessment, the publication of a single data set for local government and the development of outcomes frameworks for adult social care and separately for the NHS and public health. Local Accounts are therefore consistent with the theme of **localism** and **transparency** – it enables councils to report back to citizens and consumers about performance, building on existing work e.g. local quality assurance frameworks and safeguarding annual reports.

9.3 There is no prescribed template for a Local Account, however, key factors to consider are:

- **Audience** – this is the whole local community i.e. all Barnet residents. Local Accounts therefore need to be **customer-centric**. At one level this means consulting with residents on the content; however, as the process becomes more established it might mean that Local Accounts are co-produced with residents and service users.
- **Robust** – Local Accounts need to be able to withstand challenge and scrutiny e.g. relating to outcomes achieved, perhaps by reference to user feedback, monitoring of complaints and case file audits and external review of safeguarding practice.
- **Period Covered** – Guidance on the initial publication was that the Local account needed to both “look back” and “look forward” i.e. cover the period 2010/11 and 2011/12 and also include a period of time beyond this.
- **Publication** – It was expected that councils would publish their Local Account in December 2011 or early in 2012.
- **Content** – The Programme Board suggested that Local Accounts should include some of the following content:
 - Outcomes achieved for citizens and consumers (in the context of the DH Adult Social Care Outcomes Framework)
 - Adult safeguarding
 - Equalities and Diversity considerations
 - Productivity issues
 - Quality of the local market
 - Complaints information
 - Consumer Feedback
 - Feedback from scrutiny reviews
 - Progress against local political priorities
 - Improvement priorities

Producing the Local Account

9.4 The ASCH Leadership Team agreed the principle of producing a Local Account that was informative and attractive in its look so as to encourage readership amongst residents. Officers consulted with the public on the style and content and this feedback was incorporated in the final version i.e. a newsletter style, overall limit in the number of pages and with appropriate use of images and graphics as well as a section entitled “What you wanted to know” (page 14 of the publication refers) covering specific resident issues.

9.5 The format also closely followed the six themes taken from the Think Local, Act Personal (TLAP) **Making it Real** framework (see paragraph 9.7). TLAP is a partnership that includes service users, carers, providers and local government. The framework is designed to provide a checklist on progress with implementing the *personalisation* agenda. It is envisaged that future versions of the Local Account will be co produced with service users and residents, which would be facilitated through adoption of these six themes.

- 9.6 For each of the six themes, *Your Local Account* therefore sets out Barnet's relative performance by referencing against the results from the national (DH) Adult Social Care User Survey (ASC-US); and outlines relevant work that was undertaken in the past year, is on going and planned going forward. Case studies based on empirical work are also used throughout the publication to illustrate the topic. Pages 10 to 13 provide key facts and figures about ASCH, for example, breakdown of spend by type of service, client activity data and Key Performance Indicators, with benchmarking information where available.
- 9.7 The six themes from the Making It Real framework are set out below together with Barnet's "headline" performance taken from the national Adult Social Care User Survey (ASC-US) in **bold type** and parentheses:
- Information and advice: *having the information I need, when I need it* **(70% of Barnet responders to the ASC-US said they found it fairly or very easy to access information about social care and support compared to a London average of 72%).**
 - Active and supportive communities: *keeping friends, family and place* **(77% of Barnet responders to the ASC-US said they had as much social contact with people as they would like compared to a London average of 74%).**
 - Flexible integrated care and support: *my support, my way* **(71.5% of Barnet responders to the ASC-US said that they had adequate control of their own care and support compared to a London average of 71.1%).**
 - Workforce: *my support staff* **(88% of Barnet responders to the ASC-US said that they were to some extent satisfied with the service they receive compared to a London average of 86%).**
 - Risk enablement: *feeling in control and safe* **(92% of Barnet responders to the ASC-US said that they always or mostly felt safe compared to a London average of 90%. The remaining 8% did not feel adequately safe or safe at all).**
 - Personal Budgets and self-funding: *my money* **(Barnet is amongst the top-performing London Boroughs with 44% of eligible clients having a Personal Budget).**
- 9.8 The Local Account features 8 *commitments* to service users and residents:
1. Information and advice about staying independent and how to plan for future care and support needs is available for all residents.
 2. Your personal budget is based on your eligible needs and will only change as your needs change.
 3. We will work with you to enable you and your family to maintain your independence.

4. You have the 'Right to Control' your own care and support. Adult Social Care will aim to join up services, whoever provides them, around your eligible needs.
 5. Family carers will be recognised as partners in care and be supported to continue in their caring role.
 6. Financial contributions towards meeting the costs of care will always be based on an individual's ability to pay with a clear breakdown of how your contribution has been calculated.
 7. To respond quickly to keep Vulnerable Adults safe from harm when we receive concerns.
 8. Adult Social Care staff who work with you will be professional in their approach, appropriately trained and caring.
- 9.9 The Local Account provides an early model for how the Council can provide relevant and accessible information to residents. The new Corporate Plan (2012 – 2013) uses a concise set of performance measures, reflecting the most significant strategy challenges facing the borough and the priorities of residents. Alongside the Corporate Plan, all seven Council departments will publish a short summary of their Service Plan for the year ahead. This new model improves accountability to residents and individual service users, setting out what the Council will be working on for the year ahead. The Adult Social Care and Health Local Account provides a clear set of priorities and actions for the service, and has a close connection with the interests and priorities of individual service users. Feedback on how residents and service users have used the Local Account will help inform corporate and business planning during 2012/13.

10 LIST OF BACKGROUND PAPERS

- 10.1 Think local, Act Personal: Making it Real, Marking progress towards personalised, community based support.

<http://www.nationalcareforum.org.uk/content/MakingItReal1.pdf>

Cleared by Finance (Officer's initials)	JH
Cleared by Legal (Officer's initials)	HP