
Meeting	Safeguarding Overview and Scrutiny Committee
Date	19 June 2013
Subject	Local Account of Adult Social Care
Report of	Cabinet Member for Adults
Summary	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. The first edition of Barnet's Local Account was published in February 2012. This report covers the second edition, published in April 2013, and explains the approach adopted and main differences between the two editions.

Officer Contributors	Rodney D'Costa – Head of Social Care Commissioning, Adults & Communities Delivery Unit
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	Appendix A: Barnet Adult Social Care Focus: Your Local Account for 2012
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1. RECOMMENDATIONS

- 1.1 **That the Safeguarding Overview and Scrutiny Committee make comments and recommendations as appropriate on the Local Account of Adult Social Care Services.**

2. RELEVANT PREVIOUS DECISIONS

- 2.1 Safeguarding Overview and Scrutiny Committee, 16 April 2012, decision item 6, Local Account of Adult Social Care Services.

3. CORPORATE PRIORITIES AND POLICY CONSIDERATIONS

- 3.1 The Local Account provides information on Adult Social Care (ASC). This area comes under the Adults & Communities Delivery Unit, whose business plan is closely linked to the Council's core objectives as set out in the Corporate Plan 2013-16. For example, the priority area: "support families and individuals that need it – promoting independence, learning and well-being". The publication aims to provide information on ASC so that residents can, in turn, hold the Delivery Unit and Council to account on its performance. All Councils with a remit for adult social care are required by government to produce an annual local account of services.

4. RISK MANAGEMENT ISSUES

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

5. EQUALITIES AND DIVERSITY ISSUES

- 5.1 Adults & Communities 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. LA-2 is accessible via a link in the Council's website. In addition, hardcopies have been distributed to various organisations throughout the borough based on a consultation exercise and experience from the previous

year. 1,700 (including 200 easy-read versions) hardcopies have been produced at a cost of £1,050, equivalent to a unit cost of £0.62. For LA-1, the figures were 2,400 and £2,717 which represents a unit cost of £1.13.

- 6.2 By way of context, the 2012/13 net budget for Adults & Communities was £97m (rounded), with the spend analysed by the following main headings: Social Work & Safeguarding £9.7m; Support in the Home £16.7m; Day Services £8.5m; Direct Payments £9.5m; Prevention £3.3m; and Registered Care Homes £49.2m.

7. LEGAL ISSUES

- 7.1 As noted in paragraph 3.1, 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 Safeguarding Overview and Scrutiny Committee has within its terms and reference the following responsibilities "To scrutinise the provision of adult social care services (including those who have physical disabilities, sensory impairment, learning disabilities, mental health needs or other special needs) to ensure that residents are safeguarded and supported to lead as independent lives as possible in their own homes".

9. BACKGROUND INFORMATION

- 9.1 Adult Social Care (ASC) Departments are required to publish an annual citizen statement giving information on local provision to enable residents to hold their 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.
- 9.2 One of the key principles of sector led improvement is that stronger accountability through increased transparency drives further improvement. Local Accounts therefore form a key part of the Transforming Excellence in Adult Social Care (TEASC) approach to sector-led improvement in adult social care as they can provide a mechanism for: demonstrating accountability for performance and outcomes; engaging with citizens and consumers around priorities and outcomes; and a useful way of informing self-improvement activity locally.
- 9.3 Introduced for 2012, the first edition of "Your Local Account of Adult Social Care Services" was published in February 2012. The current edition, "Barnet

Adult Social Care in Focus” was published in April 2013:

http://www.barnet.gov.uk/downloads/download/1124/local_account_of_adult_social_care_2012-13

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

- **Purpose** – Local Accounts should provide an authentic and insightful description of the quality of adult social care provided; demonstrate engagement with local people and acknowledge areas that require improvement and describe the actions to be taken.
- **Audience** – this is the whole local community i.e. all Barnet residents. Local Accounts therefore need to be *customer-centric*. This factor was a significant driver in the model adopted by Barnet – visually attractive and not too “heavy” a read.
- **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”.
- **Publication** – There is no set date for publication but most councils publish their Local Account in Spring / early Summer.
- **Content** – The TEASC Programme Board suggest 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 / improvement priorities

Main Changes between Local Account 1 and 2

9.5 Barnet’s decision to use the six themes from “Making it Real” as the chapter headings for LA-1 was endorsed at a recent Local Government Association Conference (November 2012). This broad format was therefore retained for LA-2.

9.6 Extensive public consultation was also undertaken on the content and style via the Council’s website, though ASC Partnership Boards and also with Barnet LINK. This resulted in:

- LA-2 being slightly longer in overall length (reflecting feedback for a larger font size and more infographics). A separate Easy-Read version was also produced.
- Retaining the same format for each chapter of the publication i.e. reflecting on what we did (compared to what we said we would do previously), a cameo of the service area, areas for improvement and a “look forward”.
- Additional content on areas for improvement.
- Additional information e.g. a section on “Useful Contacts” and named contacts (Heads of Service) so that customers can raise any issues with managers directly.
- Removed detailed Tables of Key Performance Indicators – headline metrics are now included throughout the document. The publication makes provision for detailed metrics to be provided to those interested upon request.

10. LIST OF BACKGROUND PAPERS

MAKING IT REAL: Marking progress towards personalised, community based support.:

<http://www.thinklocalactpersonal.org.uk/library/Resources/Personalisation/TLAP/MakingItReal.pdf>

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