

ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE
3 NOVEMBER 2015

ADULTS AND COMMUNITIES LOCAL ACCOUNT 2014-15

REPORT OF THE DIRECTOR OF ADULTS AND COMMUNITIES

Purpose of the Report

1. To provide members of the Adults and Communities Overview and Scrutiny Committee with a progress report on the fourth Adults and Communities Local Account, and to invite the Committee to make comments on the content and format of the Local Account (a copy of the draft Local Account 2014-15 is attached as Appendix A).
2. This report also reflects the feedback from the Peer Challenge review by East Midlands Association of Directors of Adult Social Services (ADASS) in August 2015, which forms part of the national initiative on sector led improvement for adult social care.

Policy Framework and Previous Decisions

3. With the abolition of the Annual Performance Assessment conducted by the Care Quality Commission (CQC), and the development of outcomes frameworks for adult social care and separately for the NHS and public health, the Local Account has been produced by local authorities to report on their performance. The first Local Account (2010-11) was presented to this Committee in February 2012; subsequent Local Accounts (for 2011-12, 2012-13 and 2013-14) were also presented to this Committee. The Peer Challenge reviews the self-reported performance in the Local Account, and highlights strengths and areas of progress or achievement, as well as areas for further work and development.

Background

4. The Local Accounts enable councils to report back to the citizens and the consumers on the performance in Adults and Communities and engage with them about it. They are also seen as a key component of sector led improvement.
5. The national 'Towards Excellence Adult Social Care Programme Board' oversees development of sector led improvement, including Local Accounts. The Board, which includes representation from ADASS, CQC, the Local Government Association, and the Department of Health, commissioned an independent national review of Local Accounts in 2011. The overall view of the subsequent report was that those councils which produced a Local Account 'delivered credibly' against the challenge of budget reductions and various other pressures. This resulted in 'some highly accessible and informative documents'. The report concluded its key issues in terms of *process* (eg

purpose, audience, and style), *content* (eg benchmarking, case studies) and *substance* (eg public engagement, self-assessment and external/peer challenge).

Key Points of the Leicestershire Local Account 2014-15

6. The Leicestershire Local Account goes wider than the adult social care focus and includes all aspects of the work of the Adults and Communities Department – it therefore covers Adult Social Care and Communities and Wellbeing. The Account is structured around the four key domains of the Adult Social Care Outcomes Framework (ASCOF), and is aligned to the Department's business plan for the year in question. It describes activities undertaken by the Department in relation to:
 - (a) Enhancing quality of life for people with care and support needs;
 - (b) Delaying and reducing the need for care and support;
 - (c) Ensuring people have a positive experience of care and support;
 - (d) Safeguarding people whose circumstances make them vulnerable and protecting them from avoidable harm.
7. The report also includes the Department's own assessment of its performance in delivering against each of the ASCOF domains.
8. The assessment of the performance against ASCOF has been based upon the ADASS Sector Led Improvement in the East Midlands Self-Evaluation, an improvement driven process which is based on completion of a self-assessment followed by peer review. The self-assessment for 2014-15 was submitted in July 2015, following consultation with service managers, project leads and members of staff. The Department rated itself (on a scale of 1 to 4) against each domain, providing evidence to support the rating given. The self-assessment was reviewed and signed off by the Senior Leadership Team and the Director of Adults and Communities. Information and assessment of performance in the Local Account is therefore consistent with the national reporting against the ASCOF and the regional sector led improvement.
9. Accessibility of the Leicestershire Local Account is central to maximising the opportunity for local people to give feedback on how well they think the Department is performing. The public will be encouraged to give comments and feedback which will be used to inform future planning.
10. The draft Local Account 2014/15 has been shared with Healthwatch for further input and development. In an endeavor to make the Local Account more accessible and meaningful to its audience, the title used in previous years has been retained to reinforce its aim and identity as Leicestershire's Local Account. The Local Account is therefore to be known as *Adults and Communities Department Local Account, Our Performance, 1 April 2014 – 31 March 2015*.
11. The feedback process has been reviewed and has been simplified as a result of the alignment to the ASCOF. The additional option to give feedback regarding the content, structure and general accessibility of the report has been introduced to obtain customer insight which can be used to further develop the process in forthcoming years, particularly in light of Care Act 2014 requirements further highlighting the importance of customer feedback.

12. For people who do not wish to read the Local Account online, a PDF version will be available on the Leicestershire County Council's website to print. In addition, an Easy Read Version and a summary version will be produced in PDF format.

Peer Challenge feedback

13. The East Midlands ADASS Peer Challenge process reported that main areas of progress and achievement for 2014-15 in Leicestershire include overall satisfaction rates with social care; performance on personal budgets and direct payments; reduction of the anticipated budget overspend; and increase in home care capacity with a reduction in delayed transfers of care.
14. The main priority for 2015-16 identified in the Peer Challenge draft report will be to embed new ways of working with community and primary health services to contribute to addressing the demand challenges more effectively.
15. This is a key priority of the new draft Adult Social Care Strategy on which the department is currently consulting (consultation 21 September 2015 to 20 November 2015).

Conclusion

16. The Local Account is a key engagement and accountability mechanism for the Department. Feedback received on this latest Local Account will be used to inform self-development and improvement activity in Leicestershire. It will also assist in shaping the format of future Local Accounts in order to encourage engagement from the public. Healthwatch involvement now, and in the future will add significant value to this process.

Background papers

ASCOF 2014-15

<https://www.gov.uk/government/publications/adult-social-care-outcomes-framework-2014-to-2015>

Circulation Under the Local Issues Alert Procedure

None.

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List of Appendices

Appendix A – Adults and Communities Department Local Account, Our Performance, 1 April 2014 – 31 March 2015.

Relevant Impact Assessment

Equality and Human Rights Implications

17. The Local Account will be available online and will be promoted through existing engagement networks, including the Making it Real group which includes service user, carer, staff and provider representation. Healthwatch will also be a key enabler to promote interest and feedback.