

ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE**8 NOVEMBER 2016****ADULTS AND COMMUNITIES LOCAL ACCOUNT 2015/16 AND
PEER REVIEW 2016****REPORT OF THE DIRECTOR OF ADULTS AND COMMUNITIES****Purpose of the Report**

1. The purpose of this report is to provide members of the Committee with a progress report on the Adults and Communities Local Account for 2015/2016, and to invite the Committee to make comments on the content and format of the Local Account (attached as Appendix A).
2. The Committee is also asked to note the action plan that has been developed following the sector led improvement Peer Review.

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 the Committee in February 2012; subsequent Local Accounts (for 2011/12, 2012/13, 2013/14 and 2014/15) have also been presented to this Committee.

Background

4. Local Accounts enable councils to report back to residents and service users on performance within the Adults and Communities Department 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 the Association of Directors of Adult Social Services (ADASS), the 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* (for example purpose, audience, and style), in terms of *content* (for example benchmarking, case studies) and in terms of *substance* (for example public engagement, self-assessment and external/peer challenge).

The Leicestershire Local Account 2015/16

6. The Leicestershire Local Account focuses on the 2015/16 financial year and the achievements and areas for improvement within it. This Local Account is structured around key themes presented by the Towards Excellence in Adult Social Care (TEASC) risk assessment and self-assessment that all authorities were asked to complete in March 2016. These are based around the four key domains of the Adult Social Care Outcomes Framework (ASCOF). This Local Account therefore describes activities undertaken by the Department in relation to:-
 - Helping people to stay well and independent;
 - Enabling maximum choice and control;
 - Ensuring people have a positive experience of care and support;
 - Keeping people safe;
 - Commissioning and service change.
7. The report also includes the Department's own assessment of its performance in delivering against each of the ASCOF domains.
8. Assessment of 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 2015/16 was submitted in July 2015, following consultation with the Adult Social Care Lead Member, 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 Department's Senior Leadership Team. Information and assessment of performance in the Local Account is therefore consistent with national reporting against the ASCOF and 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 access the Local Account online where they will be able to give comments and feedback. The online version will be accessed through the Council's website. Comments and feedback will be used to guide future business planning.
10. The draft Local Account 2015/16 will be shared with Healthwatch for further input and development. In an endeavour 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 2015–31 March 2016*.
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 Council's website to print. In addition, an Easy Read Version and a one page version (Appendix B) will be produced in PDF format.

Sector Led Improvement Peer Review April 2016

13. The Peer Review Team scrutinised Adult Social Care performance in April 2016. The Team consisted of senior managers from across the East Midlands and was chaired by David Pearson, Corporate Director for Adult Social Care, Health and Public Protection at Nottinghamshire County Council.
14. The Team met with the Adult Social Care Lead Member and Cabinet Support Member, managers, strategic and operational staff along with senior managers from our partner organisations. The Team also met with representatives from service user and carer's groups in addition to a spectrum of providers.
15. The Peer Review Team was asked to look at our performance in relation to two key lines of enquiry:-
- **Use of Resources** - Is the Department well placed to deliver the various demands of managing the delivery of adult social care services, the integration agenda, the transformation programme and the Medium Term Financial Strategy (MTFS) requirements, with respect to the use of resources and specifically information and advice, workforce capacity and leadership?
 - **Integration** - Reflecting on current arrangements with both operational and strategic commissioning, what are the priority areas we need to focus on to develop our integration plan for 2017/18?
16. The Peer Review Team made several observations of good practice along with highlighting areas in need of improvement. These can be seen in full in Appendix C.
17. The key recommendations that the Peer Review team offered include:-
- Reviewing the website offer in line with the Adult Social Care Strategy;
 - Considering if the appropriate skill mix and business support exists to ensure timely completion of assessments, reviews and safeguarding enquiries;
 - Developing clear plans for the implementation of strategies, including identifying the future resources, skills and capacity required in the future to deliver them;
 - Implementing the Strategy with appropriate levels of co-production and customer engagement;
 - Articulate what the 'asks' are and what the 'offers' are in future integrated arrangements;
 - Clarify the objectives and ambition for the operational integration across the Better Care Together Partnership;
 - Review the risks associated with the implementation of Help to Live at Home.

Action plan

18. In response to the feedback and recommendations from the Peer Review Team the Department's Management Team have developed a Peer Review action plan (attached as Appendix D). The plan captures key areas of development and recommendations highlighted by the Team and details actions required to address them.
19. Progress will be updated on a quarterly basis and where actions have not been completed within the current financial year, they will be included in the Department's Business Plan for 2016/17.

Conclusion

20. 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.
21. The Peer Review Team expressed their gratitude for the open and honest manner the Department approached the review with. Whilst the Peer Review Team had a number of recommendations that the Department has taken on board, the feedback was very positive and indicates that the Adult Social Care Lead Member, the management team and staff have responded to the challenges of limited resources and integration by ensuring "all the ingredients are in place". This is the foundation for driving the action plan forward.

Background papers

- Adult Social Care Outcomes Framework 2015-16 <http://ow.ly/YBTv305AoEO>
- Towards Excellence in Adult Social Care Self-Assessment and Risk Awareness Tool <http://ow.ly/5XIE305AoHX>

Circulation Under the Local Alert Issues Procedure

None.

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List of Appendices

- Appendix A – Adults and Communities Department Local Account, Our Performance, 1 April 2015–31 March 2016.
- Appendix B – Local Account – One Page Version.
- Appendix C – Peer Review Feedback Letter, May 2016 from David Pearson, Corporate Director for Adult Social Care, Health and Public Protection, Nottinghamshire County Council.
- Appendix D – Peer Review Action Plan.

Relevant Impact Assessment**Equality and Human Rights Implications**

22. The Adults and Communities Department supports vulnerable people from all diverse communities in Leicestershire, though there are no Equalities and Human Rights Implications arising from this report.
23. The Local Account will be available on the Council's website which has been developed to serve the largest possible audience, using the broadest range of systems and to consider any needs that users with disabilities might have. This will be promoted with the support of Healthwatch via their networks to promote interest and feedback to those that may not be regular users of the Council's website.

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