



**ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE**  
**14 NOVEMBER 2017**

**ADULTS AND COMMUNITIES LOCAL ACCOUNT 2016/17**

**REPORT OF THE DIRECTOR OF ADULTS AND COMMUNITIES**

**Purpose of the Report**

1. The purpose of this report is to present to members of the Committee the Adults and Communities Local Account for 2016/2017, and to invite the Committee to make comments on the content and format of the Local Account (attached as Appendix A).

**Policy Framework and Previous Decisions**

2. The Local Account is produced by many local authorities to report on their performance. The first Local Account (2010/11) was presented to the Committee in February 2012; subsequent Local Accounts have been presented to this Committee on an annual basis.

**Background**

3. 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.
4. The national 'Towards Excellence Adult Social Care Programme Board' oversees development of sector led improvement, including Local Accounts.
5. It is intended that the Local Account will be published once the Committee's comments have been considered.

**The Leicestershire Local Account 2016/17**

6. The Leicestershire Local Account focuses on the 2016/17 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 2017. 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 Association of Directors of Adult Social Services (ADASS) Sector Led Improvement in the East Midlands Self-Evaluation, an improvement driven process which is based on completion of a self-assessment. The self-assessment for 2016/17 was submitted in July 2017, 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 as detailed in the table below:

<b>Performance Domain</b>	<b>Self evaluation Score How well are outcomes being achieved?</b>
Ensuring people have a positive experience	2 - Adequate
Keeping people safe	4 - Outstanding
Optimising choice and control	4 - Outstanding
Responding well to initial requests for support	3 - Good
Prevention, Early Intervention and building community capacity	3 - Good
Supporting Carers	2 - Adequate
Helping people to stay well and independent 18-64	4 - Outstanding
Helping people to stay well and independent - Older People	3 - Good
Helping people to experience a seamless service	3 - Good

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 2016/17 will also be shared with Healthwatch. 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 2016–31 March 2017*.
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.

### **Conclusion**

13. 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.

### **Background papers**

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

### **Circulation Under the Local Alert Issues Procedure**

None.

### **Officers to Contact**

Jon Wilson, Director of Adults and Communities  
 Adults and Communities Department  
 Tel: 0116 305 7454 Email: [jon.wilson@leics.gov.uk](mailto:jon.wilson@leics.gov.uk)

Sandy McMillan, Assistant Director (Strategy and Commissioning)  
 Adults and Communities Department  
 Tel: 0116 305 7320 Email: [sandy.mcmillan@leics.gov.uk](mailto:sandy.mcmillan@leics.gov.uk)

### **List of Appendices**

- Appendix A – Adults and Communities Department Local Account, Our Performance, 1 April 2016–31 March 2017
- Appendix B – Local Account Scorecard – one page version

### **Relevant Impact Assessment**

#### **Equality and Human Rights Implications**

14. 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.
15. 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.

This page is intentionally left blank