



**ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE:**  
**26 NOVEMBER 2013**

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

**ADULTS AND COMMUNITIES LOCAL ACCOUNT 2012/13**

**Purpose of report**

1. To provide members of the Adults and Communities Overview and Scrutiny Committee with a progress report on the third 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 2012/13 is attached as Appendix A.

**Policy Framework and Previous Decisions**

2. Annual Performance Assessments of adult social care services conducted by the Care Quality Commission (CQC) ended in 2010. Local Accounts were proposed nationally through the 'Transparency in Outcomes' consultation in the autumn of 2010.
3. With the abolition of the Annual Performance Assessment and the development of outcomes frameworks for adult social care and separately for the NHS and Public Health, it was proposed in 'Transparency in Outcomes: a Framework for Adult Social Care' that councils be encouraged to produce a Local Account. The first Local Account (2010/11) was presented to the Adults and Communities Overview and Scrutiny Committee in February 2012 and the second Local Account (2011/12) was presented in December 2012.

**Background**

4. Local Accounts enable councils to report back to citizens and consumers on performance in 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 in Adult Social Care Programme Board' oversees the development of sector led improvement, including Local Accounts. The Board, which includes representation from the Association of Directors of Adult Social Services, 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* (eg purpose, audience, and style), in terms of *content* (eg benchmarking, case studies) and in terms of *substance* (eg public engagement, self-assessment and external/peer

challenge).

### **Key points of the Leicestershire Local Account 2012/13**

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. The Account focuses on 2012/13, 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:
  - Enhancing quality of life for people with care and support needs;
  - Delaying and reducing the need for care and support;
  - Ensuring people have a positive experience of care and support;
  - 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. Accessibility of the Leicestershire Local Account is central to maximise 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 on-line where they will be able to give comments and feedback. The on-line version will be accessed through the County Council's website. Comments and feedback will be used to guide future business planning.
9. In recognition of the low number of citizens providing feedback on the previous Local Accounts, further methods for promoting the existence of the Local Account have been put into place, including greater involvement of Healthwatch to contribute to the structure, design, production and promotion. The draft Local Account 2012/13 was shared with the Healthwatch Interim Leadership Group on 4 November 2013 for further input and development. In an endeavor to make the Local Account more accessible and meaningful to its audience, the name has been reviewed to better reflect its aim, although retaining its identity as Leicestershire's Local Account.
10. To further stimulate feedback a leaflet will be used to promote the Local Account with information about how to access the document, the importance of feedback and how to participate. The production of the leaflet has been endorsed by Healthwatch and will provide a visible mechanism for awareness raising and promotion which will be distributed to members of the public, via Healthwatch, and their relevant networks.
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.
12. For people who do not wish to read the Local Account on-line, a PDF version (a draft is attached as Appendix A) will be available to print. In addition, an Easy Read Version and a summary version will be produced in PDF format.

## **Conclusion**

13. The Local Account is a key engagement and accountability mechanism for the Adults and Communities Department. Feedback received on the third Local Account will be used to inform service 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 2012-13:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/141641/ASCOF\\_2012\\_to\\_2013.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/141641/ASCOF_2012_to_2013.pdf)

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

None.

## **Officers to Contact**

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## **List of Appendices**

Appendix A – Draft, Our Performance, Leicestershire Local Account 2012/13

## **Relevant Impact Assessment**

### **Equal Opportunities Implications**

14. 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 County Council's website. The Local Account will also be available in summary and Easy Read formats.

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