



ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE:
17 NOVEMBER 2014

REPORT OF THE DIRECTOR OF ADULTS AND COMMUNITIES

ADULTS AND COMMUNITIES LOCAL ACCOUNT 2013/14

Purpose of 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 2013/14 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 local authorities be required to produce a Local Account. The first Local Account (2010/11) was presented to this Committee in February 2012; subsequent Local Accounts (for 2011/12 and 2012/13) were also presented to this Committee.

Background

4. Local Accounts enable councils to report back to citizens and consumers on 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 the Association of Directors of Adult Social Services (ADASS), the Care Quality Commission, 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 2013/14

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 focuses on 2013/14, 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. 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. A second self-assessment was submitted in May 2014 through 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 Strategic Leadership Team and the Director of Adults and Communities. 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 on-line where they will be able to give comments and feedback. The on-line 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 2013/14 will be shared with Healthwatch 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. For a second year running, therefore, the local account is to be known as *Adults and Communities Department Local Account, Our Performance, 1 April 2013 – 31 March 2014*.
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 on-line, a PDF version (a draft is attached as Appendix A) will be available on the Leicestershire County Council website 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 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 2013-14

<https://www.gov.uk/government/publications/the-adult-social-care-outcomes-framework-2013-to-2014>

Circulation Under the Local Alert Issues Procedure

None.

Officers to Contact

Sandy McMillan, Assistant Director (Strategy and Commissioning)

Adults and Communities Department

Tel: 0116 305 7320 Email: sandy.mcmillan@leics.gov.uk

Amanda Price, Strategic Planning and Commissioning Manager

Adults and Communities Department

Tel: 0116 305 7427 Email: amanda.price@leics.gov.uk

List of Appendices

Appendix A – Adults and Communities Department Local Account, Our Performance, 1 April 2013 – 31 March 2014.

Relevant Impact Assessment

Equality and Human Rights 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 Leicestershire County Council website.

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