

CABINET

24 JULY 2012

Title: Adult Social Care Local Account 2011/12	
Report of the Cabinet Member for Children and Adult Services	
Open Report	For Decision
Wards Affected: All	Key Decision: No
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Accountable Divisional Director: Karen Ahmed, Divisional Director of Adult Commissioning	
Accountable Director: Anne Bristow, Corporate Director of Adult & Community Services	
Summary: The Local Account is a published report on the Council's performance and quality of services within Adult Social Care. The purpose of the document is to account to local people on the Council's performance and invite scrutiny and challenge. The draft Local Account 2011/12 at Appendix 1 sets out the Council's assessment of the service during the last year, reflecting on what was done well and the areas where services are thought to still need to improve.	
Recommendation(s) The Cabinet is recommended to approve the Local Account 2011/12 attached at Appendix 1 for publication.	
Reason(s) In the absence of a centralised audit regime for adult social care, it is important that the Council sets out its own view of where adult social care services need to improve, as well as what we do well, so that local residents can engage with our assessment of our performance. The Local Account does this. The feedback from the 2010/2011 Local Account was used to refine this version, which is a fuller, more robust assessment in line with Member and public priorities.	

1. Introduction and Background

- 1.1 On entering office, the Coalition Government changed the way Local Authorities are inspected. The Care Quality Commission maintains a risk-based approach to inspections of the safety of services, leaving councils to account for their overall

performance. In line with the principles of localism, the emphasis was placed on councils being accountable to their residents for their performance.

- 1.2 Responding to these moves, the adult social care sector began development of sector-led improvement, with support from the Department of Health and the Local Government Association. The aim is to build a model by which councils, working together, could present a broadly consistent account of their performance, support each other in identifying weaknesses, and thereby build the reputation and quality of adult social care services nationally. It is recognised that failures in one council impact on the reputation of services nationally, and that, therefore, as well as shining a light on their own performance, all councils have an interest in engaging with their peers to support the wider improvement of the sector.
- 1.3 In 2010, the Government set out guidance for measuring performance, and recommendations that councils produce an annual statement on outcomes and priorities: a Local Account. Although it is not a statutory requirement to produce a Local Account, it is primarily an effort to improve transparency. If local authorities fail to provide an honest, thorough account of the services they provide, government may favour reverting back to a traditional centralised regime of audit and inspection, such as that that currently takes place in Children's services. Through the production of a Local Account, local authorities are able to emphasise the importance of community and citizen involvement in driving improvement over distant bureaucratic inspections.

2. Proposal and Issues

- 2.1 The Adult Social Care Local Account 2011/2012 is attached at Appendix 1, in a draft for Members' review and approval. Members are recommended to approve publication.
- 2.2 The structure of the Local Account is based around the expectations of our services users, which change over the course of their life. For that reason, the Local Account is mainly structured in life stages: early adulthood, middle adulthood and later adulthood. Whilst care needs often differ according to an individual's stage in life, there are common themes which affect people through the ages of their life. Subjects such as safeguarding, supporting carers and working with health services are themes that run throughout the life span of an individual and as such, they are addressed at the beginning of the Local Account. The final section of the Local Account provides information on performance and finance data as well as information on consultations.
- 2.3 The Local Account aims to be honest about the Council's performance and recognise that there are areas where services need to improve. Throughout, the Account provides evidence of what the Council is doing to drive improvement. One of the ways to judge performance is by benchmarking. The Local Account compares the Council's current performance with previous and at times, national performance. Whilst benchmarking is useful, the Local Account is set on local priorities which differ over time and between geographical areas.
- 2.4 The Local Account is a way of opening up information on adult social care. It should foster a conversation between the Council, service providers, commissioners, service users and the public. The Local Account should empower people to

challenge or commend local services as they see fit. The Local Account should promote accountability and engagement; it delivers a clear account of adult social care services which can be disseminated, discussed, challenged and services developed as a result.

3. Options Appraisal

- 3.1 Members have the option to approve (with any amendments) or reject the draft Local Account attached.
- 3.2 As outlined above, approval is recommended as it allows the Council to publish the document into the public domain and to seek views from service users, the public and providers.

4. Consultation

- 4.1 The 2011/12 Local Account has not been subject to external consultation. However, it is proposed that user groups, the Local Involvement Network, voluntary organisations and other partners are now involved in an ongoing conversation about the areas we are highlighting as good performance or in need of development.

5. Financial Implications

Implications completed by: Dawn Calvert, Finance Group Manager

- 5.1 There are no financial implications to preparing and publishing the Local Account with any costs being managed within current resources.

6. Legal Implications

Implications completed by: Shahnaz Patel, Senior Lawyer

- 6.1 There are no specific legal implications that arise from this report at this stage.

7. Other Implications

- 7.1 **Risk Management** - The process of self-directed or sector-led improvement requires an honesty about weaknesses in the Council's adult social care provision, a willingness to acknowledge them publicly and to set in place appropriately challenging and robust actions. The Local Account has been drafted in that spirit, and the proposal to publish before guidance and 'models' have been developed further reinforces that approach.
- 7.2 **Staffing Issues** - The Local Account provides information about staffing, but makes no recommendations that are not being assessed and managed through other mechanisms.
- 7.3 **Customer Impact** - The Local Account will become a critical mechanism for assessing the feedback from service users and setting out how services will respond as a result. It contains information about how services have responded to

individual needs and to the tailored needs of specific groups, most particularly in the sections on Personalisation and Consultation.

- 7.4 **Safeguarding Children & Vulnerable Adults** - Safeguarding vulnerable adults is dealt with comprehensively in the document, most particularly under the 'Keeping People Safe' section on pp. 10-12. In recognising individual needs and the vulnerability of older people in the borough, the subject of protection underpins much of the document.
- 7.5 **Health Issues** - The health of vulnerable adults in receipt of social care services is a key issue described through the Local Account. The document also details the moves that have been made to implement Government health reforms which place the Council more firmly at the heart of efforts to improve the health of the local population. The Local Account raises the need to protect frontline health services and improve the standard of healthcare in the borough.
- 7.6 **Crime and Disorder Issues** - The document deals with a number of initiatives taken during the year in question to improve the safety of vulnerable adults and older people.

Background Papers Used in the Preparation of the Report: None

List of appendices:

- Appendix 1 London Borough of Barking & Dagenham (draft) Adult Social Care Local Account 2011/12