### Title: Local Account 2013/14

#### Report of the Corporate Director of Adult and Community Services

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<th>Open Report</th>
<th>For Information</th>
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#### Summary:

The Local Account is the Council’s statement to the local community and service users about the quality of social care services in Barking and Dagenham.

Our Local Account for 2013/14 has been structured slightly differently to previous years. A main Local Account document has been produced which gives the overview of our performance and spend in adult social care, key highlights of what we did in 2013/14 and our plans for 2014/15. It also contains our statutory complaints report. However, key summaries have also been produced for some of the areas which encompass social care, including learning disabilities, carers, physical disabilities and sensory impairment, mental health and older people.

The Local Account has been published on the Council’s Care and Support Hub website and can be found by visiting: [http://careandsupport.lbbd.gov.uk/localaccount](http://careandsupport.lbbd.gov.uk/localaccount). A questionnaire is also ‘live’ on the website to receive the views of service users, partners and the community about social care services. This feedback will be fed into services and will inform our Local Account for 2014/15.

#### Recommendation(s)

The Health and Adult Services Select Committee is recommended to:

(i) Comment on the Local Account, and raise any questions or concerns that they have with regard to the performance and delivery of outcomes relating to adult social care.

(ii) Encourage residents to fill out the questionnaire on the Care and Support Hub website ([http://careandsupport.lbbd.gov.uk/localaccount](http://careandsupport.lbbd.gov.uk/localaccount)) about adult social care services. This will inform service delivery and will help shape the 2014/15 edition of the Local Account.

#### Reason(s)

The Local Account is the basis of an on-going ‘conversation’ about the quality and future
development of social care services. It is the Council’s way of accounting to the local community for the quality of its services and is an essential component of the performance management system that replaced the Care Quality Commission’s regime of annual audit.

Additionally, the Local Account furthers all three of the Council’s priorities of ‘encouraging civic pride’, ‘enabling social responsibility’ and ‘growing the Borough’. It details how many of our residents have shaped their quality of life, and particularly their care and support, through the utilisation of personal budgets and Personal Assistants. It also details where the Council has performed well and where we need to focus our attention in 2014/15 in order that we:

- Protect the most vulnerable, keeping adults and children healthy and safe;
- Ensure everyone can access good quality healthcare when they need it;
- Develop a local, skilled workforce and improve employment opportunities.

1. Background/Introduction

1.1. When the role of the CQC was redefined and consideration was given to how social care was regulated a decision was taken that there was sufficient maturity in the adult social care sector to move away from the approach of holding an Annual Review Meeting and awarding star ratings to local authorities.

1.2. It was agreed that, in response to representations from the Local Government Association and others, a ‘sector-led approach’ to service improvement would be adopted. Thus putting the onus on adult social care services to lead that agenda at local, regional & national level.

1.3. There are a number of aspects to this work being steered at a national level by the ‘Towards Excellence in Adult Social Care’ (TEASC) Board chaired by the Association of Directors of Social Services (ADASS) and serviced by the Local Government Association (LGA). Its membership also includes (amongst others) the Department of Health (DH), Care Quality Commission (CQC), and the Social Care Institute for Excellence (SCIE).

1.4. The London Social Care Partnership Group also has a group, chaired by Anne Bristow (Corporate Director of Adult and Community Services), which has developed the regional response. Some external challenge is being provided through Chief Executives of London Councils.

1.5. Key points of the approach in London are:

- Participation in a peer review challenge process
- Publication of Local Account
- Participation in the voluntary national quarterly data collection exercise from Q3 2013/14.

1.6. 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. It should promote accountability and
engagement, delivering a clear account of adult social care services which can be disseminated, discussed and challenged, with services being improved as a result.

2. **About the Local Account**

   **Structure**

2.1. This year, the Local Account document has been structured slightly differently to previous years. A main Local Account document has been produced which gives the overview of our performance and spend in social care, key highlights of what we did in 2013/14 and our plans for 2014/15. It also looks at the local and wider national context for adult social care and contains our statutory complaints report.

2.2. Additionally this year, key summaries have also been produced for some of the key areas of adult social care in Barking and Dagenham, including learning disabilities, carers, physical disabilities and sensory impairment, mental health and older people. These summaries give a more comprehensive overview of the services, performance, achievements for 2013/14 and plans for 2014/15 in each of these areas. Crucially, they also provide more information on what residents have told us about social care services in each of these areas.

2.3. The overview document and key summaries are attached to this report in Appendices 1 – 6. However, they can also be found by visiting the Care and Support Hub website at: [http://careandsupport.lbbd.gov.uk/localaccount](http://careandsupport.lbbd.gov.uk/localaccount).

**Highlights from the Local Account**

2.4. The Local Account includes information about some of the successes and important developments in adult social care in Barking & Dagenham during 2013/14. These include:

- Launching our new online source of support and information about social care services, the Care and Support Hub
- The Care Quality Commission inspected Kallar Lodge, Millicent Preston House and 80 Gascoigne Road Residential Care Homes, recognising that they provide good quality, safe services
- Extending hospital social work support to weekends so that people had a better experience when discharged from hospital into social care services
- Distributing grants to over 100 local people so that they could choose and arrange their own minor adaptations to their home when they needed them
- Continuing to raise awareness about safeguarding vulnerable adults to residents and amongst council staff and social care agencies
- Continuing to work closely with local GPs to make sure that health and social care were planned together for those that needed both
- Setting up a Personal Assistant accreditation scheme, so that there is a local ‘quality check’ for this important new part of the social care workforce
- Co-ordinating Older People’s Week, with around 1,100 people taking part
- Opening Relish@BLC, a café which prepares adults with a learning disability for employment opportunities
• Continuing to support new small enterprises, with an innovation fund of around £47,500 to support new prevention initiatives aiming to become self-sustaining

• Commissioning Healthwatch to strengthen the voice of social care users, carers, patients and the public.

2.5. Areas for development for 2014/15 that are highlighted within the text include those that respond to national developments, and those that arise based on improvements and developments needed to local services. They include:

• Getting ourselves ready for the implementation of the new Care Act on 1 April 2015, which will bring major change to how we deliver social care services

• Better promotion of the Care and Support Hub web directory of services, and work to make the information more comprehensive

• The launch of the Joint Assessment and Discharge team, which brings hospital, community health and social care teams into one so that people coming out of hospital get a better service

• Improving our systems for responding to Deprivation of Liberty Safeguard applications (where people are prevented from doing something for their own protection) to meet rising demand

• Continuing our work to make sure that residents, service users and staff all know how to raise safeguarding alerts when they are concerned about someone’s safety or wellbeing in social care services

• Launching our first Market Position Statement, that sets out how we think local services need to develop in order to meet the demands of people using services

• Improving our processes for ensuring the quality of local services, focusing our attention on those that are a concern, and working closely with the Care Quality Commission

• Developing a new Carers’ Strategy, with input from local carers and their support organisations, and work out new ways to deliver services for carers in the future

• Working with HealthWatch to strengthen the voice of social care users, carers, patients and the public, and to make sure their voice gets heard at the Health & Wellbeing Board.

3. Consultation with residents

3.1. The document provides some overview of the feedback received through the service user and carer surveys, and the complaints that the Council has received and responded to.

3.2. This year we also took drafts of the Local Account to the following meetings and events that were held in September and October:

• The Carers Strategy Group

• Learning Disability Carers Forum
3.3. We asked residents and groups to specifically tell us what they thought about the Local Account, anything that they thought was missing and their feedback about adult social care services more generally. This feedback will inform our planning for 2014/15 and has been incorporated into the Local Account ‘key summaries’ where appropriate. A list of the comments that we received during this process can be found on page 23 and 24 of the main Local Account document in Appendix 1.

3.4. This year we have also included a questionnaire at the back of the document and on the Care and Support Hub website. This questionnaire will run ‘live’ until 31 March 2015. The questionnaire will enable us to receive feedback on what residents think about social care services which we can then use to inform service delivery and the next Local Account. Members are asked to encourage residents to fill in this questionnaire. If there are any questions about accessing the questionnaire or the Local Account, please contact Louise Hider, Health and Social Care Integration Manager on 020 8227 2861 or email louise.hider@lbbd.gov.uk.

3.5. It is recognised that we still have some way to go in incorporating the ‘user voice’ within the Local Account. Service user and carer involvement will need to be a key priority for development in the next draft and we are currently looking at innovative ways in which we can involve service users and structure the Local Account itself for the 2014/15 edition. We will also look at how we work with Heathwatch and other service user representative organisations to incorporate feedback into the Local Account 2014/15.

4. Implications

4.1. Financial Implications

There are no significant immediate financial implications arising from the Local Account. No large mailing of hard copies is planned, and such requests for paper copies as are made can be accommodated within existing budgets.

Implications completed by: Roger Hampson, Group Manager, Finance (Adults)

4.2. Legal Implications

The Council is required to issue an annual overview of complaints received, which forms part of the Local Account. Whilst there is no legal requirement to publish a Local Account, it stands in lieu of more assertive performance management by regulators, and lack of a Local Account of suitable quality could be taken into account should formal regulatory intervention be necessary. The report details the preparations the Council is making for the change in adult social care legislation introduced by the Care Act 2014.

Implications completed by: Dawn Pelle, Adult Care Lawyer
5. **List of Appendices:**

Please also note that these documents can be found on the Care and Support Hub website at [http://careandsupport.lbbd.gov.uk/localaccount](http://careandsupport.lbbd.gov.uk/localaccount)

- **Appendix 1:** Barking & Dagenham Adult Social Care Local Account 2013/14: Overview
- **Appendix 2:** Key Summary: Learning disabilities
- **Appendix 3:** Key Summary: Older people
- **Appendix 4:** Key Summary: Mental health
- **Appendix 5:** Key Summary: Physical disabilities and sensory impairments
- **Appendix 6:** Key Summary: Carers