

By: Graham Gibbens, Cabinet Member for Adult Social Care and Public Health

Andrew Ireland, Corporate Director, Families and Social Care

To: Adult Social Care and Public Health Policy Overview and Scrutiny Committee – 10 January 2012

Subject: **LOCAL ACCOUNT 2012**

Classification: Unrestricted

Summary: The Cabinet Member for Adult Social Care and Public Health agreed that Policy Overview & Scrutiny Committee should be briefed on the timetable for the Local Account 2012 development.

FOR DECISION

The Local Account was published for the first time in December 2011.

Introduction

1. (1) The coalition Government has taken a different view to performance management within Councils, reducing the nationally led assessment process and scored judgements, and focussing instead on local performance frameworks which are transparent, evidence better outcomes for people and allow local people to hold their Council to account.

(2) There have been indications that sector and peer led reviews and assessments are likely to be a new way of assessment for Councils, although this thinking has not formally translated into guidance or policy as yet.

(3) In October 2010, "Transparency in outcomes: a framework for quality in adult social care" was published. This document developed the ideas that were published within:

- A vision for adult social care: Capable communities and active citizens
- Think local, act personal: A sector-wide commitment to moving forward with personalisation and community-based support.

(4) The government has consulted on the quality framework, and a response to the consultation was issued on 31 March 2011. The revised framework includes the development of quality standards for social care, a set of performance measures that are to be used for national benchmarking, as well as the introduction of peer reviews, and an annual statement on outcomes and priorities called a **Local Account**.

Policy Context

2. (1) 'Active Lives' sets out a common understanding of our key objectives amongst public, staff, partners and providers, supporting strong partnership working. Our services support the delivery of Kent's medium term plan Bold Steps particularly the key themes of putting the citizen in control and tackling disadvantage.

Content of the Local Account.

3. (1) Transparency, as relates to Local Accounts, has been identified as one of the most important objectives for transforming social care in terms of publishing information, developing relationships between commissioners and providers and enabling people to hold their Council to account. The Government's response to "Transparency in outcomes" stated that it was important because of the way it will be *"Opening up information on adult social care, and fostering a new conversation between service providers, commissioners, and those they serve will together enable a new relationship where accountability is held locally, and citizens feel empowered to challenge – or to commend – local services."*

(2) Local Accounts are proposed to replace the report previously published by the Care Quality Commission.

(3) As the Local Account will allow Councils to self assess and demonstrate its own progress against its own priorities, it is thought that it will contribute to the work that Local Government group is developing around sector-led assessment. This new model expects councils to be held to account the public and publish priorities and progress.

(4) The response to the "Transparency in outcomes" consultation does not set out what a Local Account should look like, on the basis that this will curtail local preferences and response to their own public. Instead, suggestions, including comments from other Councils have concluded that the Local Account could:

- Be adapted locally, and be aligned with other partners: Engagement with citizens could be jointly through the Health and Well being boards.
- Be developed with the involvement of service users and carers
- Be signed off by the local Health watch.
- Include some nationally set data or service information so that comparisons can be made, as well as local data and information.
- Include the views and impact of providers

(5) The consultation response concludes that Councils should test the format and content of a Local Account in 2011-12.

(6) Further guidance sent to Directors of Adult Social Services in July 2011 by the "Promoting Excellence in Councils Adult Social Care Programme Board" recommending that Councils should consider producing a short Local Account during 2011/12, as a way of demonstrating and describing its performance to Local people.

(7) The Board has recommended that:

(a) although the Account is locally determined, it should be person focussed, and aimed at the whole community. User engagement, either through user feedback, or actual engagement in the development of the account should be considered.

(b) In addition, *"Councils also need to consider how they will secure appropriate independent and professional challenge and scrutiny of the quality of the outcomes achieved, for example, via external review of safeguarding practice, user feedback, overview and scrutiny, LINKs/Healthwatch, use of complaints, case file audits and monitoring of external services."*

(c) The Local Account should be produced in 2011/12 and cover the 2010/11 period as a minimum, but ideally a time period more recently. The Account should be published on the Council website, and possibly by the lead Cabinet Member.

(d) The Board recommends that the Local Account should report on the quality of adult social care in the area but it could be useful for Councils to be thinking through the following issues:

- How is the local account citizen/consumer driven?
- How might external challenge of the local account be undertaken in a way which allows an objective perspective?
- How does the local account relate to reporting on health outcomes?
- How does the local account fit with corporate reporting?
- What is the role of the LSP and other Boards, including the Adult Safeguarding Board, in feeding into the local account?
- What will be the role of the Health and Well-being Board (HWB Board) in feeding into the local account? “

Timetable for the future

4. (1) The process this year has been to create a document to be published by the timescale required (attached as appendix 1). Next year, we would like to approach the document differently and consider the following:

- Align the process to the Business Planning timeline
- Incorporate user and carers views
- Create a user and carer working group
- Member involvement

(2) The following timetable has been drafted to incorporate the above:

	Timescale
Agree framework, template and events for engagement with stakeholders: LiNKS Carer groups User groups Voluntary Sector Health	February – April 2012
Consultation with groups	May 2012 – June 2012
First Draft completed	June 2012
Editorial Board – users and carers	July 2012
Final Draft completed	August 2012
Scrutiny of account through: ASCPHPOSC (Policy Overview & Scrutiny Committee) Health Watch Health and Wellbeing Board	September 2012
Publish Account	October 2012

Recommendations

5. Members of the Adult Social Care and Public Health Policy Overview and Scrutiny Committee are asked to NOTE the recommendations for the 2012 version listed in section 4.

Michael Thomas-Sam
(01622) 696116
michael.thomas-sam@kent.gov.uk

Elouisa Matthews
(01622) 696369
elouisa.matthews@kent.gov.uk

Background Information:
FSC DMT report – dated 21 September 2011