

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

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To: Social Care and Public Health Cabinet Committee

9 November 2012

Subject: **DECISION 12/01981 - KENT COUNTY COUNCIL'S ANNUAL REPORT (LOCAL ACCOUNT) ON ADULT SOCIAL CARE FOR APRIL 2011 TO MARCH 2012**

Classification: Unrestricted

Summary: The Cabinet Committee is invited to comment on the draft Local Account document prior to the Cabinet Member for Adult Social Care and Public Health taking a decision in December 2012.

One of the underpinning principles of the sector-led improvement programme in adult social care is stronger accountability by using increased transparency to promote improvement in services.

One of the key issues is finding meaningful ways of engaging and reporting back to Kent residents about the performance adult social care.

The Towards Excellence in Adult Social Care Programme Board proposed to Directors that the publication of an annual Local Account could be one means of achieving this.

It should be noted that the production of Local Accounts is not mandatory and the Programme Board does not stipulate the format, structure and content of Local Accounts, it considers these to be matters for local discretion.

FOR COMMENT

Introduction

1. (1) The Government's approach to the assessment of adult social care performance has changed in recent years. With the withdrawal of the Care Quality Commission (CQC) as the independent assessor of Council performance, there is now more emphasis on the requirement for councils to develop local performance reports and explain how they have performed to local residents. The Local Account has emerged as standard feature of the new local accountability framework.

(2) The Department of Health published a revised Adult Social Care Outcomes Framework (ASCOF) in March 2012 which contained a number of revised national performance indicators. The changes were agreed between the Department of Health, the Association of Directors of Adult Social Services (ADASS) and the Local Government Association (LGA).

(3) The revised Framework includes the outcome domains as measures of quality 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.

(4) Kent County Council published its first ever Local Account report in December 2011. The attached draft document (Appendix 1), which is under consideration is to be taken forward under the KCC's Key Decision procedures and after due process it will be agreed by the Cabinet Member for Adult Social Care and Public Health.

Policy Context

2. (1) The ASCOF has been developed for national benchmarking and local use and it is not used as a means of judging Councils. It is therefore a matter for councils to set their own local priorities, informed by the ASCOF, Joint Strategic Needs Assessments and Health and Wellbeing Strategy and ask partners and the public to hold them to account. The clear expectation is performance management will be a local responsibility for councils to determine, in partnership with other organisations and the local resident.

(2) All the same, the ASCOF should inform the development of Local Accounts, which councils should use to set out their priorities and progress to residents, supporting local accountability. Local Accounts are a key mechanism to enable local people to hold their councils to account for their performance, and the outcomes they deliver.

(3) One of the underpinning principles of the sector-led improvement programme in adult social care is stronger accountability by using increased transparency to promote improvement in services. One of the key issues is finding meaningful ways of engaging with and reporting back to Kent residents about the performance of adult social care. The development of Local Accounts is not mandatory and the Programme Board does not stipulate the format, structure and content of Local Accounts, it considers these to be matters for local discretion.

(4) Bold Steps for Kent along with the Adult Social Care Transformation Programme define the core objectives of Adult Social Care in Kent. The activities of the Families and Social Care support the delivery of objectives outlined in the Medium Term Financial Plan.

Development and content of the Kent Local Account

3. (1) The national Towards Excellence in Adult Social Care Programme Board has raised some key issues that councils should consider when developing Local Accounts. In terms of the content of Local Accounts, The Board has suggested that councils may wish consider:

- user and public engagement could be highlighted in any report back to councils, as could equalities and diversity issues;

- the need for robust self-assessment and external/peer challenge was generally; accepted in order to boost public confidence in services and in the Local Accounts themselves;
- consider how far related council services, for example, housing and employment, and partner services, especially the NHS, should be included in order to give a fuller picture;
- The role of elected members in the production and promotion of Local Accounts could be further strengthened.

(2) The development of the 2011/2012 Local Account has been informed by public engagement exercise and it involved service users, carers, representatives of the LiNK. The main purpose for holding the engagement event was to find out about the type of information that the general public would find meaningful in order to make their assessment of the performance of adult social care in Kent.

(3) The document has been structured using the main vision statements in the Caring for our future; reforming care and support White Paper. The main sections of the Local Account document which provides the narrative on performance are:

- Theme 1: I am supported to maintain independence for as long as possible;
- Theme 2: I understand how my care and support works and what my entitlement and responsibilities are;
- Theme 3: I am happy with the quality of my care and support;
- Theme 4: I know the person giving me care will treat me with dignity and respect;
- Theme 5: I am in control of my care and support;
- Theme 6: I am supported as a carer.

(4) Each of the above theme is divided into three sections. There is a brief narrative of what the particular theme covers, i.e. a short definition.

- The first section provides a brief narrative under 'how did we do?', that is how adult social care performed in the year. The information provided has previously been reported to KCC Members as part of the usual performance monitoring and is already in the public domain;
- The section of the theme deals with 'what did you tell us'. This is largely based on survey information gathered in the course of the year;
- The third section of the theme considers 'what we are planning to do next year in 2012/2013'.

Recommendations

4. (1) Members of the Cabinet Committee are asked to note the contents of this report and comment on the draft document.

(2) Note that the Cabinet Member for Adult Social Care and Public Health will take a decision in December 2012 to approve KCC Annual Report (Local Account) on Adult Social Care for April 2011 and March 2012.

Appendix

Appendix 1: Kent County Council's Annual Report (Local Account) on Adult Social Care for April 2011 to March 2012.

Background Documents

The 2012/13 Adult Social Outcomes Framework, Department of Health, 30 March 2012.

Caring for our future: reforming care and support White Paper, Department of Health, 11 July 2012.

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