

CHESHIRE EAST COUNCIL

Committee – Adult Social Care Scrutiny

Date of Meeting: 22 November 2011
Report of: Children, Families and Adults Directorate
Subject/Title: Progress Report on the Adults Local Account

1.0 Report Summary

1.1 This report is an update to the report received by this committee on the 10th March 2011 and to inform the committee on progress with the production of the Local Account for Adults who are in receipt or may require Social Care Intervention.

1.2 Background

The Government announced changes to the way that council adult social care services are assessed. Previously, councils were assessed each year by the Care Quality Commission (CQC) and through the council's performance against a list of national targets (the National Indicator Set) published annually. Both the Annual Performance Assessment by the CQC and the National Indicator Set are to end.

In their place, the government has put forward the following:

Local Account

This would be a document published by the council on how it believes it has made progress on achieving its goals for adult social care over the past year.

Outcome Measures

These will be published nationally each year on how each council has performed against a number of different measures so that both councils and local people can compare progress on outcomes that are being achieved. These would also be published within the Local Account.

The aim of the Local Account is to support transparency at a local level by providing a means for councils and citizens to scrutinise progress against priorities and outcomes achieved.

1.3 Local Account Progress Update November 2011

Awareness Raising

The Government proposals on Local Accounts have been presented to Senior Managers within the former Adults Directorate. Presentations have been made to the

(pre 2011 election) Overview and Scrutiny Committee, awareness sessions have been held with Cheshire East Local Involvement Network (LiNK) and the Cheshire East Fifty Plus Network (a community organisation that promotes the welfare and interests of people over the age of 50 in Cheshire East, previously known as the Older People's Network).

CEC Approach

We have a 'Local Account Steering Group' to oversee the development of the Local Account. Membership is drawn from various teams: Adults Performance; Communications; Individual Commissioning; Consultation and Participation; and Contracts. External participation includes attendance by Cheshire East LiNK, Fifty Plus Network and Central and Eastern Cheshire Primary Care Trust (PCT).

The Steering Group agreed that, since the Local Account is intended as a document local people can use to hold the Council to Account, it should reflect their priorities and be in a format that is meaningful to them. The Steering Group developed a questionnaire to ascertain local people and Service Users views; this is currently live on the 'Survey Monkey' website. There are two versions of the survey; one is designed for completion by individuals, the other for organisations including: Voluntary Community and Faith Sector, User Representative Groups and Equality Groups (please refer to Appendix 1 for copies of the survey questions). We hope that through their awareness and involvement they will be also be able to encourage participation in the survey for local people.

Prior to developing the consultation/survey work, the group carried out a review of recent consultation exercises and events to establish general themes on what people value about services and the quality aspects that is most important to them.

The intention is that this research and consultation work will provide the framework for the local account. The final document will be developed by the Steering Group and will be shared with Senior Managers, Council Members, partner bodies and the local HealthWatch/LiNK for their input and comment. We shall also seek sign off from the Health & Well Being Board, the Transparency in Outcomes paper recommends sign off by the Health & Wellbeing Board.

Format of Published Document

The format of the document has not been decided. We will gather views on what format people would find the most useful and user-friendly from the survey work. The various organisations may also help to point us to best practice examples that they have used. We have also included a question within the survey on how people prefer to be told about how services are progressing e.g. report, newsletter, social networking sites, public meeting, road shows etc. The member of the Steering Group from the Communications team will advise on communications and publication.

Timetable

We have encountered some slippage but are hopeful that we will be in a position to publish the first Local Account in September 2012. The following is a general guide to the time frames of the various phases involved:-

Phase 3 – Consultation survey / events: Oct 2011 – Feb 2012

Phase 4 – Draft Framework for Local Account: Mar – May 2012

Phase 5 – Production and Publication of First Local Account: April 2012 – July 2012 (possibly Sept 2012 due to summer holiday period).

Costs of Awareness and Production of the first Local Account

There will be a small amount of costs involved in preparing for the development of a local account the cost of the poster design and production approximately £388.

Going forward there will be ongoing costs associated with the production of the Local Account a more detailed costing report will be produced at the end of year one, this will include hidden staffing costs and material costs.

National Update

There has been very little information available from the centre, the original Transparency in Outcomes response document had promised some guidance as to what a Local Account should look like, and this has not been forthcoming. Very recently a letter from the Association of Directors of Adult Social Services (ADASS) and the Local Government Group (LGG) outlined some ideas for inclusion; fortunately Cheshire East Council had considered most of the suggestions made by ADASS. An event was held in October by the Social Services Research Group (SSRG). A regional forum of local authority Adult Social Care performance leads, is established.

Many of the NWPL group are encountering difficulties in identifying resources to produce a Local Account. North West ADASS recently expressed concerns that the region appeared not to be working to produce local accounts, this prompted the North West Performance Leads to ask authorities to complete a small questionnaire detailing where each authority is up to and what their Local Account may contain. Mike Harradine from Stockport Council will speak to this at the next North West ADASS meeting.

2.0 Recommendation

- 2.1 That the Adult Social Care Scrutiny note progress on the Local Account development.
- 2.2 That the Adult Social Care Scrutiny identify when a further progress report will be required.

3.0 Reasons for Recommendations

3.1 The Local Account is designed to be the window to our service and give the citizens of Cheshire East a say in how their social care service is shaped; it is a mechanism to monitor CEC performance in a way which increases awareness and insight leading to increased satisfaction and transparency.

4.0 Wards and Local Ward Members Affected

- 4.1 ALL

5.0 Policy Implications

- 5.1 The Local Account will support Corporate Objective 5 of the Corporate Plan: “Being an excellent Council and working with others – to deliver for Cheshire East”. It will provide transparency and accountability to residents on performance of adult social care and demonstrate progress on joint working arrangements. The Local Account will also help to demonstrate progress against a number of the priorities for action detailed in the Sustainable Communities Strategy and in particular priority action 6: ‘Prepare for an increasingly older population’

6.0 Financial Implications

- 6.1 A modest budget has been identified for the production and dissemination of the Local Account for 12/13 which will be met from within the services budget.

7.0 Legal Implications

- 7.1 The Local Account proposals are not currently part of any legislation.

8.0 Risk Management

- 8.1 Risk management will be overseen by the Local Account Steering Group. The main risk identified is that the Local Account is not seen as a credible document by residents. The engagement process with residents and representative organisations to develop the Local Account will help to mitigate against such a risk with the intention that the content then reflects the themes and priorities raised by them.

9.0 Background and Options

- 9.1 The details of the initial government proposals were presented to the Scrutiny Committee meeting of 10th March 2011. The Department of Health published its formal response to the consultation on proposals on 31st March 2011. In the response no further guidance was included on Local Accounts other than to confirm the proposals already published. It stated that ADASS and the Local Government Group (LGG) would be taking this forward to identify potential good practice as part of their work on the wider sector-led improvement model. The local implementation for Cheshire East to date is detailed under section 1.0 above.

10.0 Access to Information

- 10.1 The Government proposals on Local Accounts and Outcome Measures are part of the Department of Health consultation document ‘Transparency in Outcomes: a framework for adult social care’:

http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_121509

The government response to the consultation on Local Account and Outcome Measure was published on 31 March 2011 in the Department of Health document 'Transparency in outcomes: a framework for quality in adult social care - response to consultation':

http://www.dh.gov.uk/en/Consultations/Responsestoconsultations/DH_125464

The Local Account surveys are loaded onto the 'Survey Monkey' website. Links to the surveys are available on the Consultations page of the Cheshire East website.

Survey for individuals:

<https://www.surveymonkey.com/s/LocalAccountSurveyIndividuals>

Survey for organisations:

<https://www.surveymonkey.com/s/LocalAccountSurveyOrganisations>

The Cheshire East Corporate Plan is available via the Cheshire East website:

http://www.cheshireeast.gov.uk/council_and_democracy/your_council/how_the_council_works/corporate_plan.aspx

The Cheshire East Sustainable Communities Strategy 'Ambition for All' is available via the Cheshire East website:

http://www.cheshireeast.gov.uk/community_and_living/local_strategic_partnership/sustainable_community_strategy.aspx

Appendix 1



Cheshire East Report
Template revised jar

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