

CHESHIRE EAST COUNCIL

Committee – Adult Social Care Scrutiny

Date of Meeting: 15 March 2012
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 22nd November 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 March 2012:

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. There were three main ways that views of local people were collected:

- A specific Local Account question within the Annual Adult Social Care Survey asking people what they thought was most important about adult social care.
- A questionnaire on what things we should include within the Local Account and how these should be best measured and presented. There were two versions of the questionnaire; one designed for completion by individuals, the other for organisations including: Voluntary Community and Faith Sector, User Representative Groups and Equality Groups.
- Focus group work and face-to-face interviews with service users and carers which asked people about what adult social care should be striving for and specific questions about what the Local Account structure, content, format and distribution should be.

Recommendations for the content, structure and format of the Local Account

The Local Account Steering Group have now considered the results from the engagement exercise and have put forward the proposed recommendations on the content, structure and format of the Local Account based on this feedback. The proposed recommendations can be found in Appendix 1.

Timetable

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

Phase 4 – Draft Framework for Local Account: March 2012 – April 2012

Phase 5 – Production and Publication of First Local Account: April 2012 – July 2012

National Update

All authorities are currently working on their Local Accounts for 2011/12. National support and sharing of good practice on Local Accounts will be part of the 'Towards Excellence in Councils' Adult Social Care' programme led by the Local Government Group (LGG) and the Association of Directors of Adult Social Services (ADASS).

Sharing and updating on development of Local Accounts has also been undertaken on a regional basis through the North West Performance Leads (NWPL) forum which also feeds in to ADASS North West.

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 in 2012/13 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 reflects the themes and priorities raised by them. Making the Local Account part of an ongoing process of transparency and accountability rather than just being an annual document will also help to reduce this risk.

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 and an update on progress was presented at the meeting of 22nd November 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

Appendix 1



Appendix 1 Local
Account Recommend:

Name: Dave Caldwell
Designation: Senior Information Manager
Tel No: 01270 686287
Email: david.caldwell@cheshireeast.gov.uk

