

NORTH YORKSHIRE COUNTY COUNCIL

CARE AND INDEPENDENCE OVERVIEW AND SCRUTINY COMMITTEE

4th July 2013

Local Account for Adult Social Care Services 2012/13

Report of the Corporate Director – Health and Adult Services

1.0 Purpose of Report

- 1.1. To give Members of the Overview and Scrutiny Committee an overview of the production of the 2012/13 Local Account.

2.0 BACKGROUND

- 2.1 The 2012/13 Local Account is the third Local Account to be considered by members of the Overview and Scrutiny Committee. The outcomes of the 2011/12 account were considered in August 2012, just prior to its publication on the council's web site.
- 2.2 The Local Account process replaces the Annual Performance Assessment (APA) which was carried out by the Care Quality Commission (CQC) which was abolished by the current Government as part of its "Removing the Burdens" strategy in November 2010.
- 2.3 There is no formal requirement to present the Local Account to any of the Council's committees; however the Local Account is now the only way in which the performance of the Council's Adult Social Care function is reported publicly. The National Achieving Excellence in Social Care Board considers the presentation of a Local Account to a meeting of the Councils' Executive in particular to be best practice.
- 2.4 The Local Account is seen as an essential part of the sector-led improvement (SLI) initiative which is supported by both the Government and the Association of Directors of Adult Social Services (ADASS). The initiative allows Councils to self-manage their continual improvement and to be able to offer mutual support to those councils which are seen to be under performing.

In accordance with the Government's "Removing the Burdens" initiative there is now no overall external performance assessment of Adult Social Care Services by the health and social care regulator, the Care Quality Commission (CQC).

- 2.5 Since the publication of the first Local Account in January 2012, the SLI initiative has been considerably developed within the region. The Yorkshire and Humberside ADASS has developed a five stage approach to sector-led improvement including the sharing of Local Accounts within a common deadline. All Councils within the region

have made a commitment to this approach and will ensure that it is proportionate and provides a robust performance challenge. A key element of this approach is a programme of peer and thematic reviews carried out by partner Councils so that best practice can be shared. North Yorkshire County Council is working closely with Councils in the region to develop this programme and will continue to play an active part in this improvement initiative.

3.0 ISSUES

- 3.1 The principle behind the Local Account process is that it provides the public with both a backward look (which for the current local account will be a review of performance in 2012/13) and also a forward look in terms of the council's priorities for 2013/14 and beyond.

The 2011/12 Local Account (appendix 1) also maintained this forward and backward view but was also set in the context of the vision set out in the Care and Support White Paper - Caring for our Future.

The White Paper can be summed up by the following two vision statements:

- To promote people's independence and well-being by enabling them to prevent and postpone the need for care and support.
- To transform people's experience of care and support, putting them in control and ensuring that services respond to what they want.

In the future the Government expects people to be able to say:

- "I am supported to maintain my independence for as long as possible";
- "I understand how care and support works and what my entitlements are";
- "I am happy with the quality of my care and support";
- "I know that the person giving me care and support will treat me with dignity and respect";
- "I am in control of my care and support".

The 2011/12 Local Account used the above five statements to reflect work undertaken in 2011/12. It has been agreed that the same format will be used for the 2012/13 Local Account.

- 3.2 The Local Account also shows how the Council has demonstrated progress in the four domains and indicators in the Adult Social Care Transparency in Outcomes Framework (ASCOF). The domains are:

- Domain 1: Enhancing quality of life for people with care and support needs;
- Domain 2: Delaying and reducing the need for care and support;
- Domain 3: Ensuring that people have a positive experience of care and support;
- Domain 4: Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm.

- 3.3 Work is already well advanced on producing the 2012/13 Local Account. As part of the 2012 SLI process, all councils in Yorkshire and Humberside region agreed that publication of this year's account should take place no later than the 30th September 2013.
- 3.4 The 2011/12 Local Account was the first Local Account to be fully considered under the SLI process which included an independent review of North Yorkshire's Local Account, benchmarking of performance with others in the region, a mystery shopper exercise and a regional event to share information and best practice.

Feedback from the initial stages of the SLI process for 2011/12 highlighted a good overall level of performance with many areas of strength. The process also confirmed that in a small number of areas improvements could be made. These have been considered and action plans put in place to improve outcomes for the people of North Yorkshire. It is pleasing to note that the regional group considered North Yorkshire's Local Account to be the best overall in Yorkshire and Humberside.

- 3.5 One of the areas highlighted in the production of the 2011/12 Local Account was increasing the engagement with and feedback from members of the public. Up to May 2013 there have been 299 views of the Local Account on the website, of these 191 have been from external users. Officers have visited both the Older People's and Learning Disabilities Partnership Boards to listen to their views on the 2011/12 Local Account and how it can be improved. A number of written comments have been received from members of the public. Finally, all Parish Councils have been sent an electronic questionnaire and poster asking for comments on the 2011/12 account and how to improve the account for coming years.

4.0 PERFORMANCE IMPLICATIONS

- 4.1 The Local Account is now the way the Council reports the performance of its Adult Social Care Services to the public. It is the main way in which local people and communities in North Yorkshire can hold the Council to account for the performance of its Adult Social Care Services. The Council will provide further information following the publication of the Local Account should it be requested by the public.

5.0 FINANCIAL IMPLICATIONS

- 5.1 In considering this year's and future years' budgets, Members' attention is drawn to the implications on performance of any final decisions made by the Council in its Medium Term Financial Strategy.

6.0 LEGAL IMPLICATIONS

- 6.1 Although the production of a Local Account is not a statutory requirement, the Department of Health (DoH) has requested that Councils with

Adult Social Services Responsibilities publish an annual Local Account. We have agreed with our regional ADASS partners to publish our Local Account by the end of September 2013.

7.0 EQUALITIES IMPLICATIONS

- 7.1 The DoH is recommending that Local Accounts are placed on Councils' website and that they are published in an accessible way for disabled people. An "Easy Read" version was produced for the previous Local Accounts and this will be repeated for this year's Local Account.

8.0 Recommendations

- 8.1 The Care and Independence Overview Scrutiny Committee is asked to:
- i. Note and give comments on the production of the 2012/13 Local Account.
 - ii. Note the work currently been undertaken on the ADASS regional sector-led improvement initiative.
 - iii. Note the positive contribution by all staff and managers in continuing to maintain the high level of service and performance improvements in the context of the Council's key objective: that affordable, high quality and safe care is provided.
 - iv. To receive a report on the completed 2012/13 Local Account at a future meeting.

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July 2013
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APPENDICES:

1. Local Account 2011/12