

NORTH YORKSHIRE COUNTY COUNCIL

CARE AND INDEPENDENCE OVERVIEW AND SCRUTINY COMMITTEE

2 October 2014Local Account for Adult Social Care Services 2013/14

Report of the Corporate Director – Health and Adult Services

1.0 Purpose of Report

- 1.1. To report to the Members of the Care and Independence Overview and Scrutiny Committee regarding the contents of the 2013/14 Local Account in respect of the performance of the Adult Social Care Service (included as Appendix 1) and to ask for their comments.

2.0 BACKGROUND

- 2.1 A draft version of the Local Account was presented to Group Spokespersons following their mid-cycle briefing on 4 September 2014 this gave Members the opportunity to comment on the 2013/14 Local Account.
- 2.2 The Local Account is seen as an essential part of the sector-led performance assessment framework for Adult Social Care Services. 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). The Local Account continues to be regarded nationally as an important way in which people and local communities hold local authorities to account and demonstrate how services have improved.
- 2.3 There is no formal requirement to present the Local Account to its 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 Since the publication of the first Local Account in January 2012, the sector-led improvement initiative has been considerably developed within the region. The Yorkshire and Humberside Association of Directors of Adult Social Services (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 both 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. Feedback from the 2012/13 peer challenge exercise was that the North Yorkshire Local Account was readable, had a balanced view of the directorate's performance and made good use of case studies. Comments made by Mr Jon Rouse Director General Social Care concluded that the North Yorkshire Local Account for 2012/13 was one of the best examples he had seen.

3.0 ISSUES

- 3.1 One of the prime purposes of the Local Account is to act as a mechanism by which the public can comment on the directorate's performance and on its future direction of travel. In order to assure ease of access to the Local Account, it was made available on the NYCC website. Within the Local Account there was a dedicated page which contained a postal address, a central e-mail address and a telephone number to encourage people to provide feedback.

Between November 2013 and August 2014, the NYCC website received 608 hits from members of the public. There was no other contact made through other channels which were available.

We believe that feedback from our peers, members and other interested parties provides a clear indication that we are working towards the right priorities for North Yorkshire and the areas where we can improve the next Local Account document based on the general comments received from all responders.

- 3.2 The Local Account provides both a backward look (which sets out its review of performance in 2013/14) and also a forward look in terms of 2014/15 and beyond. It reflects the vision set out in the Care Act. The fundamentals of the Care Act 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".

In this Local Account we have used the above five statements to reflect on our work in 2013/14 and what our plans are for 2014/15.

3.3 The first tranche of Local Accounts were seen as contributing to innovation and as a learning process for best practice. Whilst it remains the case that there is no national prescription in either the process or the format of producing a Local Account, the North Yorkshire Local Account has adopted best practice regionally. Future editions of the Local Account regionally will be increasingly developed as a focus for engaging with local communities so that their involvement helps to shape and improve future services. The Association of Directors of Adult Social Services (ADASS) and Towards Excellence in Adult Social Care (TEASC) both see the publication of Local Accounts as an indication that Councils are engaged in the Sector-Led Improvement process and allows members of the public the opportunity to comment on and challenge Council services.

3.4 North Yorkshire's Local Account highlights many achievements in 2013/14, particularly:

- The opening of the two new centres in Selby and Scarborough for people with complex needs and their carers. Both centres provide modern facilities for day time activities.
- The ongoing success of Extra Care Housing Schemes around the County. In Thirsk, the first phase of a new scheme has recently opened with plans to open a further scheme in Settle later this year. There are a further 12 schemes in the pipeline programme and plans to develop a further 29 with a nominated partner.
- The Public Health team are developing a distinctive health agenda for the people of North Yorkshire. A key aspect of this is a focus on prevention and community resilience.
- The continued delivery of high performing services, delivering significant savings and within budget allocation.

The Local Account also highlights the Council's future priorities and challenges. They include:

- The numerous challenges for the Council and its partners in developing a local response to the Care Act that works for North Yorkshire's large and predominantly rural geography;
- The need to work more closely with our Health partners to provide services in an integrated way;
- Continuing to modernise our existing services and exploring new ways of meeting people's needs to ensure that people remain independent but have access to support when they need it;
- Continuing to deliver good quality services within budget through ambitious programmes such as North Yorkshire 2020 and the Better Care Fund.

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.

5.0 FINANCIAL IMPLICATIONS

5.1 The costs of producing the Local Account are modest and contained within existing Directorate resources.

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 (CASSR's) publish an annual Local Account.

7.0 EQUALITIES IMPLICATIONS

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

7.2 As in 3.1 above, the main access to previous Local Accounts has been via the Council's website. In addition, a small number of copies were printed for distribution to Members and placing in Libraries. Consideration is being given to publish this year's Local Account in electronic format only. Printed copies would be provided on request. Members' views are sought on this proposal.

8.0 Recommendations

8.1 The Care and Independence Overview Scrutiny Committee is asked to:

- i. Note and give comments on the content of the Local Account.
- ii. Consider publishing the Local Account as an electronic document only.
- 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.

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APPENDICES:

1. Local Account 2013/14