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| MEETING: | CABINET |
| MEETING DATE: | 13 November 2014 |
| TITLE OF REPORT: | Local Account 2013/14 |
| REPORT BY: | Director Adults & Wellbeing |

Classification

Open

Key Decision

This is not a key decision.

Wards Affected

County-wide

Purpose

To approve publication of the Local Account of Adult Social Care and Support 2013/14

Recommendation(s)

THAT:

- (a) **Cabinet approve the publication of the Local Account as attached at Appendix 1.**

Alternative options

- 1 It is a Department of Health requirement that a Local Account be published. It would be possible to change the content and presentation but the draft complies with best practice guidance.

Reasons for recommendations

- 2 The reasons to approve the Local Account as attached are that:-
- a. it meets the Department of Health's requirements
 - b. the content and layout reflect best practice recommendations from the regional Association of Directors of Adult Social Service (ADASS)

Key considerations

- 3 All councils with a remit for adult social care are required by government to produce an annual local account of services. This relates to the replacement of the role of the regulator, the Care Quality Commission (CQC) in assessing council performance by a lighter-touch approach, which emphasises local accountability and sector and peer-led assessment. A peer challenge of adult social care was undertaken in June 2014 with the recommendations and action plan published and reviewed by Cabinet in October 2014.
- 4 The purpose of local accounts is twofold; to communicate with and promote accountability to the local community, and to support benchmarking, peer review and sector led improvement.
- 5 National guidance leaves the format and content to be determined locally. The approach agreed for Herefordshire is to address the challenges and requirements by:-
 - a. Producing the document as a web based PDF, available online but easy to print off hard copies;
 - b. Having a tone and style aimed at citizen audience;
 - c. Having the comprehensive underpinning data published separately and referenced, interwoven and analysed throughout the account. (e.g. statutory returns, user and carer surveys, complaints reports, CQC reports on providers, national census data)
 - d. Being balanced and therefore credible– good news **and** bad news, both in context and evidence based
 - e. Giving the context of national policy, financial challenges and the range of organisations that deliver social care
 - f. Having a structure based on the national performance framework (Adults Social Care Outcome Framework)
 - g. Consulting and involving a range of stakeholders during the production

Community impact

- 6 The final document and the process of producing it is an important element in ensuring local authorities make themselves accountable to their local communities.

The local account specifically gives a true and fair outline of key issues and performance to a general reader and reflects and refers to the detailed evidence available on the council's "Facts and Figures" webpages and in the wider public domain. The document will signpost people with detailed interest to the underlying

evidence base

Equality and human rights

- 7 The local account identifies how we support our vulnerable people with a range of tailored services.

Financial implications

- 8 There are no financial implications

Legal implications

- 9 All councils with a remit for adult social care are required by government to produce an annual local account of services. Local accounts are referred to in the Department of Health's "Transparency in Outcomes: a framework for adult social care" consultation paper (November 2010) in the context of localism and transparency, and in the subsequent Adult Social Care Outcomes Framework published in March 2011.

This guidance leaves format and content to be determined locally.

The attached local account fulfils this requirement.

Risk management

- 10 The proposal does not contain any specific / direct risk management implications

Consultees

- 11 During the production of this Local Account we have engaged with service users to include their opinions on service provision and some of these are included within our case studies within the report. Much of the content of the account is based on our annual survey of social care users and also the opinions of residential and nursing care service users, through the quality and review team survey. The Local Account will also be shared with the Making It Real board, and in future will be co-produced with members of this board as we develop and improve our engagement programme.

Appendices

Appendix 1 – Local Account 2013/14

Background papers

None identified.