

**Decision Session – Cabinet Member for  
Health, Housing and Adult Social Services**

**20 December 2011**

Report of the Director of Adults, Children and Education

**The Local Account for Adult Social Care 2011**

**Summary**

1. This report introduces the Local Account for Adult Social Care 2011. The Cabinet Member is asked to:
  - a. Comment on the content of the Local Account ahead of its publication in December 2011.
  - b. Note the performance and improvements described in the Local Account for 2010/2011 information.
  - c. Note the areas for development and improvement for the coming year.
  - d. Approve the Local Account for general publication on the council website.

**Background**

2. As of 2011/12, the Care Quality Commission (CQC) has stopped its regulatory assessment of councils and resultant Annual Performance Assessment, with councils moving instead to a more sector-led assessment process.
3. The Department of Health Document, *Transparency in outcomes: a framework for adult social care* establishes the concept of a Local Account created by councils to describe quality and outcomes in Adult Social Care.
4. The *Promoting Excellence in Councils' Adults Social Care Programme Board*, which is made up of representatives from ADASS, Local Government Group, CQC and the Department of

Health, has requested that all councils consider producing a Local Account for Adults Social Care by December 2011.

5. While the content and format of the Local Account is not defined, The Department of Health Document, *Transparency in outcomes* outlines that Local Account are expected to be comprehensive, and contain enough relevant detail, so that service users and members of the public see the evidence and data where they wish. It also aims to be accessible enough to allow service users, carers and the wider public to comment on our plans and priorities.
6. Upon approval by Cabinet, The Local Account for 2011 will be made available through the council website in this comprehensive version, with printed copies being made available on request. There will also be an Easy Read version, and a shorter summary, both available online to promote accessibility.

### **Council Plan 2011-2015**

7. The content of the Local Account has direct links to the priorities established to protect vulnerable people in the council plan for 2011-15; specifically in its establishment of local priorities in support of:
  - improving care facilities to support people with specialist needs
  - investment in services to support people in the community, including telecare and reablement provision
  - safeguarding adults
  - promoting independence through individual budgets

### **Implications**

#### **Equalities**

8. The Local Account has to be accessible and as such advice and guidance in the production of an easy read version of the document will be sought through equality officers.

#### **Other**

9. There are no implications relating to financial, HR, ITT, crime and disorder, property or legal issues arising from this report.

## Recommendations

10. The Cabinet Member is asked to:
  - a. Note the performance and improvements described in the Local Account for 2010/2011 information.
  - b. Note the areas for development and improvement for the coming year.
  - c. Approve the Local Account, with any relevant changes, for general publication on the council website.
  - d. Endorse the Priority Actions arising from the Local account summarised in Section 5.1 of Annex 1 - Local Account City of York Council 2011. Namely:
    - to enable self funders to access financial advice through CYC by January 2012.
    - undertake a flexible carers support scheme grant survey and a carers' survey to look at the best way of distributing funds to make the most impact on carers' lives and wellbeing.
    - further promote self assessments for adult social care customers.
    - to promote personal budgets and proactively discuss the financial options with customer right from the first contact.
    - to improve our systems to help deliver information and advice about self directed support.
    - to make Quality Assurance reports available to all on request, in an appropriate format and to circulate to survey responders, prospective residents/relatives, customers and other professionals.
    - to carry out a survey of customers of our assessment and personalisation service in 2012 to obtain feedback on their experience and quality of: personalised support, assessment and support planning, individual budgets, self assessment, achievement of desired outcomes.
    - to extend links into the voluntary sector especially for people who will not require formal ongoing support, to minimise social isolation and encourage continued independence.

- to work to reduce the levels of delayed transfers of care from hospital in the city from 2010-11 rates.
- to support the development of community health capacity to deliver 'step down' care and make links to ensure this works in partnership with our reablement service.
- increase the capacity of our reablement service through a tender exercise with the independent sector.
- to develop "quality champions" within the services, to secure ownership of quality and to facilitate the sharing of good practice between teams.
- to undertake a Carers' Survey which will provide benchmarking for the national survey in 2013.
- carry out a survey of relatives who are willing to talk to us about their relative's end of life care within the council's residential care homes as part of the 2012/13 quality assurance programme.
- to carry out activity arising from the consultation on the proposed major changes in our residential care homes will drive our transformation programme.
- establish a stand alone safeguarding adults team with staff members whose dedicated role is to investigate abuse.
- develop an agreed safeguarding pathway with our providers to ensure all safeguarding referrals are dealt with in a consistent manner.
- continue to improve our safeguarding processes, including learning from safeguarding children's services, to provide better guidance to those investigating alleged abuse and those managing these cases.
- to undertake work through York Safeguarding Adults Board to develop a "York picture" to inform safeguarding priorities for partners across the city.

Reason: Approval by the Cabinet Member will enable ACE to meet its commitment to the Promoting Excellence in Councils' Adults Social Care Programme Board, in producing a Local Account in December 2011.

## Contact Details

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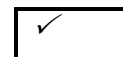
**Chief Officer Responsible for the report:**

Peter Dwyer  
Director of Adults, Children and Education

**Report Approved**  **Date** 07.12.11

**Wards Affected:**

**All**



**For further information please contact the author of the report**

### Annexes

Annex 1 - Local Account City of York Council 2011

Annex 2 - Local Account Graphs & Analysis 2011