

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

12 December 2012

Report of the Director of Adults, Children and Education

Local Account for Adult Social Care 2012

Summary

1. This report introduces the contents of the City of York's Local Account for Adult Social Care 2013 (Annex 1).
2. This is the second annual Local Account which has been created to describe the performance of Adults Social Care Services in the city.
3. The Cabinet Member is asked to:
 - i. note the performance and priorities in the Local Account 2012
 - ii. approve the Local Account, with any relevant changes, for general publication

Background

4. In 2010 the government introduced the '*Reducing the Burden*' initiative, and as part of this the requirement for local authorities to be judged under a formal Annual Performance Assessment by the Care Quality Commission (CQC) was removed.
5. The Department of Health publication 'Transparency in Outcomes – A Framework for Adult Social Care' recommended the creation of a public facing local account document as a way of highlighting performance in councils, and allowing the public to hold the local authority to account for its performance in adults social care.
6. The Local Account is seen as an integral part of the sector led improvement initiative and serves as the way in which other authorities can review, challenge and support improvements performance of another local authority. During 2012 the Yorkshire

and Humber regional sector led improvement initiative has been developed substantially, and utilises the Local Accounts published in the region as the initial stage in this process.

7. The first Local Account was considered by the Cabinet Member meeting in December 2011 prior to its publication online in early January 2012.
8. This new Local Account 2012 highlights a number of achievements and areas of good performance:
 - a. *Value for money*: The adult social care budget in 2011-12 accounted for 17% of the entire council budget. This is lower than the 19% of budget which is the average council budget spent on adult social care in comparable local authorities. City of York has the lowest calculated spend per head of population on adult social care at £206 per year, compared to an average of £273 pounds in areas of similar size. We spend around 10% of our budget on care management and professional support, which is the advised optimum level for care assessment and review processes.
 - b. *Self Reported Quality of Life*: results for York were higher in every reported category than the regional and the average across other unitary authorities.
 - c. *Access to information*: Over 81% of people responding to our survey said they found information and advice about services easy to access. This was higher than the Yorkshire and Humber regional average and the average for other unitary authorities which were 73.1% and 75.2% respectively.
 - d. *Making people feel safe*: 83% of those responding to our survey said that the care and support services they received helped them feel safe; this is higher than the regional average and higher than the average of the other unitary authorities which were 75.6% and 77.8% respectively.
9. The Local Account has also highlighted 14 areas of improvement:
 - a. To reduce the waiting lists for carers assessments.
 - b. To increase direct payments and self directed support across all groups with a particular emphasis on the promotion of these to older adults, mental health and physical disability groups.

- c. To implement an online market place which will sit alongside our directory of services and will allow individuals to access and purchase services from the market directly.
- d. To provide information and advice on the range of options for choosing support staff and guide their recruitment, employment and management of personal assistants and other personal staff including advice about legal issues.
- e. To ensure that the actions in the services plans within City of York adult social care reflect the priorities agreed with York citizens through the Health and Wellbeing Boards and continue to actively involve people who use services in all levels of service design and decision making.
- f. To continue to make support more personalised and deliver greater levels of choice and control; implementing through scrutiny a self assessment of our progress and identifying the priority areas for development.
- g. To review our sheltered employment service at Yorkcraft, and to support people to get into mainstream jobs in the wider economy.
- h. To investigate methods of increasing the number of adults in contact with learning disabilities and receiving secondary mental health services living independently.
- i. We will consider further opportunities to embed the reablement approach more widely in the delivery adult social care.
- j. To support the creation of integrated Neighbourhood Care Teams across the city.
- k. To work with health colleagues to drive down the number of delayed discharges from hospital into the community through joint working, increased communication and increasing the availability of reablement.
- l. To share the findings of our survey with our colleagues on the safeguarding board, highlighting where the York responses differ from that of the region and look to promote existing initiatives that improve feelings of safety.
- m. To ensure that more than 90% of protection plans are signed where consent has been received.
- n. To work with drug and alcohol service commissioners in the city to develop referral links and to make sure there is a shared

understanding of safeguarding within all drug and alcohol services.

- o. To work with partners and residential suppliers to improve the standard of information made to customers going into long term residential care. To improve the quality of information made available on cost and care to the families of these residents.
10. The improvements highlighted in the Local Account will be fed into service plans for 2013 to be tracked through the directorate performance management framework for delivery. The Local Accounts of all 15 local authorities across the Yorkshire and Humber region are also being shared and used to promote sector led regional improvement work.

Consultation

11. Since its publication online the Local Account 2011 received 699 'hits'. The 2011 document provided a number of methods by which readers could feedback on the content including a dedicated email address, by post, by telephone and an online survey. We received no formal feedback on the documents as a result of its publication.
12. The Local Account 2012 contains feedback from national and local satisfaction surveys about services and experiences of social care. The responses have shaped the priorities for the coming year.
13. The limited public feedback on the previous Local Account was something common to all councils in the region. To address this for 2013, it is intended that the Local Account is actively promoted at user groups and boards within the city to specifically illicit feedback and comment on style and content, and these comments will feature in the future versions of the Local Account.
14. Following approval, the content of the new Local Account will be developed into a public version of the document with a limited print run in order that it can be accessed in the city's libraries and offices. A branded version of this document will be made available on line, and an "Easy Read" version will be made available.

Options

15. Option 1: Approve the Local Account 2012, with any relevant changes, for general publication.
16. Option 2: To reject the content and analysis of Local Account 2012.

17. Analysis

Option	Advantages	Disadvantages
Option 1: Approval	<ul style="list-style-type: none"> • Allows CYC to engage with Regional Sector Led improvement • Meet Department of Health publication 'Transparency in Outcomes best practice of local accountability 	<ul style="list-style-type: none"> • None
Option 2: Rejection	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • Does not allow CYC to engage with Regional Sector Led improvement. • Potential reputational issues as majority of other Local Authorities now produce a Local Account.

Council Plan

18. 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:
 - investment in services to support people in the community, including telecare and reablement provision
 - safeguarding adults
 - promoting independence through individual budgets

Implications

Equalities

19. 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

20. There are no financial, human resource, legal, crime and disorder, information technology or property implications arising from this report.

Risk Management

21. There are no known risks in the publication of the Local Account 2012.

Recommendations

22. The Cabinet Member is asked to:

- i. note the performance and improvements described in the Local Account 2012
- ii. approve the Local Account, with any relevant changes, for general publication

Reason: Approval by Cabinet will enable ACE to engage in the regional Service Led Improvement programme for 2012-13 and to meet its commitment to the Promoting Excellence in Councils' Adults Social Care Programme Board, and good practice in producing an annual Local Account.

Contact Details

Author:	Chief Officer Responsible for the report:		
Mike Richardson Performance & Improvement Manager Tel No. 554355	Pete Dwyer Director of Adults, Children and Education		
	Report Approved	✓	Date 30/11/12
Specialist Implications Officer(s) - None			
Wards Affected:			All ✓
For further information please contact the author of the report			

Background Papers

None

Annexes

Local Account for Adult Social Care 2013