

Report of the Director of Adults, Children & Education

**2012 Local Account for Adult Social Care**

**Summary**

1. This report introduces the contents of Local Account for Adult Social Care 2012. (Appendix 1).
2. This is the second annual Local Account which has been created to describe the performance of Adults Services in the ACE Directorate.

**Background**

3. 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.
4. 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.
5. 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.
6. The 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 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.
- 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.

7. 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 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 anyone access and purchase services from the market directly.
- d. To provide information and advice on the range of options for choosing my support staff and support in 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 will 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 choice and control and will be implementing a self assessment of our progress and invite a range of partners and user groups to submit their assessments to assist the committee and our community to identify the priority areas for development.
  - g. To review our sheltered employment service at Yorkcraft, and to support people to get 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. To continue to increase the availability of reablement care during 2013 and undertake an evaluation of reablement services in reducing the use of long term care.
  - j. To support the creation of 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.
8. 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**

9. Since its publication online the Local Account 2011 received 699 'hits'. Analysis of the source of these was inconclusive as to whether these were from members of the public or from local authorities including internal City of York Council searches. 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.
10. 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.
11. The lack of public feedback on the 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.
12. Following approval, the content of the 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.

## **Council Plan**

13. 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:
  - a. investment in services to support people in the community, including telecare and reablement provision
  - b. safeguarding adults
  - c. promoting independence through individual budgets

## **Implications**

### **Equalities**

14. 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

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

## Risk Management

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

## Recommendations

17. As this report is for information only there are no specific recommendations.

Reason: To update the Committee on the Local Account for Social Care 2012.

**Author:**  
**Mike Richardson**  
**Performance &**  
**Improvement Manager**  
**Tel No. 554355**

**Chief Officer Responsible for the**  
**report:**  
**Peter Dwyer**  
**Director of Adults, Children and**  
**Education**

Report  Date  
Approved

**Wards Affected:** *List wards or tick box to indicate all* All

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

**Background Papers:**  
None

**Annexes**  
Local Account for Adult Social Care 2012.