

Health, Social Care and Welfare Reform Scrutiny Board (5)
Cabinet

25 September 2013
8 October 2013

Name of Cabinet Member:

Cabinet Member (Health and Adult Services) – Councillor Gingell

Director Approving Submission of the report:

Executive Director, People

Ward(s) affected:

All

Title:

Adult Social Care Annual Report 2012/13 (Local Account)

Is this a key decision?

No. The provision of Adult Social Care is city wide; this is a performance report and does not in itself significantly affect residents.

Executive Summary:

The Adult Social Care Annual Report 2012/13 (Local Account) describes the performance of Adult Social Care and the progress made against the priorities set for the year.

Councils are expected to produce a Local Account that demonstrates the performance of adult social care to local citizens. It provides an opportunity to be open and transparent about the successes and challenges of the year and to show how outcomes are improving for the people Adult Social Care supports.

The report will be shared with local people, people who use services, carers and partner agencies. Their feedback will inform the approach to producing next year's report.

Recommendations:

1. Health, Social Care and Welfare Reform Scrutiny Board (5) is asked to:
 - (i) Consider the report and advise Cabinet of their agreement of the proposals and recommendations and/or submit any further recommendations to Cabinet for their consideration.
2. Cabinet is asked to:
 - (i) Consider comments from the Health, Social Care and Welfare Reform Scrutiny Board (5)
 - (ii) Approve the publication of the report.

List of Appendices included:

Adult Social Care Annual Report 2012/13

Background papers:

None

Has it been or will it be considered by Scrutiny?

Yes – Health, Social Care and Welfare Reform Scrutiny Board (5) on 25 September 2013.

Has it been or will it be considered by any other Council Committee, Advisory Panel or other body?

No

Will this report go to Council?

No

Report title: Adult Social Care Annual Report 2012/13 (Local Account)

1. Context (or background)

1.1 In November 2010 it was announced that the Care Quality Commission (CQC) would no longer require an Annual Performance Assessment from adult social care commissioners and providers, and that no replacement assessment of performance would be implemented for 2010/11. As a mechanism for reflecting and communicating the performance of Adult Social Care, the first annual report was produced for 2010/11, describing the successes and challenges of the year. The first Local Account was produced in 2011/12, demonstrating performance to local people.

2. Options considered and recommended proposal

2.1 The production of a Local Account is not statutorily required, nor has any statutory guidance been issued by central Government on its content or style. The expectation that a Local Account is produced by all local authorities with adult social care responsibilities was set out by the Department of Health in the Adult Social Care Outcomes Framework (ASCOF) 2011/12. The concept of a Local Account is supported by the Association of Directors of Adult Social Services (ADASS) and the Local Government Association (LGA) through its programme to help councils improve their performance in adult social care.

2.2 It is considered that a Local Account provides the opportunity to reflect on and communicate Adult Social Care's performance in an accessible and transparent way and it is recommended that the Council chooses to present a Local Account for the people of Coventry.

2.3 The Local Account will be called an Annual Report in Coventry. It is considered that 'Annual Report' is more easily recognisable and accessible language than 'local account'.

2.4 The Annual Report describes the performance, reflects on achievements and considers the challenges for Adult Social Care, and its partners, in 2012/13. It is intended to provide assurance to the people of Coventry, Elected Members and partners, that Adult Social Care is delivering its objectives and is achieving positive outcomes for people. The report will be shared with local people, people who use services, carers and partner agencies, empowering them to understand, challenge, and commend local services. Their feedback will inform the approach to producing next year's report, which will become an important component of the overall Health and Wellbeing Strategy, owned by the Health and Wellbeing Board, for the people of Coventry.

2.5 It is important that the Council understands whether the support offered to people is making a difference. Adult Social Care is committed to 'Making it Real', a national, sector-wide commitment that sets out what people who use services and their carers expect to see and experience when support services are personalised. The Annual Report is structured around the 'Making it Real' themes:

- Information and advice: having the information I need, when I need it
- Active and supportive communities: keeping friends, family and place
- Flexible integrated care and support: my support, my own way
- Workforce: my support staff
- Risk enablement: feeling in control and safe
- Personal budgets and self-funding: my money

- 2.6 In response to feedback on last year's report from Interim Healthwatch Coventry (previously Coventry Local Involvement Network (LINK)), included are updates on progress made on last year's priorities, and evidence of learning from complaints. To ensure a more collaborative approach to the report, partners were invited to submit testimonies of their experiences of working with Adult Social Care during the year.
- 2.7 To ensure that the report is informed by what people who receive services tell the Council about their care and support, information is used from the Adult Social Care Survey, Carers' Survey. A number of case studies have been used to demonstrate the impact Adult Social Care, and its partner agencies, have on individuals and their families. Each section of the report concludes by setting out the priority areas for 2013/14.

3. Results of consultation undertaken

- 3.1 The content of the Annual Report has been developed using feedback from people who use services, and their carers, about the support they receive from the Council and other partner organisations in the city. External review of the services and support Adult Social Care provides is also evident in the report. Interim Healthwatch Coventry was invited to comment on early drafts of the report.

4. Timetable for implementing this decision

- 4.1 Once approved, the Annual Report will be published on the Council's internet pages and shared with partners. Areas for development and improvement will be included within the divisional and relevant team plans.

5. Comments from the Executive Director, Resources

- 5.1 Financial implications

There are no direct financial implications arising from the report. The cost of publishing the report will be met from within existing budgets.

- 5.2 Legal implications

In 2011, the Department of Health (DH) recommended that all local authorities' Adult Social Care directorates publish an annual Local Account. This shows how the local authority performed against quality standards, and what plans have been agreed with local people for the future.

The way that councils are assessed has changed and there is no longer a requirement to report to Central Government, however the Local Account gives the residents an opportunity to read about the achievements through the year, and priorities going forward.

6. Other implications

- 6.1 How will this contribute to achievement of the Council's key objectives / corporate priorities (corporate plan/scorecard) / organisational blueprint / Local Area Agreement (or Coventry Sustainable Community Strategy)?**

This Annual Report demonstrates the progress of Adult Social Care in maintaining and improving outcomes for the population of Coventry. This progress contributes to the

Council's core aim of citizens living longer, healthier, independent lives and contributes to the priorities in the Council Plan to protect the city's most vulnerable residents.

6.2 How is risk being managed?

A range of risks are presented in the delivery of adult social care services which are managed through the directorate and corporate risk registers, in conjunction with partners across the city. Regular reviews of each risk are undertaken, and mitigating actions put in place to ensure the overall risks are reduced as much as possible.

6.3 What is the impact on the organisation?

There is no direct impact on the organisation.

6.4 Equalities / EIA

An Equalities Impact Assessment is not appropriate for this report. Equality impact assessments have been built into the delivery of work within Adult Social Care. There has been a continued drive to embed equality and diversity within operational practice and performance monitoring.

6.5 Implications for (or impact on) the environment

N/A

6.6 Implications for partner organisations?

There are no direct impacts for partner organisations. The Annual Report provides an overview of Adult Social Care's performance and provides assurance to partners that objectives are being achieved.

Report author(s):**Name and job title:**

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Directorate:

People

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Brian Walsh	Executive Director	People	02.09.13	02.09.13
Councillor Gingell	Cabinet Member (Health and Adult Services)		02.09.13	02.09.13

This report is published on the Council's website:

www.coventry.gov.uk/meetings**Appendices**

Adult Social Care Annual Report 2012/13 (Local Account)