

<b>7 March 2019</b>		<b>ITEM: 9</b>
<b>Health &amp; Wellbeing Overview and Scrutiny Committee</b>		
<b>Adult Social Care Local Account 2018-2020</b>		
<b>Wards and communities affected:</b> All	<b>Key Decision:</b> No	
<b>Report of:</b> Roger Harris – Corporate Director of Adults, Housing and Health		
<b>Accountable Assistant Director:</b> Les Billingham – Assistant Director of Adults and Community Development		
<b>Accountable Director:</b> Roger Harris – Corporate Director of Adults, Housing and Health		
<b>This report is Public</b>		

## **Executive Summary**

The 2018-2020 Adult Social Care Local Account is our fifth such report. The report is aimed at the local community and describes how Adult Social Care has progressed against the 10 key priorities we set in the last Local Account, our key challenges, and describes the process of co-production used to identify our 10 priorities for the next two years.

A summary of Thurrock's performance on the key indicators in the national adult social care outcomes framework is also included in the report.

### **1. Recommendation(s)**

**1.1 That the Health & Wellbeing Overview and Scrutiny Committee consider and note the report.**

### **2. Introduction and Background**

2.1 Since 2011 and the abolition of the Care Quality Commission (CQC) Annual Performance Assessment, there have been a number of changes made to the performance framework for adult social care. The key elements of the approach to assessing and reporting on Adult Social Care performance are set out in the Department of Health publication: 'Transparency in Outcomes: A Framework for Quality in Adult Social Care' (March 2011).

2.2 At the heart of this change is a strong emphasis on the development of effective sector-led improvement. The sector-led approach is led by a national 'Towards Excellence in Adult Social Care Programme' (TEASC) that

includes the Department of Health, Care Quality Commission (CQC), Local Government Association (LGA) and the Association of Directors of Social Services (ADASS). Reports, known as local accounts, are seen as a central element of this model and this is a best practice requirement.

- 2.3 Local accounts are intended to be self-assessed and published by Councils. There is no National Government role in assurance and there is no specific guidance produced to cover the content of a local account.
- 2.4 Local accounts are expected to provide an account of the quality and outcome priorities which the council has agreed, and the progress it has made in achieving them. In short it aims to inform the public of what Adult Social Care does, who it is for, and what the progress and priorities are.

### **3. Issues, Options and Analysis of Options**

- 3.1 The Local Account aims to tell people how we help adults who may require care and support in Thurrock. The report describes:
  - How we spent our money
  - Our achievements and the things we need to improve
  - The method used to co-produce future priorities
  - How the public can be involved and give their views
- 3.2 Following the production of the Local Account for 2016/17, Thurrock Diversity Network Limited forwarded a number of key questions and suggestions to the Co-Chairs of the Thurrock Disability Partnership Board, including the Assistant Director of Adults and Community Development.
- 3.3 A response to this feedback was presented to the Thurrock Disability Partnership Board in September 2017, with some formal recommendations and suggestions to improve future local accounts.
- 3.4 Three recommendations for future local accounts were then made by the Disability Partnership Board:
  - To co-produce any future local account for Thurrock, in partnership with individuals, family members and carers with lived experience of local services, third sector and other interested parties
  - To move from a 12-month cycle to 24 months to allow time for reflection, change and progress to be more effectively measured, built upon and celebrated
  - For local account workshops to be facilitated by an external third party in collaboration with Thurrock Coalition
- 3.5 The Local Authority also agreed that future local accounts will:

- Be focussed on what service users and members of the public want to see in it
- Provide links to relevant websites where further information about projects can be sought
- Provide more examples of successes and outcomes achieved
- Be honest in what has gone wrong and what needs to be improved

3.6 A series of workshops were held by Thurrock Coalition and Community Catalysts CIC throughout August 2018 looking at what the Council is doing well and what it needs to improve, and agreeing what the priorities should be for the next two years. A full report from Thurrock Coalition on the outcomes of the workshops can be found at: <http://www.thurrockcoalition.co.uk/wp-content/uploads/2018/10/Thurrock-Coalition-Informing-the-Local-Account-through-Coproduction-October-2018-FINAL.pdf>

3.7 The Local Account 2018-2020 brings together the Council's assessment of achievements and challenges against the previous 10 priorities and the views of the participants from the workshops on what is working well and what needs to improve. The 10 key priorities for the next two years have been set by the participants of the workshops based on the things they felt were important.

#### **4. Reasons for Recommendation**

4.1 It is recognised as best practice to provide and publish a co-produced Local Account for Adult Social Care, and for this to be consulted and commented on by the Council, including by Overview and Scrutiny Committee.

#### **5. Consultation (including Overview and Scrutiny, if applicable)**

5.1 This report has been co-produced by Thurrock Coalition, the Council's user-led organisation, in partnership with individuals, family members and carers with lived experience of local services, third sector and other interested parties through a series of workshops.

5.2 The report will be presented at various representative groups, including the Thurrock Coalition AGM. A steering group will be established to oversee the achievement of the priorities.

5.3 The Local Account will be published on the Council's corporate website and there will be an opportunity for the general public and/or service users to feedback comments and suggestions.

#### **6. Impact on corporate policies, priorities, performance and community impact**

6.1 The Adult Social Care Local Account directly contributes to the delivery and achievement of the Council's vision and strategic priorities. In particular it

provides a means of reporting back to local people on how the Council is performing in delivering:

- People – a borough where people of all ages are proud to work and play, live and stay.

This means:

- High quality, consistent and accessible public services which are right first time
- Build on our partnerships with statutory, community, voluntary and faith groups to work together to improve health and wellbeing
- Communities are empowered to make choices and be safer and stronger together

## **7. Implications**

### **7.1 Financial**

Implications verified by: **Jo Freeman**  
**Management Accountant – Social Care & Commissioning**

There are no specific financial implications arising from this report as this is just for members' information.

### **7.2 Legal**

Implications verified by: **Sarah Okafor,**  
**Barrister (Consultant)**

On behalf of the Director of Law. I have read the reports in full and confirm there are no specific legal issues or external implications appearing to arise from the report as this is just for the members' information.

### **7.3 Diversity and Equality**

Implications verified by: **Natalie Warren**  
**Strategic Lead Communities and Diversity**

There are no specific diversity issues arising from this report that is prepared for members' information. As the Local Account demonstrates, decisions relating to adult social care are informed by considering the impact on groups and individuals with protected characteristics.

### **7.4 Other implications** (where significant) – i.e. Staff, Health, Sustainability, Crime and Disorder)

None

**8. Background papers used in preparing the report** (including their location on the Council's website or identification whether any are exempt or protected by copyright):

- None

**9. Appendices to the report**

Appendix 1 - Adult Social Care Local Account 2018-2020

**Report Author:**

Les Billingham

Assistant Director of Adults and Community Development