

## Report to Healthier Communities & Adult Social Care Scrutiny & Policy Development Committee

**18<sup>th</sup> September 2013**

**Report of:** Richard Webb, Executive Director, Communities

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**Subject:** Adult Social Care Local Account 2012-13

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**Summary:**

This report is being presented to Scrutiny in response to a request following Scrutiny's involvement in last year's Local Account ("How Did We Do?")

The report explains the progress made on this year's Local Account and asks for feedback on the approach being taken along with the design, structure and content of the early stages of the first draft.

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**Type of item:** The report author should tick the appropriate box

Reviewing of existing policy	
Informing the development of new policy	
Statutory consultation	
Performance / budget monitoring report	
Cabinet request for scrutiny	
Full Council request for scrutiny	
Community Assembly request for scrutiny	
Call-in of Cabinet decision	

Briefing paper for the Scrutiny Committee	✓
Other	

**The Scrutiny Committee is being asked to:**

This should provide a clear statement of what the Committee is being asked to do (e.g. The Committee is asked to consider the proposals and provide' views, comments and recommendations)

**1.1. Have a look at the working draft document and:**

- 1.1.1. Comment on the suggested structure and content of the 2013 local account
- 1.1.2. Consider whether the 'I statements' selected are the most appropriate headings for introducing the relevant performance information
- 1.1.3. Comment on the use of graphs and text to convey the performance information, with particular attention to:
  - 1.1.3.1. The number and nature of the organisations we are comparing ourselves with, i.e. Core Cities, National, other local authorities within the region, etc.
  - 1.1.3.2. Is it helpful having last year's data as a comparison?
  - 1.1.3.3. Are graphs necessary, or would people prefer to simply read the statistics in text or tables?
  - 1.1.3.4. How easy will it be to assess how Sheffield is performing?
- 1.1.4. Consider if there is any performance data, news items or information on specific services that should also be included.
- 1.2. Comment on whether the design of last year's account (see link in 1.5) is suitable to be used again.

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**Background Papers:**

List any background documents (e.g. research studies, reports) used to write the report. Remember that by listing documents people could request a copy.

n/a

**Category of Report:** OPEN

## Sheffield Local Account 2012-13

### Healthier Communities and Adult Social Care Scrutiny – September 2013

#### 2. Background

- 2.1. From 2012 all councils have had to produce a local account of how their adult social care and support services are performing. This is essentially an annual report to the public, providing information on the performance of local social care services along with details about priorities and outcomes.
- 2.2. In the past, all councils had an annual performance assessment by the Care Quality Commission (CQC). The last of these assessments was in 2010 and it rated Sheffield as performing excellently. As CQC no longer does its annual assessment, councils are expected to find other ways to test their performance.
- 2.3. The local account has now become part of the new approach to local government sector led improvement. We are working with other councils in the region to challenge each other's performance and to share good practice.
- 2.4. We produced Sheffield's first local account with the help of service users and shared the working draft with other councils in the region.
- 2.5. The 2012 local account was published in March, with 250 copies distributed to libraries and other public buildings and a downloadable version on the council website at <https://www.sheffield.gov.uk/caresupport/policy/local-account.html>
- 2.6. The aim is to produce a document that provides an accurate, detailed and hopefully interesting and engaging picture of Sheffield's performance in Adult Social Care. It should provide all the essential performance data, whilst remaining accessible to a broad audience, which will include our service users.

#### 3. Progress so far

- 3.1. Four possible structures were taken to Communities Joint Leadership Team in June and it was agreed that the report should again be based around the four Adult Social Care Outcome Framework Domains, with an additional section to incorporate 'I statements' from the 'Think Local, Act Personal – Making It Real' campaign. For the full structure, see section 3.
- 3.2. The very early stages of the Account were taken to the Care and Support Readers Group last month. They supported the proposed structure and made some useful comments about the use of graphics, such as providing clear performance indicators.

- 3.3. The majority of the activity on the production of the Account has so far been around collating all the available statistics. However, progress is now being made on adding explanatory text and information about some services, including case studies.
- 3.4. One of the main challenges has been getting relevant, interesting case studies to include. Further assistance is being sought to improve this aspect of the report.
- 3.5. The progress made on the first draft of the Account will be sent out with this briefing. **Please note:**
- **Currently, graphs have been included for the majority of the performance indicators but the data is for illustrative purposes only**
  - **The 'I statements' selected are open to discussion with alternatives being listed in Appendix 1, below.**

## 4. Proposed Structure

### 4.1. Introduction

General introduction from Richard Webb (Executive Director, Communities) and Councillor Mary Lea (Cabinet Member for Health, Care and Independent Living), detailing the purpose of the Local Account and perhaps mentioning one or two key challenges, e.g. budget pressures.

### 4.2. How we spend your money

More information about the financial pressures faced by the Council in this area, plus an overview of how the social care budget is split between different client groups and how our spending compares with other local authorities.

### 4.3. Measuring our performance

Information about the peer review process and how we measure our performance. This will also include an overview of the key areas in which we are performing well and where we need to improve.

### 4.4. Complaints

Some information about the number and nature of the complaints we have received and how successful we have been in responding to and resolving these. This section will also include wider action that is being taken in response to some of the complaints.

### 4.5. How we did

This is the main section of the Account, which details a range of performance areas. Senior Managers within Communities have suggested that this be based around four outcomes detailed in the Adult Social Care Outcomes Framework (ASCOF), shown below. This framework was devised by the Department of Health as a way to analyse and present information on performance in Adult Social Care.

This part of the report will also include relevant case studies about our service users and more detailed information about some of our services.

- I. **Outcome One** - Enhancing the quality of life for people with care and support needs
- II. **Outcome Two** - Delaying and reducing the need for care and support
- III. **Outcome Three** - Ensuring people have a positive experience of care and support
- IV. **Outcome Four** - Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm

#### **4.6. What you have told us**

This section is similar to the previous one in that it will allow us to communicate important performance measures and service user feedback, which we will base around a selection of 'I statements', shown below. These statements were developed by Think Local Act Personal, a partnership made up of a range of people across the social care sector who have come together to try to improve standards. These statements are a result of their 'Making It Real' campaign, which is about improving standards in Social Care. Service users were asked to come up with statements that encapsulated what they would expect from an organisation that was delivering a high quality and personalised service.

As with the section above, this part of the report will also incorporate case studies and articles.

- I. *'I have the information and support I need in order to remain as independent as possible'*
- II. *'I have access to a range of support that helps me to live the life I want and remain a contributing member of my community'*
- III. *'I have care and support that is directed by me and responsive to my needs'*
- IV. *'I feel safe, I can live the life I want and I am supported to manage any risks'*

#### **4.7. Last year we said....**

This section of the account will provide an opportunity to follow up on any of the aspects of last year's Local Account that we said we'd report back on.

#### **4.8. Get involved and have your say**

Lastly, we'll let people know how they can get involved in monitoring and improving the quality of Adult Social Care in Sheffield as well as inviting feedback on the Account itself.

### **5. Scrutiny is asked to....**

5.1. Have a look at the working draft document and:

5.1.1. Comment on the suggested structure and content of the 2013 local account

5.1.2. Consider whether the 'I statements' selected are the most appropriate headings for introducing the relevant performance information

5.1.3. Comment on the use of graphs and text to convey the performance information, with particular attention to:

5.1.3.1. The number and nature of the organisations we are comparing ourselves with, i.e. Core Cities, National, other local authorities within the region, etc.

5.1.3.2. Is it helpful having last year's data as a comparison?

5.1.3.3. Are graphs necessary, or would people prefer to simply read the statistics in text or tables?

5.1.3.4. How easy will it be to assess how Sheffield is performing?

5.1.4. Consider if there is any performance data, news items or information on specific services that should also be included.

5.2. Comment on whether the design of last year's account (see link in 1.5) is suitable to be used again.

## Appendix 1. Making It Real 'I Statements'

Section Heading	I Statements
Information and Advice. Having the information I need, when I need it.	I have the information and support I need in order to remain as independent as possible.
	I have access to easy to understand information about care and support which is consistent, accurate, accessible and up to date.
	I can speak to people who know something about care and support and can make things happen.
	I have help to make informed choices if I need and want it.
	I know where to get information about what is going on in my community.
Active and supportive communities. Keeping friends, family and place	I have access to a range of support that helps me to live the life I want and remain a contributing member of my community.
	I have a network of people who support me - carers, family, friends, community and if needed paid support staff.
	I have opportunities to train, study, work or engage in activities that match my interests, skills, abilities.
	I feel welcomed and included in my local community.
	I feel valued for the contribution that I can make to my community.
Flexible integrated care and support. My support my own way	I am in control of planning my care and support.
	I have care and support that is directed by me and responsive to my needs.
	My support is coordinated, co-operative and works well together and I know who to contact to get things changed.

Workforce. My support staff	I have good information and advice on the range of options for choosing my support staff.
	I have considerate support delivered by competent people.
	I have access to a pool of people, advice on how to employ them and the opportunity to get advice from my peers.
	I am supported by people who help me to make links in my local community.
Risk enablement. Feeling in control and safe	I can plan ahead and keep control in a crisis.
	I feel safe, I can live the life I want and I am supported to manage any risks.
	I feel that my community is a safe place to live and local people look out for me and each other.
	I have systems in place so that I can get help at an early stage to avoid a crisis.
Personal budgets and self-funding. My money	I can decide the kind of support I need and when, where and how to receive it.
	I know the amount of money available to me for care and support needs, and I can determine how this is used (whether its my own money, direct payment, or a council managed personal budget).
	I can get access to the money quickly without having to go through over-complicated procedures
	I am able to get skilled advice to plan my care and support, and also be given help to understand costs and make best use of the money involved where I want and need this.