



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

**Report of:** Laraine Manley, Executive Director, Communities

**Subject:** 'How did we do?' – Sheffield's local account of adult social care services 2014

**Author of Report:** Chris Blackburn, Development Officer, Business Strategy, Communities 2734972

**Summary:** This report provides an overview of the initial structure proposals for the 2014 Local account and to allow the committee to review the 2013 account and use this to give feedback and steer for the direction of the 2014 local account. A brief outline of the content has been included for review and comments.

**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:**

- Review and comment on the 2013 local account and give feedback as to how it could be improved or developed for 2014.
- Consider the suggested content in the table at 2.6.
- Suggest any other areas, issues or topical content for the 2014 local account to focus on.
- Consider further involvement in the development of the local account for 2014.

**Background Papers:**

Appendix 1 - How did we do? Sheffield's adult social care services 2013

**Category of Report:** OPEN

## **Report of the Executive Director of Communities – Laraine Manley**

### **‘How did we do?’ – Sheffield’s local account of adult social care services 2014**

#### **1. Introduction**

- 1.1 Since 2012 all councils 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.
- 1.2 The local account forms part of the region’s approach to sector led improvement, replacing the Care Quality Commission’s (CQC’s) annual performance assessments, the last of which was in 2010.
- 1.3 The format of local accounts is not prescribed as such but the Association of Directors of Adult Social Services (ADASS) has some agreed expectations about content.
- 1.4 Local accounts are produced with the help of service users and early drafts are shared with other councils for their comments. We intend to do the same this year, using feedback to improve the report, before it is published in December 2014.
- 1.5 Coming to Scrutiny early in the design process enables us to get a steer on structure and content. At this stage, we hope that the committee members will have ideas about content that they think is topical and is of interest to people in Sheffield.

#### **2. Review of 2013 local account and planning for 2014**

- 2.1 This will be the third local account produced by Sheffield City Council.
- 2.2 Customer comments on last year’s local account acknowledged that it “seems an honest report, reporting both good and bad”. We want to retain this balance, whilst ensuring that areas that are under-performing are clearly highlighted as a priority.
- 2.3 We are working with the Quality Improvement Network (QIN) readers group to review last year’s report. The readers group has been invaluable in helping us present the content of the local account in a format that is easy to understand.
- 2.4 We have invited Healthwatch Sheffield to contribute to the local account. We have asked them for their views on areas of concern and relevance for content. They have also shown interest in producing their own section as they did last year.
- 2.5 Before publishing the local account we share a draft for review with colleagues in other councils in the region. This review process also involves students and customers to provide different perspectives.
- 2.6 We are proposing to develop the structure for the 2014 local account using last year’s as a starting point. The following table shows this.

How did we do 2013 content	How did we do Suggested 2014 content
<p><b>Introduction</b> by Cabinet Member for Health, Care and Independent Living and Sheffield's nominated Director of Adult Social Services</p>	<p><b>Introduction</b> by Cabinet Member for Health, Care and Independent Living and Sheffield's nominated Director of Adult Social Services</p> <ul style="list-style-type: none"> <li>▪ Include how we have improved the local account based on feedback from the public and partners.</li> </ul>
<p><b>How we spend your money</b></p>	<p><b>How we spend your money</b></p> <ul style="list-style-type: none"> <li>▪ Include reference to the Adult Social Care budget consultations.</li> </ul>
	<p><b>Looking to the future</b> Overview of the upcoming challenges, and how these could affect services, including the Care Act.</p>
<p><b>Measuring our performance</b> Explanation of the indicators used, how they are presented and how we compare.</p>	<p><b>Measuring our performance</b> Explanation of the indicators used, how they are presented and how we compare.</p>
<p><b>Complaints</b></p>	<p><b>Complaints and customer feedback</b> Complaints and other sources of feedback</p>
<p><b>What we did</b> Using measures from the four outcomes in the Adult Social Care Outcomes Framework (ASCOF) and "I" statements from Making It Real.</p>	<p><b>What we did</b> Split into <b>How we compare</b> and <b>How this affects you</b> for the four ASCOF outcomes and related "I" statements to ensure we look at performance from the customer perspective.</p>
<p><i>Incorporated in the above section would be work done by Healthwatch Sheffield, information regarding Equalities and Dignity in Care, Adults Safeguarding information and any relevant case studies.</i></p>	
<p><b>Last year we said we need to get better at...</b> Review of the targets set in the previous year's local account and the work done to reach them.</p>	<p><b>Last year we said...</b> Review of the targets set in the previous year's local account and the work done to reach them.</p>
<p><b>What we are doing to improve</b> Overview of the work to improve services and performance.</p>	<p><b>What we are doing to improve</b> Overview of the work to improve services and performance.</p> <ul style="list-style-type: none"> <li>▪ Include reference to recent peer challenge and actions since.</li> </ul>
<p><b>Get involved and have your say</b></p>	<p><b>Get involved and have your say</b></p>
	<p><b>Useful links and contacts</b> – Links to documents mentioned in the local account as well as essential contact information for readers.</p>

### **3. Impact for Sheffield's public.**

- 3.1 Sheffield local account is a report of performance in 2013/14 for Sheffield's adult social care services – as such, it may be of interest to many Sheffield residents, whether they currently use these services or not.
- 3.2 Service users of Sheffield's adult social care are likely to be interested in the performance of their services and how they compare with other councils. They will also be interested in the actions being taken to improve the services across the city.
- 3.3 The local account is a public document and will be promoted on the Sheffield City Council website. Alternative formats will also be available on request.

### **4. The Scrutiny Committee is asked to:**

- 4.1 Review and comment on the 2013 local account and give feedback as to how it could be improved or developed for 2014.
- 4.2 Consider the suggested content in the table at 2.6.
- 4.3 Suggest any other areas, issues or topical content for the 2014 local account to focus on.
- 4.4 Consider further involvement in the development of the local account for 2014.