



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

21 November 2012

Report of: Richard Webb, Executive Director, Communities

Subject: 'How did we do?' – Sheffield's local account of adult social care services 2012

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Summary: This report explains the national requirement for all councils to produce a local account of their adult social care services and provides Sheffield's draft local account for 2012.

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:

- Note the progress made in developing Sheffield's first local account of adult social care services
- Take the opportunity to comment on the draft local account
- Consider the role Committee members wish to play in the development of the local account for 2013

Category of Report: OPEN

Report of the Executive Director of Communities – Richard Webb

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

1. Introduction

- 1.1. From this year all councils must 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. 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 the CQC no longer does its annual assessment, councils are expected to find other ways to test their performance.
- 1.3. The local account is part of this – we are also working with other councils in the region to challenge each other’s performance and to share good practice.
- 1.4. We have produced Sheffield’s local account with the help of service users and are sharing the working draft with other councils for their comments. We will publish the final local account in December.

2. Why do we need to produce a local account?

- 2.1. The Department of Health’s framework for adult social care, published in 2011, confirmed the intention to open up information on adult social care and to make available more information on what councils achieve for local people. It identified ‘local accounts’ as one way of supporting a more detailed and meaningful dialogue between councils and communities.
- 2.2. There was very little guidance on the content and format of local accounts. Councils were expected to share a common approach but to be responsive to local needs and priorities.
- 2.3. Local accounts have now become part of the new approach to local government sector-led improvement. At the heart of this is the principle that every council should be responsible for its own improvement, and should identify its own needs through self-assessment.

3. Sheffield’s approach

- 3.1. In Sheffield, we have a well-established network of service improvement and involvement forums. As part of our Quality Improvement Network (QIN), a Service Improvement Forum (for Care & Support: Adult Services) commissions an annual event called Quality Live to look at performance and progress during the year, reality check this from their own experiences and to prioritise areas of importance for the coming year. A sub-group of the QIN - the Readers’ Group - quality assures leaflets, newsletters and other publications.

- 3.2. We have worked with members of the Readers Group to shape the local account. Their contributions on the content, language, presentation of information and style have been invaluable.
- 3.3. We have also played an active role in developing the region's approach to sector-led improvement. In February 2012, the Yorkshire and Humber Association of Directors of Adult Social Services (ADASS) developed its model for sector-led improvement, drawing on the experience of other regions and exploring the opportunities available.
- 3.4. The region's model has five stages –
- Stage 1 – self assessment
 - Stage 2 – reality checks
 - Stage 3 – independent desktop review
 - Stage 4 – annual performance event
 - Stage 5 – improvement activity
- 3.5. These five stages are being developed to form an annual cycle of improvement activity.
- 3.6. The local account is the key element in stage 1 – the self assessment. Councils across the region have agreed to share drafts of their local accounts this month for peer review and challenge.

4. Going forward

- 4.1. Most local accounts for 2012 will be published in December - January. We intend to have a relatively small number of printed copies and to publicise the local account on the council website.
- 4.2. Feedback on Sheffield's first local account will be vitally important in shaping future editions.
- 4.3. The region endorses the view that each local account should involve service users in its development. We will continue to use the annual Quality Live event to establish local priorities and feed back on performance, and we will co-produce the local account with the readers group. We will explore other tools and opportunities for people to engage, including social media. Healthwatch regulations due out in October will contribute to shaping its future role and involvement.
- 4.4. We have developed a draft timetable to show how we plan to align local activity (L) with the agreed regional approach (R).

5. Draft timetable

L	Local account co-produced with service users	April - August
R	Regional sharing of performance information (year end)	June
R	Draft local accounts submitted for regional peer review	October
L	Draft local account submitted for Scrutiny comment	October - November
R	Reality checking	October - November
R	Desktop review	October - November
L	Local account sign off	November - December
R	Regional annual performance event (including endorsement of self assessments)	November - December
R	Local account published	December - January
R	Regional sharing of performance information (mid year)	December
R	Programme of peer reviews	January - March
R	Thematic buddying reviews	January - March
R	Sharing excellence	January – March

6. The Scrutiny Committee is being asked to:

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Howard Middleton
Development Manager
October 2012