

**BOROUGH OF TELFORD & WREKIN**

**HEALTH & WELLBEING BOARD 14<sup>th</sup> November 2012**

**ADULT SOCIAL CARE LOCAL ACCOUNT 2011-2012**

**REPORT OF ASSISTANT DIRECTOR: CARE AND SUPPORT**

**1. PURPOSE**

- 1.1 To present the adult social care Local Account 2011-2012: 'What Adult Care and Support are doing to improve people's lives in Telford and Wrekin'.

**2. RECOMMENDATIONS**

**2.1 That the 2011-2012 Local Account is endorsed**

**3. BACKGROUND**

- 3.1 The field of Adult Social Care has been heavily regulated and inspected in the past. The Care Quality Commission (CQC) relied on intensive annual self assessments, inspections, performance indicators and reviews to produce a rating for the service.
- 3.2 The Coalition government have in effect abolished these layers of inspection and assessment, replacing them with a new regime which is encapsulated within 'Transparency in Outcomes: A Framework for Quality in Adult Social Care'
- 3.3 This framework for Adult Social Care proposes a more transparent and locally accountable system, anchored by an approach which places outcomes at the heart. A key part of the transparency to citizens is the Local Account.
- 3.4 The Local Account is intended to be an annual statement on outcomes and priorities that :
- opens up information on adult social care,
  - fosters a conversation between service providers, commissioners and users/citizens
  - empowers citizens to challenge or commend local services.
- 3.5 The intention of the Government is that the Local Account will be an entirely local product, there is not and will not be statutory guidance on content or format.

#### **4. THE LOCAL ACCOUNT FOR 2011-2012**

This is the first year in which a Local Account is a statutory requirement, although we did produce a 2010-2011 document.

The principles we followed regarding the development of our Local Account were to:

- Broadly follow the format we used for 2010/11
- Keep it short
- Keep the public as the intended/primary audience
- Consult with people on a draft version before making it final
- Include information which gives the reader a picture of Telford & Wrekin and adult social care, and assumes they know little about the subjects.
- Use the current adult social care priorities as a structure, detailing 'what are we doing well' and 'what are our priorities for improvement'

#### **5. THE CONSULTATION PROCESS**

- 5.1 In preparing our 2011-2012 Local Account we included a period of consultation on a draft version and used the feedback to influence the design and content of the final document.
- 5.2 The consultation included requesting feedback from: all Health and Wellbeing Board Stakeholders; LINK; Telford & Wrekin Readers' Group; all Council staff; partnership boards occurring during the consultation period. The consultation document and an associated survey were also available on the Telford & Wrekin Council website.
- 5.3 The document 'Consultation Evaluation 2011-12' details the full process we followed in creating the Local Account, including detail of all the responses we received and the changes we have made to the final document as a result. All people who responded to the consultation have received individual responses to any issues they raised. This document will also be published on the website.

#### **6. THE WAY FORWARD**

- 6.1 The Local Account will be published following endorsement by the Health & Wellbeing Board. It will go to Policy Review and Cabinet for information.
- 6.2 It will be available on, and primarily publicised via, the Internet, with hard copies printed and available in Council buildings and circulated to Adult Social Care partner organisations.

#### **7. OTHER IMPLICATIONS**

Community Impact	Yes	The Local Account is intended to support transparency of Council services and help citizens feel empowered to challenge or commend local services
Financial & Value for Money Impact	Yes	There are no additional financial implications for the Council arising from the recommendations in this report. The costs of the production and printing of the document will be minimal and can be contained within the existing resources available.  The Local Account is a public, outward facing document which is intended to provide a picture of how we are performing. This includes financial and VfM performance as appropriate. TS 7.2.12
Legal Issues	Yes	
Other impacts, risks and opportunities		
Environmental	No	
Impact on specific wards	Yes	Borough-wide impact.

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