

TELFORD & WREKIN COUNCIL

**HEALTH & WELLBEING BOARD – 12 SEPTEMBER 2018
CABINET - 18 OCTOBER 2018**

ADULT SOCIAL CARE LOCAL ACCOUNT 2016/17 – 2017/18 AND TELFORD & WREKIN’S MAKING IT REAL BOARD

REPORT OF: ASSISTANT DIRECTOR ADULT SOCIAL CARE

LEAD CABINET MEMBER: CLLR PAUL WATLING

PART A) – SUMMARY REPORT

1. SUMMARY OF MAIN PROPOSALS

Local accounts are a core component of the overall approach to sector led improvement in Adult Social Care. Other areas include peer challenge and support, benchmarking common data sets and making best use of resources from accessing best practice in how to deliver good outcomes for local people who use services, at a time of diminishing resources and growing demand.

Telford and Wrekin’s draft Local Account for 2016/17 and 17/18 is attached as Appendix 1.

All of the above sector led improvement components enable us to be self-aware of our performance and to set priorities through engaging with local people.

A key vehicle for engaging with local people with lived experience of adult social care is our new **Making It Real Board for Telford and Wrekin**.

2. RECOMMENDATIONS

2.1 That the report is noted and the draft Local Account 2016/17 and 2017/18 is taken forward to Telford & Wrekin Council Cabinet.

3. SUMMARY IMPACT ASSESSMENT

COMMUNITY IMPACT	Do these proposals contribute to specific Co-Operative Council and HWB priority objective(s)?	
	Yes	Vulnerable Children and Adults
	Will the proposals impact on specific groups of people?	
	Yes	The Local Account and Making it Real Board, will impact on people who have

		needs as a result illness, frailty or disability and their family carers.
TARGET COMPLETION/DELIVERY DATE	Publication following Health and Wellbeing Board and Cabinet October 2018	
FINANCIAL/VALUE FOR MONEY IMPACT	No	There are no direct financial implications of approving the recommendations in this report.
LEGAL ISSUES	No	
EQUALITY & DIVERSITY	No	
OTHER IMPACTS, RISKS & OPPORTUNITIES	No	
IMPACT ON SPECIFIC WARDS	No	Borough-wide impact

PART B) – ADDITIONAL INFORMATION

4. INFORMATION

4.1 Local Accounts

Local accounts form a key part of the TEASC (Towards Excellence in Adult Social Care) approach to sector led improvement in adult social care as they provide a key mechanism for demonstrating accountability for performance and outcomes. Local accounts are a very important way to strengthen accountability. They are also a tool for planning improvements, as a result of sharing information on performance with people who use services and engaging with them to get feedback on their experience.

From the outset (2013/14), local accounts have been seen as a developing process as councils can produce them in a regular cycle as a way of helping them to self-assess their performance, set priorities for improvement, and then gather feedback on how they have done.

Although not mandatory, most councils produce a Local Account. Councils have been very keen to learn from each other and to explore the possibilities which local accounts can offer.

The production of the local account is an excellent opportunity of engaging with people who use services, and a practical way of being held to account. It is very much a process rather than an event, with a wide range of examples of imaginative ways which have already been used to engage and feedback on progress. The strength of the Local Account is in the way they have been shaped locally to reflect local circumstance.

The Local Account is intended to be the catalyst for transparency, and is truly local – designed to make more information available on what councils achieve for local people when delivering their Adult Social Care priorities.

4.2 Making It Real

Making it Real is a national initiative that sets out what people who use services and carers expect to see and experience if support services are truly personalised. They are set of "progress markers" - written by real people and families - that can help us to check how we are moving towards transforming adult social care. The aim of Making it Real is for people to have more choice and control so they can live full and independent lives.

The markers of progress are made up of 26 "I" statements - which describe what people expect and want when it comes to care and support - and are themed around six key areas:

- Information and advice – Having the information I need, when I need it
- Active and supportive communities – Keeping friends, family and place
- Flexible and integrated care and support – My support my own way
- Workforce – My support staff
- Risk enablement – Feeling in control and safe
- Personal budgets and self-funding – My money

To read about the "I" Statements in more detail, follow the link to:

https://www.thinklocalactpersonal.org.uk/downloads/mir/Markers_for_change.doc.

4.3 Telford's Making It Real Board

Telford and Wrekin's Making it Real (MIR) Board was established in January 2018. The MIR Board is made up of and led by volunteers who are themselves users of services and family carers.

The role of the Board is to represent their communities, making sure that council leaders are kept in touch with the reality of being a service user and/or carer and, as a result, to act as equal partners with the council in reviewing and planning how adult social care is delivered. This goes beyond the 'you said, we did' principle to 'we said and you/we did'.

Over the coming months the MIR board will produce an action plan to drive change and improvements within Adult Social Care in priority areas (linked to the Making It Real 'I' Statements). The MIR board will:

- Identify opportunities for the involvement of people who use services, carers and staff so that the continued transformation of social care is built on experience-based insight about what works and makes a difference in people's lives.
- Report progress towards personalisation back to people who use services, family carers and the people of Telford. The Board will guide the process and be a lead for others.
- Support people who use services to get involved in 'Making It Real'. Promote the MIR approach to the wider social care audience and encourage sign up.

- Review and co-produce the Local Account and the progress made.

The Board's major responsibility is to ensure that co-production with people who use services and their carers is a reality and central to future developments. We believe that all social care services should be devised and enhanced with service user participation, giving shared opportunities to solve problems and design services.

Through a programme of monthly meetings in the first year the Making It Real Board will review areas of development and performance so that the board can hold the Council to account, and support and assist progress towards personalisation and community based support.

Throughout the year the Board will make representation to areas such as: Senior Management Team; Leadership; Partnership Boards; Feedback and Complaints and; Health & Wellbeing Board.

The Board has chosen its top 3 priorities to work on this year:

1. Personal budgets and self-funding - My money
2. Information and Advice - Having the information I need, when I need it
3. Risk enablement - Feeling in control and safe

4.4 Telford's Adult Social Care Charter

Our Making It Real Board together with our Adult Social Care staff have recently produced the charter which sets out our collective aspirations:

- We will always promote independence
- We will listen with empathy and understanding
- You will always know who to contact and we will always get back to you
- Our conversations will be honest and personal to you, we wont just tick boxes
- We will respect your decisions and will be honest and open

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