

# REPORT FOR: **CABINET**

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<b>Date of Meeting:</b>	11 October 2012
<b>Subject:</b>	Harrow's Local Account 2011-12
<b>Key Decision:</b>	No
<b>Responsible Officer:</b>	Paul Najsarek, Corporate Director of Community, Health and Wellbeing
<b>Portfolio Holder:</b>	Councillor Margaret Davine, Portfolio Holder for Adult Social Care, Health and Wellbeing
<b>Exempt:</b>	No
<b>Decision subject to Call-in:</b>	No, as the report is for noting
<b>Enclosures:</b>	Appendix One: Harrow's Local Account 2011 -12  Appendix Two: Adults Social Care Outcomes Framework

## **Section 1 – Summary and Recommendations**

This report sets out the main elements of the Harrow Local Account Report 2011 – 2012

**Recommendations:** Cabinet is requested to note the information report.

**Reason:** To provide Cabinet with an overview of Harrow Adult Social Care performance during 2011 – 2012

## **Section 2 – Report**

### **Introductory paragraph**

The way that councils are assessed on how well adult social care services are performing has changed. Until recently the quality of adult social care services was judged through a programme of government audit and inspection. The end of this regime gives Harrow an opportunity to produce a local account that reports directly to local residents instead of to government regarding how well Harrow is delivering services locally.

Over the last few years Adult Services has produced a Quality Assurance (QA) Annual Report that provided an overview of the quality assurance and learning activities undertaken across Adult Services. Our QA methods and annual report were commended by the Department of Health and used to develop the local account nationally. Our first local account was praised by the Local Government Association (LGA) and our quality assurance arrangements were highly commended in this years Municipal Journal (MJ) awards.

This is our second local account and provides residents with information on the performance of local social care services as well as details of priorities and outcomes.

### **Options considered**

None

### **Background**

We have been refining the ways in which we understand quality as defined by the people who use our services. We also needed to challenge both ourselves internally and the organisations we worked with, to continually improve and deliver better outcomes in line with our customer's expectations.

Since 2009 we have been developing a QA system which brings together the planning and design of care services with a variety of perspectives on the quality of these services, including feedback from independent bodies, consumers, professionals and providers. It has resulted in major improvements to provider services and outcomes for vulnerable people and carers.

In order to ascertain a holistic understanding of the quality of our services, a QA quadrant model and review tool (QAQ) was developed. This is based upon four key areas: independent challenge, provider challenge, professional challenge and consumer/citizen challenge.

### **Current situation**

The Local Account is an important tool for the public to use in holding the local authority to account for how money is spent and on the quality of the services it provides.

During 2012/13 we are planning to establish a group of Harrow residents that will include people who use services along with those who don't. They will work with us to develop the Local Account throughout the year.

## **Financial Implications**

Any future actions are contained within existing plans and budgets as part of our continuing improvement cycle.

## **Performance Issues**

This retrospective report is divided into the elements contained within the 2011/12 Adults Service Plan as outlined below:

1. Embed our Reablement service
2. Personalisation and market development
3. Strengthen commissioning and procurement
4. Sustain and develop further safeguarding practice
5. Continue to improve performance
6. Realign our internal structures and process
7. Strengthening our IT processes
8. Balance budgets and achieve efficiencies, using a transparent process
9. Making the best use of our assets

The report provides performance information gathered from performance indicators, survey data, inspections, consultations and user feedback.

## **Environmental Impact**

None

## **Risk Management Implications**

Risk included on Directorate risk register? No

Separate risk register in place? No

## **Equalities implications**

An EqIA has not been undertaken for the production of the report. This information report details activity across Adult Services. Many of the activities detailed in the local account report have undergone an EqIA and are available on line.

## Corporate Priorities

The local account encompasses the 'Supporting and protecting people who are most in need' and a 'United and involved communities: A Council that listens and leads' council priorities. It does this through ensuring robust QA measures are in place that safeguard service users and listen and learn from user feedback and complaints.

### Section 3 - Statutory Officer Clearance

Name: Richard Hampson	<input checked="" type="checkbox"/>	on behalf of the Chief Financial Officer
Date: 21 September 2012		
Name: Sharon Clarke	<input checked="" type="checkbox"/>	on behalf of the Monitoring Officer
Date: 19 September 2012		

### Section 4 – Performance Officer Clearance

Name: David Harrington	<input checked="" type="checkbox"/>	on behalf of the Divisional Director Partnership, Development and Performance
Date: 26 September 2012		

### Section 5 – Environmental Impact Officer Clearance

Name: Andrew Baker	<input checked="" type="checkbox"/>	on behalf of the Divisional Director (Environmental Services)
Date: 19 September 2012		

## **Section 6 - Contact Details and Background Papers**

**Contact:** Sue Conn, Community Health and Well being Directorate,  
Transformation Team Support Manager

Ext: 6830

[Sue.conn@harrow.gov.uk](mailto:Sue.conn@harrow.gov.uk)

**Background Papers:**

Department of Health - Transparency in outcomes: a framework for quality in adult social care. The 2011/12 Adults Social Care Outcomes Framework.

ADASS Promoting Excellence in Councils' Adult Social Care local accounts paper 12<sup>th</sup> May 2011

**Call-In Waived by the  
Chairman of Overview  
and Scrutiny  
Committee**

**NOT APPLICABLE**

*[Call-in does not apply as the  
recommendation is for noting  
only]*