

**REPORT FOR: Health & Social Care
Scrutiny Sub-Committee**

Date of Meeting:	11 February 2014
Subject:	Harrow's Local Account 2012-13
Responsible Officer:	Paul Najsarek, Corporate Director of Community, Health and Wellbeing
Scrutiny Lead Member area:	Councillor Chris Mote, Policy lead Member & Councillor Nana Asante, Performance Lead Member
Exempt:	No
Enclosures:	Appendix One: Harrow's Local Account 2012 -13 (Circulated with main agenda)

Section 1 – Summary and Recommendations

This report sets out the main elements of the Harrow Local Account Report 2012 – 2013

Recommendations: Scrutiny is requested to note the information report.

Reason: To provide Scrutiny with an overview of Harrow Adult Social Care performance during 2012 – 2013

Section 2 – Report

Introductory paragraph

The Local Account is an important aspect of our overall approach to improving quality. It highlights best practice and demonstrates the progress we are making towards positive outcomes for all those who depend on our services.

Local accounts are used by councils across the country to assess how well adult social care services are performing. In recent years, government policy has encouraged a trend away from reporting to central government. Instead, councils report directly to local residents via the Local Account.

We produced our second local account last year, and have gathered feedback to ensure that our Local Account continues to be citizen focused and aimed at the whole community.

Options considered

This report refers to activities already undertaken and is presented to Scrutiny for information and not for decision.

Background

The Local Account matters because it is rooted in our desire to ensure that we are accountable to Harrow's vulnerable adults and carers. Throughout our Local account you will see evidence of the ways in which we have engaged with the local community and the ways in which we have responded to their collective voice. When the community has spoken, we have listened closely and taken positive action to improve Harrow's adult social care services.

The National Context

Understanding what we have achieved must be understood within the context of the changing care landscape. This year has seen:

- the Winterbourne View and Mid-Staffs reports
- the creation of the Integrated Transformation Fund
- the progress of The Care Bill
- the funding challenges continue, so we need to support ever-more people, with less.

We have chosen to meet the challenges with innovation and partnership working. We will continue to push for high quality services and continue to challenge poor quality care and support wherever it may be.

Quality Assurance

In this Local Account we explore our Quality Assurance framework, and introduce our recent innovations (e.g. The Safety Helix, Quality Charter, MyCommunity ePurse). In response to feedback following last year's report, we have tailored the style of the document to service users and carers, using more pictures and many more case studies to give context to our achievements.

Our Quality Assurance Quadrant (QAQ) system is now well established, and continues to result in major improvements to provider services and outcomes

for vulnerable people and carers. The report shows the ways in which we review social care quality from different perspectives, and the innovative methods we use to respond to the various challenges. Importantly, the report shows the importance of partnership working, and the crucial part that is played by our local community.

It is important to recognise the contribution that has been made over the past year by Harrow's Local Account Group. The group is an important part of our engagement with the local community. As we move through 2014, the Local Account Group will conduct regular surveys and continue to contribute towards the quality assurance of Harrow's adult social care services.

The four domains

We use the four domains of the Adults Social Care Outcomes Framework (ASCOF) to set out what we achieved during 2012/13. We explain what we did in response to what the community said to us, and use case studies to provide context:

Domain 1 Enhancing quality of life for people with care and support needs

- We developed MyCommunity ePurse – a personal budget and support planning tool
- Co-produced a local quality charter with the local account group
- Successfully transitioned 450 users from block contracts to personalised home care
- Launched carers revival
- Increased employment opportunities for learning disability and mental health service users

Domain 2 Delaying and reducing the need for care and support

- Updated the entire care pathway protocol
- Launched the ICP pilot to reduce inappropriate admission to hospital
- Created Annie's Place
- Put in dedicated delayed transfer coordinator

Domain 3 Ensuring that people have a positive experience of care and support

- Published a market position statement
- Started a dance/musical-theatre research project ('Tizard')
- Conduct regular engagement and organise events for service users and carers

Domain 4 Safeguarding adults whose circumstances make the vulnerable and protecting them from avoidable harm

- Partnership working with NHS, emergency services, businesses and third-sector
- Safeguarding Adults Service continue to work closely with the Community Safety ASB Action Group
- Increased numbers who received formal safeguarding training

- Responded actively to Winterbourne View and Mid-Staffs scandals
- Developed the Safety Helix

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.

Legal Implications

There is currently no overarching statutory framework covering Adult safeguarding. There is currently no legal obligation to produce an annual report covering safeguarding activity undertaken by the council.

Adult safeguarding is led by local authorities, based on the 'No Secrets' Guidance 2000 issued by the Department of Health under Section 7 of the Local Authorities Social Services Act 1970. Following a review by the Law Commission, the draft Care Bill 2012 aims to reform the law relating to care and support for adults and for carers, and to make provision about safeguarding adults in primary legislation.

The Bill is expected to become law in Spring 2014. On the basis the Bill receives royal assent in the form currently drafted, it will put Safeguarding Adults Boards on a statutory footing with the Council, Clinical Commissioning Groups and Police as core members. The Council, having consulted the aforementioned bodies, will be able to appoint other persons as it considers appropriate. Councils will remain the lead agency for safeguarding. The Boards will be required to publish an annual strategic plan detailing its strategy for achieving its objectives and what each member is to do to implement that strategy. In preparing such a strategy, there is a requirement to consult the local Healthwatch group and involve the local community. The Board will also be required to publish an annual report setting out what it has done in the previous year to implement its strategy and objectives.

Financial Implications

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

Performance Issues

The body of this retrospective report is divided into the four domains of the Adult Social Care Outcomes Framework (ASCOF):

- Enhancing quality of life for people with care and support needs
- Delaying and reducing the need for care and support
- Ensuring that people have a positive experience of care and support
- Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm

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.

Priorities

Please identify how the report incorporates the administration's priority to deliver a cleaner, safer and fairer Harrow.

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: Donna Edwards	<input checked="" type="checkbox"/>	on behalf of the* Chief Financial Officer
Date: 27 December 2013		
Name: Sharon Clarke	<input checked="" type="checkbox"/>	on behalf of the* Monitoring Officer
Date: 9 December 2013		

Section 4 - Contact Details and Background Papers

Contact: Chris Greenway, Interim Head of Safeguarding Assurance, 020 8424 1043

Background Papers:

The 2012/13 Adults Social Care Outcomes Framework.

Towards Excellence in Adult Social Care – “[Developing Local Accounts – What we Know](#)” (May 2013)