

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

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**Date of Meeting:** April 2015

**Subject:** Harrow's Local Account 2013-14

**Responsible Officer:** Paul Najsarek, Corporate Director of  
Community, Health and Wellbeing

**Scrutiny Lead  
Member area:** Councillor Chris Mote, Policy Lead  
Member  
  
Councillor Karin Ramchandani,  
Performance Lead Member

**Exempt:** No

**Wards affected:** All

**Enclosures:** Appendix One:  
Harrow's Local Account 2013 -14

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

This report sets out the main elements of the Harrow Local Account Report 2013 – 2014

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

**Reason:** To provide Scrutiny with an overview of Harrow Adult Social Care performance during 2013 – 2014

## **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 third local account last year, and have gathered feedback to ensure that our Local Account continues to reflect the voice of service users and carers and aimed at the whole community.

### **Options considered**

This report refers to activities already undertaken and is presented to Health and Social Care Scrutiny Sub-Committee 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 our response to Winterbourne View, integration of health and social care and the development of the Better Care Fund, and the progress of The Care Act. 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 approach to safeguarding assurance and quality of services and how MyCommunity ePurse is affecting people's lives.

As a result of extensive discussions with the Local Account Group, 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.

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 2015, the Local Account Group will conduct regular surveys and continue to contribute towards the quality assurance of Harrow's adult social care services.

In this year's Local Account Report we will:

- Explain adult social care and give you the chance to read about people who use our services
- Explain the National and local context for adult social care, including the Care Act 2014 and our priorities for the future
- Publish facts and figures about how we have spent our money and how we have performed compared to other Local Authorities
- Look at the new and exciting initiatives that have been taking place and hearing from people who are involved
- Give an insight into what our Safeguarding Assurance and Quality Services team have been doing over the last year to protect vulnerable people and demonstrate our commitment to driving up Quality Standards.

In addition the report covers what the community said to us, and use case studies to provide context:

- Mental health recovery
- Personal budgets and personalised solutions
- Dementia support
- Harrow shared lives scheme – a family orientated solution to long term care needs
- Reablement
- MyCommunity ePurse – transacting personal budgets online

### **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.

### **Financial Implications**

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

### **Legal Implications**

During the period covered by the Local Account 2013-14 there was no overarching statutory framework covering adult safeguarding and 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. The Care Act 2014 reforms the

law relating to care and support for adults and for carers, and to make provision about safeguarding adults in primary legislation.

It puts 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.

## **Performance Issues**

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 EqlA 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 EqlA 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: Donna Edwards	<input checked="" type="checkbox"/>	on behalf of the Chief Financial Officer
Date: 8 <sup>th</sup> April 2015		

Ward Councillors notified:	No
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## Section 4 - Contact Details and Background Papers

**Contact:** Chris Greenway, Community Health and Wellbeing Directorate,  
Head of Safeguarding Assurance and Quality Services

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