REPORT FOR: HEALTH AND SOCIAL CARE SCRUTINY SUB-COMMITTEE

Date of Meeting:	6 December 2011
Subject:	Adult Social Care - Local Account
Responsible Officer:	Paul Najsarek – Corporate Director Adults and Housing
Scrutiny Lead Member area:	Policy Lead Member – Councillor Ann Gate
	Performance Lead Member – Councillor Vina Mithani
Exempt:	No
Enclosures:	Appendix 1: Report Submitted to Cabinet on 18 October and Appendices

Section 1 – Summary and Recommendations

This report sets out the directorate's historical approach to Quality Assurance and how this has lead to the development of a Local Account for Adult Social Care.

Recommendations: To note the information contained in this report.

Section 2 – Report

Introduction

Quality Assurance is an integral part of developing and delivering high quality services that service users and members of the public want to use.

To ensure we are listening and responding effectively to service users and using all of the feedback channels available Adult Services have established a Quality Assurance and Learning Board and historically has produced a quality assurance report.

Current situation

New social care and health national legislation alongside efficiency measures will affect how services are delivered in the future. In addition changes to the way social care services are monitored and inspected will necessitate Adult Services to review our own quality assurance measures.

The way that councils are assessed on how well adult social care services are performing has changed. Rather than reporting to central government, local authorities will now report directly to local residents, via a new 'Local Account'.

Local Accounts are in development and will be the way councils with adult social care responsibilities will in the future report to citizens and consumers about performance in adult social care. The Quality Assurance processes will form the basis of an evolving Local Account.

At October Cabinet the second Quality Assurance (QA) Annual Report was presented to provide an overview of the quality assurance and learning activities undertaken across Adult Services.

The first part of this report provides an account of what we learnt in 2009/10 and the recommendations for action. It demonstrates how we have built on our learning by providing a summary of the actions we have taken and the outcomes we have achieved as a result.

The main body of the report provides an overview of the quality assurance and learning activities undertaken across Adult Services in 2010/11 against each service area. These activities have helped us to identify areas of good practice and areas for improvement.

Background

Over the past 2 years we have been developing our quality assurance systems. Key milestones to this development have been;

Year 1:

- The establishment of a Quality Assurance and Learning Board
- Leading the way by setting up a pan London QA managers group.

Year 2:

- Further embedded quality assurance by establishing a regular manager's forum.
- Created a strong evidence base that demonstrates our work is making a positive difference
- Developed a QA challenge model and review tool based upon four key areas: independent challenge, provider challenge, professional challenge and consumer/citizen challenge.

The Department of Health has praised Adult Services for having a sophisticated and embedded QA system. Furthermore, Harrow's challenge model has formed part of the recommendations by the Association of Directors of Adult Social Services to councils developing their Local Account.

Our QA challenge framework has now been successfully built into the Adult's Service Plan 2011-14.

Financial Implications

The report and its appendices are retrospective. Where forward financial commitments are made they have been built into existing budgets.

Performance Issues

The report is divided into service user groups and the report provides performance information gathered from performance indictors, survey data, inspections and user feedback with sources clearly highlighted for each service user grouping.

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. The report details activity across Adult Services and many of the activities detailed in the report have undergone an EqIA and are available on line.

Corporate Priorities

The report encompasses the 'Supporting and protecting people who are most in need' council priority. It does this through ensuring robust Quality Assurance measures are in place that safeguard service users and listen and learn from user feedback and complaints.

Section 4 - Contact Details and Background Papers

Contact: Carol Yarde, Head of Adults and Housing Transformation, 020 8420 9660

Background Papers: None