

TRANSPARENCY IN OUTCOMES FOR ADULT SOCIAL CARE

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1. Summary

- 1.1 In summary in November 2010, the Government published the consultation paper *Transparency in outcomes: a framework for adult social care*.
- 1.2 This paper summarises the key elements of the framework and highlights the need for every Local Authority to publish a "Local Account" which reports on performance and current and future service delivery of Adult Social Services.

2. Recommendations

- (a) Board Members to note the content of this report, and the implications for Shropshire Council's future performance management arrangements for adult social care.
- (b) Board Members receive Shropshire's first, annual Local Account in December 2011.

3. Risk Assessment and Opportunities Appraisal

- 3.1 The Government is committed to reducing inequality in health and social care outcomes and considers this to be one of the most important roles in the development of the Outcomes Framework.
- 3.2 This new vision for adult social care is a real opportunity for us to ensure we make a difference to the quality of life for the people of Shropshire. Whilst recognising this agenda is being developed over time, we will need to build good working relationships across all sectors of the community to ensure we develop a high level of public confidence in adult social care services commissioned and provided in Shropshire.

- 3.3 Building our services and performance management framework around the outcomes which matter most to local people will enable people to judge the success of what is important to them. Where previously, much of our performance information was produced in accordance with Government departments and regulators, now the focus will be on the feedback from our local communities.
- 3.4 We will need to engage with all communities across Shropshire to ensure we develop fair and equitable services. The work we will do in response to this agenda will link into the development of our Joint Strategic Needs Assessment to ensure we have a thorough understanding of our local population's changing needs and that we prioritise our scarce resources to meet these needs.
- 3.5 We need to be clear about what good quality adult social care services look like in Shropshire and how to respond to the changing demographic pressures over the coming years (in particular, a rising older population, with more complex social care needs).

4. Financial Implications

- 4.1 None relating to this report although production of performance information and engagement with the public in creating a "Local Account" will require staff resources.

5. Background

- 5.1 In summary in November 2010, the Government published the consultation paper *Transparency in outcomes: a framework for adult social care*.
- 5.2 This consultation paper proposed a new strategic, approach to delivering quality and outcomes in adult social care, laying the foundations for future reform.
- 5.3 In addition, the follow up paper *Transparency in outcomes: a framework for quality in adult social care – A response to the consultation and next steps* outlines the Government's response to the key messages received from a wide variety of organisations and individuals, during the consultation process.
- 5.4 The consultation document identified a number of key priorities for implementation in 2011-12:
- An interim national data set for adult social care, for 2011-12, confirmed as part of the Government's Single Data List.
 - Detailed definitions for each measure identified in the national data set (known as ASCOF – Adult Social Care Outcomes Framework).
 - Proposals from a detailed Government review (known as the Zero Based Review) of all adult social care data collections due in September 2011.

- Councils are asked to consider producing an annual “Local Account” engaging with citizens to report on performance and shape future service delivery
 - Local Involvement Networks will be supported to improve performance and share learning and Health Watch pathfinders will be established to test different approaches.
- 5.5 This consultation marks the start of a longer term process of development, which will lead to the publication of the *Care and Support White Paper* later this year.
- 5.6 This new approach will set a consistent high level context for the development of outcome reporting for all adult social care users, and at the same time, enable councils to respond to and prioritise local needs. As such, we will be able to link these initiatives directly into Shropshire Council’s own priorities as identified in our Medium Term Financial Strategy.
- 5.7 The consultation papers set out the intention to co-produce (Government Departments working jointly with the local government sector) a new set of outcome measures for adult Social Care, known as ASCOF (Adult Social Care Outcomes Framework). These measures form part of the Government’s *Single Data List* and will replace the National Indicator Set in the previous Government’s performance regime.
- 5.8 Details of the measures chosen for 2011-12, with detailed definitions, will be set out in a document called *The Adult Social Care Outcomes Framework - Handbook of Definitions* – due to be published very shortly.
- 5.9 In addition to the new outcome measures, councils are also expected to consider how best to engage and inform its citizens on performance outcomes achieved, identifying improvements needed and future challenges, in the form of publishing an annual *Local Account*, which over time, will be a key feature of Shropshire Council’s performance reporting framework for adult social care.
- 5.10 There is an ongoing Government review of all adult social care national data collections (known as the *Zero Based Review*) which is due to report later this year, on proposals for any amendments for 2012-13, as part of the *reducing the burden on councils* initiative.
- 5.11 The National Institute for Health and Clinical Excellence will work with stakeholders to pilot approaches to developing quality standards in social care. Alongside this will be a sector led approach to developing peer assessment, involving challenge and support (replacing the annual assessments by the Care Quality Commission) to drive improvements.
- 5.12 The Care and Support White Paper, due in the autumn, will consider what future actions need to be taken to incentivise quality improvement and future reforms to the funding system for adult social care.

- 5.13 This is the start of a longer term process of reform for adult social care, and we can expect further developments to the outcome measures and sector led performance as processes are agreed over the coming years.

List of Background Papers

Transparency in Outcomes: a framework for adult social care – Nov 2010.

Transparency in Outcomes: a framework for quality in adult social care – a response to the consultation and next steps.

Both of these can be accessed online at: www.dh.gov.uk/publications

Cabinet Member (Portfolio Holder)

Councillor Ann Hartley

Local Member

All

Appendices

None