

Shropshire Council Adult Social Care – Local Account 2015-16.

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1. Summary

- 1.1. This report presents the Local Account for Shropshire for 2015–16. This is the sixth year of producing a local account in this format and it is both a retrospective review of the achievements during 2015-16 and importantly, sets out our aspirations, challenges and direction of travel for 2016-17.

2. Recommendations

- 2.1. Cabinet Members are requested to note and approve the Adult Social Care Local Account for 2015-16.

3. Risk Assessment and Opportunities Appraisal

- 3.1. Equalities Appraisal -The Local Account provides information on all areas of service delivery in adult social care.
- 3.2. Human Rights Appraisal-The content of the Local Account is compatible with the Human Rights Act.
- 3.3. Risk Management Appraisal. The Local Account is an opportunity to publicise the achievements of the previous year within adult social care and to outline the aspirations and challenges looking forward to 2016-17.
- 3.4. Environmental Consequences. To reduce unnecessary printing the local account will be published on both the Shropshire Council website, Shropshire Choices and is available in hard copy upon request.
- 3.5. Consultation. Our Making it Real Advisory groups, comprising local people, who are expert by virtue of their experience in adult social care, have been involved in the production of this year's Local Account. In addition, our "Making it Real" Board and Partnership Boards have also been consulted.

4. Financial Implications

- 4.1. The local account includes a section on expenditure during 2015-16.

5. Background

- 5.1. Making it Real is a national framework established to support all those working towards personalisation. It gives us the opportunity to check our progress so that we can decide which areas need to be improved. Making it Real highlights the issues most important to the quality of people's lives. It helps the social care sector to take responsibility for change and publicly share the progress being made.
- 5.2. Making it Real is built around 'I' Statements which sit within 6 different themes (developed by people who use services and family carers). The 'I' Statements outline what people would say if services were personalised.
- 5.3. Shropshire Council has signed up to Making it Real (MiR) to help make sure we are improving services in this way.
- 5.4. Being part of MiR shows our commitment to involving our local communities in shaping care services for the future, and being clear about what type of care is actually making things better for people.
- 5.5. A key theme throughout this report is the inclusion of real life Shropshire stories, at every opportunity, which not only demonstrates our closer involvement with our community, but also helps to bring this document to life.
- 5.6. Completion of the Local Account is in response to the "Promoting Excellence in Councils Adult Social Care Programme Board". This Board recommended "that all Councils with Adult Social Services Responsibility (CASSRs) consider producing a short, accessible local account on an annual basis, which highlights performance, and to publish this locally".
- 5.7. The Local Account will also be used therefore, as a way of demonstrating and describing performance in adult social care to local people. The concept is one that is user-focussed, and highlights the quality aspects of services provided, rather than the numbers.
- 5.8. Throughout the document, we have tried to link what we said we would do last year, to what we have actually done this year, so that these documents, year on year, will have currency and relevance to the local people who helped to produce them. It is envisaged that this document will be used by our local communities "to hold us to account" for the quality of services we provide or commission, and will, by its very nature, help to drive forward improvements.

- 5.9. A key theme throughout the Local Account is one of ensuring transparency about the issues and impact of the changes and challenges that are occurring within adult social care. We have tried to ensure that these issues are appropriately balanced in this year's account and that learning from positive and negative experience is identified.
- 5.10. We have continued with the theme and 'magazine' style approach from last year to create a report that is visual, more inviting and easier to read.
- 5.11. This year's Local Account continues to focus on our distinct operating model and describes how we have further developed the way in which we interact with individuals.
- 5.12. The Local Account also sets out how people can continue to be involved in shaping services for the future, including through their local Councillor and the Making it Real Advisory groups which meet across the county. The Local Account carries a strong call for participation in the Making it Real Advisory group.

6. Conclusions

- 6.1. We have focused on producing an easy to read report tailored to what local communities want to know about adult social care in Shropshire, and at the same time, the account can also be used to judge our performance, as part of the sector led improvement programme. We have adopted an approach which makes the best use of our existing scarce resources and utilises existing user and carer forums such as Making it Real and partnership boards for engaging with citizens.
- 6.2. In order to meet the challenges we face, Shropshire Council is rethinking all aspects of the work we do and redesigning services – this document reflects this new way of working and is based on a new understanding of what works for people. It demonstrates what we have achieved through the use of case studies that try to show the reality of everyday working including achievements and challenges.
- 6.3. We view this document as an evolving document that we hope to improve year on year. Importantly, we want this document to have resonance with people in Shropshire and to be referred to throughout discussions about our performance, to genuinely "hold the council to account" to deliver what we set out to do.

Appendix A: Shropshire's Local Account for Adult Social Care for 2015-16.