



Health & Adult
Social Care Scrutiny
Committee

9 February 2015

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Public

Shropshire Council Adult Social Care – Local Account 2013-14

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1. Summary

- 1.1. This report presents the Local Account for Shropshire for 2013-14. This is the fourth year of producing a local account in this format and it is both a retrospective review of the achievements during 2013-14 and importantly, sets out our aspirations, challenges and direction of travel for 2014-15.

2. Recommendations

- 2.1 Members of the committee to note the content of the reports, for information only.

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 work undertaken, including both achievements and challenges of the previous year within adult social care and to outline the aspirations and challenges looking forward to 2014-15.

3.4. Environmental Consequences

To reduce unnecessary printing the local account will be published on the Shropshire Council website and is available in hard copy upon request.

3.5. Consultation

Our Making it Real Reference Group, comprising local people, who are expert by virtue of their experience in adult social care, has 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.

An accessible easy read version of what is a local account, will be produced and shared initially, with the Learning Disability Partnership Board, who have received regular updates throughout the year on the achievement of adult social care performance.

4. Financial Implications

- 4.1. The local account includes a brief section on expenditure during 2013-14.

5. Background

- 5.1. Making it Real is part of the national programme 'Towards Excellence in Adult Social Care' (TEASC) 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 is part of our commitment to involving local communities in shaping care services for the future, and being clear about what type of care is actually making things better for people. We have provided staff support to help retrain the way we think and work with people in planning their support around a person's whole life. This has helped shape a very different and 'positive conversation' being the basis of the relationship with our communities.
- 5.5. As part of our commitment to Making it Real we have demonstrated the involvement of people who use services, including carers, who have helped us to compile the content of this year's Local Account, including the checking of our progress on the 3 priorities identified in last year's Local Account.
- 5.6. The priorities chosen by local people last year, and reported within this year's update are:
 - Improving information and advice

- Supporting and maintain active and supportive communities
- Increasing the range of flexible, integrated care and support options.

Another key theme throughout this year's Local Account is one of ensuring transparency about the issues and impact of the changes that are occurring within adult social care, not least with the implementation of the Care Act. We have tried to ensure that these issues are appropriately balanced in this year's account.

5.7 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.

5.8 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.

5.9 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.

5.10 Another key theme throughout this year's Local Account is one of ensuring transparency about the issues and impact of the changes that are occurring within adult social care, not least with the implementation of the Care Act. We have tried to ensure that these issues are appropriately balanced in this year's account.

5.11 The layout and content of this year's Local Account has been improved following feedback to make it easier to read. This has included more pictures, diagrams, and quotes from users and carers. The report also provides useful links to other related documents and web sites, and highlights how people can get involved in this process for next year.

5.12 This year's Local Account also focusses upon the current work we are doing around our new operating model for transforming Adult Social care in Shropshire. We are working to keep local people at the centre of all that we do, keeping to the MiR principles we signed up to, whilst working within the considerable financial challenges of supporting more people with complex, long term care needs, which are projected to increase further in future years.

5.13 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 Board.

5.14 The update to this Local Account for 2014-15 will be produced in Autumn of 2015

6 Conclusions

- 6.1 The focus this year has been to produce a short, 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 performance, as part of the sector led improvement programme. This approach makes the best use of our existing resources and utilises existing user and carer forums such as partnership boards for engaging with citizens.
- 6.2 In order to meet the challenges, Shropshire Council is rethinking all aspects of the work we do and completely redesigning services – this document reflects this new way of working and is based on a new understanding of what works for people,.
- 6.3 Finally, the local account is an evolving document that will 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.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)

Cabinet Member (Portfolio Holder)
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Councillor Lee Chapman

Local Member

All – this is Shropshire wide

Appendices

Appendix A: Shropshire’s Local Account for Adult Social Care for 2013-14.
