

# ADULT SOCIAL CARE LOCAL ACCOUNT 2010/11

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## REASON FOR ITEM

This report presents to the Committee the 'Local Account' for Adult Social Care Services. The Local Account represents a published statement about how well adult social care services are performing to meet the needs of local residents.

## OPTIONS AVAILABLE TO THE COMMITTEE

1. Members of the Committee discuss and comment on the Local Account and use the report to inform their overview activities.
2. Members of the Committee agree to raise any concerns with the relevant Cabinet member.
3. Members of the Committee note the contents of the report.

## INFORMATION

1. The Local Account is a statement indicating the quality of services being delivered and the progress the Council has made in achieving key priorities and outcomes for Hillingdon residents.
2. This is the first Local Account and has been produced with input from key residents groups, such as the Older People's Assembly, the Disabilities Assembly and Carer groups. It builds upon local democracy and strengthens transparency by involving local people in the review of social services performance.
3. Engagement with local people regarding the content and format of the Local Account took place in the following key forums (see appendix 1)
  - Older People's Assembly and Steering Group meeting (14.9.11 & 27.9.11)
  - Disabilities Assembly and Steering Group meeting (16.9.11 & 10.10.11)
  - Carers Café (6.10.11)
  - Learning Disability Partnership Board (26.10.11)
4. The consultation process identified that the following should be considered regarding the design and format of the Hillingdon Local Account:
  - No tables, graphs or lots of figures
  - The use of case studies to illustrate the difference adult social care and support services have made to customers lives
  - Easy to read, using plain language
  - Black on white text, bold headings
  - A4 booklet

5. The Hillingdon Local Account (appendix 2) includes information about the following:
  - a. What we are doing to keep people safe (e.g. TeleCareLine)
  - b. What we are doing to promote healthy and independent lives (e.g. supported and extra care housing, re-ablement)
  - c. What we are doing to enable people to have choice and control over their lives (e.g. self-directed support)
  - d. What we are doing to support carers (e.g. carers support services)
  - e. What we are doing to work with health and other partners to provide effective services
6. The Local Account is available on Hillingdon's website, with links to other relevant information.
7. Officers will continue to work closely with the Assemblies and other forums representing the views of people who use services and their carers to further develop the Local Account for future years and engage meaningfully with local residents about adult social care services. The development of the Local Account could include providing further information about housing services and services for children and families; integration of social care and health care services; and describing improvement priorities for the coming year.
8. In London, there is a learning event scheduled for 16<sup>th</sup> January 2012 to review how local authorities have approached the development of their Local Account. This event will be used to develop the Hillingdon Local Account for future years.

### **SUGGESTED COMMITTEE ACTIVITY**

Members of the Committee discuss and comment on the Local Account and use the report to inform their overview activities.

### **BACKGROUND PAPERS**

Adult Social Care Local Account – ADASS Letter to Directors July 2011

#### Appendices

Appendix 1 – Consultation feedback from the development of the Local Account

Appendix 2 – The Hillingdon Local Account