

Attachment A

Local Account 2013/14 “How we served you” (Plans for Local Account 2014/15)

A key part of sector-led
improvement through local accountability

take part, take pride



What is the Local Account?

- Local Accounts are part of the Government's initiatives to make local services accountable to local people, by sharing with the local community, the improvements that Councils are making within Adults Social Services.
- 93% Councils have now published a Local Account - most have 2 or more.
- Sutton has produced four Local Accounts since this initiative has been launched and plans for the new Local Account 2014/15 is underway

London Borough of Sutton's Local Accounts

- In 2013/14, we produced three versions of the Local Account which include:
- A Full Report of 40 pages
- A Summary report made up of four pages
- An Easy Read version produced in conjunction with Sutton MENCAP
- They can be found here:
http://www.sutton.gov.uk/info/200333/adult_health_and_social_care/1066/your_voice/7

Sutton's Local Accounts 2013/14

“How We Served You In 2013/14”

London Borough of Sutton Council
Adult Social Services
Local Account 2013/14



SUTTON COUNCIL LOCAL ACCOUNT 2013 – 2014 – Summary

<p>This report will talk about what Sutton Council's Adult Services did last year (2013-2014).</p>	
<p>The report will include views from people who use adult services.</p>	
<p>The report will talk about the costs of running adult services. It will also talk about plans for next year.</p>	

Local Account 2013/14 – Summary



Introduction

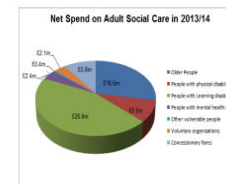
The Local Account 2013/14 gives an overview of performance and achievements of Sutton Council's Adult Social Services during last year. It also provides a summary of the views of those receiving eligible adult social services, investment in preventative support services, and an overview of the cost of the services. It also touches on our plans and priorities for 2014/15 and beyond. The full report can be found at [link](#).

Our Vision and Aims for Adult Social Services

Our vision or mission is essentially to meet the social care needs of the adult population of the borough through safeguarding vulnerable people, promoting independence and enabling individual choice and control. To achieve this we are continuing to promote personalisation of services and develop the market to facilitate this while at the same time reducing direct provision. We also aim to develop community resilience and capacity and promote support networks.

Finance, Budget and Savings

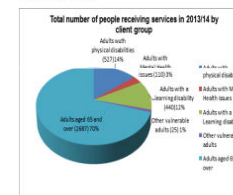
In 2013/14 our net spend on adult social services was £59.4m. A breakdown of this by client group is shown below.



Although a net budget of £151.7m was set for 2014/15, the Council is required to make very significant further savings amounting to a £40m reduction in the overall budget over the next four years. For adult social services this means that for the period savings of £15.792m will need to be found.

Our Performance

The Council supported around 3,800 people during 2013/14; over 70% of these were 65 or older. About three quarters were supported to live in the community, the remainder in residential settings. During last year 72 people moved into residential care or nursing home, a significant increase on the previous two years. The numbers of people supported during 2013/14 by client group is shown in the table below



During 2013/14 56 service complaints were received, a small increase on the previous year. Of these 69% were in relation to dementia and disability-related services.



Local Account 2013/14- Summary

- The Local Account 2013/14 gives an overview of performance and achievements of Sutton Council's Adult Social Services during last year.
- It also provides a summary of the views of those receiving eligible adult social services, investment in preventative support services, and an overview of the cost of the services.
- It also touches on our plans and priorities for 2014/15 and beyond.
- Our Key Performances in 2013/14 include

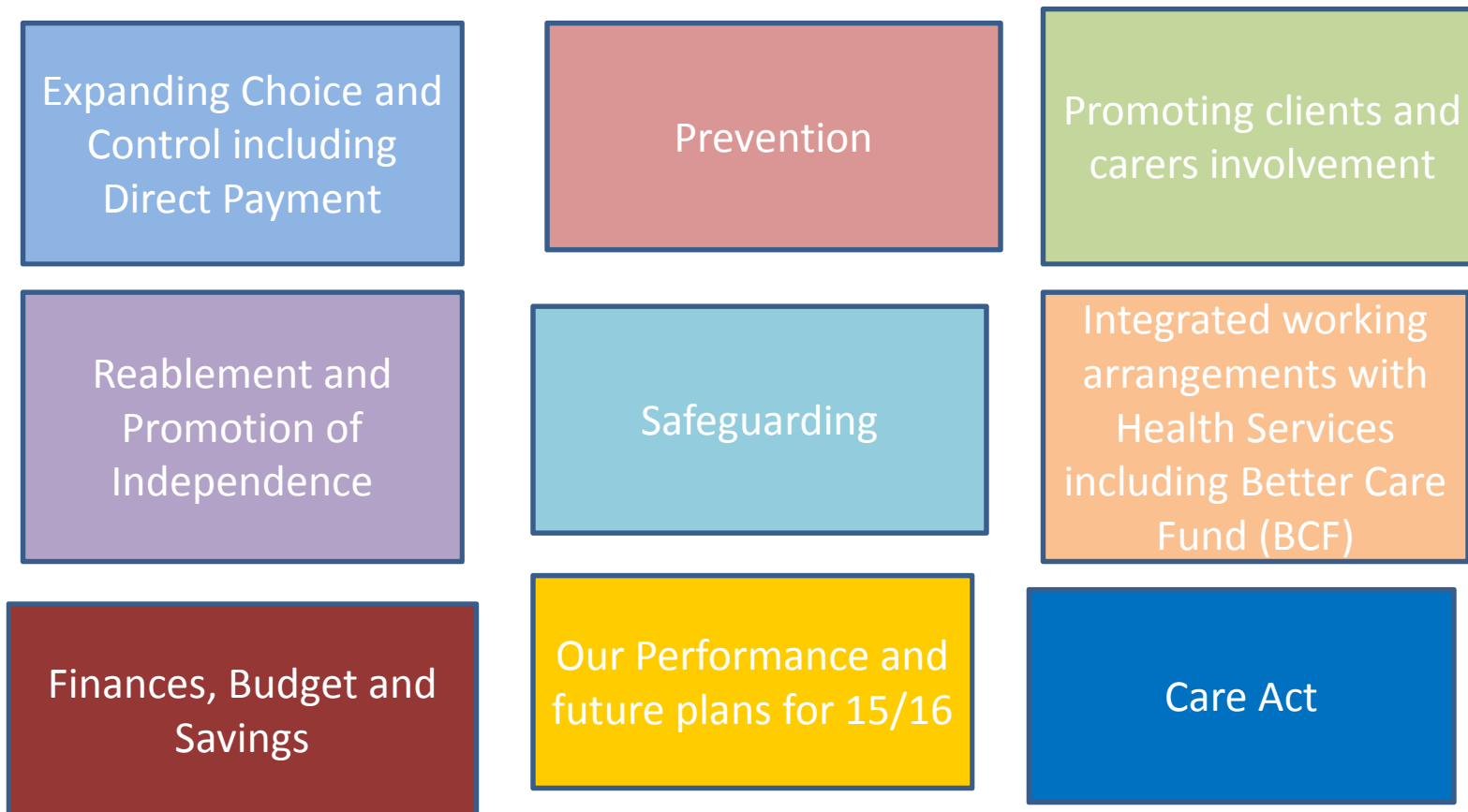
Key Area	Performance
Delayed transfers of care	There was an average of 14 delays of transfers per month compared to 10 per month in 2012/13.
Personal budgets	92.6% of individuals in receipt of a service had a personal budget during the year compared with 83.2% in 2012/13
Direct payments	23.2% of individuals in receipt of a service had a direct payment during the year compared with 17.9% in 2012/13
Carer assessments	676 carer assessments were completed in 2013/14, a 47% increase on 2012/13
User reviews	2,418 service users had had a review carried out during the year, a significant increase on the equivalent figure for 2012/13
Safeguarding alerts	1,283 safeguarding alerts were received compared to 1,148 in 2012/13.
Staffing	At the end of 2013/14 Sutton's overall social worker vacancy rate as 17.3%, which was below the national average of 18.2%

Areas of Improvement for 2014/15 Local Account

- More Engagement with our residents
- More Engagement with our partners including the Equality and Diversity Forum
- Creating Awareness for the Local Account
- Increasing access to the Local Account for residents and anyone who wants to know more about the council
- Co-Production with residents and partners

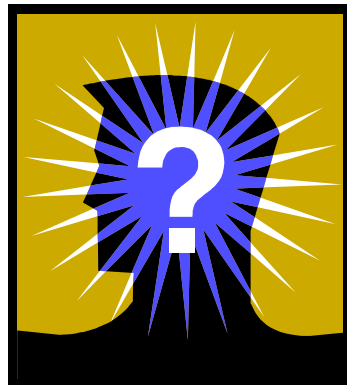
Local Account 2013/14-Structure and Content

In the last Local Account 2012/13, we talked about future priorities for the coming year and this forms the structure of the chapters for this year which include:



What we expect from the Equality and Diversity Forum?

- Engagement with members of the forum
- Co-production of the Local Account 2014/15
- Access to events where we can take pictures with the consent of people involved
- Draft proof reading to ensure it is easy to understand



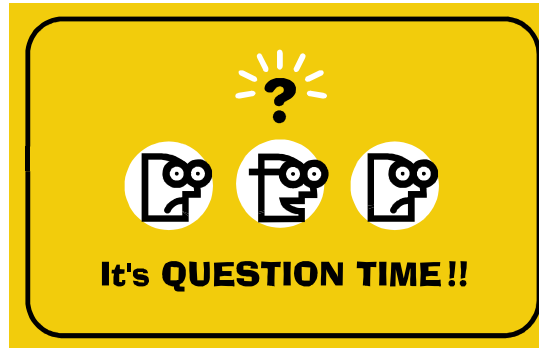
Next Steps



Relevant Timelines

- Collating all necessary data for various sections April 2015
- Collating Finance Data and other Data May/June 2015
- Photography/Events with Consent May-July 2015
- First Draft (proof reading) July 2015
- Second Draft (final amendments) August 2015
- ASSHH Committee September 2015
- Publication September/October 2015

Any Questions/suggestions?



Thank you for listening

Contact details:

Chiamaka Iwunze

Care Act Project Manager

Email: chiamaka.iwunze@sutton.gov.uk

Tel: 02087704038

This page is intentionally left blank