



<b>Report to:</b>	People Committee	<b>Date:</b>	6 December 2018
<b>Report title:</b>	Local Account 2017/18		
<b>Report from:</b>	Nick Ireland, Interim Strategic Director, People Directorate		
<b>Ward/Areas affected:</b>	Borough Wide		
<b>Chair of Committee/Lead Member:</b>	Councillor Marian James		
<b>Author(s)/Contact Number(s):</b>	Sandra Roche Interim Assistant Director (Adult Social Care) People Directorate 020 8770 4033		
<b>Corporate Plan Priorities:</b>	<ul style="list-style-type: none"> <li>● Making Informed Choices</li> <li>● Living Well Independently</li> <li>● Keeping People Safe</li> </ul>		
<b>Open/Exempt:</b>	Open		
<b>Signed:</b>		<b>Date:</b>	15 November 2018

## 1. Summary

- 1.1 This report presents the Local Account for 2017/18, as Appendix A, for approval by the Committee. The Local Account outlines the key achievements and a summary of Adult Social Services delivered. It explains how adult social services has used its resources to support vulnerable people in the borough and addressing key priorities.

## 2. Recommendations

The People Committee is recommended to:

- 2.1 Approve the 2017/18 Local Account, subject to amendments from discussion.
- 2.2 Approve the continued use of the format used at Appendix A for future Local Accounts.

## 3. Background

- 3.1 Each local authority with adult social services responsibilities has been asked by government to produce Local Accounts since 2010 following the cessation of inspection by the Care Quality Commission (CQC). The Sutton Local Account expresses the way in which national and local



priorities for adult social services are being met in Sutton and the standards of delivery within the borough. The first Adult Social Services 'Local Account' was produced in 2010/11.

- 3.2 The Local Account references two national surveys. The first is the National Adult Social Care Survey 2016/17. This survey is currently undertaken each year. The second is the National Adult Carers Survey. This takes place every two years
- 3.3 The national data on the biannual Carers' Survey will not be included in this year's Local Account as the survey is next due to be conducted in 2018/19. Learning from that biannual Carers' Survey will be included in the Local Account for 2018/19.
- 3.4 Feedback from the previous Sutton Local Accounts prior to 2015/16 was that they were too long and inaccessible. As a result, further improvements to the structure and format of the report were made to ensure it is more user-friendly and accessible.
- 3.5 The Local Account 2017/18 has been developed in the new format that was agreed at the then Adult Social Services and Health Committee in March 2016.

#### Data Variations

- 3.6 In the results for Sutton of the National Adult Social Care Survey there are minor variations between the position in 2016/17 and 2017/18. Overall, there has been an increase in the proportion of people who feel satisfied with adult social services and those who feel safe in their homes.
- 3.7 The Sutton Local Account, is structured to mirror the priorities for Adult Social Services and presents them in an easier to read format using infographics:
  - Our finances and budget
  - Our work with health partners
  - How we supported service users and carers
  - Our performance
  - Safeguarding
  - Highlights of the year
  - A summary of our priorities and plans for the next year

#### Areas for Improvement

- 3.8 In the context of an overall drive to improve performance across all areas, the Local Account had identified two areas for improvement in 2016/17. The first was reviews of long term support clients where performance improved from 71.4% in 2016/17 to 83% in 2017/18 against a target of 72.5% set for 2017/18. The second was support to carers which is being addressed through the revision of the Sutton Carers' Strategy and will be delivered through the Council's Outcome Based Commissioning Programme. Focused work to ensure timely assessments for carers has meant an increase in the percentage of carer's assessments completed. In addition, the Admiral Nurse Service has expanded to include an Admiral Nurse in each locality team to further



support carers. Going forward we will continue to improve our support to carers through the implementation of Sutton Carer's Strategy.

#### **4. Issues**

- 4.1 The government has not stipulated the form or format of Local Accounts and it is the main means by which Sutton Council presents performance and is held to account for work in a significant service area. To facilitate this aim, the Sutton Local Account will be available on the Sutton Council website and copies will be printed on request to facilitate access, increase awareness and promote it to the public

#### **5. Options Considered**

- 5.1 Feedback from the previous Sutton Local Accounts prior to 2015/16 was that they were too long and inaccessible. In order to address this issue, an easy read version and summary was developed. As a result, further improvements to the structure and format of the report were made to ensure it is more user-friendly and accessible. These changes were agreed at the March 2016 Adult Social Services and Health Committee meeting. This format has been further improved for 2017/18 to include a case study, to illustrate the diverse work of the directorate.
- 5.2 Links to the Sutton Local Account will be placed on Sutton Council's website and on the Adult Social Services page to facilitate access to the Local Account for people who have access to a computer and the internet

#### **6. Impacts and Implications**

##### Financial

- 6.1 There are no financial implication on the production of the Local Accounts, the cost of it is built into the base budgets. In 2017/18 Adult Social Care successfully achieved the required level of savings with no negative impact on front line services.

##### Legal

- 6.2 The Local Account is not produced by the Local Authority in compliance with statutory obligations. It is published as part of a sector-led initiative and the 'Towards Excellence in Council's Adult Social Care programme' (TEASC) which is a sector-led initiative that helps councils to improve their performance in adult social care.

##### Community

- 6.3 The Local Account provides all within the community access to see what Sutton Adult Social Services has achieved in the given year. As such it is an essential medium for engaging and empowering stakeholders.

Timetable for Implementation

- 6.4 The draft Local Account 2017/18 shown in Appendix A, as amended following discussion, will be published on the London Borough of Sutton website after the fourth working day after the meeting of this committee in accordance with the Constitution of Sutton Council.

**7. Appendices and Background Documents**

<b>Appendix letter</b>	<b>Title</b>
A	"Draft London Borough of Sutton Adult Social Services Local Account for 2017/18- "How we served you".

<b>Background Documents</b>
None

<b>Audit Trail</b>		
Version	Final	Date:16 November 2018
<b>Consultation with other officers</b>		
Finance	Yes	Christine Asirwatham
Legal	Yes	Pamela Clarke
Equality Impact Assessment required?	No	N/A