

FOR INFORMATION

REPORT TO:	HEALTH AND WELLBEING BOARD (CROYDON) 12th February 2014
AGENDA ITEM:	10
SUBJECT:	Adult Social Care Local Account 2012-13
BOARD SPONSOR:	Hannah Miller, Executive Director Adult Services, Health and Housing, Croydon Council
CORPORATE PRIORITY/POLICY CONTEXT: This report is for information only	

1. RECOMMENDATIONS

- 1.1 The Health & Wellbeing Board is asked to note the contents of the report. Any questions should be directed to the report author outside of the meeting.

2. EXECUTIVE SUMMARY

- 2.1 The Adult Social Care Local Account 2012/13 is Croydon's third local account report to residents. The production of annual local accounts was introduced by the Department of Health as part of the report 'Transparency in Outcomes: a framework for quality in adult social care' published in March 2011.
- 2.2 The main purpose of the local account is to inform residents about how the Council and its partners are doing in meeting the needs of people who have social care and support needs.
- 2.3 The local account is aimed at both users of social care services and the wider community and seeks to provide background information about Croydon and its residents, summarise the things that Croydon people said were important to them and report on the quality of care and support in the borough.

3. DETAIL

- 3.1 The annual local account is an important part of how we demonstrate accountability for performance and outcomes for adult social care services. It is also an opportunity for us to share information with local people who use care and support services, and the wider community, by reporting on progress, outcomes and achievements during the year and outline priorities for the future for the council and its partners.
- 3.2 The Council made a commitment in the Local Account 2012/13 to use the 'Making it Real' (MIR) framework to work with service users and carers to find out more about their experiences receiving personal care services and how personalised people feel their services are. During November & December 2013 we conducted ten engagement sessions, which included visiting local care, support & reablement centres and support groups for a range of social

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care services user groups and carers, listening to people's feedback and working through the assessment framework together. We also worked with service user involvement groups such as CASSUP, the Mobility Forum and the Making a Difference group for people with learning disabilities.

- 3.3 The feedback and outcomes from the MIR engagements form an important part of the Local Account 2012/13. The aim of the MIR framework is to highlight three priority areas, identify key issues that are being raised and develop some actions to deliver improvements in these areas. The local account sets out summary of some of the key themes raised by service users and carers and what we will do, with our partners, to begin addressing these issues. We will review progress every six months and continue to work with those we have engaged with to update them on developments, refresh what our priorities are and look at how we can continue to make improvements.
- 3.4 The draft local account will be shared with partnership and service user led groups during February 2014 for feedback and input to inform the final draft before it is published in March 2014.

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BACKGROUND DOCUMENTS: None