

City of York Council Adult Safeguarding Peer Challenge Report

Summary

1. City of York Council requested that the Yorkshire and Humber Association of Directors of Adult Social Services (ADASS) undertake an Adult Safeguarding Peer Challenge at the Council and with partners, and agreed that this should take place in January 2017.
2. In requesting the challenge CYC sought an external view on the robustness of safeguarding arrangements plus the direction of travel that York was undertaking in the transforming of adult social care, and how York might improve outcomes for people using services, as well as a view on the future sustainability of the health and social care system.
3. The report is attached at Appendix 1 and highlights many of the strengths in CYC, the Health, Housing & Adult Social Care (HHASC) directorate and across its partnerships. It also provides useful analysis as to where further work may be required to ensure that these strengths are built on and services continue to improve.
4. The Peer Challenge reflected that CYC had a stable and committed senior management who are driving transformation of services based on a clear vision that is recognised by the council and partners. The peer team heard from staff who had a “can do” attitude, with a sense of collective optimism in delivering the vision. The peer team found good evidence of personalised approaches, commenting that “Making Safeguarding Personal” ran through York’s social care practice like a stick of rock. York’s front line staff were described as ‘amazing!’ and recognised as highly committed.

5. However despite the relatively new stability in the management team the Peer Challenge noted anxiety amongst staff about the likely changes and impact upon continuity.
6. The peer team found that CYC had strong partnerships both ambitious and lean. This raised questions as to whether the right resourcing was always in place to enable the effective delivery of our ambition.
7. The Peer Challenge found the need to further develop our high performing workforce and help them to make best use of York's community and voluntary sector assets.
8. The Peer Challenge team presented a summary of their findings to CYC and partners on the final day of the review, this is attached as appendix 2.
9. Following the receipt of the final Peer Challenge report on 17 March. The Directorate has begun to develop an action plan based on the recommendations in the report, under the headings of the Local Government Association (LGA) Adult Safeguarding Improvement Tool. Once this action plan has been agreed through the Health Housing and Adult Social Care Directorate Team, this will be shared with the committee.

Background

10. Peer Challenge is a national model which has been adopted by the Yorkshire and Humber region as means by which local authorities work together to improve quality and performance in adult social care. The challenge is designed to help an authority and its partners assess current achievements, areas for development and capacity to change. The Peer Challenge is not an inspection. It offers a supportive approach, undertaken by friends – albeit 'critical friends'. It aims to help an organisation identify its current strengths; to build upon and identify what it needs to improve.
11. The CYC challenge had a focus on safeguarding adults, with particular emphasis on the statutory responsibilities in the Care Act (2014) and its guidance which promotes a more personalised approach. As such this approach which focuses on outcomes, risk enablement and personal strengths is a key component in developing a new operating model in adult social care.

12. CYC Health and Adult Social Care Policy and Scrutiny Committee receive a bi-annual assurance report in relation to adult safeguarding. This Peer Challenge recognised the Council (and partners) proactive approach particularly in respect of the role of scrutiny, plus the overall strengths in performance in this area as well as the developing approach to its broader range of duties and responsibilities.

Consultation

13. The Peer Challenge report and its recommendations were informed by engagement with customers, carers, partners and staff. Actions resulting from this will be used to further develop our approach to engagement, partnership and coproduction.

Options

14. Members are asked to note the Peer Challenge report
15. Members are asked to recognise the positive contribution to adult safeguarding made by our frontline staff and partners, our broader stakeholders including service users, carers and Scrutiny Members.

Analysis

16. The Council has statutory responsibilities for Safeguarding Adults. The Peer Challenge has provided valuable insight into how CYC and partners meet the statutory requirements to safeguarding adults at risk of abuse and develop a more personalised community focused operating model.
17. CYC officers recognise the Peer Challenge feedback as a relatively accurate picture both in terms of strengths and areas of risk. The issues identified in the Peer Challenge will help inform scrutiny from Members through this committee.
18. The Peer Challenge recognises the excellent work being done to support adults with care and support needs and safeguard them from abuse and highlights the need for this to be celebrated.

Council Plan

19. The Peer Challenge supports the work to deliver the Council Plan, focussing on improving front line services and being a Council that listens to residents.

Implications

20. Financial

The Peer Challenge report highlights the need to consider how we ensure sufficient resourcing of our ambitious change programme.

21. Human Resources (HR)

The Peer Challenge report highlights the need to consider our workforce planning and role and service redesign.

22. Equalities

No new implications

23. Legal

No new implications

24. Crime and Disorder

No new implications

25. Information Technology (IT)

No new implications

26. Property

No new implications

Risk Management

27. The Peer Challenge report provides an accurate reflection of Adult Social Care in York. There is a clear vision as to how we support our customers. York has great assets in its staff and communities and we are working to bring these together to create better outcomes for customers.

Conclusions

28. The Peer Challenge has delivered the brief that was set as it has identified the key achievements and strengths in York's approach to adult social care plus areas for potential development. There is confirmation that York is on the cusp of making further significant transformational change to more personalised approach based on the

strengths and assets of our communities and recommends us to continue to achieve this direction of travel.

Recommendations

29. (i) On the basis of the analysis above, Members are recommended to accept and consider the report and request updates on actions taken

Reason:

To provide further scrutiny to support CYC and partners in improving outcomes for people with care and support needs and developing the sustainability of the health and social care system.

- (ii) To recognise the positive contribution to adult safeguarding made by our frontline staff and partners, our broader stakeholders, including service users, carers and scrutiny Members.

Reason:

The contribution made by front line staff and partners is highlighted by the Peer Challenge as is the need to celebrate our success

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Wards Affected:

All

For further information please contact the author of the report

Appendices:

Appendix 1: Peer Review report
Appendix 2: Peer Review final presentation

Abbreviations

ADASS – Association of Directors of Adult Social Services
HHASC – Health, Housing & Adult Social Care