



Meeting of the Executive Member for Housing and Adult Social Services and Advisory Panel

8th December 2008

Report of the Director of Housing and Adult Social Services

Independence, Well Being and Choice – Outcome of inspection by the Commission for Social Care Inspection (CSCI)

Purpose of Report

- 1 To give members an opportunity to comment on the detail of the CSCI inspection report received at the meeting on 20th October and the improvement plan presented at the same meeting.

Background

- 2 City of York was included in the CSCI national programme of inspections of Independence Well Being and Choice for 2007-2009. The objective of the inspection was to evaluate the City of York's performance in ensuring social care outcomes for the population - particularly in relation to the experiences of people who need social care services and with leadership and commissioning for delivery of those outcomes.
- 3 The inspection methodology and process differs from those in previous years and has been developed in line with the expectations of the Departments of Health and Communities and Local Government concerning the role of councils in respect of social care and their performance assessment and inspection. The stated purpose of the inspection is to assist councils in improving services and to contribute in the most effective way to their performance assessment.
- 4 Adult safeguarding features in all inspections this year along with up to two other selected inspection themes. Two other themes were identified for York through the local Business Relationship Manager on the basis of the 2006/7 performance assessment. The themes in the inspection are:
 - Safeguarding Adults
 - Personalised Services
 - Preventative Services

- 5 The inspection relating to Safeguarding was across adult services generally but the additional themes in respect of Personalisation and Prevention related solely to older people.
- 6 At the meeting on 8th September members received the 2007/8 Annual Report of the North Yorkshire and York Safeguarding Adults Board which contained details of responses already made in advance of a more detailed improvement plan. Members also agreed additional staffing resources to work on safeguarding.
- 7 Members received the report at the meeting on 20th October and a presentation from the lead inspector. Several members felt that there had not been sufficient opportunity to absorb the contents of the report and the improvement plan and asked for a further discussion at this meeting. (The original intention had been to receive the inspection report at the September meeting and the improvement plan at the October meeting. However, because the final report was delayed both had come to the October meeting.)
- 8 The improvement plan is attached at Annex 1

Consultation

- 9 There was no consultation on the CSCI report itself although the contents have been shared with all those who took part in the inspection and with key stakeholders.

Options

- 10 There are no options associated with the final report from CSCI. Options are available with the response to the report and the improvement plan is attached as Annex 1.
- 11 **Option 1** – to accept the improvement plan and to receive an update on progress in June 2009 as well as quarterly updates on safeguarding activity.
- 12 **Option 2** – to ask for amendments to the improvement plan and to receive an update on progress in June 2009 as well as quarterly updates on safeguarding activity.

Updates since the meeting on 20th October

Progress and difficulties with key areas of the improvement plan are listed below. In all other respects the Improvement plan is on target to be delivered within the timescales indicated on the attached appendix.

13 Safeguarding

- The first meeting of the York Safeguarding Adults Board took place on 4th November and was well attended by senior representatives of all the statutory agencies. It is proposed in governance terms to

link the Board into the Safer City Theme of the Local Strategic Partnership (LSP) to strengthen the link with the broader, multi-agency work on community safety.

- Four sub-groups will be set up to support the Board:
 - Performance Monitoring and Reporting
 - Practice Development and Training
 - Public awareness and stakeholder involvement – a draft leaflet for the public is being finalised and work will be done to enable service users to have an input to safeguarding work
 - Provider involvement – The Independent Care Group will have a place on the board with direct service providers involved through an existing forum.

- Recruitment is now underway for the 3 new posts agreed by members (service manager, care manager and admin/note-taker). There were some delays whilst pay and grading was finalised to enable grades and salary to be determined and therefore some post-holders may not be in place until the end of March. Interim, additional capacity has been built into the Intake Team with the approval of an additional care manager.

- The new senior management structure came into effect on 1st November with the Assistant Director – Assessment and Personalisation – leading on Safeguarding adults.

14 Personalisation

- The City of York Council has extended its membership of In Control by signing up to the Total Transformation programme. This means that the work already undertaken by the learning disability service will be extended to other customer groups within social care. This programme gives us support both regionally and nationally and allows to access best practice of those Local authorities that are already on this programme nationally.

- The Personalisation Board meeting on 17th December will receive the project plan for how this total transformation will be implemented over the next three years. Staff workshops will begin in both the assessment and provider services from the New Year, throughout the year. These will begin with taster sessions and will gradually introduce the practice and system changes that need to be put into place. A presentation to Members relating to the work programme will be planned when this project plan has been finalised and agreed by the Personalisation Project Board.

- There is an effective network in place across the region through the Association of Directors of Adult Social Services (ADASS) to collaborate and share practice on the implementation of the “Putting People First” of which personalisation is a key component. The Assistant Director – Assessment and Personalisation will be

involved in the regional meetings relating to personalisation which should assist the Authority in moving forward.

- There has been agreement with the PCT and Acute Trust on the process and timetable for reviewing the Hospital discharge processes and monitoring. Initial meetings and work has begun with follow up meetings planned.
- Work has been underway with PCT colleagues through the Joint Strategic Integrated Commissioning Group to improve shared record keeping (Single Assessment Process – SAP) despite ongoing technology barriers. This includes the utilisation of the process to underpin care pathway management within the four agreed priority joint commissioning plans:
 - i. Prevention services
 - ii. Intermediate tier services
 - iii. Services for people with Long term conditions
 - iv. Services for older people with mental health problems

To support the latter a pilot project has now started in one area of the authority encouraging people to accept, and staff from different agencies to use, person held records in an individual's own home. When evaluated in the new year the pilot will be rolled out further if effective.

15 Prevention

- The contract for the handyperson service to be funded via the Supporting People programme has been awarded and will complete 800 jobs per year.
- Expressions of Interest were sought in November to provide a case-finding and signposting service from January 09 to help older people access the support they need to improve health and well being.
- Work is continuing with the PCT to agree priorities for future investment in early intervention and prevention services

16 Leadership & Commissioning

- Work has started on improving the Directorate Performance Framework and the resources are being identified to deliver this. There remains a key post-holder on long term sick and this role will need to be covered in order to avoid slippage.
- Whilst the Social Care Reform Grant is being used to strengthen key parts of the infrastructure within HASS to support transformation there have been delays with the appointments due to the job evaluation process and internal restructure.

Corporate Priorities

17 The report relates to the corporate priority “ Improve the health and lifestyles of the people who live in York, in particular among groups whose levels of health are the poorest

18 Implications

Financial - no implications arising directly from this report.

Human Resources – as above

Equalities – an Equalities Impact Assessment has been carried out on the revised, joint policies and procedures agreed by the Safeguarding Board. This was discussed at an event with local stakeholders on 5th November.

Legal – none arising directly from this report.

Crime and Disorder – closer links will be forged with the Safer City theme of the LSP.

Information technology – no implications arising directly from this report

Property – no implications arising from this report

Other – not applicable

Risk Management

19 The risk/s associated with the recommendations of this report are assessed at a net level below 16.

Recommendation

20 That the Advisory Panel advise the Executive Member to comment on the report on the inspection by the Commission for Social Care Inspection and the improvement plan presented to the meeting on 20th October.

Reason: To enable formal consideration of the inspection’s findings and the council’s response.

21 That the Advisory Panel Advise the Executive Member to agree to receive a progress report on the improvement plan in six month’s time at the June meeting.

Reason: To ensure effective scrutiny of the improvement plan.

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Chief Officer Responsible for the report:

Bill Hodson
Director

Report Approved

Date 24th November
2008

Bill Hodson
Director

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Date 24th November
2008

Specialist Implications Officer(s)

N/A

Wards Affected: *List wards or tick box to indicate all*

All

For further information please contact the author of the report

Background Papers:

Improvement Plan – Annex 1

Annexes:

Annex 1: CSCI Recommendations and City of York Council's Response