
**Executive Member for Housing and Adult
Social Services and Advisory Panel**

20th October 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 provide background to Members about the inspection, some of the key issues arising from it and action taken so far
- 2 To inform Members of the detailed improvement plan in response to the CSCI inspection report.

Background

- 3 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.
- 4 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.
- 5 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

- 6 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.
- 7 Jan Clark, who was the lead inspector for CSCI, will present the report to this meeting. The contents of the report have been embargoed until this meeting but will be published thereafter.
- 8 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.

Consultation

- 9 There has been no consultation on the CSCI report itself as this is not yet a public document. However, the process of the inspection enabled a wide range of customers, carers and partners to give their views – which have been taken into account by CSCI in writing their report.

Options

- 10 There are no options associated with receiving the report from CSCI. Options will be associated with the response to the report and the improvement plan is attached as Annex 1.
- 11 Members are asked to comment on and endorse the attached improvement plan that has been drawn up in response to the inspection findings.

Analysis

Key Issues arising from the inspection

- 12 It would be wrong to pre-empt the content of the report that members will receive from CSCI. However, the report has been shared with officers in draft form and some clear themes have emerged. These are largely consistent with the self-assessment that officers carried out in advance of the inspection.
- 13 It is also important to say that officers completely support CSCI's aim to raise standards in adult social services and especially the priority given to safeguarding in the current programme of inspections. There is a firm intention to improve arrangements for safeguarding and to give them a priority consistent with child protection. There is therefore a national as well as a local challenge to raise standards - recognising that improvements are needed and can be made but also that the infrastructure for children is based on a stronger legislative foundation and has taken several years to construct.

14 Safeguarding

- Governance – as covered in the 2007/8 Annual Report of the North Yorkshire and York Safeguarding Adults Board there is a recognition that a sharper focus is needed on local issues and this will be assisted by a move to a Safeguarding Adults Board for York. The first meeting will take place in early November and this will also strengthen political engagement through membership of the Executive Member.
- Performance data and performance management are key to improvement. The quality and quantity of data has improved but more needs to be available to enable the Safeguarding Board, elected members and senior managers to scrutinise and improve performance.
- Quality assurance and quality control need to be strong to ensure that staff do adhere to policy and procedures and that cases are handled sensitively, effectively and without delay. More investment is needed in quality control systems to ensure the right level of consistently high performance.
- Training is the heart of good practice and there needs to be clarity about the levels of training required by different types of staff and also monitoring to ensure that people have received the training they need. The NY&Y Safeguarding Board has recently approved a revised policy and procedures as well as adopting a good training strategy for staff and partner agencies.

15 Personalisation

- This will be a key focus for the council over the next 3 year period and relates to the transformational work set out in “Putting People First” supported by the new Social Care Reform Grant.
- There has been a conscious decision in York to focus the piloting and development of new initiatives on working age adults e.g. those who used to rely on building based day services. This inspection focuses solely on older people and it is acknowledged that we have some way to go yet to roll out this work to a wide range of older people. However, we are well placed to do this with the engagement of the Older People’s Partnership Board.
- There have been practical and technical problems involved in setting up Single Assessment (SAP) systems with NHS colleagues in relation to older people. Some of these continue to exist (in terms of new technology and the roll-out of the National Programme for IT in the NHS). To overcome this we have agreed with PCT colleagues through the Joint Strategic Integrated Commissioning Group that arrangements for SAP will be developed for the joint work-streams (e.g. intermediate tier of care).

16 Prevention

- This has been central to departmental planning and action for several years and has led to continued investment (e.g. in extra care housing, warden call and telecare)
- The Long Term Commissioning Strategy highlighted Preventative services in the community as a key issue and work is underway to commission services based on the recent consultation e.g. a handyman service to be funded via the Supporting People programme.

17 An improvement plan has been drawn up to act on the recommendations from CSCI arising from the inspection (Annex 1). The annex shows the 'top sheet' of the plan which sets out the principal actions, who is leading on the work and the timescale for any key milestones. This is underpinned by much more detailed documentation including project plans to deliver improvement.

18 The HASS Management team will have prime responsibility for overseeing the delivery of the improvement plan. In governance terms this will be through the departmental Portfolio Board which monitors progress on major projects, takes corrective action, allocates resources etc. The inspection report and improvement plan will also be reported to the Safeguarding Adults Board for their scrutiny and overview with a quarterly report back to EMAP. There will also be an update on progress on the overall improvement plan to this meeting in 6 month's time.

Corporate Priorities

19 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

20 **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. Consultation is taking place with local stakeholders.

Legal – none arising directly from this report.

Crime and Disorder – closer links have been forged with Safer York and the work on neighbourhood profiling to identify ways in which to protect vulnerable adults. The move to a York Safeguarding Board will give more impetus to the link to broader work on community safety.

Information technology – no implications arising directly from this report

Property – no implications arising from this report

Other – not applicable

Risk Management

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

Recommendation

22 That the Executive Member and Advisory Panel receive and comment on the report on the inspection by the Commission for Social Care Inspection.

Reason: To enable formal consideration of the inspection's findings.

23 That the Executive Member and Advisory Panel comment on and approve the improvement plan attached as Annex 1

Reason: To ensure the improvement plan is supported and implemented

24 That a progress report on the improvement plan be brought back in six month's time.

Reason: To ensure effective scrutiny of the improvement plan.

Author:

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Chief Officer Responsible for the report:

Bill Hodson
Director

Report Approved

Date 3rd October 2008

Bill Hodson
Director

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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