

**WIRRAL COUNCIL**

**CABINET**

**19 JULY 2012**

<b>SUBJECT:</b>	<b>ADULT SOCIAL SERVICES – PEER CHALLENGE PROCESS</b>
<b>WARD/S AFFECTED:</b>	<b>ALL</b>
<b>REPORT OF:</b>	<b>GRAHAM HODKINSON, DIRECTOR OF ADULT SOCIAL SERVICES</b>
<b>RESPONSIBLE PORTFOLIO HOLDER:</b>	<b>COUNCILLOR ANNE MCARDLE</b>
<b>KEY DECISION?</b>	NO

**1.0 EXECUTIVE SUMMARY**

- 1.1 The purpose of this report is to share with Cabinet the stage that the Department has reached in the Peer Review process, which is a fundamental part of its improvement programme.
- 1.2 It has now received the report from the Safeguarding Peer Challenge in May 2012 and the initial feedback from the Adult Social Care Peer Review in June 2012.
- 1.3 This report highlights the feedback from the Safeguarding Peer Challenge and the initial comments from the Peer Review.
- 1.4 The reports from both of these will be presented to Health and Wellbeing Overview and Scrutiny Committee and will be made available on the Council's website.
- 1.5 Any areas of consideration that have been identified will be incorporated into the Department's improvement planning process.

**2.0 BACKGROUND**

- 2.1 In November 2011 the Department of Adult Social Services produced a Self Evaluation which provided a great deal of evidence of the improvement in its services since the CQC Inspection in 2010. In particular the evaluation focussed on: safeguarding, choice (personalisation) and quality.
- 2.2 This evaluation was validated by a peer challenger in December 2011 and a number of areas for further consideration were highlighted. It was agreed that these should form the terms of reference for a subsequent Peer Review in June 2012.

- 2.3 It was also agreed that a Peer Challenge be undertaken in May 2012 to evaluate safeguarding practice and that this would form part of the preparation for the Peer Review.
- 2.4 The outcomes from both processes will be reported to the Local Government Association “Towards Excellence in Adult Social Care” Board in October 2012 with the aim of demonstrating that the Department’s services should no longer be considered “adequate”.
- 2.5 Any areas of consideration that have been identified will be incorporated into the Department’s improvement planning process.

### 3.0 MATTERS FOR CONSIDERATION

3.1 The Peer Review Team undertook a detailed examination of the department during the week 25 June 2012 to 29 June 2012. The review focused on nine adult social services key themes:

- Vision, strategy and leadership
- Commissioning
- Outcomes
- Service delivery and effective practice
- Participation
- Working together
- Resource and workforce management
- Outward focus
- Improvement and innovation

3.2 The initial headline feedback was:

<b>Key Messages</b>	
<b>Strengths</b>	<ul style="list-style-type: none"> <li>• Improvement clearly evident</li> <li>• Directors leadership having an impact/influence</li> <li>• Direction of travel positive</li> <li>• Examples of really good practice and service</li> <li>• Increasing outward focus</li> </ul>
<b>Key areas for consideration</b>	<ul style="list-style-type: none"> <li>• Work needed on some key relationships</li> <li>• Delivering effective commissioning</li> <li>• Moving from personal budgets to personalization</li> <li>• Communicating strategic priorities to a wider audience</li> <li>• Developing shared goals across health and social care</li> </ul>

3.3 The Department is still awaiting the full report from the Peer Review Team; it is proposed to present this to the Health and Wellbeing Overview and Scrutiny Committee and publish the document on the Council's website.

3.4 The key areas of feedback from the Adult Safeguarding Peer Challenge team in May 2012 including achievements and areas for further consideration can be summarised as:

<b>Area of Feedback</b>	<b>Achievements</b>	<b>Further Consideration</b>
Outcomes and People's experience of Safeguarding	<ul style="list-style-type: none"> <li>Evidence of more personalised approach – social workers keen to develop further</li> </ul>	<ul style="list-style-type: none"> <li>Need to Develop outcome focus and framework, greater sophistication and focus on prevention</li> </ul>
Leadership, Strategy and Commissioning	<ul style="list-style-type: none"> <li>Clear leadership, strong links with health, self awareness</li> </ul>	<ul style="list-style-type: none"> <li>More corporate approach to safeguarding adults and more distinct adults approach</li> <li>Improve commissioning for quality and safety at the right price</li> </ul>
Service Delivery and Effective Practice	<ul style="list-style-type: none"> <li>Increased social worker confidence in process, better multi agency working, good legal advice</li> </ul>	<ul style="list-style-type: none"> <li>Consider different models of "Social Care Pathways"</li> <li>Develop person centred protection plans</li> </ul>
Performance and Resource Management	<ul style="list-style-type: none"> <li>Significant investments made, management culture has shifted, A learning culture is developing</li> </ul>	<ul style="list-style-type: none"> <li>Improve analysis and use of Management Information</li> <li>Develop comprehensive Workforce Development Strategy</li> </ul>
Working Together – Safeguarding Adults' Board	<ul style="list-style-type: none"> <li>Safeguarding Board - Good annual reporting and business plan (exemplar)</li> </ul>	<ul style="list-style-type: none"> <li>Develop joint processes with Community Safety and Housing Partnership</li> <li>Review the engagement of police and criminal justice system with The Board</li> </ul>

- 3.5 In addition there were a number of “Messages to the Director” from Social Workers and Managers:
- Need to work end to end i.e. see through the whole process
  - Need opportunities for reflective practice
  - Clear Professional development Strategy required

#### **4.0 RELEVANT RISKS**

- 4.1 The outcome of the Peer Challenge process is to improve; consequently specific risks will be identified as part of the Action Planning process.

#### **5.0 OTHER OPTIONS CONSIDERED**

- 5.1 Peer Challenge is the preferred approach to Sector Led improvement and has, broadly, replaced the previous inspection regime.

#### **6.0 CONSULTATION**

- 6.1 Certain aspects of the Action Planning process may require consultation; this will be addressed as the process develops.

#### **7.0 IMPLICATIONS FOR VOLUNTARY, COMMUNITY AND FAITH GROUPS**

- 7.1 The sector’s role will be considered within the action planning process.

#### **8.0 RESOURCE IMPLICATIONS: FINANCIAL; IT; STAFFING; AND ASSETS**

- 8.1 No specific implications are identified at this stage.

#### **9.0 LEGAL IMPLICATIONS**

- 9.1 No specific legal implications arise as a result of this report.

#### **10.0 EQUALITIES IMPLICATIONS**

- 10.1 Has the potential impact of your proposal(s) been reviewed with regard to equality?

No impact is identified at this stage but will be considered as part of the action planning process.

#### **11.0 CARBON REDUCTION IMPLICATIONS**

- 11.1 No specific carbon reduction implications arise as a result of this report.

#### **12.0 PLANNING AND COMMUNITY SAFETY IMPLICATIONS**

- 12.1 No specific planning and community safety implications arise as a result of this report.

### **13.0 RECOMMENDATIONS**

13.1 That Cabinet comments on the Safeguarding Peer Challenge and the Peer Review of the Department of Adult Social Services.

### **14.0 REASONS FOR RECOMMENDATION/S**

14.1 To ensure that the issues raised within the Peer Challenge process that will impact on the improvement plan of the Department are fully considered by Cabinet.

**REPORT AUTHOR:** **Steve Rowley**  
**Head of Finance and Performance**  
telephone: (0151) 666 3662  
email: [stephenrowley@wirral.gov.uk](mailto:stephenrowley@wirral.gov.uk)

### **APPENDICES**

None

### **REFERENCE MATERIAL**

None.

### **SUBJECT HISTORY (last 3 years)**

<b>Council Meeting</b>	<b>Date</b>
<b>Cabinet - DASS Self Evaluation</b>	<b>24.11.11</b>