

**22<sup>nd</sup> July 2013****Agenda Item: 9****REPORT OF THE CORPORATE DIRECTOR FOR ADULT SOCIAL CARE,  
HEALTH AND PUBLIC PROTECTION****FEEDBACK AND OUTCOMES FROM THE PEER CHALLENGE****Purpose of the Report**

1. To update the Committee on the recent peer challenge and the feedback provided by the peer challenge team; and to approve implementation of the action plan to respond to the feedback.

**Information and Advice**

2. The national performance framework for adult social care has recently changed; there is no longer an inspection regime and the focus has moved to sector-led improvement, through self-assessment, peer reviews and challenges, and shared learning. The approach to improvement is being developed with and through regional branches of the Association of Directors of Adult Social Services (ADASS).
3. As part of the new framework for sector-led improvement agreed by local authorities across the East Midlands, Nottinghamshire volunteered to be the pilot site to test out the peer challenge process. The challenge visit took place at the end of April 2013. A two year cycle of peer challenge visits is scheduled across the region.
4. The aims of the peer challenge are to:
  - provide an objective evaluation of the key strengths and areas for development
  - build leadership capacity for self-improvement and create a sustainable regional model
  - provide learning and development opportunities for reviewers and those being reviewed
  - provide opportunities to tackle difficult/challenging issues
5. Preparation for the visit comprised of:
  - completing a self-assessment form to measure the performance and activities of the department across six key themes
  - producing a core data set of performance indicators to enable analysis and benchmarking across the region
  - identifying the peer challenge team

- agreeing three key areas to be explored by the Peer Challenge team
- gathering documentation useful to the team in preparation of the challenge visit
- agreeing a schedule of interviews, meetings and workshops with managers, staff, partners and service users

6. The key areas identified for in-depth evaluation were:

- **integrated commissioning for older people** - how effective are current arrangements at targeting joint health and social care resources to produce better outcomes
- **safeguarding** - additional activities, systems or processes that could be developed to ensure the safety of vulnerable adults
- **personalisation** - whether the Council has developed choice and control and embraced personalisation

7. The peer challenge team spent three days in the department. The team was led by Mick Connell, Director of Adult Social Care, Leicestershire County Council. He was assisted by Ruth Lake, Assistant Director at Leicester City Council, and Brian Frisby, Assistant Director at Derby City Council. For future peer challenges it is envisaged that there will be an Elected Member as part of the challenge team. Training on the peer challenge process has been provided to senior managers and Elected Members across the region, and is ongoing. The Chair of the Adult Social Care and Health Committee will be attending the training later on in the year.
8. During the three days the team met with the Chief Executive, Senior Leadership Team, 45 members of staff (managers and front line staff), 6 external partner organisations and 8 service users.
9. The Peer Challenge Team fed back on their findings to the Senior Leadership Team informally on the final day of the challenge. This was followed by a formal letter with more detailed feedback. This has been attached as Appendix A.
10. The department received some very positive feedback as a result of the peer challenge, and some areas for consideration which were felt to be helpful and appropriate. Some of these are highlighted below.
11. The feedback on integrated commissioning for older people reported good examples of effective service delivery, encouraging signs regarding the impact of the 'Living at Home' programme in reducing residential care admissions. It identified a solid platform for integrated commissioning through the Health and Wellbeing Board and recognition by health partners that Nottinghamshire County Council is the 'glue' keeping everyone together during times of change. Areas for consideration include the need to develop a single shared vision to achieve county-wide whole system change, increasing the pace and scale of change and ensuring that integrated commissioning at the strategic level is mirrored at the individual service user level.
12. The feedback on safeguarding confirmed sound practice with excellent examples of innovative practice to keep people safe. It identified that strategic partnership is working well, an obvious focus on care home quality and recognition of the early benefits of the Multi-Agency Safeguarding Hub (MASH). The areas for consideration include ensuring changes

following the peer challenge conducted in 2011 are embedded in practice. It suggested improving recording processes in Framework and speeding up the review of multi-agency policy and procedures; as well as further work to get the MASH running smoothly and to increase staff awareness and understanding of the Nottinghamshire Safeguarding Adults Board.

13. Personalisation demonstrated a strong emphasis on front end service, very good progress with getting people onto personal budgets and direct payments. The challenge team also identified a strong emphasis on building infrastructure to support personalisation and a sense of it being everyone's business. Areas for consideration include moving the emphasis to focus on self-directed support and a more creative and innovative approach. The team suggested looking at more outcome focussed support planning, developing clear evidence of the impact of personalisation and consideration of relevant systems, processes and procedures.
14. An action plan to address the areas for consideration identified in the feedback letter has been developed and is attached as Appendix B.

### **Other Options Considered**

15. Not applicable.

### **Reason/s for Recommendation/s**

16. The recent Peer Challenge has presented the department with an opportunity for an external review of three areas of activity. This 'critical friend' approach has offered the department evaluation and areas for improvement which have been translated into an action plan and will lead to improvements to both process and outcomes for service users.

### **Statutory and Policy Implications**

17. This report has been compiled after consideration of implications in respect of finance, the public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

### **Implications for Service Users**

18. There are a number of planned actions that should benefit service users by improving the efficiency and effectiveness of processes.

### **Human Rights Implications**

19. The ongoing work relating to safeguarding ensures service users are adequately protected from harm and abuse.

## **RECOMMENDATION/S**

It is recommended that the Adult Social Care and Health Committee:

- 1) Notes the work undertaken for the peer challenge and the feedback produced as a result of the process.
- 2) Approves the action plan for implementation.

**DAVID PEARSON**

**Corporate Director, Adult Social Care, Health and Public Protection**

**For any enquiries about this report please contact:**

Anne Morgan, Team Manager, Performance Improvement Team

Jennie Kennington, Senior Executive Officer

**Constitutional Comments (LM 09/07/13)**

20. The Adult Social Care and Health Committee has delegated authority within the Constitution to approve the recommendations in the report.

**Financial Comments (KAS 01/07/13)**

21. There are no financial implications contained within the report.

**Background Papers and Published Documents**

None

**Electoral Division(s) and Member(s) Affected**

All.

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