

7th March 2016

Agenda Item: 4

**REPORT OF THE SERVICE DIRECTOR, STRATEGIC COMMISSIONING,
ACCESS AND SAFEGUARDING**

OUTCOME OF THE ADULT SOCIAL CARE HEALTH CHECK 2015

Purpose of the Report

1. To provide feedback to the Committee on the outcome of the Adult Social Care health check carried out between June and August 2015. Committee is also asked to note the action plan (attached as **Appendix 1**) which outlines further work to be completed within the department.

Information and Advice

2. Standard 1 of the Standards for Employers of Social Workers in England, May 2014 requires Local authorities to:

“complete, review and publish an annual ‘health check’ or audit to assess whether the practice conditions and working environment of the organisation’s social work workforce are safe, effective, caring, responsive and well-led.”
3. The last health check for the Adult Social Care, Health and Public Protection Department (ASCH&PP) was completed in 2010 and a report of the findings was published in January 2011.
4. Agreement to undertake a further health check was given by the Senior Leadership Team in March 2015. As a result a working group, with representation from Public Health, the Trades Unions, Human Resources, Workforce Development, Adult Social Care practitioners, and the Performance Team, was set up to co-ordinate the work. The working group was chaired by the Principal Social Worker for Adult Social Care.
5. Data was collected using:
 - a survey completed by assessment and care management staff, team managers and group managers
 - a series of focus groups for all frontline staff, team managers and group managers
 - interrogation of management information systems relating to compliments and complaints, and human resources

- feedback from service users and carers collected from the Adult Social Care Outcomes Framework.
6. All the comments made were recorded and a final report was prepared using all the evidence gathered. The report was presented to the department's Senior Leadership Team on 11th November 2015. It provides an appraisal of how the department's workforce is coping at a time of significant change, and identifies issues that need to be addressed to ensure that staff are supported to work safely and effectively in future.
 7. Findings were recorded under the following headings:
 - effective workload management
 - personal development including opportunities for training and career development
 - working in ASCH&PP
 - tools for the job.
 8. Staff welcomed the opportunity to work more flexibly using Thinkpads. There was support for developing a workload management tool like the one used in Children, Families and Cultural Services.
 9. An action plan has now been prepared and a summary of it has been circulated to all staff within the scope of the survey. The summary includes a link to the full report which has been published on the Adult Social Care intranet page. The summary is attached as **Appendix 1** to this report.
 10. The Working Group has been retained to oversee implementation of the action plan and to undertake some of the detailed work.
 11. Reports on progress are expected by the Senior Leadership Team every 3 months. A further health check will be carried out in autumn 2016. Lead officers from the Senior Leadership Team were identified as Programme Director Transformation and the Service Director for North Nottinghamshire and Direct Services.

Other Options Considered

12. The requirement to undertake the health check is set out in the 'Standards for employers of Social Workers' which are set by the Local Government Organisation. Although some revision was made to capture local data, no other options are available for consideration.

Reason/s for Recommendation/s

13. The report is for noting only.

Statutory and Policy Implications

14. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, sustainability and the environment and ways of working and where such

implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

15. There are no financial implications arising from this report.

Human Resources Implications

16. There are a number of initiatives/actions identified in the health check and subsequent action plan that have HR implications and some will require consideration at a corporate level. Any implications will be addressed as appropriate action is agreed. The department has been working jointly with Trade Union colleagues who are members of the working group and will be involved in the implementation of the action plan.

Ways of Working Implications

17. The report identifies ways of working implications for some district offices, for example, issues to do with the availability of personal lockers, quiet areas to work and problems with parking. These will be raised with the Ways of Working Team.

RECOMMENDATION/S

- 1) That the outcome of the Adult Social Care health check carried out between June and August 2015 and the action plan outlining further work to be completed within the department, attached as **Appendix 1**, be noted.

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Constitutional Comments

18. As this report is for noting only, no Constitutional Comments are required.

Financial Comments (KAS 11/02/16)

19. The financial implications are contained within paragraph 15 of the report.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

Health Check for Social Workers and Community Care Officers within the Adult Social care, Health and Public Protection Department (2010) – Final Findings – January 2011

Health Check Report for the Adult Social Care, Health & Public Protection Department – November 2015

Adult Social Care, Health & Public Protection Technical Report 2015

Electoral Division(s) and Member(s) Affected

All.

ASCH376