



Adults Social Care Peer Challenge Findings 2013

SUMMARY

- 1.1 The Adult Social Care Peer Challenge is part of a new sector led improvement programme (SLI) which replaced the Annual Performance Assessment (APA) by the Care Quality Commission which ended in 2010. Along with Local Accounts, peer challenges are now one of the main elements of the new approach in which councils are expected to self-assess their performance and share this information as well as their priorities and achievements in adult social care.
- 1.2 Derby's peer challenge took place between 8 and 10 October 2013 when a regional team of four Directors reviewed evidence provided in our self-assessment against the three key lines of enquiry of personalisation, safeguarding and mental health partnerships (as well as leadership and use of resources). Managers and staff from different levels of the Council, its partners, providers, customers and carers gave their views and comments on how the council was doing in these key areas.
- 1.3 This report presents a summary of findings of the Adult Peer Challenge as detailed in a letter to the Strategic Director of Adults Health and Housing (Appendix 2). The peer challenge team identified key strengths as being strong and effective leadership, our focus on transformation and improvements around safeguarding governance. The team also highlighted challenges for Derby although recognised the authority's self-awareness in relation to the progress it was making in adult social care services.
- 1.4 A high-level improvement plan has been compiled as shown in Appendix 3 which reflects findings from the peer challenge and the wider self-assessment. Progress on actions will be monitored in a more detailed plan during 2014-15 and inform our strategic planning. The findings letter will be published on the Council's website.

RECOMMENDATION

- 2.1 To note the findings of the Adult Peer Challenge and approve the Improvement Plan attached at Appendix 3.

REASON FOR RECOMMENDATION

- 3.1 The Peer Challenge findings recognise the Council's achievements in Adult Social Care and highlight areas where further improvements could be made. The Council can share these findings and outline Improvement Plan with Derby residents and

customers.



Derby City Council

COUNCIL CABINET
22 January 2014

Report of the Strategic Director for Adults
Health and Housing

Adults Peer Challenge Findings 2013

SUPPORTING INFORMATION

- 4.1 The Annual Performance Assessment (APA) of Adult Social Care was replaced by self assessment in 2011. It was seen as an important part of the sector led improvement (SLI) initiative endorsed by the Local Government Association (LGA), Care Quality Commission (CQC), Department for Health (DH) and Association of Directors of Adult Social Services (ADASS).
- 4.2 Along with the Local Account, the peer challenge is a key way in which the Council can share the vision and key priorities of its adult social care services. The findings of the peer challenge provide an external independent assessment of key achievements in these services for 2012/13 and outlines areas for further improvement.
- 4.3 SLI is a two year regional programme in which Derby became the second council to receive a Peer Challenge and is based on themes which support the four outcome domains of the Adult Social Care Outcomes Framework (ASCOF) which are outlined in the Department for Health's Transparency of Outcomes paper for health and social care.
- 4.4 Evidence to support the Council's achievements against these themes for 2012/13 was outlined in our Self- Assessment, storyboards addressing the three key lines of enquiry and a range of supporting documents. These included findings from Adult Social Care and Carers Surveys 2013, ASCOF measures, Think Local Act Personal (TLAP) 'Making it Real' markers and Personalisation Outcomes Evaluation Toolkit (POET). The key lines of enquiry were;
- Have we embedded Personalisation across Adult Social Care?
 - Are we delivering good safeguarding outcomes for people in partnership with others?
 - How effective is our Mental Health partnership approach in delivering a 'recovery model' service, with good outcomes for people?

- 4.5 Derby's Peer Challenge visit took place between 8 and 10 October 2013. The team comprised of;
- Carol Chambers (Director of People, Rutland County Council, team leader)
 - Andrew Jepps (Director of Health Partnerships and Strategy, Northamptonshire County Council)
 - Helen Jones (Director for Adult Assessment, Nottingham City Council)
 - Jon Wilson (Director for Personal Care and Support for Younger Adults, Nottinghamshire County Council)
 - Daniel Routledge (Peer Challenge regional support).
- 4.6 The peer team tested the evidence provided to support the key lines of enquiry as well as looking at leadership and use of resources. This was done through one to one interviews, meetings and workshops with a broad range of members, managers, staff, partners, providers, customers and carers. This process contributed to the review team's findings which were reported in a letter to the Strategic Director of Adults, Housing and Health (**Appendix 2**).
- 4.7 Overall the findings are very positive. Throughout the peer challenge the team were impressed by our strong and effective leadership which was *"well regarded, visible and committed and successfully managing services within a budget-constrained environment where our unit costs are already lowest in the region"*. The Council was seen to be making good progress along a continuing journey of transformation which is being successfully delivered and articulated at all levels. The team also noted the Council was self-aware in relation to its position and progress on adult social care based on the self-assessment and other evidence submitted.
- 4.8 Other strengths highlighted include:
- Communication of key messages is good with positive engagement by all
 - There is strong leadership of the personalisation agenda at all levels with a focus on outcomes and independence rather than process amongst all staff
 - The Independent Chair of the Safeguarding Board is focused on robust governance arrangements
 - The Safeguarding Team has strong, well-regarded leadership
 - There is an understanding of the need to focus on outcomes and the experience of people being safeguarded
 - Mental health has strong leadership within the Council at a strategic level
 - Mental health services had some good examples of personalisation and the development of well-being
 - Staff warmly welcomed the opportunity to work in a multi-disciplinary environment
 - Good financial management within a limited budget.
- 4.9 The peer challenge team identified key challenges for Derby as:
- The Medium Term Financial Plan
 - Some processes are bureaucratic and can result in duplication

- A legacy culture of over protection is prevalent but this is changing
- The social care agenda and outcomes need to be better understood by mental health partners
- There is an over-reliance on institutional forms of care in mental health which is hampered by under-developed community-based services
- There is a challenge in assuring the Derby Safeguarding Adults Board that good outcomes are achieved in a timely way
- The cumulative impact of welfare changes and any reductions in personal budgets needs to be understood council-wide.

4.10 We have put together an Improvement Plan so that we can continue to respond to these challenges and demonstrate better outcomes in future. There is an Improvement Actions Plan at **Appendix 3**.

4.11 Following approval by Council Cabinet on 22 January 2014, the Adult Peer Challenge findings will be published on the Council's website.

OTHER OPTIONS CONSIDERED

5.1 The Council could choose not to take part in or publish findings from Adult Peer Challenge programme. However this would be out of step with the vast majority of councils and would leave Derby as an outlier. It fulfils the good practice requirement to self-assess performance and achievements with the help of peers and make performance and financial information more readily available to local residents.

This report has been approved by the following officers:

Legal officer Financial officer Human Resources officer Service Director(s) Other(s)	Perveez Sadiq, Service Director Business Intelligence and Sector Development, Adults Health and Housing Cath Roff, Strategic Director for Adults Health and Housing Heather Greenan, Head of Performance and Improvement
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For more information contact: Background papers: List of appendices:	Kas Sahota, Improvement Partner, Adults Health and Housing, Performance and Improvement Team Tel 01332 643481 email kas.sahota@derby.gov.uk None Appendix 1 – Implications Appendix 2 – Derby Peer Challenge Findings Appendix 3 Improvement Plan (to follow)
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IMPLICATIONS

Financial and Value for Money

- 1.1 The Adult Peer Challenge findings assess our activity output compared to gross expenditure and delivery of value for money.
- 1.2 The costs of conducting the Peer Challenge are minimal and covered through existing budget provision.

Legal

- 2.1 None noted.

Personnel

- 3.1 The Peer Challenge findings include performance against some of the people indicators in the Council Plan.

Equalities Impact

- 4.1 Equality and diversity are covered in various supporting documents, including the Local Account and impact assessments in key strategic documents.

Health and Safety

- 5.1 None arising.

Environmental Sustainability

- 6.1 None arising.

Asset Management

- 7.1 None arising.

Risk Management

- 8.1 None arising.

Corporate objectives and priorities for change

- 9.1 The Adult Peer Challenge findings provide evidence of performance against priority outcomes contained within the Council Plan that are evidenced through the Adult Social Care Outcomes Framework measures as well as business plan objectives.