

HEALTH AND WELLBEING BOARD		AGENDA ITEM No. 8
5 DECEMBER 2016		PUBLIC REPORT
Contact Officer(s):	Adrian Chapman, Adult Services & Communities Service Director	Tel. 863887

LGA PEER REVIEW OF ADULT SOCIAL CARE

RECOMMENDATIONS	
FROM : Adrian Chapman, Service Director for Adult Social Care and Communities	Deadline date : N/A
The Health and Wellbeing Board is asked to consider and comment on the Adult Social Care Safeguarding Peer Review - outcomes and recommendations.	

1. ORIGIN OF REPORT

- 1.1 This report is submitted following a request from the Health and Wellbeing Board.

2. PURPOSE AND REASON FOR REPORT

- 2.1 The report provides an overview of the conclusions and recommendations of the Safeguarding Peer Review and to ask the Health and Wellbeing Board to note and comment on the conclusions and recommendations.
- 2.2 This report is for Board to consider under its Terms of Reference No. *3.9 To keep under consideration, the financial and organisational implications of joint and integrated working across health and social care services, and to make recommendations for ensuring that performance and quality standards for health and social care services to children, families and adults are met and represent value for money across the whole system.*

3. BACKGROUND

- 3.1 Peterborough City Council requested a Peer Review via the Local Government Association as a means of helping us review and assess our current safeguarding arrangements, to learn from an independent assessment of our current position, to build on those areas we are doing well and improve on those areas which are not so strong. The Peer Review Team were asked to focus on 3 key areas:
- 3.1.1 **Delivery of outcomes from frontline staff** – from a practice perspective, this was about assessing how embedded Making Safeguarding Personal is within our practice, whether or not we are focusing on what adults at risk want as an outcome, whether or not we are seeking feedback from adults at risk and carers on peoples' experience of safeguarding, and whether or not we are able to demonstrate continuous improvement.
- 3.1.2 **The quality of strategic leadership and governance** – this area assessed how clear and effective the Peterborough Safeguarding Adults Board and related partnership arrangements were and the interface between the Council, and whether our internal leadership model was robust and safe.
- 3.1.3 **The robustness and effectiveness of commissioning and quality assurance/improvement mechanisms** – the reviewers were asked to assess if our strategies and procedures were robust and to consider our joint commissioning arrangements with health and the effectiveness of the Section 75 Agreement with Cambridgeshire and Peterborough Foundation Trust (CPFT).

3.2 Alongside council officers and councillors, the review team engaged with key partners from health, the voluntary and community sector, independent care providers, Peterborough Safeguarding Adult Board members, further education, police and Healthwatch.

4. SUMMARY OF OUTCOMES

4.1 The Review identified a number of areas of strength which are summarised below:

4.1.1 Overall

- Staff have remained focused and enthusiastic through a sustained period of change and are working hard to make it work for the people of Peterborough
- The Client Income and Financial Assessment Teams received excellent praise from the peer team as did the social worker who went on a joint visit with a member of the Peer Team
- Budget pressures are being managed
- An ambitious Prevention and Enforcement Team is being established
- The Adults Safeguarding Board is working well at a strategic level
- Senior management are focused on quality assurance and outcomes via the quality assurance team structure
- Stronger Adults Safeguarding Board actively promoting Making Safeguarding Personal (MSP) amongst all partners
- Some staff clearly articulated person centred and outcome focused approaches

4.1.2 People's Experiences

- The Older People's Partnership Board is a valuable resource - vibrant and enthusiastic
- The Registered Managers forum is a vanguard
- Availability of advocacy is positively welcomed
- Language line is available for the wealth of diversity in the community
- Community connectors recognised as innovative

4.1.3 Leadership

- Political leaders are supportive and informed
- Leadership was noted as ambitious and innovative
- The senior management team is seen as strong and creates vision, principles and direction
- Strong leadership from the statutory partners
- Strong professional leadership from the principal social worker

4.1.4 Strategy

- Good suite of strategies and policies that will take us in the right direction
- Some bold innovative structures starting to deliver, e.g. Home Services Delivery Model and Quality Assurance
- Some innovative policies e.g. self-neglect and hoarding
- Partners are becoming more involved with strategy creation

4.1.5 Commissioning

- Appear to be focused on achieving savings
- Clear view of the market and the Market Position Statement is well written and indicates next steps
- Contracts in health and social care are clear on safeguarding responsibilities
- The Registered Managers Forum is an important asset to understand the market

4.1.6 Peterborough Safeguarding Adults Board (PSAB)

- The independent chair is very highly regarded and respected and is willing to learn and develop
- The PSAB is working well with good attendance from partners with an improving strategic focus
- It is clear there is collaborative planning

- The Safeguarding Adult Review sub-group is working well (clear policy, procedures, attendance and is focused)
- Some good projects undertaken by Healthwatch (hydrotherapy, prison, cancer centre)
- Constructive feedback from providers regarding audit toolkit

4.1.7 **Service Delivery and Effective Practice**

- Strong partnerships with the Police, Health and Housing that share good practice and lessons learnt
- Prevention and Enforcement Team has potential to provide more effective safeguarding
- Financial Assessment Team is effective
- MASH - phone advice regarding appropriate referrals appreciated
- Contract monitoring team has potential
- Effective management of Deprivation of Liberty Safeguards service

4.1.8 **Performance and Resource Management**

- Innovative quality assurance function designed to provide rigor and management confidence
- Stable management team
- Delayed Transfer of Care (DTC) data assertively managed
- The MASH has resolved a high percentage of cases
- Police have been independently inspected for their service to vulnerable people and found to be performing well

4.2 In addition, the review identified a number of areas of focus and a series of recommendations which are summarised below:

- To undertake further work to assess the impact of the city's population growth, the changing profile and future demand forecasting across the system
- To evaluate the effectiveness of policies and procedures and to ensure co-production where required
- To publish a staff communication to clarify senior management roles and responsibilities and re-emphasise the vision and priorities
- To enhance awareness of safeguarding with partners, providers and the public
- To undertake a review to ensure Making Safeguarding Personal is thoroughly embedded through reflective practice and supervision and dovetailed with quality assurance
- To set up a multi-agency working group to undertake a process mapping exercise of how services are accessed and thresholds used, in particular first contact and the triage process
- To carry out a review of the 'Home to Hospital' pathway
- To add further detail to the Market Position Statement and identify areas of concern
- To enhance involvement of service users and third sector organisations in the commissioning process
- To ensure staff, partners and providers are updated on the commissioning service's philosophy and clarify the target operating model
- The PSAB to re-launch a statement on the local authority's and partners' accountability
- The PSAB to undertake further work to embed Making Safeguarding Personal across the partnership
- To ensure partners and providers receive agendas and templates for strategy meetings to clarify purpose and outcomes
- To review quality assurance linking with contract quality monitoring function
- Further work is needed to improve awareness of Mental Capacity with key partners
- To create a frontline data dashboard
- To carry out a review of Frameworki and safeguarding controls

5. **NEXT STEPS**

5.1 The recommendations have been formulated into a delivery plan with identified leads from the People and Communities Directorate, the PSAB and/or the sub groups of the PSAB.

The plan and its progress will be regularly monitored both internally but he council and by partners via the PSAB.

6. IMPLICATIONS

None.

7. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985)

None.