

ADULTS AND HEALTH SCRUTINY COMMITTEE	AGENDA ITEM No. 7
16 JANUARY 2024	PUBLIC REPORT

Report of:	Stephen Taylor, Executive Director of Adult Social Care	
Cabinet Member(s) responsible:	Cllr Saqib Farooq, Cabinet Member for Adults & Health	
Contact Officer(s):	Stephen Taylor, Executive Director of Adult Social Care	Tel. 01733 863 655

PORTFOLIO HOLDER PROGRESS REPORT FROM THE CABINET MEMBER FOR ADULT SOCIAL CARE, HEALTH, AND PUBLIC HEALTH

RECOMMENDATIONS	
FROM: Cllr Saqib Farooq, Cabinet Member for Adults and Health	Deadline date: N/A
<p>It is recommended that Adults and Health Scrutiny Committee:</p> <ol style="list-style-type: none"> Note the updates from Adult Social Care, including the summary of findings from the adult social care self-assessment and the subsequent external challenge and the You Said, We did work undertaken with partners and adults with lived experience. 	

1. ORIGIN OF REPORT

1.1 This report is submitted to the Adults and Health Scrutiny Committee at the request of the Adults and Health Scrutiny Committee group representatives, as part of the 2023/24 committees work programme.

2. PURPOSE AND REASON FOR REPORT

2.1 The purpose of this report is to provide the Adults and Health Scrutiny Committee a portfolio holder progress report on Adult Social Care.

2.2 This report is for the Adults and Health Scrutiny Committee to consider under its Terms of Reference Part 3, Section 4 - Overview and Scrutiny Functions, paragraph No. 2.1 Functions determined by Council –

- Public Health;
- The Health and Wellbeing including the Health and Wellbeing Board; and
- Scrutiny of the NHS and NHS providers;
- Adult Social Care; and
- Safeguarding Adults.

2.3 *How does this report link to the Children in care Promise?*

2.4 Support for children with social care needs is provided by the 0-25 Team managed within Adult Social Care. Theme 3 of the new Care Quality Commissions Assurance Framework covers the support for young people with care and support needs, transitioning into adulthood.

3. TIMESCALES

Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	
---	-----------	----------------------------------	--

4. BACKGROUND AND KEY ISSUES

4.1 Annual Self-Assessment Process

4.1.1 As a core part of the Association of Directors of Adult Social Services (ADASS) Regional Sector Led Improvement Process and in preparation for the commencement of Care Quality Commission (CQC) assurance the council has completed a self-assessment for delivery of statutory adult social care functions. The self-assessment is aligned to the CQC assurance themes and quality statements (illustrated in the table below) and tested in an external challenge session from a former Director of Adult Social Care commissioned by the region, Ray James.

4.1.2 The self-assessment collated a range of evidence against the following Themes and Quality Statements and invited the council to set a quality rating for each.

CQC Theme	Quality Statement	Rating
Working with people:	Assessing Needs	GREEN
Working with people:	Supporting People to Live Healthier Lives	AMBER
Working with people:	Equity in Experience and Outcomes	GREEN
Providing support:	Care Provision, Integration and Continuity	AMBER
Providing support:	Partnerships and Communities	GREEN
Ensuring safety within the system:	Safe Systems, Pathways and Transitions	AMBER
Ensuring safety within the system:	Safeguarding	GREEN
Leadership:	Governance, management and sustainability	GREEN
Leadership:	Learning Improvement and Innovation	GREEN

The self-assessment key identified strengths and areas for development for each of the four themes are summarised as follows. The improvements linked to the areas of development are tracked via an improvement plan which is described further in paragraph 4.2 below.

4.1.3 **Theme 1 - Working with People**

Strengths

- Maximising independence and universal approach to prevention, including work with the Integrated Care System.
- Efficient processes to improve access to care and support for those who need it
- Our commitment to expanding and improving co-production

Areas for development

- Implement the revised Carers Strategy and action plan to improve support to unpaid carers
- Supporting people into employment and responding to issues around homelessness and housing
- Embedding equality, diversity and inclusion in practice

4.1.4 **Theme 2 – Providing Support**

Strengths

- The care market has a level of resilience in the current pressured climate despite comparatively low unit rates and is holding its own whilst CQC Quality Ratings remain comparatively good.
- Good flows from hospital and extensive and proactive links into Primary Care and Integrated Neighbourhoods
- A section 75 agreement is in place for the delivery of Mental Health social work services with Cambridgeshire and Peterborough Foundation Trust (CPFT). There is a joint work plan / service improvement plan in place.

Areas for development

- There are some challenges in learning disability and mental health provision in terms of adequate market capacity to meet complex needs efficiently and effectively.
- The Learning Disability and Mental Health Accountable Business Unit (ABU) is at an early stage of development to be fully inclusive of social care at the heart of pertinent decision making.
- The council is not performing well in respect of employment opportunities for people with learning disability and mental health needs.

4.1.5 **Theme 3 – Ensuring Safety**

Strengths

- Multidisciplinary working around safe systems and effective Safeguarding Adults Board
- 0-25 service in adult services to support transitions
- Established Deprivation of Liberty Safeguards team with high rates of applications and good timelines for authorisations

Areas for development

- Better long-term planning for transitions and better enablement offer
- Home First programme – improving the ability of people to be discharged from hospital back to their own homes.
- Embedding Making Safeguarding Personal and improving the voice of the person in safeguarding, strategically and in day-to-day practice.

4.1.6 **Theme 4 – Leadership**

Strengths

- Strong leadership role in the wider system, evidence in community engagement and integrated neighbourhood work
- Performance management and practice governance embedded with online tools for managers and practitioners.
- Training and developing our workforce and supporting wellbeing

Areas for Development

- Re-establishing a service for Peterborough
- Data availability and data maturity, including Joint Strategic Needs Assessments and commissioning needs data
- External market workforce challenges and workforce programme.

4.2. Improvement Plan

Following the joint LGA Peer Review which took place in September 2022 and was shared with the scrutiny committee in January 2023, the council has been implementing an Improvement Plan for key areas of development. A summary of progress is shared below:

4.2.1 Voluntary and Community Sector

Description - The Councils' strategies for early help, prevention and strength-based working is dependent on doing more through the voluntary and community sector. To do this, they will need to ensure sufficient capacity, including consideration of longer-term funding for the sector.

Progress – Early Intervention and Prevention framework is in place with 3 lots, hospital discharge, community support and information and advice, uplifts have been awarded for 23/24. Review of day opportunities provision is underway. VCS alliance has been established (Caring Together, Care Network, Age UK) providing a single referral point for hospital discharge referrals. Mapping of voluntary sector provision is underway as part of the wider Prevention Independence and Resilience transformation portfolio.

4.2.3 Hospital Discharge and Home First

Description - The Councils should work with the Integrated Care Board to consider further integration of hospital discharge arrangements, aligning them with the 'discharge to assess' model that is regarded as best practice

Progress – Integrated Transfer of Care Hub manager in post, with project managers in post to support further development. Home First Programme Board overseeing the Home First programme and has concluded a review of a number of pathways to ensure less bed-based support. Test and learn projects in progress for Discharge to Assess (D2A), Funded Nursing Care and Continuing Health Care. Overall delayed transfers of care for Peterborough City Council have consistently been amongst the lowest in the country for several years.

4.2.4 Waiting Lists

Description - Any CQC enhanced assurance review is likely to focus on backlogs of assessments. The council has a backlog of reviews and some care providers mentioned that this was affecting their ability to provide appropriate support to some people. Some progress has been made to reduce the backlog of reviews using an external provider, and some feedback suggested agency staff were not clear about their authority and the process to make changes to people's care and support. Other issues include long waits for occupational therapy and Approved Mental Health Practitioner (AMHP) availability.

Progress – Extensive work has been done to ensure oversight of all waiting lists within the service. Most areas have limited or no waiting lists. Exceptions being Occupational Therapy, which is reducing and currently stands at 129 with the longest wait being just over 2 months. Having reached the position of 90% of reviews being completed at the end of March 2023, there has been an increase in overdue reviews during the year, and there is now plan in place with a target of reaching 72% by the year end, which would be comparatively good performance.

4.2.5 Savings Impact

Description - If further savings are required to adult social care the Councils should carefully consider the impact on quality of services and take into account the CQC Assurance review.

Progress – Savings for 2024/25 are required to have a business case which detail impacts identified and mitigations.

4.2.6 Direct Payments

Description - The council may wish to reflect upon how they could expand the provision of Direct Payments and ensure that these strike the right balance between choice and control for recipients and assurance.

Progress – The Council continues to perform well in respect to overall numbers receiving direct

payments and has recently commenced work to offer to commission services directly where the sole purpose of a direct payment may have been to access an off-framework provider where historically need could not be met by commissioned providers. There is a dedicated Direct Payments commissioner in place to commence work to improve Personal Assistant capacity to ensure choice and control for people in receipt of a Direct Payment. Capacity has been increased in the Direct Payments monitoring service.

4.2.7 **Market sustainability**

Description - The council should engage with the market and develop strategies to secure the sustainability of care provision, taking a more pro-active role to market shaping and development for all client groups

Progress – A market position update is in progress and was presented to providers at a workshop on 7 December. Commissioners regularly and actively engage with the market including online forums, workshops, newsletter and face to face sessions.

4.2.8 **Learning Disability Employment**

Description - The council should consider how they might demonstrate greater leadership in offering employment to people with learning disabilities, autism and mental health needs

Progress- Work is underway to improve employment for all, but particularly for people with a Learning Disability or Mental Health needs. This is being co-ordinated by the corporate portfolio board for Prevention, Independence, and Resilience, via a dedicated workstream. Currently work has been completed to map existing services, capacity, and utilisation.

4.2.9 **Equality, Diversity, and Inclusion in practice**

Description - The Councils have made some early progress with initiatives to ensure Equality, Diversity and Inclusion and should consider how these can be extended and fully embedded

Progress – There are a number of initiatives in place, including the popular EDI conversations, further work is being undertaken to prepare for CQC Assurance in particular the quality statement connected to Equity of Experience. Consideration of protected characteristics is one of the areas of focus for the newly established daily Quality Overview Panel.

4.2.10 **Workforce Wellbeing**

Description - Think about what else you might do to enhance operational staff well-being: some staff feel under pressure, overwhelmed with work and under-appreciated

Progress- Since the time of the LGA peer review a large amount of work has been undertaken around staff engagement, including externally facilitated staff forums with aligned action plans, You Said We Did. With the de-coupling of the Councils, new Peterborough arrangements have been put into place. Face to Face all staff engagement sessions were took place in October and November, led by the Executive Director. The Peterborough Principal Social Worker is now in post and will be setting up regular staff forums.

4.2.11 **Carers and Families**

Description - Greater consideration of the persons social and support network throughout the care and support journey – for example carers and families.

Progress – The co-produced Carers Strategy was published in September and can be found here [All-Age Carers Strategy 2022-26 \(openobjects.com\)](https://openobjects.com/All-Age-Carers-Strategy-2022-26). An associated action plan is being developed to deliver on the agreed recommendations. The carers support provision is shortly to be re-tendered following extensive engagement with carers in Peterborough.

4.2.12 **Data and Performance**

Description - Use data and intelligence from across the Councils to identify strategic trends and improve operational performance

Progress – Adult social care now has an extensive suite of operational dashboards which are enabling robust monitoring of performance. There are agreed corporate performance metrics and targets as detailed in section 4.5 below. The requirement of the Council to provide a quarterly Client Level Data Return to NHS Digital is being focussed on as a priority for 2023/24 as is the continue work with Public Health colleagues to deliver a range of Joint Strategic Needs Assessments to support commissioning on services.

4.2.13 **Co-production**

Description - Continue to build on the initial foundation work to fully embed co-production

Progress – A recognition policy to recognise the work of experts by experience has been co-produced. We have established a shared action plan with the Adult Social Care Forum, more information about this can be found in section 4.6.2 below. Co-production workshops have taken place around access to information and advice and safety, linked to learning from the national service user surveys. A co-production champion has been identified within the commissioning team to share best practice and develop tools to support co-production throughout the commissioning cycle.

4.3 **Feedback from External Challenge Meeting with Ex Director Ray James**

4.3.1 The ex-Director leading the external challenge, Ray James, has also undertaken the external challenge meetings in the previous 2 years. He was overall very positive in his evaluation of Peterborough, stating that he could see we had made good progress in key areas such as waiting times. He also felt we had achieved more than expected in the short period post separation from Cambridgeshire.

His overall summary of each of the CQC Themes is summarised below:

Theme 1 – Working with people. The council appears to be in a reasonably good position for this area. Noted the need to be able to evidence equity in outcomes delivered and bring out user voice more.

Theme 2 – State of the Market – the market looks to be fairing well, with good capacity. Relationships with health partners in respect of whole system issues such as intermediate care are an area for focus.

Theme 3 – Safe systems, pathways and transitions, we are outliers for safeguarding conversion rates due to our model of delivery, but we do need to ensure we can evidence quality of practice and outcomes.

Theme 4 – Leadership – Ray reflected that the newly formed management team appeared to be working well but advised that we ensure that positivity is felt by all tiers of the service. We need to ensure that we collect and respond to information on staff experience. Overall performance is ok, but we do need to evidence learning from audits and was welcoming of establishment of the daily quality panels as a way of ensuring an overview of quality and drivers of demand.

4.4 **Adult Social Care Outcomes Framework – 2023/24**

4.4.1 National performance of Adult Social Care is measured via the Adult Social Care Outcomes Framework (ASCOF). Appendix 1 to this report details the council's performance against the ASCOF metrics for the previous 4 years compared to the most recently published benchmarking data.

4.4.2 Metrics for 2022/23 were gathered via annual data returns and via a national survey of people receiving council funded care and support which took place in February 2023. All indicators from the survey were improved from the previous year, excepting overall satisfaction. However, we continue to do comparatively less well elsewhere on indicators relating to access to information and advice and safety. The table below summarises the position of Peterborough for the survey-based indicators.

	22/23	21/22	19-20	Eastern Region 2022/23	CIPFA group PCC 2022/23	Eng 2022/23
Indicator name						
Social care-related quality of life score (Score out of 24)	19.2	19.1	19.4	19.1	18.7	19.0
The proportion of people who use services who have control over their daily life	79.2	75.9	79.0	78.2	78.5	77.2
The proportion of people who use services who reported that they had as much social contact as they would like	45.9	38.9	48.0	43.6	43.7	44.4
Overall satisfaction of people who use services with their care and support	61.7	66.8	63.0	65.6	64	64.4
The proportion of people who use services who find it easy to find information about support	67.9	64.1	72.0	68.1	67.1	67.2
The proportion of people who use services who feel safe	68.7	66.8	73.0	69.8	70.3	69.7
The proportion of people who use services who say that those services have made them feel safe and secure	85.2	82.3	81.0	87.9	86.9	87.1

Key: Dark Blue PCC 22-23 is worse - Mid Blue PCC 22-23 is the same - Light Blue PCC 22-23 is better

4.4.3 In respect of the data based ASCOF metrics Peterborough performs comparatively well in respect of the following:

- The percentage of people receiving Direct Payments, where 34.1% of all those receiving council funded care and support receive a Direct Payment, compared to 26.2% nationally and Peterborough ranks 25th of all councils.
- The proportion of people with a Learning Disability supported to live in their own home or with family at 87.3% compared to 80.5% nationally, Peterborough ranks 40th.
- The percentage of people completing a period of reablement who have no long-term care and support needs at 83.3% compared to 77.5% nationally, where Peterborough ranks 53rd.

4.4.4 Areas where Peterborough performs comparatively less well are:

- The percentage of carers receiving Direct Payments, where 40.3% of those receiving carers support receive a direct payment, compared to 76.8% nationally and Peterborough ranks 130th.
- The proportion of people with a Learning Disability supported in paid employment at 2.3% compared to 4.8% nationally, where Peterborough ranks 117th.
- The number of permanent admissions to residential care for older people, at 642.9 per 100,000 older people compared to 560.8 nationally, where Peterborough ranks 104th

4.5 Performance against corporate KPIs

4.5.1 The council's corporate strategy has set a number of Key Performance Indicators (KPIs) and targets to track progress.

4.5.2 The targets are set against 3 outcomes, the first relating to early intervention and prevention is showing good progress around reablement but also evidencing the increasing numbers of people contacting adult social care who require assessment for long term care and support

4.5.3 The second outcome relates to providing long term care and support which is personalised and keeps people connected to their communities. The indicator on permanent admissions to care homes for older people is on track to meet the target for reduction, but carers assessment numbers remain low.

4.5.4 The third outcome relates to safeguarding, where we are ahead of target for percentage being asked for their preferred outcomes but below target for the percentage for whom the desired outcomes are achieved and the percentage of enquiries which has the risk reduced or reduced.

4.5.5 A summary of the position as at Quarter 2 (end of September 2023) is provided at Appendix 2

4.6 Local Account

4.6.1 The council produces a public facing overview of adult social care in Peterborough, known as the Local Account. This can be found here [Peterborough Information Network | Local Account \(Adults\)](#).

4.6.2 The local account provides information on the adult social care budget and how it is spent, performance, and an overview against the four Care Quality Commission Assurance themes. It also provides an update on the shared action plan agreed by the Adult Social Care Forum, a forum jointly chaired by senior commissioners from Peterborough City Council and Cambridgeshire County Council which has members from:

- The five Adult Social Care Partnership Boards
- SUN Network
- Counting Every Adult co-production group
- Healthwatch Cambridgeshire and Peterborough
- Health organisations

4.6.3 The update describes the progress made against the four priorities agreed for 2022/23

- Concerns about public transport
- Concerns about access to health appointments such as with your GP
- Concerns about digital exclusion
- Co-production

5. CORPORATE PRIORITIES

- 5.1
1. *The Economy & Inclusive Growth*
 - *Environment - This is an information only report and as such has no particular impact on the environment*
 - *Homes and Workplaces – Paragraph 4.2.10 covers actions being taken to support wellbeing for the council adult social care workforce.*
 - *Jobs and Money – paragraph 4.2.8 covers actions being taken to increase education, skills and employment opportunities for people with mental health needs and / or learning disabilities.*
 2. *Our Places & Communities*
 - *Places and Safety (including any rural implications) - paragraph 4.1.5 provides an overview of the council's self-assessment against CQC Assurance Theme 3 – Ensuring Safety.*
 - *Lives and Work – Throughout the report we highlight the work undertaken to improve outcomes for people with care and support needs, included self-reported quality of life and other metrics from the national user experience survey in paragraph 4.4.2.*
 - *Health and Wellbeing – paragraph 4.1.3 provides an overview of the council's self-assessment against CQC Assurance Theme 1, which includes Supporting People to Live Healthier Lives.*

3. *Prevention, Independence & Resilience*
 - *Educations and Skills for All - paragraph 4.2.8 covers actions being taken to increase education, skills and employment opportunities for people with mental health needs and / or learning disabilities*
 - *Adults – The entirety of the report provides an update on the work to support outcomes for adults with care and support needs and their family carers.*
 - *Children – paragraph 4.1.5 reflects the location of 0-25 services for children and young people with care and support needs within the adult's structure as a strength in relation to the CQC Assurance Theme 3 – Ensuring Safety.*
4. *Sustainable Future City Council*
 - *How we Work - section 4.2 describes progress on the adult social care improvement plan*
 - *How we Serve - section 4.2 describes progress on the adult social care improvement plan*
 - *How we Enable - section 4.2 describes progress on the adult social care improvement plan*

Further information on the Council's Priorities can be found here - [Link to Corporate Strategy and Priorities Webpage](#)

6. **CONSULTATION**

- 6.1 A number of the national performance metrics described in the report are taken from national surveys of service users and carers which are conducted locally by the council. The local Account referenced in 4.6 above reflects a variety of priorities jointly agreed by partners, service users and carers.

7. **ANTICIPATED OUTCOMES OR IMPACT**

- 7.1 This report is presented for information only.

8. **REASON FOR THE RECOMMENDATION**

- 8.1 This report is presented for information only

9. **ALTERNATIVE OPTIONS CONSIDERED**

- 9.1 N/A

10. **IMPLICATIONS**

Financial Implications

- 10.1 This report is presented for information only

Legal Implications

- 10.2 This report is presented for information only

Equalities Implications

- 10.3 This report is presented for information only

11. **BACKGROUND DOCUMENTS**

- 11.1 Department of Health and Social Care Adult Social Care Outcomes Framework – published results for 2023/24 - [Adult Social Care Outcomes Framework - NHS Digital](#)

12. APPENDICES

- 12.1 Appendix 1 – Adult Social Care Outcomes Framework 2023/24
- Appendix 2 – Adult Social Care Corporate Performance metrics – as at Quarter 2 2023/24