

CITY OF
WOLVERHAMPTON
COUNCIL

Adults Scrutiny Panel

20 November 2023

Time 6.00 pm **Public Meeting?** YES **Type of meeting** Scrutiny

Venue Committee Room 3 - 3rd Floor - Civic Centre

Membership

Chair Cllr Val Evans (Lab)
Vice-chair Cllr Christopher Haynes (Con)

Labour

Cllr Qaiser Azeem
Cllr Jenny Cockayne
Cllr Dr Michael Hardacre
Cllr Linda Leach
Cllr Rohit Mistry
Cllr Rita Potter
Cllr Paul Sweet
Cllr Iqra Tahir

Conservative

Cllr Bob Maddox
Cllr Udey Singh

Quorum for this meeting is three Councillors.

Information for the Public

If you have any queries about this meeting, please contact the Scrutiny Team:

Contact Earl Piggott Smith
Tel/Email 01902 551251 email:earl.piggott-smith@wolverhampton.gov.uk
Address Scrutiny Office, Civic Centre, 1st floor, St Peter's Square,
Wolverhampton WV1 1RL

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Website <http://wolverhampton.moderngov.co.uk/>
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Agenda

Part 1 – items open to the press and public

Item No. *Title*

- 1 **Welcome and Introductions**
[The Chair to welcome everyone to the meeting.]

- 2 **Meeting procedures to be followed**
[The Chair will explain how the meeting will proceed.]

BUSINESS ITEMS

- 3 **Apologies**

- 4 **Declarations of Interest**

- 5 **Minutes of previous meeting (17 October 2023) (to follow)**

DISCUSSION ITEMS

- 6 **Adult Social Worker and Workforce Health Check Surveys 2022 - update on actions** (Pages 3 - 28)
[Courtney Abbott, Quality and Improvement Advanced Practitioner, to present report]

- 7 **Care Quality Commission (CQC) Assurance Preparation** (Pages 29 - 46)
[Andrew Wolverson, Deputy Director of Commissioning and Transformation of Children's Services, to present report]

- 8 **Our Commitment to All Age Carers Update on Progress** (Pages 47 - 68)
[Sandra Ashton-Jones, Head of Mental Health, to present report]

- 9 **Adults Scrutiny Panel - draft work programme 2023-2024** (Pages 69 - 72)
[Earl Piggott-Smith, Scrutiny Officer, to present report]

Adults Scrutiny Panel

21 March 2023

Report title	Adult Social Work and Workforce Health Check 2022 – update on actions	
Cabinet member with lead responsibility	Councillor Linda Leach, Adult Services	
Wards affected	All	
Accountable director	Becky Wilkinson, Director of Adults Services	
Originating service	Adult Services	
Accountable employee(s)	Jennifer Rogers	Principal Social Worker
	Tel	01902 553209
	Email	Jennifer.Rogers@wolverhampton.gov.uk
	Courtney Abbott	Quality and Improvement Advanced Practitioner
	Tel	01902 554485
	Email	Courtney.Abbott@wolverhampton.gov.uk
Report has been considered by	Adult Services Leadership Team	16 February 2023
	Strategic Executive Board	28 February 2023

Recommendations for decision:

The Scrutiny Panel is recommended to:

1. Note and comment on the findings of the Adult Service's social work and wider workforce health check for 2022
2. Provide comment, feedback and challenge on the proposed actions to improve practice conditions for, and the health of, social work and the wider workforce

1.0 Purpose

- 1.1 The City of Wolverhampton Council (CWC) carries out a survey each year to check the “health” of its social workers and this forms part of Adult Services’ ongoing self-assessment. For the last three years a survey has also been circulated more widely to include all the frontline adult’s workforce within the council. This report presents an overview of the findings of both surveys and concludes with actions to address the main areas for improvement.

2.0 Background

- 2.1 Health checks were a key recommendation of the National Social Work Task Force, which was set up by government after the death of Baby P. There was recognition that the whole system impacts on individual social workers and also on the overall quality of social work practice and regular health checks help organisations identify areas of strength and areas requiring greater focus. It also assists with workforce development planning and supports a culture of continuous improvement.
- 2.2 A “healthy”, motivated workforce which has good retention rates and manageable workloads has the potential to make a huge difference. For instance, adults and carers will experience fewer changes in worker, and there will be more time for developing relationships and preventative, strengths-based working. Costs, such as that spent on recruitment and agency staffing, will also reduce.
- 2.3 The surveys were refreshed in 2021 and aligned with the Local Government’s Association (LGA) Standards for employers of social workers in England and have also considered the questions asked in the national health check survey.
- 2.4 This report provides a summary of the main findings and also any actions that are planned or in progress to address the key areas for improvement.

3.0 Overview and key findings

- 3.1 The health check was circulated via an online survey between 12 September to 21 November 2022. It was sent to 129 social workers and 340 non-social work qualified employees at grade five and above (an increase from last year when it was sent to 290 grade 5 and 6 workers only). The wider workforce is very diverse and is made up of a variety of roles such as social care workers, day opportunities team leaders, reablement assistants, welfare rights officers, direct payments officers and occupational therapists.
- 3.2 The response rate for the social work survey was similar to 2021 (54% [70] in 2022 compared to 55% [64] in 2021), but much lower for the workforce survey (26% [89], compared to 41% [123] in 2021 and 33% [100] in 2020). It has been recognised over the past two years that response rates need to improve in order to ensure the results are more representative of the wider workforce. Social workers were given protected time in

team meetings as well as in the September social work briefing to complete the survey, which appears to have been mostly successful.

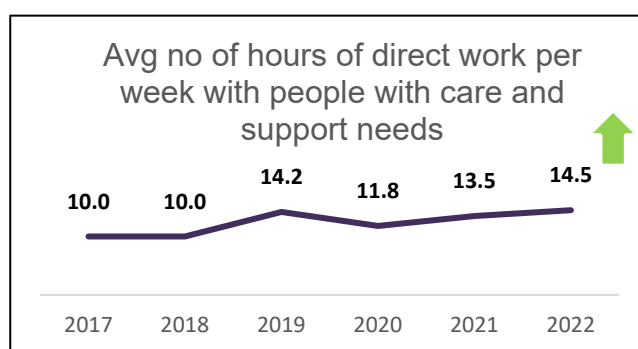
- 3.3 To improve take up and ensure responses better reflect the views of the workforce next year, there will once again be protected time at the September 2023 social work briefing to ensure social workers can complete the survey, as well as continued protected time in all workforce team meetings. Feedback from the wider workforce will be gathered during a briefing in order to identify what would encourage them to complete the survey next year and changes can be made as a result. Additionally, a Teams channel will be established and will be used to enhance communication, promote the survey, allow for discussion and gives easy access to the survey link. There will be more updates provided to the workforce this year to tell them about progress on identified actions, for instance utilising the monthly newsletter as well as workforce briefings, and a continued “you said...we did” approach will help to demonstrate how the survey can make a positive difference for practitioners.
- 3.4 The findings of this year’s health checks are mostly positive, with improvement evident in a number of key areas as a result of actions taken by the service.

Social Work

- 3.5 Nationally, social work recruitment and retention is a significant challenge and social work is on the national occupational shortage list. Whilst locally the turnover of adults social workers remains below the national average, the introduction of reforms and changes to legislation, as well as the increasing complexity of situations and demand being seen in some teams post covid may start to have an impact. Adult’s Services has a well-established strategy to attract and retain staff which includes, amongst a number of other key actions, attendance at recruitment fairs, investment in social work apprenticeships and a strong social work training and development offer. However, additional actions are being taken this year, including rebranding to set CWC apart as an employer of choice, supporting secondary trauma and benchmarking the pay and incentives for social workers.
- 3.6 In this year’s health check, full time social workers said they are working fewer hours over contract, but those who are part time are working slightly more, averaging about 3.6 hours a week. The majority, over 70% (51), said that their workloads are manageable, and this has stayed about the same as last year and is just slightly higher than in 2020 (69.5%--34 respondents). Specific actions were taken since last year’s health check to support teams and included some short term, additional resources being agreed to add extra capacity, for instance there has been a Keeping in Touch project in place to carry out annual statutory reviews with adults with care and support needs in the city, which has been extended into 2023.
- 3.7 The percentage of social workers reporting that they never, rarely or only occasionally experience stress due to their work has improved slightly this year, with 56% (39) reporting this. Most said that they know where to get help if they are concerned about their wellbeing and feel able to discuss stressful situations or their workload with their

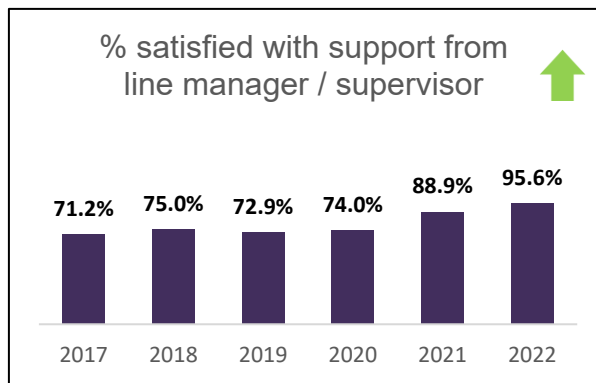
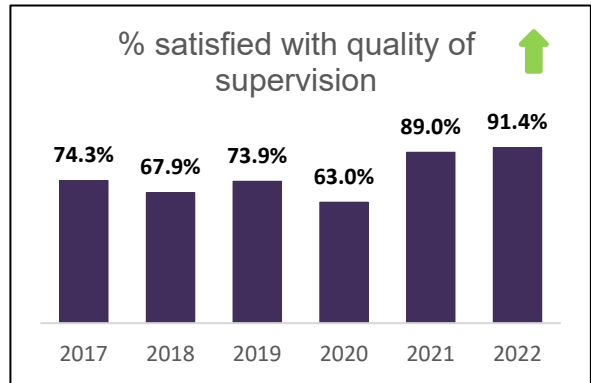
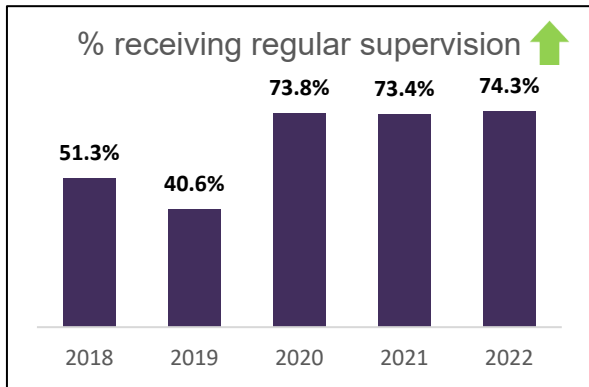
manager and agree satisfactory ways forward. Where this was not the case, which was just 6% (4), manager availability was highlighted. The adult's redesign, currently in progress, will review demand, workflow, systems as well as workloads and skill mix across the service. This, along with ongoing recruitment and retention activity, should help to further stabilise teams and create more manageable workloads, which should in turn support wellbeing and reduce stress levels.

- 3.8 The majority, 80%, of social workers (56) agree that Wolverhampton has a clear model of social work practice that promotes relationship working and a strengths-based approach to achieve the best outcomes for individuals and families. Positively social workers are also spending more time working directly with people once again this year, more than any other year since at least 2017.



- 3.9 Almost all social workers this year are satisfied with the quality of their supervision and the support they received from their manager/supervisor, much better than any previous year. Frequency of supervision has also improved slightly this year, with 74% of social workers (52) saying that this takes place regularly. Due to the nature of the work, supervision may sometimes have to be cancelled at the last minute by either the manager or the social worker due to a crisis or unexpected event for the people they support. This would be reflected in social workers who responded that they receive supervision "most months" (21.4%, 15 respondents).
- 3.10 Actions implemented since previous health checks have contributed to the improvement in these areas, including the commissioning of supervision training and the development of a first year management portfolio programme to support new managers across the workforce. The use of weekly huddles, where managers and heads of service meet with practitioners to discuss people they are working with, has also supported this and a revised supervision policy, which was implemented in 2021.

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[NOT PROTECTIVELY MARKED]



Number of respondents receiving regular supervision: please note, this is not a mandatory question so some respondents may have chosen not to answer

2018	2019	2020	2021	2022
40	28	48	47	52

Number of respondents satisfied with quality of supervision: please note, this is not a mandatory question so some respondents may have chosen not to answer

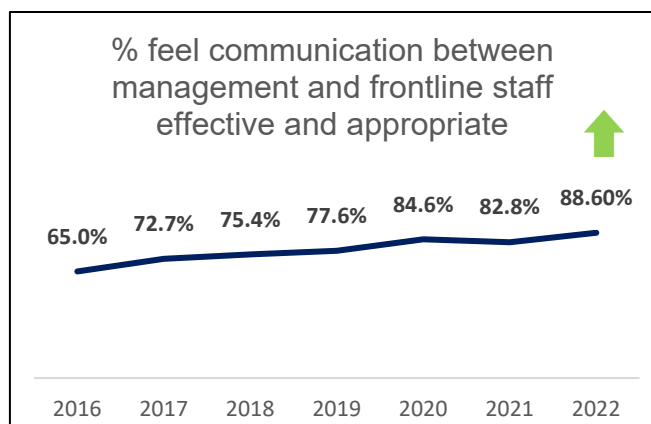
2017	2018	2019	2020	2021	2022
Not available	53	51	41	57	64

Number of respondents satisfied with support from line manager/supervisor: please note, this is not a mandatory question so some respondents may have chosen not to answer

2017	2018	2019	2020	2021	2022
Not available	45	41	48	56	75

3.11 There has been continued improvement in communication between senior managers and frontline workers, as well as those who feel they would be, or have been, consulted on changes that would impact their work (70% [49] compared to 66% [42] in 2021). The senior leadership team’s communication and engagement strategy has ensured they have continued to be as visible as possible. A regular presence at team huddles,

continued monthly updates via the Adult Social Care newsletter and attendance and participation at regular social work briefings has made a continued difference to this.



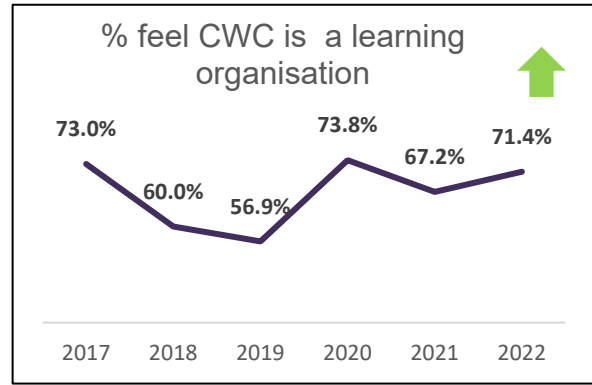
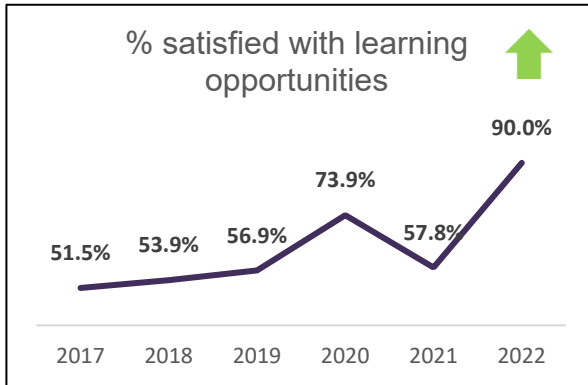
Number of respondents who feel communication between management and frontline staff is effective and appropriate: please note, this is not a mandatory question so some respondents may have chosen not to answer

2016	2017	2018	2019	2020	2021	2022
Not available	Not available	49	45	55	53	62

3.12 There has been a significant improvement in social workers' satisfaction with learning and development opportunities available to them this year. Actions to improve this over the last year has included:

- Organisational Development developed a monthly newsletter which outlines upcoming training and development opportunities
- A more structured process for advertising and applying for Approved Mental Health Professional (AMHP) opportunities and specific Q&A sessions set up, leading to more taking up this opportunity this year
- The application and selection process for Practice Education was revised and widely shared with the workforce, which was a request from several respondents in last year's health check, and a dedicated hub created to share resources and guidance
- More face-to-face training being offered, including the Joint Adult and Children's Social Work Conference in November 2022, another key request from the 2021 health check
- The social work training plan for 2022-2023 incorporated a number of training courses prompted by suggestions from the 2021 survey, including trauma informed practice, S42 safeguarding training, Mental Capacity Act, professional curiosity and cultural competence

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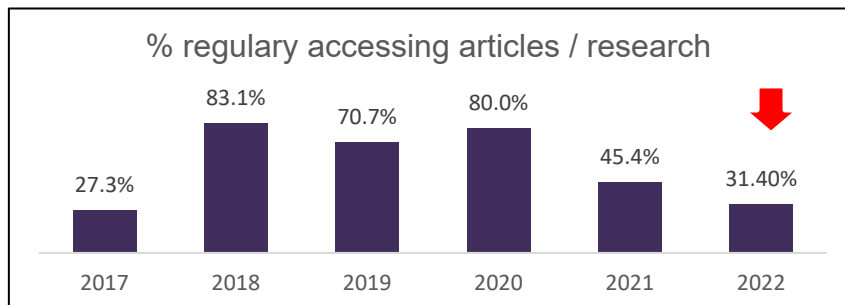
Number of respondents satisfied with learning opportunities: please note, this is not a mandatory question so some respondents may have chosen not to answer

2017	2018	2019	2020	2021	2022
Not available	35	33	44	37	63

Number of respondents who feel CWC is a learning organisation: please note, this is not a mandatory question so some respondents may have chosen not to answer

2017	2018	2019	2020	2021	2022
Not available	39	33	48	43	50

3.13 However there has been a decrease in the number of social workers who are regularly accessing research, with just 31% (24) doing this compared to 45% (29) in 2021 and 80% (52) in 2020. A common theme is that they do not have the time to do this on a regular basis. Social workers' time is limited and so actions have been identified that will help them find and access relevant research quickly but effectively. One way to do this will be by collaborating with the University of Wolverhampton to create "research circles" where social workers and academics will come together to explore research on a particular area that will help support practice.



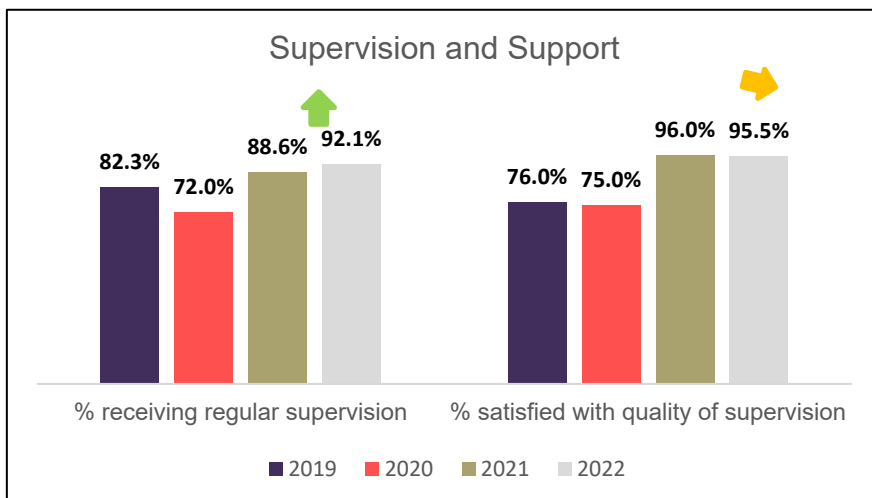
Number of respondents regularly accessing research: please note, this is not a mandatory question so some respondents may have chosen not to answer

2017	2018	2019	2020	2021	2022
Not available	54	41	52	29	24

- 3.14 Positively more social workers plan to stay with the council over the next 12 months and this is the case for the majority of those who completed the survey, with just 1.4% (about 1 person) stating they did not intend to stay at CWC (compared to 7.8% [5] in 2021). However, workloads, and staffing challenges in some teams are issues some have raised this year which could affect retention longer term.
- 3.15 83% of social workers (58) would recommend CWC as an employer and there is a strong sense of pride and positivity about working for the council. Some comments included:
- “I am very proud to work for CWC and of my role as social worker”
 - “I enjoy being a positive involvement in someone’s life”
 - “A great organisational culture...Fantastic colleagues with vast skills and experience.”
 - “Good inclusive council ethos...Enjoy my job and level of support I have”
 - “Having been given the opportunity to progress in my career I have been more than happy over the last 12 months. I have gained a new pride and positivity in my role.”
 - “The team were fantastic, supportive and friendly...The Three Conversations model was very well embedded and fantastic to see first-hand”
- 3.16 For the second year in a row, almost all felt that CWC was committed to tackling inequality in some way, with only 4% (3) disagreeing, which is likely due to the strong approach taken by Adult’s Services in addressing equality and diversity issues, reflecting the whole council’s approach. The cultural competence champion role, as well as monthly cultural competence meetings and training for social workers and managers is helping to support this. However, there is recognition that there is more that can be achieved, and Adults Service has a service equality plan to drive this forward. The recently developed Rainbow Families (LGBT+) action plan will also be a key priority for 2023-2024 across the Families theme.
- 3.17 Almost all social workers said CWC makes them feel encouraged and empowered to make time for self-care. There has been a real commitment over the past 2 years to supporting wellbeing across Adult’s Services. For example, wellbeing has been a standard feature at briefings, in the monthly newsletter, in inductions and in team meetings. Also, there is a commitment to explore the impact and use of clinical supervision and / or consider the use of trauma informed supervision training to support social worker’s wellbeing in the context of reducing the impact of secondary trauma / compassion fatigue and better supporting the emotional demands of the role.

Workforce

- 3.18 Positively more than 90% (81) of the wider workforce feel that their workloads are manageable, and practitioners are spending on average 19 hours a week working directly with people (19.5 hours in 2021 and 16.4 hours in 2020). There has been a further increase in those who occasionally, never or rarely experience unmanageable stress due to work with almost 88% (78) reporting this. Almost all (more than 95%, 85 respondents) reported that they know where to get help if they are concerned about their well-being and feel able to discuss their wellbeing, stress or workload with their manager to agree satisfactory ways forward (just under 98%, 87 respondents).
- 3.19 The average number of hours full time practitioners are working over their contracted hours is similar to last year and those who are part time are working slightly more hours over (2.2 hours compared to 1.8 in 2021). While many are beginning to be supported to work more from offices, which was an action from 2021’s survey, some may still be working at home part of the week. This may lead to some feeling the need to always be ‘on call,’ answering emails well after work hours compared to previous years.
- 3.20 The wider workforce feel that they are receiving good quality, timely supervision once again this year, with almost all reporting that this is the case, and just over 92% (82) regularly access research to support their practice.



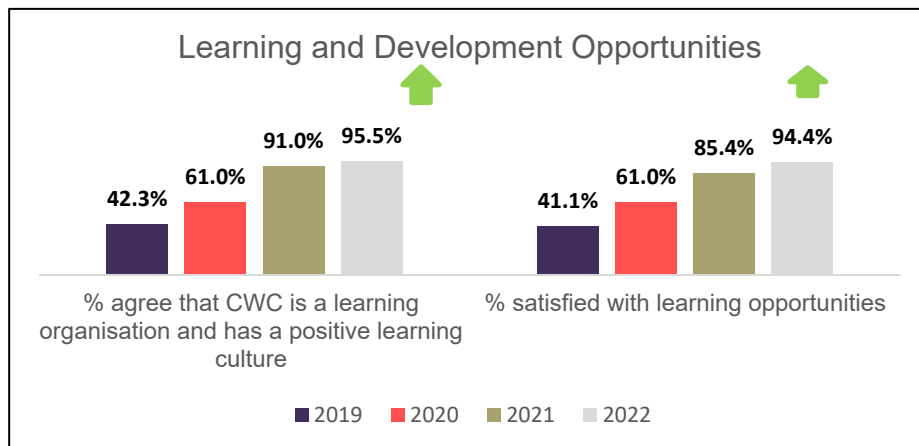
Number of respondents receiving regular supervision: please note, this is not a mandatory question so some respondents may have chosen not to answer

2019	2020	2021	2022
65	72	109	82

Number of respondents satisfied with quality of supervision: please note, this is not a mandatory question so some respondents may have chosen not to answer

2019	2020	2021	2022
60	75	118	85

3.21 For the fourth year in a row, there has been a significant improvement in satisfaction with learning and development opportunities, as well as recognition that the City of Wolverhampton Council is a learning organisation with a positive learning culture. Key actions taken, such as the promotion of the social work degree apprenticeship, regular training brochures, access to Research in Practice for Adults (RiPfA) and a varied and relevant training offer seems to have supported this upwards trend.



Number of respondents who agree CWC is a learning organisation: please note, this is not a mandatory question so some respondents may have chosen not to answer

2019	2020	2021	2022
25	61	112	85

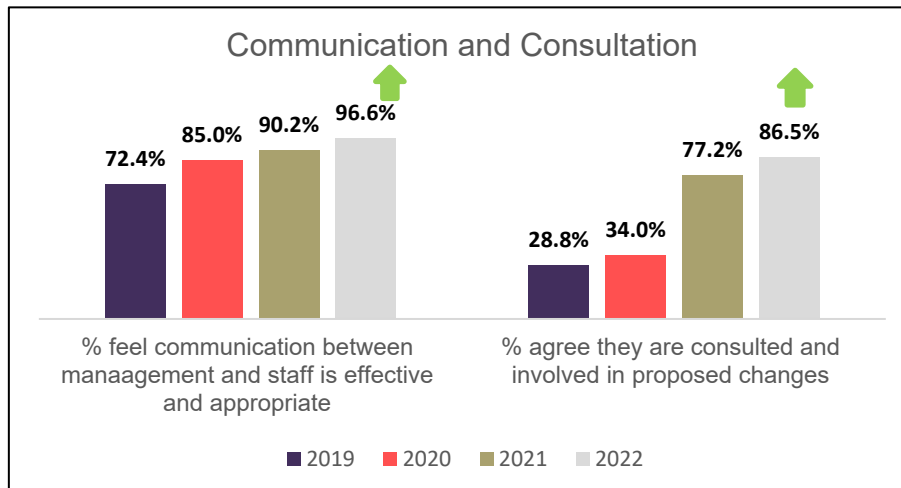
Number of respondents satisfied with learning opportunities: please note, this is not a mandatory question so some respondents may have chosen not to answer

2019	2020	2021	2022
24	61	105	84

3.22 Communication has continued to improve year on year with almost all (96.6%, 86 respondents) reporting that the way managers, including senior managers, communicate is effective and appropriate. More this year (86.5%, 77 respondents) also agree that they feel consulted about and involved in changes or proposals about changes that affect their role. This is a significant ongoing improvement from the previous three years. This is largely due to the actions taken throughout the year, including

- Consultation and engagement about the redesign – although this year’s survey identifies that practitioners would still welcome more communication about progress on this
- Regular updates via monthly newsletters
- Workforce briefings
- For social work teams, consultation and discussions around the implementation of Practice Weeks

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Number of respondents who feel communication between management and staff is effective and appropriate: please note, this is not a mandatory question so some respondents may have chosen not to answer

2019	2020	2021	2022
42	85	111	86

Number of respondents who agree that they are consulted and involved in proposed changes: please note, this is not a mandatory question so some respondents may have chosen not to answer

2019	2020	2021	2022
15	37	95	77

3.23 Like the social work survey, almost all feel that the City of Wolverhampton Council is actively committed to tackling inequality and discrimination in some way, with less than 1% disagreeing with this.

3.24 Over 90% (83) would recommend CWC as an employer and the vast majority (90%, 80 respondents) said that they do not intend to leave Wolverhampton over the next 12 months, which is an increase on last year. Only three people said they planned to leave CWC this coming year and the numbers of those who were “unsure” has decreased. Comments included:

- “I am proud to be part of CWC, I think it is a progressive authority and I work in a diverse team within a diverse LA, this is important to me. I feel there are opportunities to develop and move forwards if you want to and I think we are treated very well as employees”
- “I’m so grateful to the support we had through the pandemic - right across the board. The support came from the top and filtered down via our managers and supervisors”
- “Flexible working is a huge game changer for me; I feel I am more productive and less stressed”

- “Just the support from management. That's the main thing that helps you get on in your job, knowing that they are supportive and them helping you when you need it. I haven't needed much support in my 4 years working but I did recently on a personal issue and the support was excellent”
- “The work is varied and there are plenty of opportunities to take on other tasks outside of my usual role. The hybrid working practice is really good for work/life balance”

4.0 Other notable progress and actions

4.1 As well as the progress and actions taken since the last health check in 2021 that are noted above, there were other areas which have seen significant development.

4.2 In 2021, practitioners wanted more career progression opportunities. Opportunities offered in 2022, which has also contributed to improved satisfaction with learning and development opportunities across both surveys, included:

- Aspire into management training which has been offered and promoted by the council
- Access to and promotion of the West Midlands Coaching Pool
- Specific actions to promote take up of Practice Educator and Approved Mental Health Professional opportunities, with further sessions to be offered this year

4.3 In 2021, workers stated they wanted more clarification on lone working. Some of the actions taken last year around lone working include:

- Lone working eLearning is now available via the Learning Zone and has been promoted across Adults Services
- Heads of Service are ensuring all health and safety procedures are followed and any mandatory health and safety training has been accessed
- Alertcom have attended team meetings and anyone who carries out lone visits will be able to access devices to ensure their safety

5.0 Next Steps

5.1 An action plan has been completed as a result of this year's surveys to address the key areas of improvement. The Adult Leadership team will oversee this. The findings will also inform workforce development plans and progress on identified actions will be shared with the workforce during the year.

5.2 Key actions are highlighted within the report, and some are summarised below, along with other additional actions that have been identified:

- Consultation during the May 2023 workforce briefing to get views on the survey and identify what would encourage more practitioners to complete the survey in 2023
- Adults redesign, including the development of a robust families front door, a more effective early intervention offer, a better understanding of demand and skills needed

as well as an effective workforce strategy, will help to reduce some of the challenges being faced

- There will be monthly communication about the adults redesign. An update will also be provided in various briefings, such as the May 2023 workforce briefing
- Recruitment and retention strategy and action plan
- The promotion of a formal social work career pathway for social work apprenticeships to “grow our own” which will offer more progression and development opportunities for the wider workforce as well as helping to build sufficiency in social work teams
- Managers will continue to offer flexibility where needed to help people balance their work and home lives to reduce stress levels and working over contracted hours
- Continued offer of stress risk assessments and wellbeing support / resources
- The nature of social work and frontline social care generally means that there is sometimes a requirement to work out of hours or longer hours than usual. When this occurs, managers will ensure that social workers and practitioners have the opportunity to take that time back by leaving work early or coming in late another day or, if more time has been accumulated, taking an extra day off to reduce the time worked over contract
- Principal Social Worker will explore the impact and use regionally of clinical supervision and consider the use of trauma informed supervision training to support social worker’s wellbeing in the context of reducing the impact of secondary trauma / compassion fatigue and better supporting the emotional demands of the role
- From June 2023, practice weeks will take place face-to-face, further improving communication between senior managers and frontline workers as well as allowing more time for reflection and direct feedback to workers
- More training in specific areas as identified by those completing the survey, including safeguarding, mental capacity conversations and supporting people with disabilities

6.0 Financial implications

6.1 There are no direct financial implications as a result of this report.

6.2 Any costs arising from actions in the work plan and priorities will be funded from within existing approved Adult Services budgets. [MK/10022023/B]

7.0 Legal implications

7.1 There are no legal implications as a result of this report. [SB/12022023/U]

8.0 Equalities implications

8.1 Social work and social care is a diverse profession, and the makeup of the frontline teams in Wolverhampton is largely representative of the local community. The Council’s approach to fair recruitment is followed robustly for the recruitment of all posts. This includes anonymous application forms, progression of people with disabilities to interview and diverse recruitment panels. The health check survey asks practitioner’s views on the council’s approach to equality and diversity, and this has been mentioned in the report.

8.2 This survey was sent via e-mail and completed via an electronic device. While attempts are always made to ensure that all members of staff have access to and are able to complete the survey, when feedback from the workforce is gathered they will be asked if there are any barriers which prevents them from being able to do so in order to ensure support can be provided in 2023 and future surveys. Regular reminders and discussions around support required to complete the survey will also take place while the 2023 survey is open in order to support better access to all who require it.

9.0 Health and Wellbeing Implications

9.1 The health and wellbeing of our workforce is a priority for the City of Wolverhampton Council. The purpose of this health check is to get feedback from social workers about how they feel about working for Wolverhampton and how leaders can work to make improvements where necessary to support the wellbeing of the workforce and ensure they feel supported. Actions identified in the report are intended to support the health and wellbeing of the workforce.

10.0 Appendices

10.1 Appendix 1: List of Health Check Questions—2022

Update on 2022 Social Work and Workforce Health Check Actions – Adult Social Care

20 November 2023

Presenter:

Courtney Abbott

Quality and Improvement
Advanced Practitioner

Jennifer Rogers

Principal Social Worker

[wolverhampton.gov.uk](https://www.wolverhampton.gov.uk)

What is the Health Check?

- Undertaken annually, via an online survey, as part of the City of Wolverhampton Council's (CWC) ongoing self-assessment
- Helps to identify areas of strength and areas requiring greater focus
- Informs workforce development planning and supports the continuous improvement of Adult Social Care practice in Wolverhampton
- An action plan was developed and is overseen by Adult Leadership Team--this plan is reviewed quarterly and updated as required
- Updates on actions have been shared during Social Work (SW) and Workforce Briefings and Team Managers have been asked to share these within their team meetings
- The Health Check is sent to Social Workers as well as wider workforce from 12 September—21 October 2022—a report was produced and presented to Scrutiny Panel on 12 March 2023
- Scrutiny Panel requested a mid-year update on actions and an updated report with actual numbers alongside percentages

Update on key actions

Response rates

In 2022, the Social Work survey had a **54%** response rate (70 of 129) and the Wider Workforce Survey had a **26%** response rate (89 of 340)

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Actions to increase responses in 2023

- Consultation during Social Work and Workforce briefings
- Visiting manager and team meetings to answer questions and get ideas
- Prize draw for those who wish to enter after completing 2023 survey
- Team managers to give protected time to complete during team meetings
- Time to complete during Social Work and Workforce briefings (Sept/Oct 2023)
- Promotion, reminders, comms through Teams channel as well as e-mail
- Use of City People throughout time surveys are open to act as a reminder
- Option for people to print surveys to complete by hand and return to drop boxes placed in various locations where people work

Update on 2023 Survey Responses:

- The 2023 Social Work Survey was live from 6 September-17 October 2023
 - 53.4% response rate (78/146)—similar to 2022
- The 2023 Wider Workforce Survey was live from 6 September -19 October 2023
 - 38.3% response rate (137/358)—12% increase from 2022

Workload

Actions

- 72.8% (51) of social workers and 91% (81) of the workforce said that their workloads are manageable
- 63% (44) of social workers and 90% (80) of the workforce feel that they are given work through fair process, considering workloads, skills, etc.
- 56% (39) of social workers and 87.7% (78) of the workforce never, rarely or occasionally experience unmanageable stress due to work

- Test and Learn projects as part of redesign in order to review ways of working across Adult Social Care (ASC) taking into account demand, skill mix, etc.:
 - Front door (from May 2023): Established an ASC Front Door team to have strengths-based initial conversations early, meaning people are not waiting for a social worker unnecessarily and connections can often happen much more quickly (and often without the need for a social worker). During Phase 1 and 2 of this Test and Learn (May-August 2023), 300 contacts were recorded, of which 125 were to request a conversation. Of the 125 requests for a conversation, only 53 (42%) were required to be connected to a locality team.
 - Maximising independence for 18-64s (from June 2023): Established a virtual team to connect with people 18-64 to explore early intervention, ensuring people get the right support at the right time and building on the disability transformation model work. From June-September 2023, the team completed 63 connections with adults aged 18-64. 36 of 63 were captured in the Test and Learn Impact Log - of which 15 (42%) were signposted to alternatives to long-term support*, including to Housing teams, Carer Support, Telecare and Community Pathways.
*Alternative to a package of care / placement etc
 - Other activity underway includes new test and learns (Early intervention and prevention, ASC Online Offer and Keeping in Touch)

- Recruitment and retention strategy and action plan for social workers which will continue to support stability within social work teams and ensure succession planning
 - Rebranding to position Wolverhampton as an employer of choice
 - Reimbursement for Social Work England Registration fees and Blue Light card
 - Formalising career pathway for Social Work apprentices—supporting recruitment
 - Robust training offer and progression opportunities, such as practice educator and introduction of advanced practitioner role in adults
 - Attendance at Compass recruitment fair
 - Expecting to support 28 final year student placements in 2023-2024 compared to 26 in 2022-2023 with a view to encourage more to apply for newly qualified social work positions
- Robust actions to recruit and retain Occupational Therapy (OT) and Sensory Services staff
 - OT Service joined the Midlands Allied Health Professionals Placement Forum to look at opportunities for OT students to work in Wolverhampton
 - OT now have two apprentices (an increase from only 1 previously)
 - Sensory Service has recruited through agency to increase staffing

Opportunities for reflection	Action
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While the majority of social workers said that they are given opportunities for reflection within supervision, 14% (10) said that they did not, and that supervision was more task/process focussed

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- Advanced Practitioners started in April/May 2023 and began facilitating regular formal reflective sessions within social work teams in June 2023—topics covered to date include:
 - Social Graces, the power of language, recording sense of the person and relationship-based practice and capturing the person’s voice
 - Each team has had 3 or 4 reflective sessions, to date—immediate feedback generally positive as this is seen to be helpful and workers like the space for reflection
- Reflective supervision training offered 2022-2023

Agency staff	Action
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Some agency staff said that they do not always have access to the same updates permanent members of staff have

- The Quality and Improvement Team review distribution lists monthly and ensure agency staff are included on all emails sent from the team, including the monthly newsletter and policy briefings
- Agency staff are included in many of the same training opportunities as permanent members of staff, CQC inspection preparation and information sessions as well as social work and workforce briefings

Communication/ consultation

Actions

Although the majority felt that communication (SW: 62—88.6%, Workforce: 86—96.6%) and consultation around proposed changes (SW: 49—70%, Workforce: 77—86.5%) was positive, some said they would like more information around the adult social care redesign

- Regular updates through the monthly newsletter and other means as appropriate
- Update provided to the wider workforce during the July 2023 workforce briefing
- Exploring regular video updates by Director of Adult Social Care

Emotional demands of Social Work

Actions

While the majority of social workers felt that CWC supports the emotional demands and nature of their work, 15.7% (11) did not feel the same

- Training for managers has been commissioned on trauma informed supervision taking place October-November 2023 to support secondary trauma and wellbeing for frontline social workers—60 managers are undertaking the training and feedback so far is very positive.
- Plans underway to embed trauma informed practice across the Families Directorate, e.g. consideration of how we are more trauma responsive as an organisation as well as with people

Observations of practice

While 68% (45) of the wider workforce said that they had an observation of practice in the previous 12 months, only 31% (22) of social workers said the same

Actions

- As this is not applicable for everyone within the wider workforce, an option of “not applicable” has been added for the 2023 survey
- In order to increase this for Social Workers and social care workers within social work teams, Practice weeks have changed to ensure that every practice lead will carry out observations as part of practice weeks 3x’s/year, ensuring more opportunities for direct observations of practice

Assessed and Supported Year in Employment (ASYE)

Adult newly qualified social workers (NQSW’s) within their ASYE said that they felt the training programme generally catered more to the needs of Children’s practitioners

Actions

- The ASYE programme has been reviewed and revised in consultation with NQSW’s to ensure their needs are met, for example with a focus on Care Act and Mental Capacity Act
- Introduction of Advanced Practitioner posts to support Newly Qualified Social Workers from April 2023 and is consistent with the offer in Children’s
- Regular feedback to be gathered from NQSW’s to review training and offer

Targeted training

Actions

When asked what training people felt they needed for the following year, comments included:

- Mental Capacity Act
- Safeguarding Training
- Learning Disabilities
- Human Rights Act Assessment Training

- We have commissioned 3 sessions on S42 Safeguarding Enquiry, 60 places in total and fully booked
- Human Rights Act Assessment training – Sept and Oct 2023 – 40 places – fully booked with further sessions planned for 2024-2025
- Carrying out best interest decision making in person centred way offered early 2024
- Mental Capacity training for managers January-March 2024
- Supporting autistic people in Care Act Conversations—dates to be confirmed, planned for early 2024
- Plans to roll out National mandatory training for those supporting people with LD/Autism (Oliver McGowan)
- Training provided as part of Disability workstream: 3 Disability Development days were held in July 2022

Research/articles

Actions

While almost all respondents across both surveys access research and articles to support their practice at least occasionally, some have said that they do this in their own time as they struggled to find the time to do this during work hours

- Advanced Practitioners are identifying and sharing relevant research and resources with social workers in order to support evidence-based practice
- Research Circles with the University of Wolverhampton are in the process of being developed--aiming to start roll out January 2024
 - As teams identify areas of practice where more knowledge around research is needed, an academic will come into the team to talk about this, bringing research into practice and improving knowledge and understanding around specific areas of practice
- Research in Practice attended the October 2023 Adult Workforce Briefing to better explain what is available to workers and how they can access the resources on offer
 - Since the date of this briefing, an additional 118 accounts have been created with Research in Practice from CWC employees

Next steps

- Updates on actions have been provided to the social work workforce during the September 2023 Social Work Briefing
- Updates on actions have been provided to the wider workforce during the 18 October 2023 Workforce Briefing
- The 2023 surveys launched on 6 September 2023 and are now closed—updates on responses have been discussed earlier in this presentation
- Findings from the 2023 survey will be presented to Scrutiny Panel in March 2024

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City of Wolverhampton CQC Inspection Update to Adults Scrutiny Panel

20 November 2023

Agenda Item No: 7

CITY OF
WOLVERHAMPTON
COUNCIL

Background to CQC Activity

- Under the **Care Act**, LAs have duties to make sure that people who live in their area:
 - Receive services that prevent their care needs from becoming more serious or, delay the impact of their needs
 - Get information & advice they need to make good decisions about care & support
 - Have a range of high quality, appropriate services to choose from
- There is also a duty for LAs to be **independently reviewed** on how they are delivering their Care Act functions
- **CQC Assurance** for LAs with adult social care responsibilities was therefore announced in **April 2023**
- The CQC Assessment/Inspection process will include a **published outcome/rating** (Inadequate, Requires Improvement, Good or Outstanding as with Ofsted ratings)



“Striving to have the best regional improvement programme in England”



CQC Themes & Quality Statements

Working with People: assessing needs, care planning and review, direct payments, charging, supporting people to live healthier lives, prevention, wellbeing, information and advice			Providing Support: shaping, commissioning, workforce capacity and capability, integration and partnership working	
Assessing Needs	Supporting people to live healthier lives	Equity in experiences and outcomes	Care provision, integration and continuity	Partnerships and communities
<p>We maximise the effectiveness of people’s care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.</p>	<p>We support people to manage their health and wellbeing so they can maximise their independence, choice and control, live healthier lives, and where possible reduce their future needs for care and support.</p>	<p>We actively seek out and listen to information about people who are most likely to experience inequality in experience or outcomes. We tailor the care, support and treatment in response to this</p>	<p>We understand the diverse health and care needs of people and local communities, so care is joined-up, flexible and supports choice and continuity.</p>	<p>We understand our duty to collaborate and work in partnership, so our services work seamlessly for people. We share information and learning with partners and collaborate for improvement</p>
Ensuring Safety: safeguarding enquiries, reviews, Safeguarding Adults Board, safe systems, pathways and continuity of care			Leadership: culture, strategic planning, learning, improvement, innovation, governance, management and sustainability	
Safe systems, pathways and transitions	Safeguarding		Governance	Learning, improvement and innovation
<p>We work with people and our partners to establish and maintain safe systems of care, in which safety is managed, monitored and assured. We ensure continuity of care, including when people move between different services.</p>	<p>We work with people to understand what being safe means to them and work with them as well as our partners on the best way to achieve this. We concentrate on improving people’s lives while protecting their right to live in safety, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect, and we make sure we share concerns quickly and appropriately.</p>		<p>We have clear responsibilities, roles, systems of accountability and good governance to manage and deliver good quality, sustainable care, treatment and support. We act on the best information about risk, performance and outcomes, and we share this securely with others when appropriate.</p>	<p>We focus on continuous learning, innovation and improvement across our organisation and the local system. We encourage creative ways of delivering equality of experience, outcome and quality of life for people. We actively contribute to safe, effective practice and research</p>

How will evidence be collated by CQC

The following 6 evidence categories will sit under each of the 9 quality statements:

- People's experience
- Feedback from staff and leaders
- Feedback from partners
- Observation
- Processes
- Outcomes

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Inspectors will meet with individuals and groups to gather evidence as outlined below.

- **1:1** - Lead Member, Principal Social Worker, Director of Public Health, Chair of Health and Wellbeing Board and ICS, Advocacy Organisation, Healthwatch, Director of Adult Social Care (DASS), Assistant Director and Chief Executive
- **Groups** – various staffing groups, Provider forum chairs, Voluntary Sector Forum, NHS reps selected by LA and User and carer representative groups

What assurance activity means for us?

- CQC started to review published information & data as assurance evidence from **April 2023**
- 5 LAs took part in **pilot inspections** during the summer (Birmingham City Council, North Lincolnshire Council, Nottingham City Council and Suffolk & Lincolnshire County Councils)
- Learning from the pilots will inform how inspection will be delivered from **December 2023**, when the first 20 will be announced. The inspections will commence **mid-January 2024**

By the end of **December 2025** all local authorities will have been inspected (2 years)

Inspectors will consider our **data, self assessment and 48 items of evidence** (including strategies and pathways) in addition to feedback, observations, process and outcomes.

- They will track **50 cases** across all areas of adult social care
- In undertaking the above, CQC will establish **key lines of enquiry (KLOE)** in respect of the things they want to know

What we are doing to prepare (1)

- **Developing a Self-Assessment** – this is being supported by using a regional tool to evidence strengths/areas for improvement and risks
- Taking part in **buddying conversations** with Shropshire and Coventry to reflect and learn
- Took part in a **Regional Learning Review** in Sept 2022 around preparing for adult hood
- Had an **ADASS Readiness Review** in March 2023
- Ongoing **Regional/PSW learning**
- Regular **Management Workshops** being undertaken with Heads of Service and Managers
- Standing agenda Item on **Adult Leadership Team** going forward to discuss/prepare

What we are doing to prepare (2)

- Briefed **Cabinet Member** and **Wolverhampton Safeguarding Together**
- Building relationships with **One Wolverhampton** around CQC Activity
- Developing a **Strategic Improvement Plan**
- Gathering evidence aligned to **pilot site** requests
- Reviewing and improving **performance data** and **reporting**
- Collating good examples for **case tracking** exercise
- Taking part in **regional practice webinars**
- **Care Act Training** commissioned for the workforce
- Reviewing our **Care Act compliance** through regular focus groups
- **Briefing you as scrutiny Members today!**

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Preparation: Self Assessment

- Our **Self-assessment** enables us to:
 - assess and make judgements about our own performance in relation to the quality statements, using evidence to support our judgements
 - highlight key successes, risks and challenges
 - identify actions being taken to address the most pressing risks
- First draft approved by SEB in **July 2023**
- Currently being redrafted based on learning from national guidance, experience of pilot authorities and the evolving nature of adult social care in Wolverhampton
- On-going review on a **quarterly basis** to ensure it is reflective of current position
- **Strategic Improvement Plan** will evidence our actions against areas of development identified in the Self-Assessment

Staff/Manager Preparation: Getting to Good

- Mandatory '**Getting to Good**' sessions for all of the adult social care workforce. (Also, being extended to wider Council and Partners)
- Purpose is to ensure our workforce are prepared and feel confident to speak with Inspectors about our practice in Wolverhampton
- Over 250 practitioners have attended sessions, and a series of future sessions are plan
- Also, exploring putting this into an online training module via the Learning Hub.
- Positive feedback from practioners and Managers about how they have found the sessions useful
- Bi-monthly managers workshops around Inspection updates/key themes.

Readiness Review Activity (Feb 2023)

- WM ADASS Improvement Team commissioned by WMADASS to undertake “readiness reviews” across the 14 West Midlands Councils in the first two quarters of 23/24
- We were the first Council to take part in the review (in February 2023)
- We had an opportunity to identify an area for the Readiness Review to explore
- Our chosen area was ‘Safeguarding’ linking to the ‘Ensuring Safety theme’
- 4 reviewers were on site for two days. During the two days 9 focus groups took place with a variety of Heads of Services, Managers and frontline practitioners
- Also gave us an opportunity to ‘test out’ our preparation in terms of logistics and preparing staff etc

WMADASS General Feedback – Strengths (1)

- Our staff are our strength
- Carers team are doing great work and focussing on people
- Exploitation hub is forward thinking and innovative
- Welfare Benefits team have excellent knowledge and deliver a clear rights-based service
- OT and Hospital team is strong and understands role
- Provider Services / in-house provision is a great service, and we should consider wider development
- Frontline integration is clear
- There is clear learning from SARs

WMADASS General Feedback – Strengths (2)

- DoLs team is excellent and the system in place is good
- Commissioning team recognise what is needed and how to get there
- Teams are putting pressure on themselves to do more, and we need to be cautious not to become “a victim of our own success”
- Through the redesign we need to demonstrate clarity on what we can afford, what does good look like and what is Adult Services offer
- Consider consent, capacity and challenge.
- Begin to embed “I and we” statements now
- Shape an improvement plan around the “I and we” statements
- Gather evidence and assurance around the 4 themes and match to our data
- **FRONT LINE STAFF ARE OUR GREATEST ASSET**

Recommendations of Readiness Review

1. Narrative to be aligned to your data clearly
2. Ensure your risk register and mitigation plans reflect the above
3. Safeguarding adult's pathway (from point of contact) within the MASH/MASH Process, and the transition interface with wider services is urgently reviewed.
4. Establish your ASC key areas of transformation and ensure visibility and opportunities for co-producing.
5. Reset your commissioning intentions for adult social care within the context of the Care Act, and the wider ICB agenda including your ambitions to develop the diversity of your market.
6. Celebrate much more visibly internally and externally your areas of success and innovation such as the Exploitation work, EDI, examples of good personalisation with individuals and the many more you shared with us.

What our data is telling us - Highlights

- We have experienced a slight **increase in satisfaction levels** for people receiving services this year. 62% of people are now satisfied with their care and support compared with 61% in the previous year.
- We have reported a slight increase in the **quality-of-life** of people, based on NHS digital scoring in the last Adult Social Care Survey. Our score increased from 0.435 to 0.447 in the last year.
- **Workforce turnover rates** (12%) are lower than the national average (16.1%) and the authority is in the top quartile nationally for having less people leave their role in the past 12 months.
- More people are offered post-discharge **reablement** than nationally. In 22-23, we saw an increase in the proportion of people still at home 91 days after reablement; the highest figure reported for the authority was 84%, compared with 75% in the previous year.
- **DoLS applications per 100,000 population** is above national average, with the number of completed applications increasing. We also have one of the lowest backlogs in the region.

What our data is telling us - Areas of focus

- **Safeguarding concerns per 100,000 adults** are above national average and we are experiencing a rise in numbers of **S42 enquiries completed**, just below the national average. Of those completed, we perform at the national average for **S42 enquiries where risk is reduced or removed** (91%) and have improved performance compared to last year (86%)
- Though in the bottom quartile for the **percentage of clients with long-term care packages reviewed in 12 months**, the length of time of those reviews that are over 12 months has reduced significantly, due to a real focus in line with our 'prevent, reduce, delay' approach.
- **Long term admissions to residential care** are high compared to our regional neighbours for both younger and older adults – so this is also a focus of our 'prevent, reduce, delay' agenda.
- Use of **Direct Payments** is lower relative to the national average, however the authority has been reporting increases month on month with its highest level reported in the 2022-23 year.
- **Quality in the care market** (as indicated by CQC ratings) Is amongst the lowest nationally for both residential and domiciliary care and is a current area of focus in our transformation plan.

Key Next Steps

- **Self-Assessment** being reviewed and further developed
- **Strategic Improvement Plan** being developed in response to self assessment and what data is telling us
- Engaged in **ADASS preparations**
 - Webinars
 - Regional Learning
- A series of **workshops/communication** activity planned (to include partners during the summer)
 - Getting to good sessions
 - Workshops
 - Newsletter

Any Questions

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Our Commitment to All Age Carers

Update on Progress

Scrutiny Panel 20 November 2023

Sandra Ashton Jones

Carers - The Context

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- A Carer is someone who cares unpaid for family or friend who due to illness, disability, poor mental health or an addiction, needs support
- Carers UK estimate that nationally carers save the economy £132 billion per year, an average of £19,336 per carer
- 2021 Census, 24,000 people in Wolverhampton identified themselves as a carer
- Currently working with between 5000-7000 carers in the city including carers under 18 years and parent carers
- The Local Authority has statutory duty to assess and provide support to carers

Our Commitment to All Age Carers

Extensive engagement with carers and professionals to 5 priorities closely aligned to Our City : Our Plan

Under pinned by Core values:

- Co-production
- Continuous improvement
- Connecting with communities
- Equality and Fairness for all
- Safeguarding

Launched in December 2022

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The Five Priorities

- Priority One – Employment and Financial Wellbeing
- Priority Two – Services and Systems that Work for Carers
- Priority Three - Support Young Carers
- Priority Four - Using Research and Evidence to improve outcomes for Carers
- Priority Five - Recognising and supporting Carers in the wider community

Priority One – Employment and Financial Wellbeing

To achieve this the Council with partners will:

- Align support for carers with the Wolverhampton Pound approach, building and retaining local wealth in Wolverhampton to improve outcomes for local people including carers.
- Ensure carers have access to information about benefits, grants and financial management and financial support and advice.
- Identify and raise awareness of pathways into adult education and training for carers.
- Amongst employers, increase the awareness of carers legislation, how to identify carers and actions that can be taken to enable carers to balance their caring and employment responsibilities.

Priority One – Employment and Financial Wellbeing continued

- Encourage employers to increase employee awareness of the carer role and promote peer support

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Work with the Wolves Anchor Network to explore how they can support carers in the city

- Engage with Wolves at Work to explore how carers can achieve their employment goals
- Engage with Wolverhampton Cares to explore opportunities for carers who may wish to pursue a career in the care sector

Priority One – Employment and Financial Wellbeing Progress to date

- Linked with Wolves at Work, supporting carers in employment, including training to increase carer career options when caring role ends.
- Carers Welfare Rights Day November 2023 – Benefits advice surgery arranged
- Offer to all carers of a one - off payment in 2023/24 to support with increase in cost of living. So far 250 carers have received £100 each.
- Within City of Wolverhampton Council development of Carers Wellbeing passport to support carers with work life caring role balance
- Working with Wolverhampton University to support learners who have a caring role, enabling access to education to improve employment options.

Priority Two – Services and Systems that work for carers

To achieve this the Council with partners will:

- Ensure carers and stakeholders understand carers rights to and benefits of an assessment, known in Wolverhampton as a Carer Conversation, and routinely offer assessments.
- Enable access to clear, concise, accurate and relevant information and communicate changes to it.
- Ensure services are responsive to telephone contact and provide timely call back.
- Require services, including universal and preventative services, to make reasonable adjustments to enable carers to access services that meet their equality needs and at times that fits with their caring role.
- Develop the use of technology and use social networks to empower and enable collaboration within communities.

Priority Two – Services and Systems that work for carers. Progress to date

- Work started with GP surgeries to promote role of family carers
- Working with Social Prescribers, Voices for Parents, Dementia Connect, Admiral Nurses to promote role of carers and working together to offer joined up support
- Working with schools, attending open evenings and transition events to promote carer offer to parent carers of children and young people with disabilities
- Continual development of Carer Bulletin including specific parent carer section

Priority Two – Services and Systems that work for carers. Progress to date

- Developed specific training packages with Compton Care, with areas identified by carers

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Working with 100% Wolves Online to ensure carers able to access IT equipment and WIFI

- Carers Support Team attending Social work Team Huddles to promote referral pathway for Young Carers

Priority Three - Support young carers

To achieve this the Council with partners will;

- Improve the identification of hidden young carers in schools and by services which work with children, young people and their families.
- Increase schools' awareness and understanding of the impact of being a young carer on education and emotional wellbeing and increase schools' awareness of the services available to young carers.
- Ensure young carers know their rights regarding assessments and are always offered a young carers assessment.

Priority Three - Support young carers (continued)

To achieve this, the Council and partners will:

- Ensure the voice of young carers are included in delivery of the SEND strategy and local carer offer
- Review the commissioned support service with a focus on the transition from young carer to adult carer
- Review the opportunities available to young carers to talk to other young carers including young carer clubs
- Support young carers to access educational and out of school opportunities that help them develop and maintain friendships with their peers
- Help young carers to have the same opportunities to access education, work, experience and training as any other young person

Priority Three - Support young carers Progress

- Young Carer Service has become part of the Council's All Age Carer offer
- Working on Pathfinder Project to enable closer working with Children's Services
- Developing training for Children Services workers to identify young carers
- Communication with all Primary Schools sharing new referral process, Early Help assessment and development of new carer offer
- New monthly support groups for young carers, working with The Way and library services, with activities such as robotic/coding, comic book creation

Priority Three - Support young carers Progress

- Gym and cooking sessions at Bob Jones Centre
- WhatsApp Young Carers/Parent chat set up to promote activities
- Working with Bentley Bridge and WV Active to offer young carer membership concessions
- Working with Community Transport to offer safe reliable transport to and from events
- Carer Support Team Involved in SEND Local Offer web development

Priority Four - Using research and evidence to improve outcomes for carers

To achieve this, we will:

- Maintain up to date knowledge of the technology that is available to support carers and promote the use of it.
- Maintain up to date knowledge about the research undertaken by other local and national organisations and use this to influence changes to services and systems
- Set up an implementation group with carer representatives and partner agencies to enable co-design and co-production
- Collect information on and analyse the carer profile, including equality information, and use this to plan services accordingly

Priority Four - Using research and evidence to improve outcomes for carers. Progress to date

- Continually ask for carer feedback, using feedback to identify gaps and improvements to our All Age Carer offer
- Working with other organisations to collate carers experience to use to improve outcomes for families
- Working with RWT to share carer offer and share learning to help develop our own CWC Carer Passport
- Working with other West Midlands Carer organisations to improve regional offer and share good practice
- Review and Learn from the national Carer Survey

Priority Five - Recognising and Supporting carers in the wider community

To achieve this, the Council and partners will:

- Identify hidden carers who are not engaged with services to ensure they know how to engage, what support is available and how to access it
- Maximise opportunities to raise the profile of caring, to help people to self-identify, such as Carers Week and Carers Rights Day
- Work with voluntary and community organisations to reduce social isolation, increase the use of carer peer support and improve mental health and emotional wellbeing
- Encourage carers to inform their Primary Care Surgery about their caring role so that appropriate support, for both physical and mental health and wellbeing, can be offered in a timely way
- Ensure carers are offered appropriate support to safeguard them

Priority Five - Recognising and Supporting carers in the wider community

- Offer carers safeguarding advice and support when appropriate
- Promote and increase take-up of the emergency card
- Ensure the carer voice can influence the delivery of the City Housing Strategy and access to the Disabled Facilities Grant
- Ensure the carer voice influences the Council's All Age Travel Assistance Policy
- Consider the opportunities available for carers to access leisure and social offers in the city
- Explore the introduction of the carer passport scheme

Priority 5 - Recognising and Supporting carers in the wider community- Progress to date

- Promoting role of carers at key events including Dementia Action week, Carers Welfare Rights Day, Young Carers action day, Mental Health week
- Carers Bulletin and WIN promote carers events
- Work taking place with New Cross and West Park Hospitals, Gem Centre and Pond Lane promoting carers offer including pop up carers information stands in all hospital departments
- Developing material in different formats and languages, also working with Refugee and Migrant Centre to promote carer offer
- Sessions held to discuss end of life planning and increase understanding of the Respect document

Next Steps

- Programme of events planned for Carers including Christmas meals, coffee mornings, links with Wolverhampton university, WV Active, promote Emergency carers card and concessions, after school events for young carers, Football Box at Wolverhampton Wanderers Football Club
- Work starting Jan 2024 with young carers to co-produce Young Carer offer
- Work with Voices 4 Parents to co-produce communication on activities for parent carers
- Safeguarding Awareness sessions being planned for carers in New Year
- Developing Joint Carer Conversation record and Transitions Pathway for Young Carers for implementation 2024

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Adults Scrutiny Panel - Draft Scrutiny Work Programme 2022 - 2023

Chair: Councillor Val Evans

Vice Chair: Councillor Christopher Haynes

Scrutiny Support: Earl Piggott-Smith

Remit, Function and Measures

- Support the Health and Social Care system to respond to and recover from Covid-19
- Maximise independence for people with care and support needs
- Work as a system to make sure that people get the right support at the right time
- % of older people (aged 65 and older) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services
- % of adults with learning disabilities in paid employment
- % of social care users supported to remain in their own homes
- % of adults who use services who say social care services help them to feel safe and secure
- % of adults in receipt of long-term services who are in control of their own lives

Item	Description	SEB Lead	Officer Report/Author Lead	Date of Meeting	Publication Date	Status
4 July Meeting Postponed	N/A	N/A	N/A	4 July 2023	26 June 2023	Agenda Sent Postponed
Post Covid Position – update briefing	Update on current position	Becky Wilkinson	Becky Wilkinson	17 October 2023	9 October 2023	Completed
Principal Social Worker Annual Report	This is an annual report that is presented to the	Becky Wilkinson	Jennifer Rogers	17 October 2023	9 October 2023	Completed

Agenda Item No: 9

	panel for discussion and comment on the work of the Principal Social Worker in promoting and improving the quality of social work practice and outline the key priorities for 2023-2024.					
Adult Social Care Winter Planning 2023-24	Request from Director to add this item to the agenda.	Becky Wilkinson and Health Partners	Becky Wilkinson and Sian Thomas, Paul Tulley and Rachel Murphy	17 October 2023	9 October 2023	Completed
CQC Assurance Preparation	Presentation on CQC readiness and assurance for comment	Becky Wilkinson	Meena Dulai	20 November 2023	10 November 2023	Programmed
Our Commitment to All Age Carers Update on Progress	Request from the panel to provide an update on progress. Carers to be invited to present	Becky Wilkinson	Sandra Ashton Jones	20 November 2023	10 November 2023	Programmed
Adult Social Worker and Workforce Health Check Surveys 2022 - update on actions	This is an annual report that presented to the panel for discussion and comment.	Becky Wilkinson	Courtney Abbott	20 November 2023	10 November 2023	Programmed

Budget and Performance Update	Request from Director to add this item to the agenda.	Becky Wilkinson	James Amphlett, Lindsey Cowan James Barlow	5 December 2023	27 November 2023	Programmed
Transforming Adults Service Programme Annual Report 2022-2023	Requested from the Directorate.	Becky Wilkinson	Emma Deakin	5 December 2023	27 November 2023	Programmed
Care and Support Provider Fee Review 2023/24	This is an annual report that presented to the panel for discussion and comment.	Becky Wilkinson	Andrew Wolverson	20 February 2024	12 February 2024	Programmed
Adult Social Care Position Statement – Review of the Year	CQC Quality Transformation	Becky Wilkinson	Becky Wilkinson	19 March 2024	11 March 2024	Programmed
Adult Services Social Work and Wider Workforce Health Check Survey.	This is an annual report that presented to the panel for discussion and comment.	Becky Wilkinson	Courtney Abbott	19 March 2024	11 March 2024	Programmed

