

# Cabinet (Performance Management) Panel

13 June 2016

<b>Report title</b>	Adult Social Care Peer Challenge – Improvement Action Plan	
<b>Decision designation</b>	AMBER	
<b>Cabinet member with lead responsibility</b>	Councillor Sandra Samuels	
<b>Key decision</b>	No	
<b>In forward plan</b>	No	
<b>Wards affected</b>	All	
<b>Accountable director</b>	Linda Sanders, People	
<b>Originating service</b>	Adult Social Care – Older People, All Age Disabilities & Mental Health	
<b>Accountable employee(s)</b>	Linda Sanders Tel Email	Strategic Director People 01902 553000 linda.sanders@wolverhampton.gov.uk
<b>Report to be considered by</b>	Strategic Executive Board Executive Team	24 May 2016 6 June 2016

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## Recommendation(s) for action or decision:

The Cabinet (Performance Management) Panel is recommended to:

Consider the Peer Challenge Improvement Action Plan and approve with or without amendment.

## **1.0 Purpose**

- 1.1 For the Cabinet (Performance Management) Panel to consider the outcome of the City's adult social care Peer Challenge undertaken in March 2016 and to approve the Improvement Action Plan attached to this Report as an Appendix.

## **2.0 Background**

- 2.1 Through the Strategic Director of People Services, the City of Wolverhampton Council has participated in the West Midlands Association of Adult Social Services regional sector led improvement programme of Peer Challenges as part of a collective commitment to continual improvement of adult social care services in the region.
- 2.2 The People Services Directorate invited a team led by Peter Hay, Strategic Director of People in Birmingham City Council to undertake the Peer Challenge between 14 - 16 March, 2016. To initiate the process, the Directorate identified four areas for consideration by the Peer Challenge team as follows:

### **1. *Shaping our Market***

*a. Does our Market Position Statement provide a clear direction of travel for future commissioning and help to support service re-design?*

*b. Are commissioning cycles and processes robust and do they help support financial efficiency*

### **2. *Integrated Commissioning with Health***

*a. Delivering the Better Care Fund 20/20 agenda through better partnership with Health Partners; is integrated commissioning working?*

### **3. *Personalisation and Customer Engagement***

*a. Does our commissioning provision enable maximum choice and control for the Service User and carers.*

## **3.0 Progress, options, discussion, etc.**

- 3.1 The Peer Challenge team met sixty people from Wolverhampton over a 2.5 day "fieldwork" period. This included people who use services, the Leader of the Council, Cabinet Member for Adults, Managing Director, Strategic Director of People Services, other senior council leaders as well as staff, partners and providers of adult social care services in Wolverhampton. There was also a Case File audit of 20 cases undertaken by Principal Social Workers from other councils in the West Midlands region.

- 3.2 Informal feedback and recommendations of the Peer Challenge team was received by the Council at the conclusion of the fieldwork activity. A formal letter, attached as Appendix 1 confirming the outcome was received on 20 April 2016.
- 3.3 The Peer Challenge feedback and recommendations have been shared and discussed with Managers in the preparation of the Improvement Action Plan attached as Appendix 2.
- 3.4 The Peer Challenge Improvement Action Plan shows how the Council will respond to the recommendations of the Peer Challenge. The activity is wide-ranging and will result in significant products. For instance, planned activity includes further consideration on the contribution of the social care workforce to the Wolverhampton 2030 agenda for jobs and regeneration. This links to the need to agree the shape of an over-arching adult social care commissioning strategy for the City which reflects identified themes. This strategy will drive work to increase choice for people as they experience need for support. Further workforce development will be a key activity of the Plan to achieve a shift in practise as more choice is developed and any traditional models are reduced and ended over time. This range of activity will also be an important component of the journey towards stronger integration with health services.
- 3.5 All activity and products arising from the Improvement Action Plan will be co-produced with people who use services, staff, partners, providers and Wolverhampton CCG and led by Elected Members in relevant forums such as the Health and Well-Being Board.

#### **4.0 Financial implications**

- 4.1 There are no direct financial implications in relation to this report. The Peer Challenge Improvement Action Plan is a high-level strategic plan. Other plans and actions will be generated as a result of this action plan. Any relevant financial implications of those further plans will be considered as the details are developed.
- 4.2 Evidenced capacity to deliver aspects of the Improvement Action Plan is assumed to be necessary and this will be met from existing resources.  
[AS/02062016/X]

#### **5.0 Legal implications**

- 5.1 The Peer Challenge Improvement Action Plan supports the Council's continued work to meet its wide-ranging adult social care statutory obligations under the Care Act 2014 such as market-shaping and the details identified in the Improvement Action Plan.  
[RB/0-1062016/J]

#### **6.0 Equalities implications**

- 6.1 The Peer Challenge Improvement Action Plan addresses wide-ranging activity. Some of the products of the Plan may require further equalities analysis which is otherwise not required at this stage.

## **7.0 Environmental implications**

- 7.1 A key intention of the Peer Challenge Improvement Action Plan is to ensure sustainability for people needing support or care through sustainable resources management and service design to augment the assets which people bring in their lives. Key activities identified in the Action Plan such as the development of an adult social care commissioning strategy will build-in environmental factors to their approach.

## **8.0 Human resources implications**

- 8.1 The proposed updating of organisational development activity including employee and process developments are key elements of the Peer Challenge Improvement Action Plan. The Improvement Action Plan does not propose specific structural changes at this stage.

## **9.0 Corporate landlord implications**

- 9.1 There are no corporate landlord implications at this stage.

## **10.0 Schedule of background papers**

- 10.1 Not applicable.