

Adult Social Care Committee

Item No:

| | |
|---|---|
| Report title: | Update on progress with recommendations of the SCIE review |
| Date of meeting: | 6 March 2017 |
| Responsible Chief Officer: | James Bullion, Executive Director of Adult Social Services |
| Strategic impact In June 2016 the Social Care Institute for Excellence (SCIE) published its review of the council's progress in implementing the Care Act. It contained a number of recommendations to ensure the council was meeting its statutory duties. The purpose of this report is to update Members on progress with implementing the recommendations. | |
| Executive summary Of the 22 recommendations in the SCIE review, work has been completed on 13, and work is underway on the remaining nine. A series of co-production workshops have been held with stakeholders, and these are continuing. The report sets out those actions currently underway. Recommendation: The Committee is invited to note the progress in implementing the recommendations of the SCIE review. | |

1. Background

- 1.1 In September 2016 the Adult Social Care Committee considered the findings of the SCIE review of the implementation of the Care Act in Norfolk. The review contained 22 recommendations.
- 1.2 Norfolk County Council (the Council) committed to working with stakeholders to implement the findings of the review and a planning workshop was held in July 2016. Two further co-production workshops have followed to build on the shared desire to improve outcomes for people with care and support needs and their carers.

2. Evidence

- 2.1 Since the publication of the review the Council has been working with its stakeholders to progress actions in response to the recommendations. Where it was possible to make internal changes to comply with specific recommendations, this work has been progressed. In other cases, the aim has been to involve stakeholders in creating solutions through a series of co-production workshops.
- 2.2 Progress to date can be summarised as follows:
 - a) All administrative recommendations have been implemented. These relate to terminology changes on internal forms and guidance documents to ensure the correct Care Act terminology is used

- b) An investigation into workloads is nearing completion. This has consisted of a detailed data analysis to understand the relationship between caseload numbers and complexity of cases and a practitioner survey to gain feedback from staff about their areas of concern
- c) A quality assurance audit of supervision has been completed with recommendations being accepted by the department's Senior Management Team
- d) A new Personal Budget Questionnaire has been co-produced and the Resource Allocation System will be amended as a result. The new process is planned to be introduced with the new social care computer system in November 2017
- e) Two co-production workshops have been held (in October 2016 and January 2017) with a further one planned for April 2017. These were attended by individuals who use services, representatives from user led organisations, service providers and operational staff. These workshops have focused on the following tasks:
 - i. Involving people who use services and carers in training and development to ensure the service user's voice is clearly represented and staff have an opportunity to gain a better understanding of the lives of people with care and support needs and the people who care for them
 - ii. Developing an engagement agreement, setting out the expectations on all sides of what constitutes effective engagement. Broad principles of an agreement have been suggested and a smaller working group will be working on the detail of an agreement
 - iii. Revising information the Council gives to people prior to assessment, setting out what they can expect from us and how they can get the most from the process, and improving the guidance given to staff about preparing for assessments to ensure the person remains at the heart of the conversation

3. Financial Implications

- 3.1 Any changes as a result of the SCIE recommendations will be delivered within existing budgets.

4. Issues, risks and innovation

- 4.1 If the Council fails to comply with its duties under the Care Act 2014 it could leave itself open to legal challenge. By progressing with the recommendations of the SCIE review, the Council can gain assurance that it working in a Care Act compliant way.
- 4.2 Improving engagement with stakeholders and involving them in the development of strengths based approaches will help ensure that the wellbeing of people with care and support needs remain central to the process of assessment and care and support planning.

5. Background Papers

- 5.1 [Report to Adult Social Care Committee 5 September 2016: Norfolk's implementation of the Care Act](#)

[External Care Act Implementation Review in Norfolk County Council \(June 2016\) Social Care Institute for Excellence](#)

Officer Contact

If you have any questions about matters contained in this paper or want to see copies of any assessments, eg equality impact assessment, please get in touch with:

| | | |
|----------------------|----------------|-----------------------------|
| Officer Name: | Tel No: | Email address: |
| Lorna Bright | 01603 223960 | lorna.bright@norfolk.gov.uk |



If you need this report in large print, audio, Braille, alternative format or in a different language please contact 0344 800 8020 or 0344 800 8011 (textphone) and we will do our best to help.