

Agenda

Adult Care and Well Being Overview and Scrutiny Panel

Monday, 22 January 2024, 10.00 am
Council Chamber, County Hall, Worcester

All County Councillors are invited to attend and participate

This document can be provided in alternative formats such as Large Print, an audio recording or Braille; it can also be emailed as a Microsoft Word attachment. Please contact Scrutiny on telephone number 01905 844965 or by emailing scrutiny@worcestershire.gov.uk

DISCLOSING INTERESTS

There are now 2 types of interests:
'Disclosable pecuniary interests' and **'other disclosable interests'**

WHAT IS A 'DISCLOSABLE PECUNIARY INTEREST' (DPI)?

- Any **employment**, office, trade or vocation carried on for profit or gain
- **Sponsorship** by a 3rd party of your member or election expenses
- Any **contract** for goods, services or works between the Council and you, a firm where you are a partner/director, or company in which you hold shares
- Interests in **land** in Worcestershire (including licence to occupy for a month or longer)
- **Shares** etc (with either a total nominal value above £25,000 or 1% of the total issued share capital) in companies with a place of business or land in Worcestershire.

NB Your DPIs include the interests of your spouse/partner as well as you

WHAT MUST I DO WITH A DPI?

- **Register** it within 28 days and
- **Declare** it where you have a DPI in a matter at a particular meeting
 - you must **not participate** and you **must withdraw**.

NB It is a criminal offence to participate in matters in which you have a DPI

WHAT ABOUT 'OTHER DISCLOSABLE INTERESTS'?

- No need to register them but
- You must **declare** them at a particular meeting where:
 - You/your family/person or body with whom you are associated have a **pecuniary interest** in or **close connection** with the matter under discussion.

WHAT ABOUT MEMBERSHIP OF ANOTHER AUTHORITY OR PUBLIC BODY?

You will not normally even need to declare this as an interest. The only exception is where the conflict of interest is so significant it is seen as likely to prejudice your judgement of the public interest.

DO I HAVE TO WITHDRAW IF I HAVE A DISCLOSABLE INTEREST WHICH ISN'T A DPI?

Not normally. You must withdraw only if it:

- affects your **pecuniary interests** **OR** relates to a **planning or regulatory** matter
- **AND** it is seen as likely to **prejudice your judgement** of the public interest.

DON'T FORGET

- If you have a disclosable interest at a meeting you must **disclose both its existence and nature** – 'as noted/recorded' is insufficient
- **Declarations must relate to specific business** on the agenda
 - General scattergun declarations are not needed and achieve little
- Breaches of most of the **DPI provisions** are now **criminal offences** which may be referred to the police which can on conviction by a court lead to fines up to £5,000 and disqualification up to 5 years
- Formal **dispensation** in respect of interests can be sought in appropriate cases.

Adult Care and Well Being Overview and Scrutiny Panel **Monday, 22 January 2024, 10.00 am, County Hall, Worcester**

Membership

Councillors:

Cllr Shirley Webb (Chairman), Cllr Jo Monk (Vice Chairman), Cllr Alan Amos, Cllr Lynn Denham, Cllr Andy Fry, Cllr Paul Harrison, Cllr Matt Jenkins, Cllr Adrian Kriss and Cllr James Stanley

Agenda

Item No	Subject	Page No
1	Apologies and Welcome	
2	Declarations of Interest	
3	Public Participation Members of the public wishing to take part should notify the Democratic Governance and Scrutiny Manager in writing or by e-mail indicating both the nature and content of their proposed participation no later than 9.00am on the working day before the meeting (in this case 19 January 2024). Further details are available on the Council's website. Enquiries can also be made through the telephone number/e-mail address listed in this agenda and on the website.	
4	Confirmation of the Minutes of the Previous Meeting Previously circulated	
5	Budget Scrutiny 2024/25 (<i>Indicative timing: 10:05 – 10:55am</i>)	1 - 18
6	Update on CQC Inspection Framework (<i>Indicative timing: 10:55 – 11:45am</i>)	19 - 24
7	Work Programme (<i>Indicative timing: 11:45 – 11:55am</i>)	25 - 28

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All the above reports and supporting information can be accessed via the [Council's Website](#)

Date of Issue: Friday, 12 January 2024

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ADULT CARE AND WELL BEING OVERVIEW AND SCRUTINY PANEL 22 JANUARY 2024

BUDGET SCRUTINY 2024/25

Summary

1. The Panel will consider the draft Budget for 2024/25 for the areas within its remit relating to Adult Care and Well Being.
2. The Cabinet Member with Responsibility for Adult Social Care, the Strategic Director for People and the Deputy Chief Finance Officer have been invited to the meeting.

Background

3. Members of the Panel are reminded that they have had the benefit of quarterly performance and financial monitoring throughout the year as part of the Scrutiny Panels' role in maintaining oversight of service provision, identifying trends, budget pressures and challenges.
4. In addition, the Leader and Chief Executive attended the Overview and Scrutiny Performance Board (OSPB) on 26 July to discuss the role of Scrutiny in the 2024/25 budget setting process and this Panel was requested by the OSPB to review adult social care placements including volume and costs (comments attached at Appendix 1).

Budget Scrutiny 2024/25

5. As part of the Budget Scrutiny process for 2024/25, the Strategic Director for People has been asked to identify the main messages from the draft 2024/25 Budget for areas within the remit of the Panel. These are set out in Appendix 2.
6. The draft Council Budget 2024/25 was presented to Cabinet on 10 January 2024 and is also available to the Panel at [Jan 2024 draft budget report](#)
7. The Panel's discussions on the draft Council Budget 2024/25 will be reported to the OSPB on 29 January 2024, when the Board will formulate its comments to Cabinet for its meeting on 1 February 2024.

Purpose of the meeting

8. Following discussion of the information provided, the Panel is asked to determine any comments on the draft 2024/25 Budget for the Chairman to report back to the OSPB at its meeting on 29 January 2024.

Supporting Information

Appendix 1 - Feedback to the OSPB on adult social care placements

Appendix 2 - 2024/25 Draft Budget Proposals

Contact Points for this Report

Emma James / Jo Weston, Overview and Scrutiny Officers, Tel: 01905 844964 / 844965

Email: scrutiny@worcestershire.gov.uk

Background Papers

In the opinion of the proper officer (in this case the Chief Financial Officer) the following are the background papers relating to the subject matter of this report:

[The Council's Budget Books are available on the website here](#)

[All agendas and minutes are available on the Council's website here](#)

Feedback to the Overview and Scrutiny Performance Board
from the Adult Care and Wellbeing Overview and Scrutiny Panel meetings on 13
October and 5 December 2023

Adult Social Care Placements

The main budget pressures on Adult Social Care continues to be care package costs and inflationary pressures. The Panel has been provided with additional information on adult placements and the proportionate split for the 2023/24 budget across different service areas for older people (£90m), learning disabilities (£79m), physical disabilities (£22m) and mental health (£28m).

In December, we learned that at Period 6 there was no change to the £8.9m gross forecast overspend on placements, partially mitigated by use of a one off £3.6m additional grant from central Government however caution was given that winter was approaching, which would increase costs.

The current budget was based on a 4% growth in clients, but this point had already been reached by the end of July 2023. By the end of September there was a 5.5% growth, resulting in an additional 366 packages.

There was also pressure across the market, for example a 30% mark up on agency staffing costs.

Statutory services have to be delivered, however, it is vital that the Council is not overpaying and all staff have been reminded to check and challenge the market. Home of Choice continues to be important for residents, with families having the option to top up what the Council can offer if an alternative provision is preferred.

The Council is mindful that some companies could withdraw services from Worcestershire due to market pressures, however the Council cannot always deliver all the uplifts asked for. There were cases when companies had challenged the Council, however an annual budget had been set and Council priorities were delivered.

The Panel has been assured that robust plans are in place if provision was withdrawn at short notice. Work is ongoing with Homes to look at future opportunities given the change in needs of clients entering care. Currently, the average stay in Care is around 2 years, a figure comparable nationally.

Learning Disabilities accounts for more than half the placement budget because of clients' complex needs and a further factor was increased costs amongst individuals coming through from Worcestershire Children First (WCF). It has been explained that whilst WCF looks after young people until the age of 25 as part of the recently agreed all-age disability Strategy, costs for each individual switch to Adult Services from the age of 18. The Strategic Director for People believes there is more work to be done in getting involved at an earlier stage to plan different life paths.

The Panel has asked about increased admissions to permanent care for those aged 18-64, of whom the majority would be adults with learning disabilities. In discussions with the Cabinet Member with Responsibility and Senior Officers, it has been stressed to the

Panel that wherever possible the Council looks to provide alternatives to residential care, for example supported living. Best value principles are also always applied to placements.

The Panel has been advised that factors for entering long term placements include the fact that the wariness of entering these settings during the pandemic, is now dissipating, and for older people, increased severity of people's health is also a factor, as people are living for longer.

The fact has been raised that residential care is often the default route and it is very difficult for the Council to turn around these decisions without prior involvement, although there is good information on the Council's website about options to stay independent and living at home. It is understood that dialogue is being pursued within the integrated care system to highlight to health organisations the impact of decisions for individuals on adult social care budgets.

At the Panel's request, the regular performance dashboard it receives now includes detail about the primary reasons for admission to residential and nursing care, the highest number being for personal care.

2024/25 Draft Budget for Consultation

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**Adult Care and Wellbeing Overview
and Scrutiny Panel**

22 January 2024

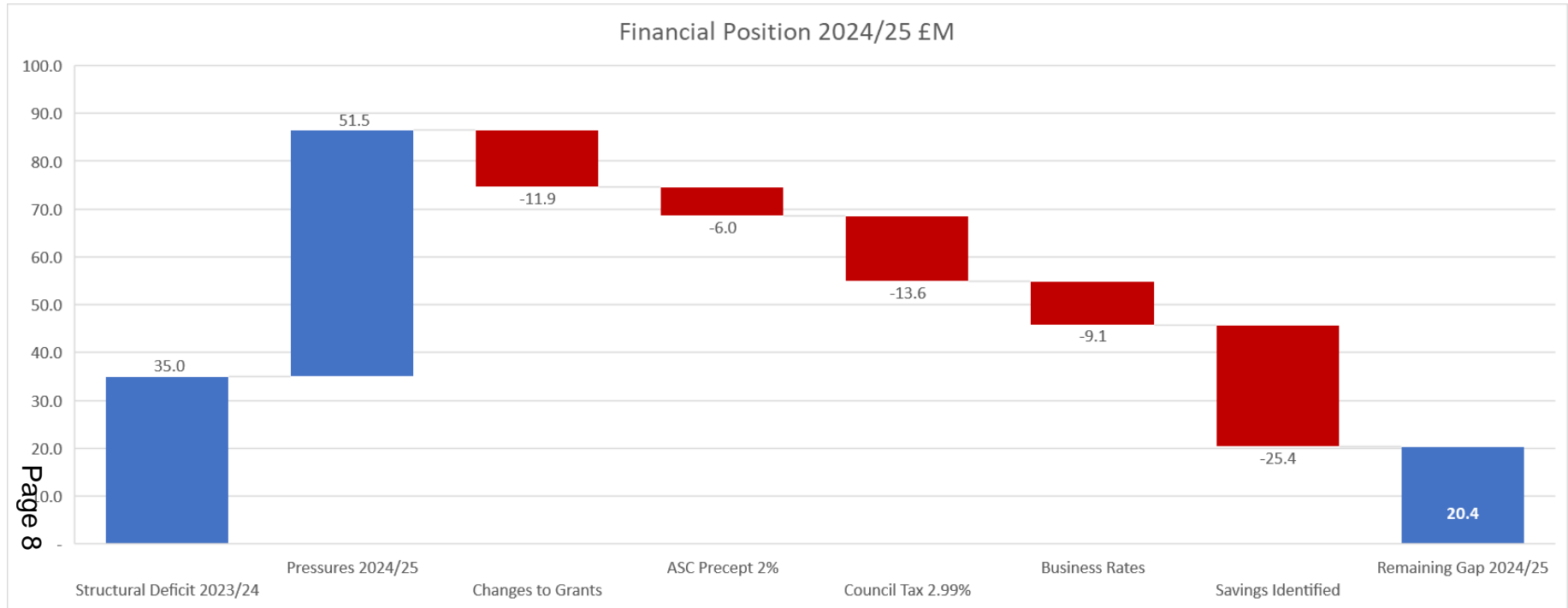
- Nationally, Local Government is under severe financial pressure due to inflationary and demand pressures in three main areas - Children's Social Care, Home to School Transport and Adults Social Care. These overspends reflect the continuing costs in these sectors which show no sign of abating.
- At the end October, our net overspend was at **£22.2m** on a £401m net budget – this was **after** using one off monies from additional income from business rates (£4.1m), £9m additional use of reserves (on top of £5.5m used to balance the budget approved before the start of this year) that were set aside in the budget to manage. Our structural deficit (*a budget deficit due to our ongoing expenditure greater than our income*) is c£35m.

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Our overspend position is not because of poor control, oversight or policy decisions. It is simply an exceptionally large increase in our costs for demand-led services, set against our constrained ability to raise additional income.

- Worcestershire County Council has had strong record of good financial management, constantly adapting to operate in a more cost-effective way, whilst continuing to deliver frontline services
- We are continuing to make savings and are on course to make around £20 million of savings in the financial year.

- Budget Report to Cabinet on 10 January 2024 summarises the financial position for the Council and each of the service areas.
- Local Government Settlement announced on 18 December (a one-year settlement), indicated additional government funding of £21m. However, this was a net £1.6m reduction on the expected funding which was built into our MTFP, and this is not keeping pace with demand and pressures we are facing.
 - Core spending power increased to upper tier Authorities to recognise significant demand pressures which included an increase to our Settlement Funding assessment by £9.1m.
 - Further funding of £12.9m to recognise significant pressures within Adults and Children's Social Care.
 - Public Health and Substance Abuse Grants – additional £1.1m (estimated)
 - Reduction in services grant of £2.2m.
- No fundamental reforms to funding system anticipated.
- Government included a statement in settlement around Councils using reserves in this difficult period which is not sustainable in longer term.
- Proposed Council Tax increase of 2.99%, plus a 2% Adult Social Care Levy - Total 4.99%



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- At this point there is a gap of £20.4m that needs to be addressed
- Cabinet Members continue to work with their respective Strategic Directors to identify options to reduce the current reported gap by either additional savings or agree strategies to reduce the current growth and demand assumptions prior to the final budget report.

- The table below show the indicative pressures including the structural deficit of £35m which has been addressed.
- Demand for services continues to increase, particularly across Adults and Children’s Social Care as well as Home to School Transport. Growth figures have been obtained from the services split across inflation, demand, investment and removal one-off funding sources, along with the impact of the structural deficit

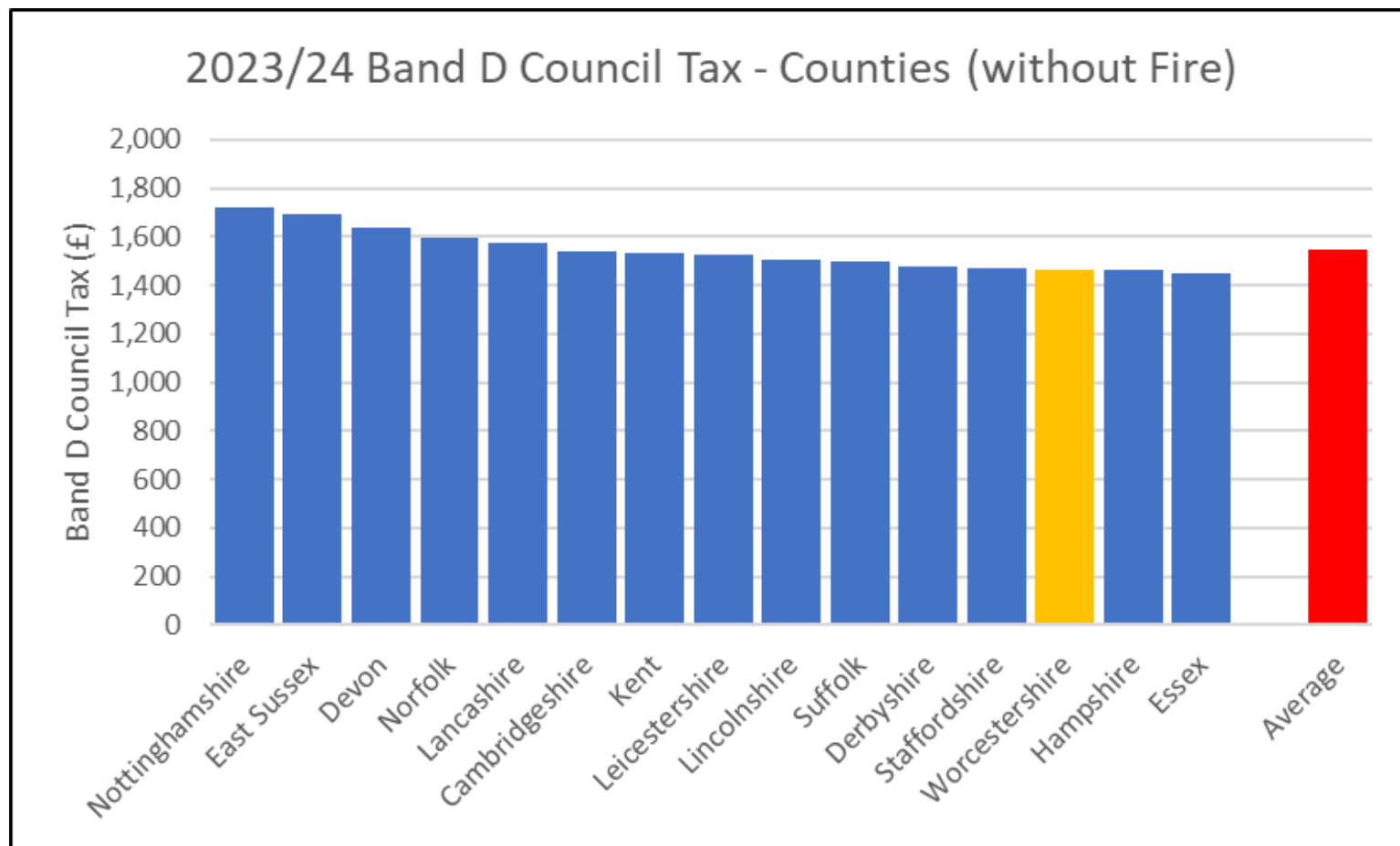
2024/25 Pressures and Funding (Including Structural Deficit)	Adults (£m)	HTST (£m)	Childrens (£m)	Other (£m)	Total (£m)
Rebase	2.4	0.0	0.3	3.2	6.0
Pay Inflation	1.2	0.0	2.6	4.0	7.8
Contract Inflation	6.2	2.1	4.7	5.5	18.5
Demand	3.5	4.1	2.9	0.6	11.1
Investment	0.0	0.0	0.0	2.9	2.9
Capital	0.0	0.0	0.0	5.2	5.2
Additional Pressures for 2024/25	13.4	6.2	10.5	21.4	51.5
Structural Deficit	5.9	9.5	19.1	0.5	35.0
Total Pressures	19.3	15.7	29.6	21.9	86.5

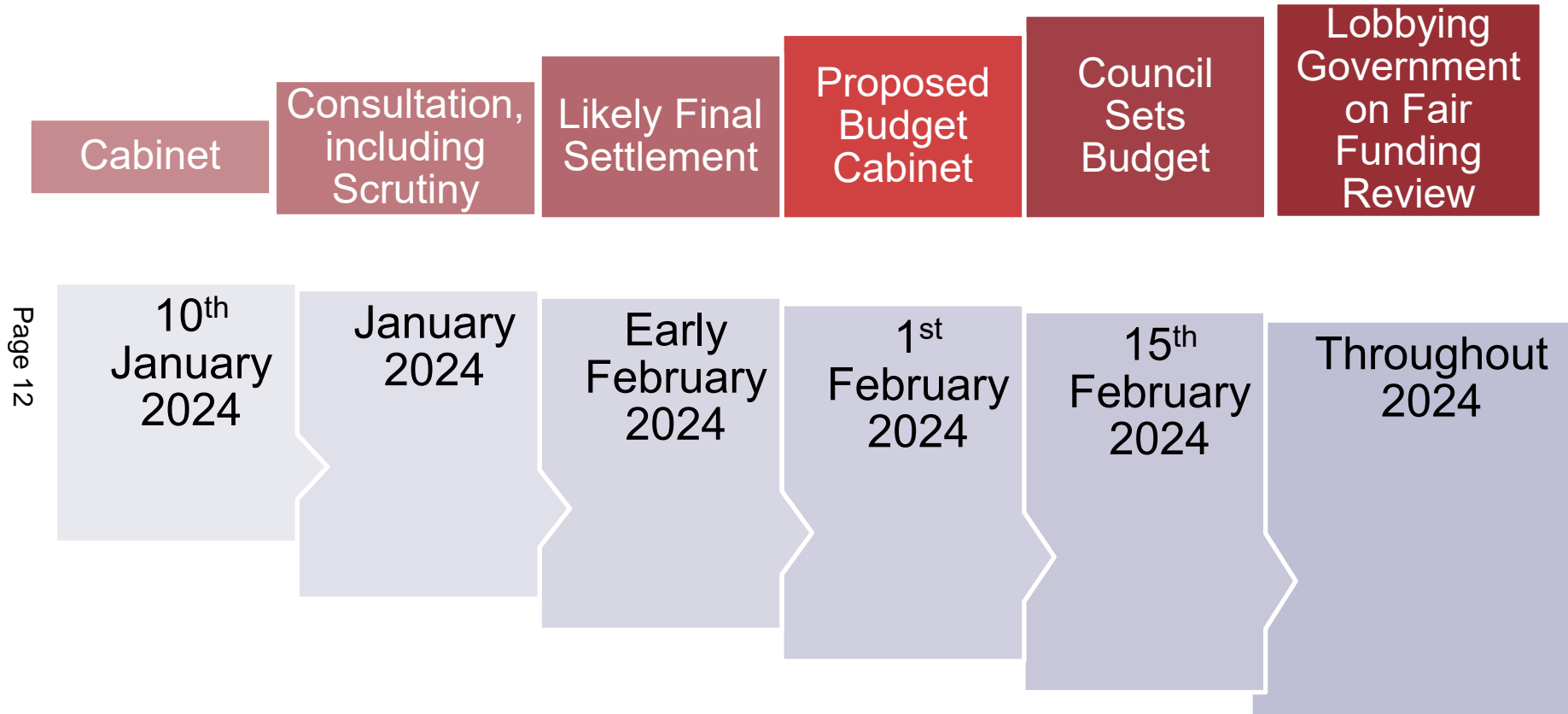
2% Adult Social Care Levy for 2024/25 to contribute to existing cost pressures due to Worcestershire's ageing population.

2.99% - to provide financial support to continue to fund investments in those areas that the public have consistently highlighted as important.

An increase of 4.99% which is an average £1.41 per week for a Band D householder.

Worcestershire is likely to remain in the lower quartile for level of Council Tax for comparable councils.





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Adult Services

Specific 2024/25 Budget Information

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Summary Indicative Net Revenue Investment (1)

Adult Social Care Investment	£m
Additional demand increases along with complexity/acuity for older people	1.6
Growth in number and complexity of care packages for adults with a learning disability	1.2
Increase in number of mental health packages of care	0.3
Growth in number and complexity of care packages for adults with a physical disability including those transitioning from Children's Services	0.4
Demand and Growth Increase in Adult Care	3.5
Pay inflation across Adult Care Services	1.2
General inflation and price increases across Adult Care Services	6.2
Rebase of Public Health and one-off savings	2.4
Additional Investment into Adult Social Care	13.3
Structural Deficit	5.9
Total Investment into Adult Social Care	19.2

Paragraph 44 – Table 6

In addition to the investment above, there is a further £0.8m pay and contract inflation investment into Provider Services

NB The Council still has a £20.4m gap which needs to be addressed – so these figures may change

Summary Indicative Net Revenue Investment (2)

Offset by

- £0.4m from an overall Adult Services Review
- £2m from forecast additional income relating to benefit increase for clients
- £0.5m additional forecast of Continuing Health Care Income
- For detail see [Appendix 2](#)

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Total reductions = **£2.9m**

Overall, there is an indicative net investment of £17.1m

NB The Council still has a £20.4m gap which needs to be addressed – so these figures may change

Additional Funding

Grant	2023/24	2024/25	Change in Funding
	£m	£m	£m
Adult Social Care Discharge Fund	2.7	4.5	1.8
Market Sustainability and Improvement Fund	4.0	6.8	2.8
Supplementary One-off Market Sustainability and Improvement Fund	0.0	2.0	2.0
Social Care Support Grant	15.7	22.0	6.3
Total	22.3	35.2	12.9

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- Of the £12.9m additional grant awarded, £9.9m is indicatively allocated to adults, with £3m to children's services ([Paragraph 56 – Table 11](#))
- The proposed Adult Social Care Precept of 2% is estimated to generate c£6m to support pressures in adults
- Total additional funding = **£15.9m**

SERVICE	Revised Budget 2023/24	Directorate Virements	Changes		Pay Inflation	Contract Inflation	Growth (Demand)	Rebase Budgets	Savings	Net Budget 2024/25
			in Grants & Funding	Structural Deficit						
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000
Adults										
Older People	72,303	514	0	825	531	1,929	1,565	291	-1,035	76,923
Learning Disabilities	74,788	-303	0	3,961	92	3,412	1,249	0	-988	82,211
Mental Health	22,754	28	0	203	157	604	282	0	-300	23,728
Physical Disabilities	19,489	0	0	756	0	304	404	0	-257	20,696
Adults Commissioning Unit	1,008	40	0	407	75	0	0	1,732	-156	3,107
Support Services	718	18	0	403	268	0	0	0	-122	1,286
IBCF	-19,024	0	0	0	0	0	0	0	0	-19,024
Social Care Grant	-30,230	-297	-9,900	-655	0	0	0	400	0	-40,681
Adult Provider Services	8,600	0	0	12	669	62	0	0	0	9,343
	150,407	0	-9,900	5,913	1,793	6,310	3,500	2,423	-2,858	157,588

NB The Council still has a £20.4m gap which needs to be addressed – so these figures may change

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ADULT CARE AND WELL BEING OVERVIEW AND SCRUTINY PANEL 22 JANUARY 2023

UPDATE ON CQC INSPECTION FRAMEWORK

Summary

1. The Panel will consider an update on the new Care Quality Commission (CQC) inspection framework.
2. The Panel has been kept regularly informed about the new inspection framework, the most recent update being on 24 March 2023 (see background papers).
3. The Cabinet Member with Responsibility for Adult Social Care and the Strategic Director for People have been invited to the meeting to update on progress and to respond to any queries the Panel may have.

Background

4. Since the Panel were updated in March, CQC have completed 5 pilot assessments of the following local authorities: Birmingham City, Lincolnshire County, North Lincolnshire, Nottingham City and Suffolk County Council. Their findings have been published, with Nottingham City being judged as “requires improvement” and the other 4 authorities receiving a “good” outcome. [Local authority assessment reports - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk/local-authority-assessment-reports)
5. Alongside the pilots, CQC have also reviewed data and published documentary evidence across all 153 local authorities, focusing on themes in two of the four quality statements:
 - a. Care Provision, Integration and Continuity
 - b. Assessing Needs
6. CQC have also secured Government Approval for their final framework for inspection, which was published on 8 December 2023 [Assessment framework for local authority assurance - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk/assessment-framework). They have also published the full details of the information local authorities must return to CQC to support their inspections. [Local authority information return - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk/local-authority-information-return)
7. Whilst CQC have developed and published a Single Assessment Framework, which they are using to inspect: Providers; Integrated Care Systems (ICSs) and local authorities, the specific assessment framework for local authorities is a subset of the overarching Single Assessment Framework.
8. CQC have recruited regional teams of inspectors and support staff who will work together, as a team to inspect providers, ICSs and local authorities in their area. It is not yet clear of the rationale and full timetable for inspections across all of these

bodies, however CQC have published information stating that provider inspections (this does not include local authorities) for the Midlands will commence on 16 January 2024.

9. The CQC has reported that they will complete inspections of all local authorities over a two year period and on 14 December 2023 announced the next 3 local authorities to be inspected: West Berkshire, Hounslow and Hertfordshire, with further announcements expected in the New Year.
10. On announcement of inspection, local authorities have 1 week to return contact details for: Chair of Voluntary Sector Form and umbrella bodies; all carer organisations the council works with and commissioned advocacy services. Inspectors will make contact with these organisations directly, ahead of site inspection.
11. The local authority will have a further three weeks to provide all other information; including its self-assessment; 50 live cases (for inspectors to select from for further investigation); Strategies, processes, data as well as people's experiences that have been collected and used in the shaping and development of the local authority's strategies and ways of working.
12. Local authorities will also need to provide the names and roles of a range of stakeholders from within the organisation and its partners and providers – CQC will select who they want to speak to and appointments will be arranged for them for when they are on site. Stakeholders will include the Leader of the Council; Cabinet Member with Responsibility for Adult Social Care; Scrutiny Panel; Chief Executive; Directors of Adult Services, Children's Services and Public Health; Safeguarding Adults Board, Health and Wellbeing Board along with front line staff and representatives from social care provider organisations and partners, including NHS, Housing, Fire and Police.
13. The local authority will have at least eight weeks' notice ahead of CQC Inspectors visiting the site for inspection.
14. Inspectors will consider data already available through: Improved Better Care Fund quarterly reports; Adult social care complaint reviews; Adult Social Care Short and Long-term (SALT) returns, Adult Social Care Finance Return and Local Authority Revenue Expenditure and Financing.
15. Inspectors will triangulate the data and information shared with them, with nationally available data and information, along with their findings from conversations with stakeholders to inform their final assessment rating and findings.
16. The final outcome of inspection will be published via the CQC website.
17. At a recent ADASS webinar, local authorities were informed by independent lawyers, Essex Chambers, that key areas of concern that will be investigated by inspectors will be in relation to:
 - a. Delay in assessment
 - b. Delay in care provision

- c. Lack of co-operation between services (resulting in lack of or delayed provision)
 - d. Delayed financial assessments
 - e. Incorrect calculation of charges
 - f. Failure to provide information about charges
 - g. Delays in handling complaints, including local government ombudsman complaints.
18. The introduction of the performance dashboard, customer journey metrics and quality assurance framework are ensuring that chief officers, senior managers and managers are aware and tackling any issues in relation to the Council's performance, within resources available, in relation to these areas.

Readiness for Inspection

19. Over recent months, the People Directorate has been preparing for inspection. Key areas of focus have included service and process improvement, along with ensuring appropriate Strategies, Policies, Processes and Procedures are in place. The Council has used the draft CQC Inspection Framework, published in March 2023, in conjunction with the findings of the initial self-assessment to focus activity. CQC's publication of their final Inspection Framework and full Information Return gives the Directorate confidence that activity has been focused on the right areas and this has included:

- Full review, restructure and redesign of the Council's approach and model for Safeguarding, launched and will be reviewed January/June 2024
- Project Team commissioned to manage Safeguarding Backlog which has significantly reduced, to be cleared in full March 2024.
- Refresh of the Adult Social Care Strategy which was endorsed by Cabinet on 14 December 2023.
- Development of the Prevention Strategy, which was also endorsed by Cabinet on 14 December 2023.
- Introduction of a robust Quality Assurance Framework.
- Development of a performance dashboard, which is accessible and cascaded through all teams that shows performance and trends across all KPIs.
- A Refreshed Market Position Statement which is due to be considered by Cabinet in February 2024.
- Development and publication of the "Customer Journey" with useful animation and information and advice for residents and staff. [Link to Video](#)
- Refreshing and development of all policies and procedures.
- Development of a new, easily accessible and understanding practice portal, which includes all new legislation, policies and procedures for staff – this will be launched late January 2024.
- Development of Standard Operating Procedures for all services.
- Establishment of the Building Together Forum – a forum of customers, carers and providers who have and will continue to support the co-production of strategies and ways of working.
- Refreshed business continuity plans for the service
- Holding mini-inspections with teams and findings fed into the Inspection and Improvement programme
- Holding a myriad of face to face and online "bite-size" sessions with teams.

- Total revamp and improvement to the website presence, with the support of the Building Together Forum and Healthwatch.
- Introduction of self service for partners and residents – which will be expanded further in January 2024, to include self-assessment.
- Launch of a pilot approach to ensure all residents who contact the Council with care and support needs can be offered rehabilitation and/or reablement to improve their independence and reduce their need for long term care.
- Commencing activity in January 2024 to reduce the current backlog of Deprivation of Liberty Safeguards (DoLS) assessments.
- Expansion of mandatory training for staff, to include further key topics and learning in relation to the Care Act.

20. The Directorate has also developed and started to roll out a comprehensive stakeholder engagement plan, to ensure key stakeholders and staff are informed and involved in the journey towards inspection.

21. The Council's focus for early 2024 is to embed, with staff, partners and providers its new strategies and ways of working and to ensure key messages, case studies and learning are disseminated effectively across all groups to ensure the local authority, its providers and partners are ready for inspection.

Legal, Financial, and HR Implications

22. The Health and Care Act 2022 gives CQC a new responsibility to give a meaningful and independent assessment of how well the local authority is performing against our duties, for people accessing care and support, under Part 1 of the Care Act 2014.

23. The Secretary of State's priorities are:

- Access to care for those who need it, including people who are discharged from hospital.
- Personalisation of care to meet the needs of individual people and their carers.
- Commissioning services to support good outcomes from care.
- Supporting a vibrant and sustainable local care system.
- Support and development for the social care workforce.

24. The Secretary of State for Health and Social Care has approved CQC's final guidance on assessments, as required by the Health and Care Act 2022.

25. In the event of findings of failure, through inspection, the CQC has introduced an operational framework for adult social care intervention in local authorities.

26. The process will be:

- a. Assessment report highlighting failures
- b. Other sources of information (DLUHC, DfE, audit reports, LGSCO, whistleblowing)
- c. Consideration of actions
- d. Signposting and target support, enhanced monitoring and support are the two main outcomes.

Or...

- e. DHCS early engagement (non-statutory interventions)
27. If an authority has not been able to tackle sustained problems, the Secretary of State can use new intervention powers.
28. The Operational Framework states that *“we expect these powers are likely to be used in the most serious cases – for example, where a serious and persistent risk to people’s safety has been identified and other forums of support are insufficient to drive improvement. Unlike interventions in children’s social services, there is no power to set up independent trusts.”*
29. Enhanced support would be provided short of statutory intervention which would involve:
- a. Non-statutory improvement officer to provide guidance, support and constructive challenge.
 - b. Engagement with Department of Health and Social Care
 - c. Improvement Plan

Equality and Diversity Implications

30. “Equity in Experiences and Outcomes” is one of the nine quality statements CQC will inspect the local authority against, under the “Working with People” Theme.
31. The Council will be required to provide its strategy and actions for identifying and reducing inequalities of experiences and outcomes relating to Care Act duties.
32. The local authority has an Equality Strategy and Action Plan which is currently being reviewed ahead of refresh and launch in March 2024.
33. The People Directorate have also ensured that all revised and new policies and strategies are underpinned with a Joint Impact Assessment (this includes equality impact assessment).
34. The People Directorate has an Equality Champions network that is supporting the team in evidence gathering to support the inspection.

Purpose of the Meeting

35. The Panel is asked to consider the update provided on the Care Quality Commission’s Inspection Framework and:
- Agree any comments to highlight to the Cabinet Member
 - Give their thoughts on how and when they want to be regularly engaged through the journey to inspection
 - Give their thoughts on how they can further support a good inspection outcome for Worcestershire County Council.

Contact Points

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Background Papers

In the opinion of the proper officer (in this case the Assistant Director for Legal and Governance), the following are the background papers relating to the subject matter of this report:

- Agenda and Minutes of the Adult care and Wellbeing Overview and Scrutiny Panel on 24 March 2023, 18 July 2022

All agendas and minutes are available on the Council's website here.

ADULT CARE AND WELL BEING OVERVIEW AND SCRUTINY PANEL 22 JANUARY 2024

WORK PROGRAMME

Summary

1. From time to time the Adult Care and Well Being Overview and Scrutiny Panel will review its work programme and consider which issues should be investigated as a priority.

Background

2. Worcestershire County Council has a rolling annual Work Programme for Overview and Scrutiny. The 2023/24 Work Programme has been developed by taking into account issues still to be completed from 2022/23, the views of Overview and Scrutiny Members and other stakeholders and the findings of the budget scrutiny process.
3. Suggested issues have been prioritised using scrutiny feasibility criteria in order to ensure that topics are selected subjectively and the 'added value' of a review is considered right from the beginning.
4. The Adult Care and Well Being Overview and Scrutiny Panel is responsible for scrutiny of:
 - Adult Social Care
 - Health and Well-being
5. The scrutiny work programme was discussed by the Overview and Scrutiny Performance Board (OSPB) on 28 April and was agreed by Council on 18 May 2023.

Dates of Future 2024 Meetings

- 20 March 2024
- 20 May 2024
- 3 July 2024
- 7 October 2024
- 4 December 2024

Purpose of the Meeting

6. The Panel is asked to consider the 2023/24 Work Programme and agree whether it would like to make any amendments. The Panel will wish to retain the flexibility to take into account any urgent issues which may arise.

Supporting Information

Appendix 1 – Adult Care and Well Being Overview and Scrutiny Panel Work Programme 2023/24

Contact Points

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Email: scrutiny@worcestershire.gov.uk

Background Papers

In the opinion of the Proper Officer (in this case the Assistant Director for Legal and Governance), the following are the background papers relating to the subject matter of this report:

[Agenda and Minutes for Overview and Scrutiny Performance Board on 28 April 2023](#)

[Agenda for Council on 18 May 2023](#)

All Agendas and Minutes are available on the Council's website [weblink to Agendas and Minutes](#)

SCRUTINY WORK PROGRAMME 2023/24

Adult Care and Well Being Overview and Scrutiny Panel

Date of Meeting	Issue for Scrutiny	Date of Last Report	Notes/Follow-up Action
22 January 2024	Scrutiny of 2024/25 Budget		Requested by OSPB on 26 July 2023
	Update on CQC Inspection Framework	24 March 2023, 18 July 2022	CMR suggested at 13 October 2023 meeting
20 March 2024	Performance (Q3 October to December) and In-Year Budget Monitoring		
	Plans to manage demand and efficiencies in adult social care		Agenda planning January 2024
	Update on NHS Continuing Health Care (CHC) including funding implications		Directorate Suggestion July 2022
	Update on The Role of Adult Social Care in Complex Hospital Patient Discharges	7 November 2022 18 July 2022	
Possible Future Items			
TBC	Update on Direct Payments		Suggested at the 20 May 2022 meeting
TBC	Staff Vacancies and retention		Suggested at 28 September 2022 meeting
TBC	Quality of Care Homes in Worcestershire		Healthwatch Worcestershire suggestion March 2023
TBC	Update on Assistive Technology in Care Planning	14 July 2023 and 14 January 2022	Requested at 14 July 2023 meeting
TBC	Worcestershire Strategy for Children and Young People with SEND (All Age Disability Strategy)	6 July 2023	Further update requested in 12 months

TBC	Integrated Care System Autism Strategy Development	6 July 2023	Further update requested once draft strategy available (est October 2023)
TBC	Worcestershire Learning Disability Strategy 2023-2028	6 July 2023	Further update requested in due course
TBC	Delivery of the All-Age Carers Strategy	6 July 2023	Further update requested in due course
April/May 2024	Update on How to access adult social care (the Adult Social Care Front Door)	13 October 2023	Requested at 13 October 2023 meeting
Standing Items			
March	Safeguarding Adults Annual Update	28 January 2021 15 March 2022 24 March 2023	Annually
September	Compliments and Complaints for Adult Services	15 November 2021 28 September 2022 5 December 2023	Annually
November/January	Budget Scrutiny		Annually
March/July/ October/December	Performance and In-Year Budget Monitoring		Quarterly