

## **ADULT CARE AND WELL BEING OVERVIEW AND SCRUTINY PANEL 27 JULY 2020**

### **PEER REVIEW FEEDBACK**

---

#### **Summary**

1. The Adult Care and Well Being Overview and Scrutiny Panel is to receive an overview of feedback from the Peer Review of Services for Adults with Learning Disabilities and Autism within Adult Social Care. A presentation will be provided at the meeting, which is attached at Appendix 1.
2. The Peer Review took place in February 2020 and the Panel was briefed about the aims of the review at its 27 January meeting, as part of a wider update on services for adults with learning disabilities.
3. Senior Officers from the Directorate of People and the Cabinet Member with Responsibility for Adult Social Care have been invited to the meeting.

#### **Background**

4. The Panel will be aware that the aim of the Peer Review was to support self-evaluation and service development.
5. The Local Government Association defines peer reviews as ‘a proven tool for improvement. It is a process commissioned by the Council and involves a small team of local government officers and councillors spending time at Worcestershire County Council, as peers to provide challenge and share learning.’
6. The Interim Strategic Director for People invited ADASS (Association for the Directors of Adult Social Services) to undertake a peer review of Adult Social Care in February 2020.

#### **The Peer Review**

7. The ADASS Peer Review Team was led by the Director of Adult Social Services from Birmingham City Council and he was supported by Birmingham’s Cabinet Member with Responsibility for Adult Social Care as well as Adult Social Care leaders from Walsall, Stoke and Telford and Wrekin Councils.
8. The Team was further supported by Worcestershire’s Co-Chair of the Autism Partnership Board as an expert by experience.
9. The Peer Review Team were appropriately briefed, ahead of their review, and were provided with a broad range of pre-reading material, including a detailed self-assessment; service, financial and performance information.

10. The Team spent 3 days meeting with a broad range of internal and external stakeholders, including:

- The Leader of Worcestershire County Council, Cabinet Member with Responsibility for Adult Social Care and representatives from the Adult Care and Well Being Overview and Scrutiny Panel and Health Overview and Scrutiny Committee
- Chief Executive, Directors, Assistant Directors and Senior Managers from within Adult Services and the wider Council
- Social Work Teams – including managers and front line workers
- Carers and their representatives
- Partners including; Police, Clinical Commissioning Groups, District Housing and Worcestershire Health and Care NHS Trust
- Representatives from the external Adult Social Care provider market.

11. The Peer Review Team met with stakeholders using a mixture of one to one and group sessions and explored with them the key lines of enquiry set out below.

12. Key lines of enquiry for this review were:

- Is there a collective understanding, across the County Council and partners, of the profile of spend and demand pressures we face from increasing complexity and demand from people with Learning Disabilities and Autism?
- Is the current model for service delivery and support for people with learning disabilities and autism fit for purpose and affordable?
- What opportunities does the Council have to work in partnership to co-produce a sustainable model for delivery?

## **Summary of Findings**

13. All stakeholders engaged during the Review were invited to a face to face feedback session, at County Hall on 7 February 2020. A summary of the findings they presented is included below:

- Your vision and delivery on place and infrastructure is commendable and adult social care would benefit from the same clarity of corporate vision
- We heard plenty of enthusiasm from partners to work together and the council leadership needs to harness that enthusiasm
- To achieve this there needs to be a clear corporate vision for adult social care so that citizens, staff and partners are clear about the direction of travel and the means for getting there
- This lack of direction is starting to impact on practice which is a major risk for the care and health system
- The County Council is committed to funding adult social care but there are pressures. However, the absence of a clear vision has meant that opportunities to address the financial challenge have been missed
- Generally, you are aware of your challenges, but you need to learn from what hasn't gone well and focus on what, how, when are you going to deliver, and how you will measure progress
- We know the system can deliver from the Transforming Care Partnership work

- Some good examples of community assets – thought needs to be given as to how these are connected to support local communities
- Loyalty to Worcestershire as an organisation and place was clear from all the people we met.

14. The Interim Strategic Director, worked with her Leadership Team and Senior Managers to develop a planned improvement programme, to respond to the findings from the Review.

15. In May 2020, the newly appointed Strategic Director for People came into post and she has worked further with her Leadership Team, Cabinet Members and wider Council and partner executives to set out the ambition and strategy to bring a strategic and aligned focus to the future direction of our offer to Worcestershire's People and Communities.

16. The emerging strategy and transformation programme are driven by a clear set of objectives that will both respond to feedback and recommendations from the peer review, it will also ensure that our residents are at the heart of service design and enabling their independence as paramount.

### **Purpose of the Meeting**

17. Members are invited to consider and comment on the information discussed and agree:

- whether any further information or scrutiny work is required at this time
- whether there are any comments to highlight to the relevant Cabinet Member

### **Supporting Information**

- Appendix 1 – Presentation Slides

### **Contact Points**

Emma James / Jo Weston, Overview and Scrutiny Officers, Tel: 01905 844964 / 844965  
Email: [scrutiny@worcestershire.gov.uk](mailto: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:

- Agendas and minutes from the Adult Care and Wellbeing Overview and Scrutiny Panel on 27 January 2020 - [Agenda and minutes](#)