Introduction - Sandie Keene
Chair, Towards Excellence in Adult Social Care Programme Board

I have been very much looking forward to taking on the role of Chair of the TEASC board so that I, with the other partners on the Board, can take the lead in making the most of the opportunities which sector led improvement can offer to people in need of care and support. I know there has been really good progress and commitment from ADASS regions over the last two years. This places us in a strong position to deliver the outcomes in the 2013/14 TEASC Programme Plan.

I am under no illusions of the scale of challenges facing us, but I firmly believe that the partnership approach which the TEASC Programme Board has championed, working closely with the Think Local Act Personal partnership and as part of the LGA’s offer, is the best way forward. We all need to work together to identify priorities for improvement, and then put together all our skills and experience so that we can share good practice to deliver them.
Update from Oliver Mills, National Programme Director

The 2013/14 Programme plan is now being implemented. Key themes include

- **Peer challenge and support**: there are programmes of peer support in each of the nine ADASS regions. More modular peer challenges are being developed with the LGA on a range of key improvement issues to supplement the current chargeable peer challenges in adult social care and adult safeguarding. These are likely to focus on safeguarding, choice and control, Winterbourne and use of resources. **One free peer challenge per region** in adult social care or safeguarding will be offered in 2013/14, to be accessed via the TEASC programme. Engagement of member peers in this will be crucial. There is an offer of **free regional peer training for members and officers** to support regional support work and **free national training** in peer challenge. Further information on specific offers for lead members and the national training are given below. A report on learning from the twelve LGA adult safeguarding peer challenges has been published, which provides an excellent example of how improvements can be achieved by the sector through peer challenge and support. More information on this also is given below.

- **Use of resources**: Eight councils are using the Use of Resources self-assessment tools, with support from TEASC, and work is underway to review how support is accessed locally when priorities for improvement are identified. A report on the learning from councils’ use of the Use of Resources self-assessment tools will be made available later in the summer. We are always keen to hear from councils that are making use of it or if they have any other feedback throughout this calendar year, with a view to sharing the learning as we go forward.

- **Information to support improvement**: The national report on Progress with Adult Social Care priorities due to be published in August. Over ninety councils taking part in producing quarterly reports on progress, using a subset of the national measures and this will be reviewed after the second quarter.

- **Sharing innovation**: Following a workshop with the regional leads held at the end of May, it has been agreed that they will to work together to share good practice and ‘get to the best’. This will be based on work regions have already done on memoranda of understanding, which set out regional governance; on self-assessment processes; and on identifying warning signs of under-performance and risk. This will link to work evaluating peer challenge, the national overview of local accounts and on aligning national improvement offers.

- **Aligning improvement**: The programme is working closely with the other sector led improvement programmes led from the LGA: the Winterbourne View Joint Improvement Programme; Health and Wellbeing Programme; and the legacy children’s sector led improvement programme. Sector led improvement is playing an ever more important part in delivering all the changes needed to achieve greater integration between health and social care through local leadership by Health and Wellbeing boards, preparation for implementing the Care and Support bill, and in commissioning and market development.

It is what happens locally that matters to citizens, and so keeping the right balance between local, regional and national responsibilities for delivering improvement will be key as we go through this year.
Spotlight on regional work: East Midlands

Innovative practice is emerging within the East Midlands sector led improvement model. This is the series of one to one interviews with each DASS carried out by an external consultant, followed by an annual peer challenge summit.

The interviews are based on an in-depth analysis of each authority’s self-assessment and core minimum data sets. The self-assessments are completed on an annual basis in May of each year together with data returns.

The annual peer challenge summit is based on the outcome of the interviews together with this analysis. The summit is a challenge and improvement event for Directors to engage in focused peer challenge activity, a review of the programme to date and any common learning and themes to emerge from Peer Challenges undertaken.

The day included a Mini-Challenge session where DASSs were allocated to groups of twos or threes, with a facilitator, and took it in turns to be the subject of a Mini-Challenge session based on their self-assessment and dataset. This was an important part of the day as many Councils will not have a full Peer Challenge Team visit for many months.

The first summit began to define ‘what good looks like’ and to consider shared priorities across Local Authorities – such as the options and outcomes for integration, enhancing personalisation, responding to Winterbourne and Francis, and tackling further the financial challenges, especially from 2015/16 onwards.

The summit which takes place in June of each year, also involves:

- Endorsement or partial endorsement of the council’s self-assessment by the other councils
- Agreement on areas where councils can support each other to improve
- Considering a request from a local authority for further assistance in a particular area from within the region

This event also reviews the overall SLI Programme, refines where appropriate and agrees any further developments of the programme or the overall approach. It would also support action learning for those involved in the event. The externally commissioned consultant facilitates this annual event, Eddie Clarke former DASS at Worcestershire, has been appointed to this role.

The self-assessment framework is based on the following key themes against which councils will self-assess:

- Theme 1 - Enabling Maximum Choice and Control
- Theme 2 - Helping People to Stay Well and Independent.
- Theme 3 - Enabling Accessible Information and Positive Advice and Support
- Theme 4 - Keeping People Safe

Additional cross cutting themes relating to the Effective use of Resources and Ensuring Effective Leadership are included in the self-assessment.
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There is a common template and associated guidance to assist authorities to complete the self-assessment framework which will map these themes against the 4 domains of the Adult Social Care Outcomes Framework (ASCOF). Supporting evidence is required against each of the themes.

The outcomes from this self-assessment informs the themes councils will select for peer challenges and requests for support as well as areas for improvement.

A core/minimum set of performance measures has been developed with the East Midlands Adult Social Care Performance Leads which are based on existing PIs that all councils currently collect which can be benchmarked and also indicators that will support trend analysis over time for each council.

The underlying assumption is that the SLI programme operates on a reciprocal basis i.e. that managers offer their time on a voluntary basis.

All DASS have nominated an individual at AD level or equivalent to form a Senior Leadership Group to oversee the roll out and implementation of the programme and in addition, the East Midlands Performance Leads Group will support the collation of performance data to populate the core data set and develop new measures over time.

The self assessment, dataset analysis, peer challenge programme, the 1:1 DASS interviews, and the Challenge Summit constitute a comprehensive and creative contribution to sector led improvement in the East Midlands.

For more information, contact:

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Resources to support improvement

Adult Safeguarding
The LGA has run a Safeguarding Adults Programme for three years, closely co-ordinated with the work of ADASS. The programme has combined peer challenge, customised support, eliciting and sharing learning through conferences, events and the Knowledge Hub, together with specific projects aimed to address areas where most councils appear to be struggling.

*Adult Safeguarding: Learning from Peer Challenges* has just been to be published. This synthesises learning from the 12 safeguarding peer challenges that have been undertaken on a national basis. This report sets out key themes, issues and learning points arising from these in order to assist the improvement of safeguarding policy and practice locally and nationally.

Policy and practice is developing and everyone that undertook a peer challenge had both some aspects of excellence in their safeguarding practice and some areas they are struggling with.
Despite the difficulties of reaching generalised conclusions from a small number of challenges, there are some common issues arising from them that may inform wider learning and development. These key messages include:

- Outcomes for and the experiences of people in safeguarding circumstances
- Making sure that the right bits of the system do the right things
- Implementation of the range of legislation applicable to safeguarding
- Working Together
- Safeguarding is everybody’s business

Further work will be undertaken to summarise the learning from the report.

The LGA safeguarding programme has funded the production of a range of guides, including the Advice and Guidance for Directors, Safeguarding and Domestic Abuse and the Learning from Peer Challenges report, which are all available on the LGA website.

The adult safeguarding peer challenge uses safeguarding standards that have been agreed by the sector and which can be used as a self-assessment tool locally.

This year it is also offering a learning event in each region to share learning from the national programme and to elicit learning from the regions that then will be shared nationally.

There is ongoing work on 'Making Safeguarding Personal' and further work in councils looking at outcomes for and the experiences of people in safeguarding circumstances is being finalised.

**Review of Local Accounts**

The TEASC Programme Board has commissioned a review of the Local Accounts completed since last summer, in preparation for a free national conference in 25 November at the LGA. The aim is to build on the findings of last year's national review, and to highlight the progress made since then. Information is being sought from regions, including:

- Which of the councils in your Region have now completed a Local Account?
- Which have completed more than one Local Account - and what years do they cover?
- Which have adopted particularly interesting practice, either in terms of the processes they have followed or the content/accessibility of their documents?
- Are there any interesting Regional initiatives (e.g. peer challenge of local accounts) that we should be aware of?
- What are your overall impressions of the approach being taken in your Region, including any obstacles to progress, areas for development and issues we should highlight?

Any information and views would be very welcome. Please contact Rachel Ayling via rmayling@hotmail.com

The Programme Board also has pulled together current learning on developing local accounts in order to inform current and future practice. Developing Local Accounts: what we know is available on the LGA website.
Resources for local leaders
The current offer for members in adult social care in 2013/14 seeks to increase lead member awareness of sector led improvement and the leadership challenges of adult social care. It is broadly similar to the offer provided for portfolio holders in children and young people.

1) **Regional lead member networks** – free to attend quarterly meetings in all regions bar London and Y&H, with sector led improvement as a standard item at most meetings. The low or no cost Networks are either directly co-ordinated or attended by the LGA. The majority of the Networks are now open to health and social care portfolio holders.

2) A free **leadership academy** will be held on 13 and 14 November. This is co-funded and co-ordinated jointly by the LGA and TEASC and will be repeated if there is significant demand for it. Sector led improvement will be a significant aspect of the programme.

3) **Free training for members in peer challenge** as part of the TEASC programme, to be arranged via the TEASC regional leads and the peer team.

4) **An induction event** for new portfolio holders took place on 10 July at LGH is a chance for new members to discuss current issues in adult social care and health, including sector led improvement and safeguarding. Papers from the event are available to other new portfolio holders.

5) On-line **‘Must knows’ for lead members** in key areas for their portfolios are being updated.

6) **Member mentoring** – members can request mentoring from LGA Member Peers

Members can also access a range of general improvement offers in adult social care, in addition to the resources specifically targeted at them.

National Peer Challenge Training
The next National Peer Challenge training event will be held at Warwick University 26th – 27th September. The training is open to DASS and AD’s and following completion participants will be included in the LGA database and eligible to undertake peer challenge across the country.

Running from lunchtime on the first day to late afternoon on the second, the event is residential and funded by TEASC so free of charge to participants.

For further information and to reserve a place please contact helen.sumner@local.gov.uk Marcus.coulson@local.gov.uk or Sadique.miah@local.gov.uk
Health and Wellbeing Boards System Improvement programme and partnership
A new LGA free LGA seeks to provide improvement support during the first year of fully functioning Health and Wellbeing Boards, CCGs, local authority public health responsibilities and Local Healthwatch. The support described in a recently published prospectus is not meant to be set, but flexible and able to respond to the needs of local health and wellbeing boards, local public health professionals, local councils and local healthwatch. The LGA's work to support system leadership and health and wellbeing boards is focused on:

- influencing and supporting the integration of health and care along with other local services
- supporting health and wellbeing boards to develop their system leadership capacity
- working with national partners to develop a joint approach to leadership at a national and local level.

The aim is for Health and Wellbeing Boards to be confident in their system wide strategic leadership role, have the capability to deliver transformational change through the development of effective strategies to drive the successful commissioning and provision of services and will be able to create improvements in the health and wellbeing of the local community.

Rewiring public services – adult social care and health
The LGA has collected the views of politicians and officers on their views and key concerns for the future through a series of regional road show events, with a focus on what is needed to rejuvenate democracy, transform public services and boost economic growth.

Councils are keen to stress the validity of the local democratic process and its implications for local leadership and service delivery; funded through sustainable income levels which should flow through into relevant local action. The campaign, launched at the LGA conference 2013, will provide a platform for the key areas of economic growth, financial sustainability, adult social care and health and children’s services. More information and the specific document on the future vision for adult social care and health can be found at www.local.gov.uk/rewiring-public-services-adult-social-care-and-health

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Further details on the programme and the previous bulletins can be found via www.local.gov.uk/adult-social-care/towards-excellence