The Nottingham City Council Experience from the Pilot Assessment Project Team

Leading for Assurance

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The Nottingham City Council Journey

- 2022 – 2023: we participated in the ADASS Regional Self-Assessment pilot

- April 2023: we volunteered to participate in CQC Pilot Assessments, which was confirmed by CQC in the same month

- May 2023: Information Request received by NCC (two-week deadline)

The Journey (continued)

- May 2023: Case Tracking guidance and request received (two-week deadline)

- June 2023: Information Return and Case Tracking submitted to CQC

- June 2023: Citizens selected from Case Tracking submission; pro-forma, consent, evaluations

- July 2023: Timetable planning and ratification

Learning from the Timeline

- It's a pilot!
- Methodology will change
- Notice and timelines
- Preparation is key
- Complete a Self-Assessment
- Commence or review your Quality Assurance processes now

Learning from the Self-Assessment

- Massive benefits to completing the Self-Assessment
  - Develops self-awareness
  - Engaged colleagues and partners at an early stage
  - Comms and engagement
  - Identified our strengths
  - Identified risks, challenges and areas for development
  - Commenced Evidence Library
  - Policy and Procedure review

Maintain the momentum

- Is your Self-Assessment now gathering dust?

- Regular review and updates

- CQC were clearly informed by our SAS, so keep it current

- Identify a Lead Officer for the Self-Assessment

- Counters anxiety and creates inclusivity

How can you prepare now?

- Familiarise yourselves with your Information libraries
- Focus on citizen participation
- Review your case file QA and audit procedures
- Comms and Engagement

Information Return

- Identify a lead coordinator
- Set up a working group
- Establish your information return library
- Senior Leadership appraisal and action plan
- Prioritise your review cycle
- Keep the library under review

Citizen Participation

- How do you evidence the Quality Statements for each Theme?
- CQC Key Lines of Enquiry (KLOE)
- Information Return strongly focused in this area
  - Complaints and Compliments
  - Formal feedback
- Citizen and Advocacy groups
- Co-Production
- Participation Strategy

Comms and Engagement

- Keep the Self-Assessment conversation flowing
- Consider internal and external stakeholders
- Include community and third sector groups
- Share findings from Pilot Assessment reports
- Consider benchmarking your Local Authority against these
- Utilise existing forums and engagement sessions
- Review induction and training materials
- Consider appraisal processes

Case File Tracking

- The Pilot experience
  - Time-consuming
  - Challenging
  - Disproportionate

- PSWs led this workstream
- Explore systems which can aid case selection
- Review current audit and QA procedures

CQC come knocking… (top tips)

- Regular All Colleague briefings
- Newsletters
- Preparation sessions for focus groups
- Check and challenge for senior managers and stakeholders
- Debriefs

What worked well for us?

- Dedicated project team
- Strong project support
- Autonomy
- Housekeeping
- Central point of contact
- Tight control of timetable

What next for us?

- Nov 2023: Full report and rating published on CQC website

- Develop action plans from the site visit
- Maintain governance

The project team

- Project Lead: Julie Sanderson (Head of Service)

- Principal Social Workers: Sarah and Julie Stevens

- Training and Development: Dan

- Performance Data: Helen

- Project Liaison / Coordination: Sophie