

People services and regulation



Welcome and introductions

Cllr Lucy Nethsingha – Leader, Cambridgeshire County Council

Cllr Sarah Adams – Suffolk County Councils

Claire Burgess – LGA Children’s Improvement Advisor (SW & WM)

Claire Bruin – LGA Care and Health Improvement Advisor (East)



What will we cover?

- Overview of children's and adult's services – landscape, challenges, regulation and intervention
- Member peers – what do you need to look for?
- The LGA support offer

Children's services

Children's services - landscape

- Fast moving and lots of developments - Stable Lives Built on Love; SEND improvement plan; SEND inspection framework and much more
- Partnerships – police, health, education – need to work as one system but lots of challenges
- Demand and budgets
- Workforce – recruitment, retention, leadership
- Placements – sufficiency and costs
- Home to School Transport

Inspection – lots.....

- Integrated local authority children's services inspection (ILACS)
- SEND and Alternative Provision local area inspection
- Joint Targeted Area inspection
- Youth offending inspection
- Ofsted focused visits
- Social care common inspection framework (children's homes)
- Fostering and adoption
- Most regulated part of council services
- Self assessment – do you know yourself?

Intervention

- Judgements & accountability - DfE advisor/commissioner, improvement board
- Removal of children's services - Trusts
- The financial cost of improvement
- Relentless scrutiny – Ofsted/DfE
- Media interest/reputational risk to council
- Programme/project management capacity
- A long journey, and for the whole council – minimum 3 years

What should member peers look for on corporate peer challenges?

- How are children's transformation plans strongly aligned to corporate strategies and plans
- Realistic MTFs – budget setting/savings
- A whole council approach to keep children safe
- Is there an embedded approach around corporate parenting?
- Fiscal control
- Line of sight – corporate and political leaders to frontline practice
- How does the strategic quartet work together – Leader, Lead Member, Chief Executive, Director Children's Services?

LGA support offer for children's services

- Children's improvement advisors – regional, SEND, CEX
- Training and development
- Resources and materials
- Peer challenge/diagnostics
- Mentoring and coaching
- Regional lead member networks
- Funded by Department for Education

Adult services

Adult social care assurance



People at the Heart of Care

Adult Social Care Reform White Paper

What the December 2021 white paper said:

- “We will introduce a duty for the Care Quality Commission (CQC) to independently review and assess local authority performance in delivering their adult social care duties under Part 1 of the Care Act 2014.”
- “We are putting in place new legal powers for the Secretary of State for Health and Social Care to intervene in local authorities to secure improvement where there are significant failings in the discharge of their adult social care functions under Part 1 of the Care Act 2014.”

Adult social care assurance

CQC's Single Assessment Framework

CQC's framework will assess providers, local authorities and integrated care systems with a consistent set of key themes, from registration through to ongoing assessment

Aligned with "I" statements, based on what people expect and need, to bring these questions to life and as a basis for gathering structured feedback

Expressed as "We" statements; the standards against which we hold providers, LAs and ICSs to account

People's experience, feedback from staff and leaders, feedback from partners, observation, processes, outcomes

Data and information specific to the scope of assessment, delivery model or population group



Adult social care assurance – Themes (1)

CQC's four key themes for adult social care assurance and 9 Quality Statements. *Each of the themes have 'We' statements to reflect what Councils need to do and most have 'I' statements to represent the experience of people who draw on social care:*

Theme 1 Working with people

Quality Statements:

- Assessing Need
- Supporting People to Live healthier lives
- Equity in Experience and outcomes

Theme 2 Providing support

Quality Statements:

- Care provision, integration and continuity
- Partnership and communities

Adult social care assurance: Themes (2)

Theme 3 Ensuring safety within the system

Quality Statements

- Safe systems, pathways and transition
- Safeguarding

Theme 4 Leadership

Quality Statements

- Governance, Management and sustainability
- Learning, improvement and innovation

Single word judgement for the council:

outstanding; good; requires improvement; inadequate

Adult social care assurance – pilots and rollout

- 5 end to end pilots of the assessment process took place between July and September 2023 in: Lincolnshire, Nottingham City, Birmingham, N. Lincolnshire and Suffolk
- DHSC published their Intervention Framework August 2023 [Adult social care intervention framework for local authorities - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/adult-social-care-intervention-framework-for-local-authorities)
- Review period/ pause and pilots awaiting results
- The current plan is for the first tranche of 20 councils to be completed by 31st March 2024 with 8 concurrent inspections per month and assessment activity could start from December

Adult social care assurance – pilots and rollout

- There is not yet an agreed period of notice for councils to prepare their self-assessment - pilots had 6 weeks
- Councils will be notified on a rolling programme possibly from December
- New burdens funding of £26,730 – views welcome on this Grant Information: [CQC new assessment of local authorities: grant funding for 2023 to 2024 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/cqc-new-assessment-of-local-authorities-grant-funding-for-2023-to-2024)
- Potential election/Purdah May 2024 may impact on the timing of publishing any reports
- 2-year programme to cover all councils and plan for further 20 from April – September 2024

What we have learnt so far about the process

- Resource intensive for councils to produce a comprehensive self-assessment, requires a lot of officer time - but a valuable document
- Inspection teams vary in their knowledge of and experience of the sector
- Capturing the voice of lived experience – this is a big focus on how the council engages and what people are actually saying about the council services
- The focus is very much on the present
- Staff feedback - interaction with inspectors was not threatening and they were able to get points across
- Visible triangulation – between what staff, partners and providers had said

Lead members - expect an hour session with an inspector to possibly encompass

- How members shape policy - vision and values and ambitions, user involvement in shaping services and how do you influence Cabinet
- Governance – oversight, outcomes and performance management and scrutiny processes e.g. how is the budget scrutinised?
- Partnerships - HWB/Health and Care partnership and how they inter-relate, if you have multiple ICBs how do you ensure parity of service, CVS and their views of the council
- How you manage risk and demand, triage, and keeping people independent at home
- What do you do well?
- How you engage with staff and perhaps relationship with DASS

Adult social care assurance

Key LGA positions on assurance:

- Assurance needs to build on existing sector-led improvement work and local democratic accountability. It is important that a meaningful voice is given to people who draw on and work in social care.
- DHSC must work closely with local government in designing its own support offer; the sector's own improvement offer is respected and valued by councils, and it will be important to avoid creating a confusing improvement support landscape.
- Any new processes or structures for assurance and oversight need to fairly capture the capacity and resource implications for councils in meeting new regulatory approaches.
- Any assurance process has the potential to highlight shortfalls in services and delivery of the intentions of the Care Act due to resource constraints.
- We welcome the Government's expectation that statutory intervention will be by exception and as a last resort and that any council finding itself facing such action will have a legal right to make representations.
- We oppose the use of single word ratings and do not believe it is possible, or desirable, to reduce such a complex service down to a single word.
- Assurance needs to focus on good/best practice and not just highlight poor performance.

Support for councillors

- Sharing learning from pilots for members webinar 17th October – heard from the lead members and Directors from Suffolk and Lincolnshire plus up to date information from CQC and DHSC [Adult social care: Learning from the Care Quality Commission's pilots and the elected member perspective webinar](#)
- Session at NCAS Friday 1st December 9.30am to further share learning from pilots and hear more about SLI support in a Q&A session <https://ncasc.info/>
- Managing reputational risk media sessions – face to face event at LGA 5th Dec for leadership teams followed up with webinars aimed at lead members, DASS, Chief Exec etc.
- Media support from expert consultants to develop communications strategy once results know – individual councils impacted
- Political mentoring offer
- Networking pilot lead members
- Further member webinars to be programmed
- Regional member networking

Support for your council

Preparation

- On-line self-assessment workbook
- Tools for unpaid carers
- Care and Health Improvement Adviser (regionally based) – key source of advice, will broker support and input into any Improvement Board and Improvement plan
- Support for staff – we will run workshops at your council to build staff confidence to tell their story with CQC
- LGA Assurance peer challenge
- ADASS regional SLI support programmes

Developing post inspection/intervention offer

- Tailored support – expert resource/capacity to work with an individual council on its identified improvement requirements
- Draw down of the available specialist ASC support from across the PCH programme e.g. Safeguarding, Finance, Commissioning, EDI, Workforce etc
- Media/communications support as mentioned
- Plus LGA corporate support via Principal Adviser

A chance to ask the panel questions...