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| Harrow Council Logo |
| REPORT FOR: | HEALTH AND WELLBEING BOARD |
| Date of Meeting: | 17th March 2020 |
| Subject: | Adult Social Care Peer Review  |
| Responsible Officer: | Angela Morris Director of Adult Social Services |
| Public: | Yes  |
| Wards affected: | All Wards |
| Enclosures: | None |
| Section 1 – Summary and Recommendations |
| This report sets out the outcomes and next steps from the recent Local Government Association (LGA) and Association of Directors Adults Social Services (ADASS) Peer Review which took place in February 2020. Recommendations: The Board is requested to note this report for information and agree that regular updates regarding progress against the learning and action plan will be provided. |

# Section 2 – Report

1. The theme of the ADASS Peer Review was Commissioning for Better Outcomes. The team of reviewers were provided with a self-assessment and numerous supporting documents prior to the Review. Interviews took place over a three day period with a wide range of involved partners and staff. This included elected members, senior managers and care management staff. The Review Team met colleagues that we work with regularly across the Council and particularly in relation to integration plans with senior leaders from Harrow CCG. They also met citizens who use Harrow services, their family and carers as well as a range of commissioned providers. In-house services were also visited.
2. The methodology for assessment is from a document called Commissioning for Better Outcomes. This is a recognised and respected document containing nine standards. They are designed to assist councils drive improvement, providing a framework for self-assessment and measurement of their progress against best practice in commissioning and enable them to identify areas for further improvement.
3. The Peer Review Team looked at a number of domains to establish the performance of Harrow Adult Service commissioning process. They were looking to see evidence that services in Harrow were meeting those standards.
4. There are nine domains or standards in total. The three main themes that were reviewed are:
* Person Centred and Outcome Focussed
* Well Led
* Actively promoting a sustainable and diverse market.
1. The review team were asked by the senior management team to focus particularly on the following areas:
* Development of an adults commissioning function
* Links with Safeguarding
* Integration and context for further joint commissioning with our health partners

**Peer Review Findings**

1. There have not been any formal adult commissioning processes in Harrow for a number of years and plans and proposals were already underway to address this gap. These plans and proposals were also open to the review team’s scrutiny and were shared in the self-assessment.
2. Under each of the nine standards in the self-assessment the review team made comments on what was already working well and made some recommendations on which areas or opportunities we may want to consider further.
3. The review team found that the views of citizens and their carers were that staff in Harrow Social Services teams and services were positive, hardworking and responsive to meeting their needs. There was also recognition for the good work carried out by the Safeguarding Assurance and Quality Teams who work closely with the commissioned residential care providers to help drive up and maintain quality services across the area. It was acknowledged that this positive approach should be celebrated and used as a building block to widening that impact across all providers.

**Next Steps**

1. These recommendations are now being collated into a comprehensive learning and action plan. This plan will have action owners allocated and appropriate timescales for completion agreed. Given the importance of the development of Harrow’s Integrated Care Partnership (ICP), partners will be involved in the development and implementation of the plan accordingly.
2. This plan will be monitored through the People Services Commissioning Board that has recently been established and officers will explore how partners are involved in this process. The progress and achievements will be reported back to the Health and Wellbeing Board at regular intervals.
3. There will not at this stage be any resource implications as plans were already in place to undertake most of this work and this is already built into the budget for the forthcoming financial year. The Peer Review has now added some validity and a process to implement the proposed changes.

**Ward Councillors’ comments**

1. Not applicable covers all Wards

## Financial Implications/Comments

1. There are no additional financial impacts of following the action plan.

**Legal Implications/Comments**

1. There are no legal implications. Peer Reviews are not statutory functions.

## Risk Management Implications

1. There are no risks to this proposal and action plan at this stage..

## Equalities implications / Public Sector Equality Duty

1. Was an Equality Impact Assessment carried out? No
2. There are no implications from this summary report and action plan stage but these will be carried out for any appropriate actions as required.

## Council Priorities

1. The outcomes of the Peer Review and Adult Services Commissioning function will contribute to the Council priorities:

**Supporting Those Most in Need:**

* Reduce levels of homelessness in the borough
* Empower residents to maintain their well-being and independence
* Children and young people are given the opportunities to have the best start in life and families can thrive
* Reduce the gap in life expectancy in the borough

**Protecting Vital Public Services**

* Healthcare services meet the needs of Harrow residents
* A strong and resourceful community sector, able to come together to deal with local issues

**Modernising Harrow Council**

* Deliver excellent value for money services

# Section 3 - Statutory Officer Clearance (Council and Joint Reports)

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|  |  |  | on behalf of the |
| Name: Donna Edwards | x |  | Chief Financial Officer |
|  Date: 3 March 2020 |  |  |  |
|  |  |  | on behalf of the |
| Name: Sharon Clarke | x |  | Monitoring Officer |
| Date: 3 March 2020 |  |  |  |

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| Name: Paul Hewitt | x |  | Corporate Director |
|  Date: 3 March 2020 |  |  | People Services |

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| Ward Councillors notified: | **NO**  |

# Section 4 - Contact Details and Background Papers

**Contact:** Angela Morris, Director of Adult Social Care, 020 8736 6012

**Background Papers**: None