

PUBLIC

**MINUTES** of a meeting of **the IMPROVEMENT AND SCRUTINY COMMITTEE – PEOPLE** held at County Hall, Matlock on 27 February 2019.

**PRESENT**

Councillor A Fox (in the Chair)

Councillors N Barker, L Chilton, R Flatley, J Frudd, R Iliffe and D Taylor.

Also in attendance were Andy Searle (DSAB), Steve Atkinson (DSCB) and Catherine O'Melia (DSCB).

Apologies for absence were submitted on behalf of Councillor J Twigg and Ms D Turner.

**01/19** **MINUTES RESOLVED** that the minutes of the meeting of the Committee held on 21 November 2018 be confirmed as a correct record and signed by the Chair.

**02/19** **DERBYSHIRE SAFEGUARDING ADULTS BOARD ANNUAL REPORT** Andy Searle, Chair of the Derbyshire Safeguarding Adults Board gave an overview of the Board's published annual report. The statutory duties of the Board include publishing a Strategic Plan that sets out how it meets its main objectives, publishing an Annual Report detailing its activities which then goes to the local Health and Wellbeing Boards, Police and Crime Commissioner and Healthwatch organisations for scrutiny and arranges safeguarding adults reviews when necessary.

The main objective of the Board was to assure itself that local safeguarding arrangements and partners act to help and protect adults from abuse and neglect who meet the defined criteria and to observe six main principles – empowerment, protection, prevention, partnership, proportionality and accountability. Work practices had to stay smart to ensure identifying what is actual abuse.

Mr Searle went on to provide statistics around referrals and trends and stressed the importance of robust interrogation of data. A new strategy was required for 2019, with three strategic aims and priorities identified: Making Safeguarding Personal (MSP), Prevention and Quality Assurance. This would then feed into a business plan for work streams, taking into account the national agenda, partners' own priorities, Community Safety Partnership and Child Safeguarding arrangements.

Members of the Committee asked questions in relation to the report focussing around communication, prevention and funding. The Chairman thanked Mr Searle for a thorough and informative report.

**RESOLVED** that the report be noted.

**03/19**      **DERBYSHIRE SAFEGUARDING CHILDREN BOARD ANNUAL REPORT** Steven Atkinson, Chair of the Derbyshire Safeguarding Children Board gave an overview of the Board's published annual report.

Mr Atkinson referred to some of the achievements and challenges highlighted within the report. Derbyshire had higher than average 16/17 year olds in education or training, had half the average entering the Criminal Justice System and a lower than average hospital admissions of children due to injury. The challenges being faced were the increase in children subject to child protection plans and hospital admissions due to substance misuse and self-harm and a significant increase in the rate of children in need.

The Board's strategic objectives and top priorities were listed together with the work being undertaken on specific areas:

- on-line safety – including wide distribution of 'Kayleigh's Love Story' and extensive and effective training for school staff;
- neglect – improved information and work sharing between agencies and to develop an action plan around the recording of children missing appointments;
- early help – improved local joint working with Derbyshire Children's Partnership and LCPs and improved use and quality of assessments with health/health pathway; and
- child protection – the review of standards and practice, based on observation of conferences and the streamlining of arrangements and improving real participation were crucial areas of focus.

The Safeguarding Children service was currently undergoing a review. The results of the review would be implemented in September 2019 and it was expected that the Derbyshire Safeguarding Board would merge with the Derby City Safeguarding Board to create one county-wide safeguarding board.

Members of the Committee asked questions in relation to the report.

The Chairman thanked Mr Atkinson for a comprehensive and useful report.

**RESOLVED** (1) that the report be noted; and

(2) for copies of 'Kayleigh's Love Story' be circulated to committee members.

**04/19**      **REVIEW OF THE ENABLEMENT SERVICE**      The Chair presented the final report of the working group on the review of the Enablement Service.

In summary, the County Council's Enablement Service provides short-term, intensive support to individuals who were considered vulnerable due to their mental health needs and who experienced difficulties managing their day to day lives. Support was offered over a period of up to six weeks and aimed to help the client become more independent and overcome social, practical, financial and emotional difficulties.

This was a relatively new service and consequently some aspects of the service were still developing. The Service Level Agreement was being reviewed by the Adult Care Department's Commissioning Team. It was therefore considered timely to conduct a scrutiny review alongside the department's own review to evaluate the service from a lay person's perspective. This would help identify what was working well, what challenges exist and what (if anything) might be done differently.

The report gave some background information on the service and gave a review of the working group's findings. It was clear during the course of the Review that the Service fulfilled an important role and was well respected by Senior Practitioners and Hospital Liaison Social Workers. However it was found that each staff group gave a nuanced account of the Service and conflicting perceptions of how well the Service was meeting client need.

The key findings were detailed in the report and the following recommendations were made:

1. That the Strategic Director for Adult Care revisits the Enablement Service delivery model with a view to adopting an evidence based approach with greater emphasis on client need and less focus on achieving parity between the Enablement Service and the Reablement Service. Areas to consider include the duration of the service, the operating hours, and work with clients prior to hospital discharge.
2. That the Strategic Director for Adult Care undertakes a case study review to evaluate the effectiveness of the Recovery and Peer Support model. Key lines of enquiry should explore the sustainability of peer support groups (including the frequency and duration that clients attend) client experiences and outcomes (including increased independence, employment, re-referral rates to the Enablement Service or other support services, hospital admissions and non-engagement).
3. That the Service Manager ensures that role specific training is made available to the enablement workers with a greater emphasis being

place on supporting clients with mental health conditions in the community. Furthermore, to ensure that training better equips staff to fulfil their role and to avoid potential skill shortages in the future, frontline staff are given the opportunity to contribute to the process of identifying development opportunities and training courses.

4. That the Service Manager takes action to ensure that there is clarity about the role of an enablement worker so that the staff team and referring professionals know which support activities fall within and which fall outside of the role. In addition, the management team should adopt a transparent approach to team building. They should acknowledge issues of low staff morale, identify opportunities to empower employees, give recognition and demonstrate that staff skills, knowledge and experience are valued.
5. That the Strategic Director for Adult Care takes action so that there are robust measures and procedures in place to ensure the personal safety of enablement workers, in the event of an emergency, and that all team members have access to relevant and up-to-date client information.
6. That the Service Manager reviews the mechanisms in place for recording service outcomes and ensures that outcomes are routinely, reliably and comprehensively recorded for each client
7. That the Service Manager undertakes a documentation review to ensure the format and content of the Personal Service Plans are fit for purpose.

**RESOLVED** that the report be approved and presented to Cabinet in April 2019.

**05/19**      **REVIEW OF DERBYSHIRE COUNTY COUNCIL RESIDENTIAL CARE HOMES** Following the residential care home review done by the Committee in 2017, seven of the homes had been identified as requiring follow-up visits by the Committee. All members were invited to participate in these visits.

**RESOLVED** to agree to revisit seven residential homes.

**06/19**      **WORK PROGRAMME 2019/20** Roz Savage, Improvement and Scrutiny Officer presented the work programme for the period May 2019 to February 2020. The Committee was asked to note that work on the Home to School Transport review had been suspended awaiting the outcomes from a government consultation on the matter.

**RESOLVED** that the report be approved.