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**Meeting of the Cabinet – 11<sup>th</sup> September, 2019**

**Report of the Strategic Director People**

**Adult Social Care Peer Challenge Feedback 17<sup>th</sup> – 19<sup>th</sup> July 2019**

**Purpose**

1. The peer challenge process occurs across all 14 Local Authorities with statutory responsibility for adult social care in the West Midlands. It is led by officers and elected members from other Local Authorities in the region with expertise in adult social care. A local expert by experience who has used care and support services also participated in the review.
2. The findings are set out in a formal letter to the Council (Appendix 1 - to be circulated) that are tabled at Cabinet level and then placed in the public domain.

**Recommendations**

3. It is recommended:-
  - That Cabinet note the findings from the Peer Challenge.
  - That authority is delegated to the Chief Officer for Adult Social Care to drive the improvements identified in the report.
  - That the Leader and Cabinet Member for Health and Adult Social Care write formally to the adult social care workforce to acknowledge the excellent outcome of the challenge.

**Background**

4. The Peer Challenge team was composed of experts from Telford and Wrekin, Worcestershire and Solihull Council and included a local Expert by Experience - Mr. Jon Mansell from the 2day2gether peer support group. The challenge focused on three key lines of enquiry:
  - 1) Leadership- quality, control and outcomes for the people we serve
  - 2) The extent to which we listen to and work with local people
  - 3) Progress in implementing the Dudley Disability Service to date
5. The team visited a range of teams and services, partner organisations and community groups. A case file audit of social work assessments took place prior to the Peer Challenge Team arriving in Dudley.

6. The challenge took place on the 17<sup>th</sup> – 19<sup>th</sup> July with initial findings fed back to the Leader, Portfolio Holder, Chief Executive, Strategic Director and wider Adult Social Care Leadership Team.

### Findings

7. Areas of strength were identified as follows:
- A proud, passionate and committed workforce
  - A focus on outcomes for people and strong values about care
  - Evidence of a strong learning and development offer that has impacted on quality and improved focus on workforce planning
  - An excellent urgent care service
  - Excellent progress in implementing the Dudley Disability Service with strong leadership and better outcomes for people
  - An excellent Adult MASH with strong performance on DOLS and a reflective supervision policy that will now be adopted as a model of regional best practice
  - Excellent use of resources, excellent grip on management of change
  - Strong and effective partnerships
  - An excellent leadership team that deliver results.
  - Strong political relationships and support from both parties.
8. Opportunities for further development were identified as follows:
- Strengthening the interface between the Children's and Adult MASH re: Transitions
  - Ensuring the SUCCESSOR (ICT system replacement) programme better engages people who use care and support in the design process
  - That the profile of adult social care is raised across the Council and at a corporate level
  - Adopting a strengths based/asset based approach to assessment and support

The full feedback presentation is attached as Appendix 2.

9. The Management Team will now set out a plan to achieve all of the above and meet the Chief Executive and Leader's aspiration to put Dudley on a national stage. There has been significant positive local media coverage following the Peer Challenge.

## **Finance**

10. There are no immediate financial pressures arising from the Peer Challenge process. However as the improvement plan is fully populated any capacity requirements will be identified as part of the Council's budget building process for 2019/20.

## **Law**

11. All of the services scrutinised in the Peer Challenge are covered by the provisions of the Care Act 2014.

## **Equality Impact**

12. Adult Social Care offers support to people with many protected characteristics (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation). The Peer Challenge will further enhanced and strengthen the ability of the service to do so.

## **Organisational Development/Transformation**

13. The report addresses various ongoing organisational issues and opportunities for the further development of services in the future.

## **Commercial/Procurement**

14. There is no impact on the potential to commercially trade or a positive / negative impact on our customer base.

## **Health, Wellbeing and Safety**

15. The report takes account of our focus on the health, wellbeing and safety of the Borough's citizens. This is consistent with building stronger, safer and more resilient communities in line with the Dudley Vision and to protect our residents' physical, and emotional health for the future.

*Martin Samuels*

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**Martin Samuels**  
**Strategic Director People**

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## **Appendices**

*Appendix 1 – Peer Challenge Findings Letter to the Leader (To be circulated)*  
*Appendix 2 – Presentation from the Peer Challenge Team summarising key findings.*