



Leicester
City Council

MEETING OF THE ADULT SOCIAL CARE SCRUTINY COMMISSION

DATE: TUESDAY, 17 DECEMBER 2019

TIME: 5:30 pm

PLACE: Meeting Room G.01, Ground Floor, City Hall, 115 Charles Street, Leicester, LE1 1FZ

Members of the Committee

Councillor Joshi (Chair)

Councillor March (Vice-Chair)

Councillors Batool, Kaur Saini, Khote, Kitterick and Thalukdar

One unallocated non-group place

Standing Invitee (Non-voting)

Representative of Healthwatch Leicester

Members of the Committee are invited to attend the above meeting to consider the items of business listed overleaf.

For Monitoring Officer

Officer contacts:

Anita Patel (Scrutiny Policy Officer)

Angie Smith (Democratic Support Officer),

Tel: 0116 454 6354, e-mail: angie.smith@leicester.gov.uk

Leicester City Council, City Hall, 115 Charles Street, Leicester, LE1 1FZ

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Further information

If you have any queries about any of the above or the business to be discussed, please contact:

Angie Smith, Democratic Support Officer on 0116 454 6354.

Alternatively, email angie.smith@leicester.gov.uk, or call in at City Hall.

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PUBLIC SESSION

AGENDA

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1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

Members are asked to declare any interests they may have in the business to be discussed.

3. MINUTES OF THE PREVIOUS MEETING

Appendix A
(Pages 1 - 8)

The minutes of the meeting of the Adult Social Care Scrutiny Commission held on 29 October 2019 are attached and the Commission is asked to confirm them as a correct record.

4. PETITIONS

The Monitoring Officer to report on any petitions received.

5. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

The Monitoring Officer to report on any questions, representations or statements of case.

6. SOCIAL VALUE GOOD PRACTICE - 'LEICESTER AGEING TOGETHER' PILOT

Appendix B
(Pages 9 - 14)

The Strategic Director, Social Care and Education, submits a report which provide the Commission with an update on the 12-month Social Value pilot, which is currently being delivered by the Leicester Ageing Together programme.

The Commission is recommended to note the report and provide feedback and comments to the Strategic Director, Social Care and Education and to the Executive.

7. VOLUNTARY & COMMUNITY SECTOR PHASE 1 & 2 SPENDING REVIEW 4 - UPDATE **Appendix C**
(Pages 15 - 20)

The Strategic Director, Social Care and Education, submits a report to the Commission which provides an update on the review of Voluntary and Community Sector non-statutory services funded by Adult Social Care in 2018. The Independent Living Supported Housing services was also reviewed at the same time and the outcome of the review is included in the report.

The Commission is recommended to note the report and provide feedback and comments to the Strategic Director, Social Care and Education and to the Executive.

8. COMMUNICATIONS AND INFORMATION CO-ORDINATOR - UPDATE **Appendix D**
(Pages 21 - 40)

The Strategic Director, Social Care and Education submits a report to update the Commission on the role of the Social Care & Education Communications and Information Co-ordinator post, an update on the outcomes and impacts of communications campaigns over the past six months, and to provide clarification of key departmental communications priorities and future priorities for the Communications and Information Co-ordinator post.

The Commission is recommended to note the report and provide feedback and comments to the Strategic Director, Social Care and Education and to the Executive.

9. WORK PROGRAMME **Appendix E**
(Pages 41 - 44)

The current work programme for the Commission is attached. The Commission is asked to consider this and make comments and/or amendments as it considers necessary.

10. ANY OTHER URGENT BUSINESS



Leicester
City Council

Minutes of the Meeting of the
ADULT SOCIAL CARE SCRUTINY COMMISSION

Held: TUESDAY, 29 OCTOBER 2019 at 5:30 pm

P R E S E N T:

Councillor Joshi (Chair)
Councillor March (Vice Chair)

Councillor Batool
Councillor Kaur Saini

Councillor Khote
Councillor Kitterick

In Attendance

Councillor Russell – Deputy City Mayor, Social Care and Anti-Poverty

Also Present

Paul Blakey – Healthwatch Leicester

* * * * *

25. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Thalukdar, Steven Forbes and Bev White.

26. DECLARATIONS OF INTEREST

Councillor Joshi declared an Other Disclosable Interest in that his wife worked for the Reablement Team in Leicester City Council.

In accordance with the Council's Code of Conduct, the interest was not considered so significant that it was likely to prejudice the Councillor's judgement of the public interest. Councillor Joshi was not therefore required to withdraw from the meeting during consideration and discussion of the agenda items.

27. MINUTES OF THE PREVIOUS MEETING

20. Carer Strategy Update

and

22. Revision to Charging Policy (ASC Non-Residential)

Where items were agreed for further scrutiny, these will be added to the work programme.

17. Minutes of the Previous Meeting

10. Extra Care Housing Update Including Planned Schemes

The visit to Danbury Gardens was still pending. The Chair asked for visit timings to be amended to allow Members to attend. It was suggested one day visit and one night visit after 4.00pm be arranged in consultation with Hanover Housing.

12. Adult Social Care Integrated Performance Report: Quarter 4

members were invited to a reference group. Again, it was asked that the timing of the meeting be arranged to ensure all members on the reference group could attend.

AGREED:

that the minutes of the meeting of Adult Social Care Scrutiny Commission held on 10 September 2019 be confirmed as a correct record.

28. PETITIONS

The Monitoring Officer reported that no petitions had been received.

29. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

The Monitoring Officer reported that no questions, representations or statements of case had been received.

30. LEICESTER SAFEGUARDING ADULTS BOARD - ANNUAL REPORT 2018/19

Fran Pearson, the Independent Chair from Leicester Safeguarding Adults Board was at the meeting to present the report to the Scrutiny Commission.

The following points referenced in the report were brought to the attention of the Commission:

- Credit was given to the partnership working around the city.
- The Leicestershire Fire and Rescue Service Board member had initiated fire safety training for vulnerable adults.
- There was interest in finding out in more detail some of the related work around adults at risk when released from prison.
- For noting there had been some slight stalling around engagement work, but there was now an Engagement Officer in post.
- There was potential to do increasing amounts of joined up and shared thinking around young adult transitioning from children's safeguarding.

In response to Members' questions, the following was noted:

- Referral rates were referenced in the report. Officers would explore the possibility of breaking down referral data by ward and circulate to Members.
- Nationally the Office of Public Guardian was keen to engage with the adult safeguarding boards. It was early days but good relationships were being developed nationally.
- Mental capacity across the partnership work would include training with providers. Trends measured over the years largely did not see substantial changes, and patterns were stable over time.
- The report would be enhanced in future years to include data, and work with the Engagement Officer to include personal stories.
- In terms of BAME communities and the reporting rate, it related to the engagement work. There had been a hiatus with capacity but was now picking up, with work around public material, how to frame language and conversations, explore cultural issues. Data had not shifted and continued to be a priority for the board.
- With regards to thresholds, it was for professionals to decide on how to respond to an alert. Officers did not want to make the process too bureaucratic and members of the public making alerts should not need to be concerned about thresholds.
- Under Section 42 of the Care Act 2014, it was reported that in 8% of cases risk remained. It was reported there was a process (Vulnerable Adults Risk Management Programme) where round table discussions would take place about the vulnerable adult, to ensure that if risk was escalating it would be picked up by the necessary support. For each S42 enquiry officers would work to form a plan which would have a timeframe determined by the nature of the circumstances of the individual, and a review timeframe would not be fixed.
- It was queried how many people with dementia were included in data for those over the age of 75 years. Officers would extract the data to circulate to Members.
- It was observed that children's and adult's support worked well together, and there were plans to take it a stage further over the coming months.
- Arrangements for the Children's Safeguarding Board now required them to have a partnership with joint responsibilities of health, the police and local authority, and to be aligned as closely as possible with the county.
- Members asked how well participation of emergency service board members was during meetings. It was stated there was very noticeable engagement from the fire service who talked with real authority about involvement and initiatives they were supporting.
- The Ambassadors Network Coordinator role included support to peers to do their work, and to develop a network of safeguarding ambassadors.
- Final outcomes of task and finish group work on safeguarding transitions for adults to be shared with the commission when available. It was explained the legal framework was different when an individual turned 18. People may no longer be vulnerable but still required support, and guidance would be based on feedback from staff.

Councillor Russell, Deputy City Mayor, Social Care and Anti-Poverty explained that having the Safeguarding Board ensured all support agencies were around the table, so the right people could ask the right questions at the right time.

The Chair thanked the Independent Chair and officers for the report.

AGREED:

that:

1. The report be noted.
2. Breakdown of referrals data by ward be circulated to Commission Members.
3. Data on referrals and those at risk over the age of 75 years and with dementia be circulated to Commission Members.
4. Greater consideration be given to inclusion of outcomes and data in future reports
5. Final outcomes of task and finish group work on safeguarding transitions for adult to be shared with the Commission when available.

31. LEARNING DISABILITY STRATEGY - CONSULTATION FINDINGS

The Strategic Director for Social Care and Education submitted a presentation to the Commission on consultation findings with regards to the Learning Disabilities Strategy and is attached to the minutes for information. Commission Members were asked to note the presentation and pass any comments to the Strategic Director for Social Care and Education.

Kate Galoppi (Head of Commissioning) and Tom Elkington (Business Change Commissioning Manager) were present to deliver the presentation. Points highlighted during the presentation were:

- Extensive consultation took place over the three months February to April 2019. Officers wanted to make sure priorities identified were right, but also to give people the opportunity to identify anything missing before the final version.
- The survey results to strategic priority areas were overwhelmingly positive.
- Next steps included a final strategy document and development of a detailed action plan and governance for sign-off by the Learning Disability Partnership Board in December 2019, with the launch planned for January 2020. The full consultation report would be published on the Council's website.
- The National Autism Self-Assessment was completed every two years and was measured against eight domains. There had been a slight downward trend for overall compliance, particularly in the planning domain.

In response to Members' questions the following points were made:

- There had been over 50 responses from individuals and those who attended organisations. It was asked if it was the organisations who had

responded and out of those, who many were from the BAME communities. It was noted the Learning Disability Strategy consultation had used different methods which included online and postal responses, consultation meetings with a mix of attendees which had provided in-depth conversations about experiences. Officers responded that a breakdown of the respondent data would be circulated to Commission Members.

- Members asked if there was any information on how many numbers of people with autism there were across the city, and how many had been helped into employment. It was noted that it was a key priority to get people who were autistic into work, and training was delivered to staff to give them a greater understanding of the spectrum.
- It was noted that nearly 1,000 staff members had undertaken training on autism via an e-learning package developed by Leicester Partnership Trust.
- In terms of creating better awareness in the general population, part of the Strategy was creating better connection with health and sporting colleagues, better access for people, making services aware so they could provide better support. There was potential for a communications strategy as a partnership board.
- The Learning Disabilities Partnership Board was multi-agency and included health, social care, education (SEND) representatives. Information was sent out to schools, colleges, GPs on appropriate systems that people could be referred into so that they could access the right process.
- The authority worked closely with organisations supporting those new to the city. Also, a lot of staff in schools were bi-lingual and had hired additional support staff.
- Members asked if a one-stop shop to raise awareness and receive referrals could be put in place. It was noted that as different advice and support was required depending on an individual's circumstances, it was not sure if a one-stop shop would be appropriate, however, the suggestion would be taken to partners to be talked about.

The Deputy City Mayor noted that, although under discussion was adults learning disabilities, she shared the frustration for young people seeking a referral, and those children over 11 years who had not been diagnosed were treated as having a mental health problem, which was an issue. She agreed that grouping people with autism under learning disabilities was dangerous, and that it was important to understand the different needs of people. It was further noted that across the council there were positions ring-fenced to offer to people with learning disability work with support.

The Chair thanked the officers for the presentation and information, and asked for an update on the Autism Strategy be brought to the Commission at an appropriate time, that data breakdown of respondents to the consultation, particularly BAME communities, be circulated to members of the Commission, and an update on the strategies to be brought to a future meeting

AGREED:

that:

1. The information provided be noted.
2. An update on the Autism Strategy be brought the Commission

- at an appropriate time.
3. The data breakdown of respondents to the consultation, particularly BAME data be circulated to the Commission.
 4. The final strategy and action plan be brought to a future meeting of the Commission.

32. CONTRACT & ASSURANCE 2018 ANNUAL QUALITY REPORT

The Strategic Director for Social Care and Education submitted a report to the Commission which provided an overview of the quality of care provided by the regulated contracted organisations providing support to adult social care service users during 2018/19. Members of the Commission were recommended to note the contents of the Annual Quality Report 2018 as detailed at Appendix 1 and provide any comments to the Strategic Director for Social Care and Education.

The Deputy City Mayor introduced the report and made reference to the amount of work undertaken officers to offer the best service to ensure residents were safe, often out of hours.

Kate Galoppi (Head of Commissioning) and Annette Forbes (Contracts and Assurance) presented the key headlines from the report:

- The report demonstrates a positive and improving picture of care.
- The service oversees the provision of 250+ contracts valued at £100m per annum.
- The Care Quality Commission (CQC) reported overall quality of care and services had improved from 87.4% to 95.2%.
- Nursing care also showed a positive picture with no nursing care provider rated as inadequate.
- Demand under domiciliary care had increased but had maintained good quality provision.
- Supported living was showing as outstanding performance in Leicester and was higher than the rating for England. All contracted providers (15) were assessed by the CQC as outstanding or good.
- Annual Contract Assurance Framework visits entailed going out to meet providers and rate them against different domains to CQC. Actual compliance rates were 95%, an improving picture from the previous year.
- Supporting quality of care was an intensive process, with the team undertaking many visits.
- Case studies showed a positive turnaround when responding to concerns.
- Regular feedback was obtained from service users, and officers tried to get a good cross section of feedback.

Councillor Kitterick left the meeting at this point.

In response to Members' questions the following information was provided:

- Where there was non-compliance, consequences would be fed back to the

supplier. The team would work with the supplier to develop an action plan to meet compliance. Timescales would vary with short to medium term timescales of 3-6 months, depending on the issue.

- Staffing numbers in the Team included a Senior Group Manager and four Officers. The Senior provided more in-depth support to the team.
- New providers and those that had taken over an existing service would show as unrated by the CQC, but all providers would have achieved checks and balances. Also, those that were rated inadequate would not be taken on in a formal contract arrangement.
- Amended for noting was the total number of non-compliant providers (6) and the 13 assessments ongoing at page 9 in the report.
- The team had the ability to request an inspection and didn't rely solely on CQC inspections.

The Chair noted the report. He asked that thanks be passed on to all the staff that worked tirelessly to ensure contract compliance and support services were delivered to high standard.

AGREED:

that:

1. The report be noted.
2. Thanks be passed on to all the staff in the team.

33. ADULT AND SOCIAL CARE SCRUTINY COMMISSION WORK PROGRAMME

Councillor March gave a briefing update on Task Group work. It was requested that the Scrutiny Policy Officer circulate notes / action points from the task group meeting to all Commission Members.

AGREED:

1. That the Commission's work programme be noted.
2. That the Scrutiny Policy officer circulate notes / action points from the task group meeting to Commission Members.

34. CLOSE OF MEETING

There being no other items of urgent business, the meeting closed at 7.06pm.

Adult Social Care Scrutiny Commission Report

Social Value Good Practice -
'Leicester Ageing Together' pilot

Lead Member: Cllr Sarah Russell
Strategic Director: Steven Forbes
Date: 17th December 2019

Useful information

- Ward(s) affected: All
- Report author: Kate Galoppi
- Author contact details: kate.galoppi@leicester.gov.uk
- Report version number: 1

1. Purpose of report

- 1.1 To provide the Adult Social Care Scrutiny Commission with an update on the 12-month Social Value pilot, that is currently being delivered by the Leicester Ageing Together programme.

2. Summary

- 2.1. In November 2018 the Executive supported a 12-month pilot in two areas in the city to use the social value arising from Adult Social Care (ASC) contracts to support the development of community-based services to reduce social isolation and loneliness.
- 2.2. All City Council contracts require organisations providing services to state what additional social value they can provide to the local community free of charge. The majority offer volunteers, free room hire, printing, advice etc. However, this has not always been fully utilised by the Council because of the lack of a delivery mechanism.
- 2.3 Therefore, working in partnership with Leicester Ageing Together (LAT) programme, a 12-month pilot has been created to use the Community Connectors model funded by LAT to use the social value to develop and test innovative ways of tackling social isolation and loneliness and to make the best use of the available resources.
- 2.4 Community Connectors work with local people to support them to develop self-interested groups to come together to provide mutual sustainable support. This approach also underpins the Manifesto Pledge to 'develop a 'Community Connectors' model to tackle isolation through active citizenship and community groups.'
- 2.5 The pilot has been live since July 2019, and progress has been made in both pilot areas and a presentation will be given at the Scrutiny Commission meeting on 17th December, which details the background to the pilot, and outlines the progress made to date, including case studies.

3 Recommendations

- 3.1 The Adult Social Care Scrutiny Commission is recommended to note the report/presentation and provide feedback/comments.

4 Report

- 4.1 Loneliness and social isolation have been identified as a significant risk to people's health and wellbeing and evidence suggests it is as bad for you as smoking 15 cigarettes a day. The risk is twofold, firstly, the psychological impact has a direct impact on physical and mental health, and secondly, a lack of family, social or community connections, means that people are less able to get support when they need it. This has a negative impact because lonely and isolated people are more likely to develop needs, but less able to find sources of support themselves, so will turn to health and social care for support.
- 4.2 The pilot also supports the Manifesto pledges to 'develop a 'Community Connectors' model to tackle isolation through active citizenship and community groups.' If the pilot is successful, then consideration will be given to extending the model across the city.
- 4.3 The pilot is an innovative project that brings together the community connector model and social value, to test out ways of reducing social isolation and loneliness. This includes determining what mechanisms would work to help people find sources of support, and what we can do to make the best use of the assets that are available.
- 4.4 A small grant of £5k has been made available that is administered by LAT to enable them to make small grants of up to £200 to local groups to help them develop support for lonely and isolated people.
- 4.5 The role of the community connectors is to reach out to people who may be lonely or socially isolated and put them in touch with sources of support such as local community groups. In addition, the connectors work with local groups to help them provide support to become self-sustaining, with the use of social value to underpin the additional support that might be needed, such as the use of free room hire provided by the contractors to enable local groups to meet.
- 4.6 The Leicester Ageing Together (LAT) programme was chosen as the organisation to undertake the pilot, because of its success in supporting projects and individuals to build a community connector model and tackle social isolation and loneliness. However, if the pilot is successful then other organisations will have the opportunity to replicate the model, but one of the key factors is the need for the programme to be self-sustaining

- 4.7 The existing Community Connectors are funded by LAT, using their Lottery funding, which has been extended by the Lottery to 2020 to allow more time for the delivery of the programme's learning.
- 4.8 The 12-month pilot is running in two wards: Thurncourt and North Evington. The two wards were chosen following a detailed options appraisal. The key deciding factors were:
- High levels of social isolation and loneliness, as evidenced by the Health & Wellbeing Survey;
 - Allows comparison of 2 wards with contrasting levels of ethnic diversity;
 - Allows comparison of an existing LAT ward (Thurncourt) with a new one (N. Evington);
 - Location of Strength-Based Social local social workers; and
 - North Evington is a neighbouring area to where LAT is currently delivering so existing infrastructure could be extended easily and wouldn't be starting completely from scratch. They can be up and running quickly.
- 4.9 The target audience for the pilot includes adults 18 and over, as there is mounting evidence that loneliness and social isolation is prevalent across all age groups, and that they also pose a risk to the health and wellbeing.
- 4.10 The pilot is jointly managed by LAT and ASC, through the Social Value Pilot Steering Group, chaired by the Head of Commissioning. It works closely with the Leicester Clinical Commissioning Group (CCG) in order to co-ordinate with the roll out of social prescribing in the new Primary Care Networks (PCN's). The PCN's are part of the national NHS Long-Term Plan and further details are included at paragraph 4.8.

5. Financial, legal and other implications

5.1 Financial implications

5.1 There are no direct legal implications associated with this report.

5.2 Legal implications

5.2 There are no direct legal implications associated with this report.

5.3 Climate Change and Carbon Reduction implications

5.3 There are no direct climate change implications associated with this report.

5.4 Equalities Implications

5.4 There are no direct implications associated with this report. .

6. Background information and other papers: None

7. Summary of appendices: None

8. Is this a private report (If so, please indicated the reasons and state why it is not in the public interest to be dealt with publicly)? No

8. Is this a “key decision”? No

9.

Adult Social Care Scrutiny Commission Report

Voluntary & Community Sector
Phase 1 & 2 Spending Review 4 - Update

Lead Member: Cllr Sarah Russell
Strategic Director: Steven Forbes
Date: 17th December 2019

Useful information

- Ward(s) affected: All
- Report author: Cathy Carter / Caroline Ryan
- Author contact details: cathy.carter@leicester.gov.uk
caroline.ryan@leicester.gov.uk
- Report version number: 1

1. Purpose

- 1.1. To provide the Adult Social Care Scrutiny Commission with an update on the review of Voluntary and Community Sector non statutory services funded by Adult Social Care in 2018.
- 1.2. The focus of the review was to determine if the services reduced or prevented the need for statutory support and to deliver savings of as part of the Council's Spending Review 4 Programme.
- 1.3. The Independent Living Supported Housing service was also reviewed at the same time and the outcome of the review is detailed at paragraph 2.4 and 4.3.

2. Summary

- 2.1 Adult Social Care (ASC) carried out a review of a range of non-statutory services commissioned from the Voluntary and Community Sector (VCS) during 2017/18. The review had two aims, the first was to determine if the service reduced or prevented the need for statutory support and to deliver savings of £790k for 2018/19 out of a total budget of £1.9m.
- 2.2 Some services were reviewed during 2017, which contributed to the overall savings target, but did not form part of the VCS phase 1 and 2 exercise and were reported to Scrutiny at the time.
- 2.3 Appendix A shows the services that were reviewed in 2018 and the level of savings they achieved or will deliver by 2020/21.
- 2.4 In addition, a separate budget reduction of £141k, from a total budget of £372k was also agreed for the Independent Living Support (ILS) Supported Housing. However, during the consultation process the existing providers (Norton Housing & Support and Creative Support) came forward with an alternative proposal, which would deliver the required savings and promote greater independence for the individual tenants receiving the service.
- 2.5 In both reviews, extensive consultation exercises were held with service users and stakeholders and service Equality Impact Assessments were completed on each proposal. This information has previously been presented to the Adult Social Care Scrutiny Commission.

2.6 The review also provided the opportunity to create a new Service User Participation service, as it was recognised that there was little direct engagement with service users. The new service has been developed to support individuals to attend the various partnership boards and to enable them to engage in the co-production of services. The new service commenced in July 2019.

3. Recommendations

3.1 The Adult Social Care Scrutiny Commission is recommended to note the report and to provide feedback/comment.

4. Report

4.1 Adult Social Care (ASC) reviewed a range of non-statutory services provided by the Voluntary and Community Sector (VCS) during 2017/18 to determine if they were providing an effective preventative function and to achieve budget savings of £790k for VCS services as part of the Spending Review 4 programme.

4.2 Appendix A provides an overview of the VCS services that were reviewed in 2018, the level of required budget reductions and the new contract/grant values for 2019 onwards. It should be noted that support has been given to individual organisations to help them secure alternative forms of funding or to develop a sustainable service delivery model. To date the council is not aware of any organisations that have closed as a result of the budget reductions.

4.3 In addition, the Independent Living Support (ILS) Supported Housing Service achieved savings of £151k, around £10k more than required, which was achieved through an agreed reduction in support hours for the existing providers (Norton Housing & Support and Creative Support). To support this reduction the Council undertook an assessment of the individuals' needs, which highlighted that in a number of cases the support hours could be reduced. During this process it was also acknowledged that greater support could be given to promote independence to improve the quality of life for individuals.

5. Financial, legal and other implications

5.1 Financial implications

There are no direct financial implications associated with this report.

5.2 Legal implications

There are no direct legal implications associated with this report.

5.3 Climate Change and Carbon Reduction implications

There are no direct climate change implications associated with this report.

5.4 Equalities Implications

There are no direct equality implications associated with this report.

6. Background information and other papers: None

7. Summary of appendices:

Appendix A: VCS Review 2018/19 overview

8. Is this a private report (If so, please indicated the reasons and state why it is not in the public interest to be dealt with publicly)? No

9. Is this a “key decision”? No

Appendix A - Overview of VCS review 2018

Service	Budget				Update
	2017-18	2018-19	2019-20	2020-21	
Information, Advice & Guidance (IAG)	£95,487	£95,487	£0	£0	ASC IAG services scoped into the corporate welfare advice review.
Disabled Persons' Support Service	£46,200	£46,200	£7,700	£0	Service ended – new Service User Participation service commissioned (see below)
Carers support	£252,563	£252,563	£178,565	£153,899	5 previous contracts ended. New Carers' Hub contract started June 2019.
Advocacy	£280,433	£241,320	£156,144	£156,144	New Care Act Advocacy-only (statutory) service commissioned jointly with Leicestershire County Council. Non-statutory advocacy de-commissioned. Statutory IMCA and IMHA advocacy funding and ICAS (statutory) service maintained and continue to be jointly commissioned with County.
Counselling	£25,857	£25,857	£25,857	£25,857	Service moved to Public Health (but continue to be funded by ASC). Due to be reviewed by Public Health in 2020.
Lunch clubs	£140,027	£130,987	£96,057	£61,127	Grant funding being phased down to end in Jan. 2022. Clubs are now seeking alternative funding, charging for meals, and looking at lower cost options.
Support for people who have had a stroke	£7,158	£5,369	£0	£0	Grant to Leicester Stroke Club ended. Club continues to operate.
Support for people with Asperger's syndrome	£10,000	£10,000	£10,000	£10,000	Service continues to be funded.
Support for people with visual or dual sensory impairment	£279,013	£279,013	£210,417	£187,551	Service re-commissioned. Savings made through a range of efficiency measures.
Support for people with acquired brain injury	£30,160	£30,160	£0	£0	Outreach service contract ended but service continues to operate. Provider is also currently part of the commissioned community opportunities services for people with stroke who are assessed as having an eligible need.
Service User Participation	£0	£0	£27,000	£36,000	New service commissioned from July 2019 to support participation of service users in reviewing and developing services.
Totals	£1,166,898	£1,116,956	£711,740	£630,578	

Adult Social Care Scrutiny Commission Report

Communications and Information
Co-ordinator - Update

Lead Member: Cllr Sarah Russell

Strategic Director: Steven Forbes

Date: 17th December 2019

Useful information

- Ward(s) affected: All
- Report author: Poppy Johal
- Author contact details: Poppy.Johal@leicester.gov.uk

1. Purpose

- 1.1. To provide the Adult Social Care Scrutiny Commission with an update on the role of the Social Care & Education Communications and Information Co-ordinator post
- 1.2. To provide an update on the outcomes and impacts of communication campaigns over the past 6 months.
- 1.3. To provide clarification of key departmental communications priorities and future priorities for the Communications and Information Co-ordinator post.

2. Summary

- 2.1. Since starting in post eight months ago, the Communications and Information Co-ordinator has made some significant progress in improving the communications approach across Social Care and Education.
- 2.2. Communication channels and approaches have been adopted to significantly improve internal communications across the department. This approach is continuing to be developed in the forms of an internal strategy.
- 2.3. External communication channels and approaches have been adopted to improve the positive presence of social care and education stories for external audiences. This approach is to be developed into a strategy and actioned.
- 2.4. Next steps: as suggested by the Local Government Association it is imperative that a communications strategy is developed for social care and education. The strategy will need to be developed with SCE directorate, senior communications officers and the Communications and Information Coordinator post.

3. Recommendations

- 3.1. The Adult Social Care Scrutiny Commission are recommended to note this report and to provide feedback/comment.

4. Report/Supporting information including options considered:

- 4.1. In April 2019 Social Care and Education (SCE) introduced a Communications and Information Co-ordinator post to:

- a. Increase awareness of the Social Care and Education (SCE) department's mandate and services in Leicester through: signposting of services; promotion of partner and commissioned services; and emphasis of the contributions the department makes to individual and societal health and wellbeing.
- b. Celebrate the achievements and positive news stories of the department, partners and commissioned service – both externally and internally.
- c. Develop a more consistent and coordinated internal communications approach to emphasise the departmental merge and need for staff and service collaboration.

These tasks have been worked towards through a number of key projects and deliverables.

Identifying core priorities

4.2. A one-day communication health check was carried out by the Local Government Association (LGA) to support the department to identify the best approach to delivering communications. Through meetings with staff across SCE and communications the assessors highlighted:

- a. The need for the development of an internal and external communications strategy which aligns closely to the council's overall communication strategy.
- b. The need of a clear forward plan of events, campaigns and communication opportunities.
- c. The need to launch a regular internal staff e-newsletter with a focus on quality not quantity and an emphasis on including regular messages from the directorate
- d. The importance of delaying any final decision of a dedicated Twitter account until the internal and external strategy has been developed with directorate input.

Following the review, these recommendations have informed the work of the Communications and Information Coordinator.

Developing strong branding

4.3. Following an audit of the internal communications channels for staff across SCE, a staff newsletter has been developed for monthly publication. The newsletter supports the development of a common departmental brand that cuts across both the children's and adults' sides of the SCE department following the departmental merge in 2018.

4.4. The newsletter celebrates success – both at an individual level through showcasing those staff who have received commendations and at a wider scale through the stories being published. For example, the most recent

edition shared the success of award-winning teams, put a spotlight on a case study illustrative of the positive impact of services and reflected on a hugely informative awareness week for occupational therapy.

- 4.5. In the initial audit of internal comms just 63% of respondents suggested they read previous iterations of an ASC only newsletter, but the new newsletter is attracting audiences of 82% across the whole department. The newsletter will continue to be developed, reviewed and revised, where necessary, in 2020 to ensure it continues to be successful.
- 4.6. In addition to the newsletter, further communications work has functioned to develop brands that are identifiable beyond the internal council audience. For example, an integrated communications approach was adopted for the council's first Festival of Practice event which took place in September 2019. A strong communication plan was instrumental in the week's success and the distinct branding and visual programme that were developed were extremely well received. The promotion of the week through visual material, social media and email briefings resulted in over 1800 members of staff attending the workshops. The event also garnered strong social media presence, with the hashtag used in the event being recommended when searched on Twitter. See Appendix 1 for the Festival of Practice programme.
- 4.7. Furthermore, multiple service areas within social care and education have had marketing improvements made to their external facing branding since the Communications and Information Co-ordinator has been in post.
- 4.8. In response to the need for Leicester's SEND Local Offer to be better promoted, effort has been placed in designing a SEND brand to be used to market the SEND offer online, on printed correspondence and marketing materials. This will improve the visibility of the SEND Local Offer. The brand has been co-produced with the Parent Carer Forum and is a hugely positive step in improving the recognisability of the offer. See Appendix 2 SEND Local Offer Logo.
- 4.9. Future marketing work will be taking place to improve the branding of the following SCE services and events; MyChoice, celebrating success, shared lives, strength-based practice and ASC commendations.
- 4.10. As a result of these efforts, the SCE department has had increased presence in public publications. For example, through joint work with a graphic design team, a long-standing item placed in the Options magazine has been improved and attracted positive feedback from those who have seen it. See Appendix 3 Options magazine advert.

Co-ordinating communications efforts

- 4.11. A calendar of events that identifies key awareness days, strategy launches, consultations, CQC reviews and events etc. has been developed to support a more coordinated approach to communications. This calendar tool has played a key role in focusing staff on identifying opportunities to utilise communication channels to share positive stories and there have been over 60 submissions of items by staff across SCE. To date, approximately 20

campaigns have been supported, resulting in more SCE stories being published externally on social media, in press releases and internally through Face and emailing briefings.

- 4.12. The calendar tool will inform the development of our external communications strategy which will outline the approach to shaping campaigns to ensure that they offer the services and department positive public exposure, meets a statutory requirement need and aligns with the overall vision and values of the department. This external communications strategy will be developed in partnership with the corporate communications team. See Appendix 4 Calendar of Events.

Future priorities

- 4.13. To build upon the work done so far, a number of key priorities have been identified for delivery in 2020. In addition to the drafting of an internal communications strategy, an external communications strategy and a stakeholder analysis, these include:
- 4.14. **Development of a departmental stock image library:** the stocks images that are available for purchase tend not to be representative of the people in Leicester and cost £8 each on average – but can reach costs of £30. In 2020 we will be seeking to develop our own library of stock images, utilising Valuing People assistants to take photos and recruiting volunteers across the department to model for and take the photographs. These images will be more representative of Leicester’s demographics and their use will avoid costs of purchasing alternative stock images. The images will be used on our printed and digital communication material as well as our social media channels.
- 4.15. **SCE recruitment:** In partnership with HR, effort will be put into presenting and positive and rewarding narrative of jobs in social care and education in order to attract a high calibre of candidates for jobs. ‘Hard to fill’ job roles will be identified and positive experiences within SCE and the local authority will be shared in the form of written case studies and short films to attract people to the roles.
- 4.16. **Review and update of our SCE webpages:** To help improve the external facing image of the department and to ensure essential information is available, a review will be undertaken of our webpages.
- 4.17. **The use of videography:** The increased popularity of social media and short, quick and digestible news has seen a rise in the popularity of the use of video. Films have already been produced for the Festival of Practice and Occupational Therapy week and in 2020 further video resources will be produced. Examples of this planned work includes filming of case studies of people who have used Enablement services and filming of senior staff to be used as part of the new starter induction package. See Appendix 5 Festival of practice videos links.

5. Financial, legal and other implications

5.1. Financial implications

There are no financial implications directly associated with this report.

5.2. Legal implications

There are no legal implications directly associated with this report.

5.3. Climate Change and Carbon Reduction implications

There are no climate implications directly associated with this report.

5.4. Equalities Implications

There are no directly equality issues associated with this report.

5.5. Other Implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

None

6. Background information and other papers: None

7. Summary of appendices:

- 7.1. Appendix 1: Festival of Practice programme
- 7.2. Appendix 2: SEND Local Offer Logo
- 7.3. Appendix 3: Options magazine advert
- 7.4. Appendix 4: Calendar of communication activities
- 7.5. Appendix 5: Festival of Practice videos

8. Is this a private report (If so, please indicated the reasons and state why it is not in the public interest to be dealt with publicly)? No

9. Is this a “key decision”? No

10. If a key decision please explain reason

Appendix 1



Rutland
County Council



Leicestershire
County Council



Leicester
City Council

Welcome from our Directors

Welcome to the Leicester, Leicestershire and Rutland Social Care Festival of Practice 2019. The aim of this week is to provide us all with an opportunity to learn, develop, reflect, share and showcase practice. We hope that you will take the opportunity to focus on practice and the impact it has for the people and communities that we work with.

We have a programme of training, workshops and presentations designed to offer something to all those across our teams, services, professionals and job roles. We are delighted to welcome key speakers, partner agencies and national organisations and thank them for them for their time and input, as well as thanking all those staff offering their time and knowledge. We are committed to developing practice and acknowledge that this is fundamental to our values, principles and objectives.

On a final note – thank you to all those of you who have made this week happen and we hope that you enjoy the week of learning!

Steven Forbes | Strategic Director of Social Care and Education at Leicester City Council

Mark Andrews | Strategic Director People | Rutland County Council

Jon Wilson | Director of Adults and Communities |

Jane Moore | Director of Children and Families Service | Leicestershire County Council

Key Speakers



ISABELLE TROWLER

Since qualifying as a social worker in 1996, Isabelle has worked within the voluntary, statutory and private sectors both in education and social care settings, in a variety of practice and senior leadership roles. She is well known for co-designing a new practice model for delivering child and family social work, which has had an enduring influence on the children's social care practice system across the UK. Isabelle took her role as the Government's first Chief Social Worker for England (Children & Families) in 2013. Since then she has been instrumental in the development and implementation of the Government's strategy for the reform for Children's Social Care.



JULIA SCOTT

Julia has been Chief Executive at the Royal College of Occupational Therapist COT since 2006. Julia started her occupational therapy career in the NHS, initially as an occupational therapist and subsequently working with GPs and practice nurses on a Heart Attack and Stroke Prevention projects. She went on to develop her career as an occupational therapist in Social Care and in 2001 she was seconded to the DH to complete policy guidelines for Integrated Community Equipment Services. In 2016, Julia was awarded an inaugural Fellowship from Skills for Care, for her leadership in the sector.



MARK TREWIN

Mark is the Mental Health Social Work Lead at the Department of Health and Social Care. He also provides advice and support on mental health social work for NHS England and Health Education England. Mark was on the working group of the Mental Health Act Review and is part of the Centre for Mental Health Equalities Commission. For many years he was the senior manager for social work and social care in mental health at Bradford District Care NHS Trust and then Bradford Council, working with a range of agencies in a 'whole system' mental health partnership.

Anna Bacchoo, What's Work Centre for Children's Social Care

Katy Shorten and **Mim Antcliffe**, Research in Practice for Adults

Joanne McCormack, National Institute for Health and Care Excellence (NICE)

Steve Richards, Edge Training

Andrew Murphy, Nottingham University

Ben Troke, Browne Jacobson Solicitors

Community Connectors, Leicester Aging Together

Dear Albert Peer Led Group

Tommy Whitelaw, UK Lead and Campaign Lead for AllianceScot

EQV Training

Julia Stratton, Skills for Care

Clenton Farquharson MBE, Think Local Act Personal

FMD Dance Group

Provider Market Place

Coventry University

Trade sexual health

MONDAY

16 September

Morning

9.30am - 12.30pm

Introduction to Signs of Safety Practice
Tea Rooms, Town Hall, Leicester

9.30am - 11.30am

Single Handed Care
(Occupational Therapists only)
Room G.02, City Hall

10.00am - 11.00am

Home First Staff Briefing
*Main Meeting Room, The Rowans,
College St. Leicester*

10.00am - 11.30am

Building the New Workforce-
Lessons from ASYE'
Julie Stratton Skills for Care
*Room 902, Anstey Frith Building,
County Hall*

10.00am - 12.30pm

Mental Capacity Act/Liberty
Protection Safeguards
*Council Chamber, Rutland
County Council, Oakham*

10.30am - 12.00 noon

You Can Make a difference
(intelligent kindness)
Tommy Whitelaw Brite Centre

Afternoon

1.00pm - 2.00pm

Community Connectors -
Leicester Aging
*Together Tea Rooms,
Town Hall, Leicester*

1.30pm - 3.00pm

Strengths based practice to include
Clenton Farquharson, TLAP chair /
service user with lived experience.
Attenborough Hall, City Hall, Leicester

1.00pm - 4.00 pm

Exploring tools, including Signs of Safety,
to engage Children and Young People in
direct work. *Wythcley Room,
Rutland County Council, Oakham*

3.15pm - 4.00pm

Strengths based stories -
"What was good for us was....."
Room G0.2, City Hall, Leicester

2.00pm - 3.30pm

You Can Make a difference
(intelligent kindness) Tommy Whitelaw
Room 902, Anstey Frith, County Hall

2.00pm - 4.30pm

Mental Capacity Act/Liberty Protection
Safeguards *Brite Centre*

2.00pm - 5.00pm

Dear Albert
Tea Rooms, Town Hall, Leicester

TUESDAY

17 September

Morning

9.30am - 11.00am and 11.15am - 12.45pm

Advocacy Briefing Session (LCC only)
Tea Rooms, Town Hall, Leicester

9.30am - 12.30pm

Mental Capacity Act across transitions
- Steve Richards, Edge Training
Leicestershire Council Chambers

9.30am - 12.30pm

LGB&T Awareness Session - TRADE
Presentation Suite, City Hall, Leicester

10.00am - 12.00 noon

Preparing for Adulthood
Jules House, Oakham

11.00am - 1.00pm

Memory Pathway
*Sparkenhoe Committee Room,
County Hall*

Afternoon

2.15pm - 3.15pm and 3.30pm - 4.30pm

Models of Leadership

Tea Rooms, Town Hall, Leicester

1.00pm - 2.00pm

Criminal Exploitation Strategy

Tea Rooms, Town Hall, Leicester

1.30pm - 4.30pm

Transitions Strategy update,
Transitional Safeguarding, RIPFA

FMD Dance Group

Attenborough Hall, City Hall

All day

9.30am - 4.00pm

Emotional Resilience for social workers
(Children's)

Ian Marlow Centre

WEDNESDAY

18 September

Morning

9.30am - 10.30am

PPP/MAPP with Policy Partners Project
(Rutland Council only)

*Council Chamber, Rutland County
Council, Oakham*

9.30am - 11.00am

Webinar: Embedding Human Rights
across Social Care Presentation Suite,
City Hall, Leicester

9.30am - 12.30pm

Adults Safeguarding Competencies
and reflective supervision EQV Training
VAL (booking via LSAB)

9.30am - 12.30pm

LADO Process: Jude Atkinson
Room 1.14, City Hall, Leicester

9.30am - 12.30pm

Building and sustaining networks
Brite Centre

10.00am - 11.00am

Home First Staff Briefing

*Main Meeting Room, The Rowans,
College St. Leicester*

11.30am - 1.00pm

Webinar: Working Effectively with people
who use alcohol and other drugs harmfully
Presentation Suite, City Hall, Leicester

Afternoon

12.00 noon - 3.00pm

Working with Children and Young People
who have experienced trauma

*Council Chamber, Rutland County
Council, Oakham*

1.30pm - 3.30pm

Your Family, Your Choice – supporting
children to remain in their families
wherever possible

Training room, 10 York Road, Leicester

1.45pm - 4.45pm

Introduction to Words and Pictures
Brite Centre

1.30pm - 4.30pm

EQV Training: Adults Safeguarding
Competencies and reflective supervision
(booking via LSAB)
VAL

2.00pm - 3.30pm

Webinar: Critically Reflective Practice:
making sense of uncertainty
Presentation Suite, City Hall, Leicester

2.00pm - 4.00pm

Mentoring Skills by Coventry University
Tea Room, Town Hall, Leicester

All day

9.30am - 4.00pm

Leicester City Foster Carers and Adopters'
Conference- Sarah Naish – 'Why do some
children need therapeutic parenting?'
Attenborough Hall, City Hall, Leicester
(invite only)

THURSDAY

19 September

Morning

9.30am - 12.30pm

Safe Families

Training room, 10 York Road

Afternoon

2.00pm - 3.30pm

Care Proceedings in England: The case for clear blue water' Isabelle Trowler
Attenborough Hall, City Hall, Leicester

2.00pm - 3.30pm

Assistive Technology Offer (LCC only)
G.02, City Hall, Leicester

All Day

9.15am - 2.00pm

(invite only)

Professional practice and identity: Julia Scott, Chief OT, Isabelle Trowler, Chief SW Children's' and Mark Trewin, Mental Health Social Work Lead, office of the Chief Social Worker
Attenborough Hall, City Hall, Leicester

FRIDAY

20 September

Morning

9.00am - 10.00am

and 10.15 - 11.15am

What Works Centre - Using Evidence in Children's Social Care
Attenborough Hall, City Hall, Leicester

9.30am - 12.00 noon

Lived Experience Session- Admiral Nurse
Council Chamber Rutland County Council, Oakham

9.30am - 12.30pm

Motivational Interviewing as an approach to help understand and encourage service user's motivation - Andrew Murphy
Tea Room, Town Hall, Leicester

10.00am - 11.00am

Managing extra- familial risk for children & young people
Wytchley Room, Rutland County Council

10.00am-11.00am

Home First Staff Briefing
Main Meeting Room, The Rowans, College St. Leicester

10.00am - 12.00 noon

Using Signs of Safety in Adult Safeguarding
Presentation Suite, City Hall, Leicester

11.30am - 12.30pm

Perpetrators of Sexual Abuse: working with the families
Rutland County Council, Oakham

11.30am - 12.30pm

NICE: Using evidence in social work practice
Attenborough Hall, City Hall, Leicester

Afternoon

1.00pm - 3.30pm

Signs of Safety - Changing the Story
Presentation Suite, City Hall, Leicester

1.30pm - 3.30pm

Provider Market place: Meet the Provider
Attenborough Hall, City Hall, Leicester

1.30pm - 4.00pm

Lived Experience Session- Admiral Nurse
Council Chamber, Rutland County Council, Oakham

1.30pm - 4.30pm

Motivational Interviewing as an approach to help understand and encourage service user's motivation - Andrew Murphy
Tea Room, Town Hall, Leicester

2.30pm - 4.00pm

Social Pedagogy: Introduction to the working models.
Alstoe Room, Rutland County Council, Oakham

HOW TO BOOK:

To register for a place, please visit the **#FestivalofPracticeLLR** [Eventbrite page](#) and select the event you wish to attend.

Once on the event information page, click on the green register button to start the registration process. Enter the Access Code relevant to your organisation/LA when asked, then click Apply Code and Checkout. The next section asks for your contact details to confirm your place.

Once complete, you will receive a confirmation email along with your ticket to attend the event. You can register for a place on more than one event.

Simply select another event and repeat the same steps.

ORGANISATION/LA	ACCESS CODE
Leicester City Council	FP01
Leicestershire County Council	FP02
Rutland County Council	FP03
Other Organisation/LA	FP04

Share your Festival of Practice news and updates by connecting with us on Twitter using the hashtag **#FestivalofPracticeLLR**





A Personalised Approach to Independence in Leicester

At Leicester City Council, our social care services use a strengths-based approach. We know you are the expert in your own life and will help you to remain independent where possible. If you need support, we take time to listen and understand what matters to you by considering your skills, resources and the people and activities around you.

My Choice

MyChoice is an online directory that provides you with information about services and groups that are available to help you live a healthy and independent life. It includes services to support you with social care, health, debt and benefits, families and children, education, employment, training and volunteering. Visit <https://mychoice.leicester.gov.uk/> to see the full range of services and support available to Leicester residents.

Are You a Carer?

If you are looking after someone regularly to help them with their daily life because they're ill or disabled, or can't manage without your support, then you may be a Carer. Caring can leave you physically and emotionally exhausted or lonely. For more information on the help and support you can get, contact the Leicester Carers Support Service email enquiries@ageukleics.org.uk or call on 0116 299 2233.

Assistive Technology

Technology can help you to remain independent at home. Assistive Technology can support with many tasks, for example, reminding you to make

a drink or take medication. There is a wide range of applications available that can help you. Many of these are free to download and available on the NHS app Library. For more information visit www.nhs.uk/apps-library/.

Telecare – Help when you need it

A special type of Assistive Technology is called Telecare. It uses discreet automatic sensors around the home or on a person to detect risks. It can help if you are at risk of falling, wandering away from home or at risk of causing fires when cooking. When the system is activated (by pressing a help button) or if a risk is detected, an alert will be sent so that an appropriate response can be organised to contact you. For more information please visit our website at <https://mychoice.leicester.gov.uk/Services/1379> or call 0116 454 0230.

Appendix 4

Social Care and Education			
Communications forward plan 2019-2020			
Estimate date for delivery	Campaign	Department	
2019			
September	02/09/2019-06/09/2019	Recovery Week	Adults
	16/09/2019 - 20/09/2019	Festival of Practice	SCE
	TBC	All Age Autism Strategy Consultation to start	SCE
	09/10/2019	World Suicide Prevention Day	SCE
	09/12/2019	School Admissions open	Children's
	21/09/2019	World Alzheimers Day	Adults
	WC 30/9/2019	Learning Disability Strategy Launch	Adults
	25/09/2019	Fostering Recruitment Information Evening	Children's
	TBC	OT Degree Apprenticeship	SCE
	October	October	World Blindness Awareness Month
10/08/2019		World Hospice & Palliative Care Day	SCE
10/10/2019		World Mental Health Day	SCE
21-25 October 2019		Modern National Slavery Week	SCE
17/10/2019		International Day for the Eradication of Poverty	SCE
17/10 - 23/10		National Parents Week	SCE
TBC		Autism Hour	SCE
October - April 2020		DHSC National Recruitment Campaign (every day is different)	SCE
TBC		Transitions Joint Partnership Learning Event	SCE
31/10/2019		Secondary School Admissions deadline	Children's
TBC	Placement Sufficiency	Children's	
November	31/10 - 06/11	National Adoption Week	Children's
	04.11 - 10.11	Occupational Therapy Week	SCE
	04.11-10.11	National Youth Work Week	
	02.11.2019	National Stress Awareness Day	SCE
	11/11/2019	Odd Socks Day	Children's
	11/11/2019 - 15/11/2019	Anti-Bullying Week	Children's
	14/11/2019	Stop Speak Support Day	Children's
	11.11-17.11	Alcohol Awareness Week	Adults
	21.11.2019	Carers Rights Day	SCE
	20.11.2019	Universal Childrens Day	Children's
18/11 - 22/11	National Safeguarding Awareness Week	SCE	
December	12/03/2019	International Day of Disabled Persons	SCE
	TBC	Jubilee Square Ice Rink (schools)	Children's
	16/12/2019-19/12/2019	End of year message to schools DMH School Panto Performances	Children's Children's
2020			
January	TBC	Young Carer Awareness Day	SCE
	01/02/2020	Relaxed performance of DMH panto	SCE
	2nd Jan to mid-Feb	Big Schools Birdwatch	Children's
	Jan to Feb 2020	Lord Lieutenants Young Person of the Year	Children's
	TBC	Local Offer Live	Children's
TBC	MyChoice updates	SCE	
Febuary	TBC	Launch of Anti-Poverty Strategy	SCE
	02/11/2020	Safer Internet Day	Children's
March	03/05/2020	World Book Day	Children's
	First week of March	World Hearing Week	Children's
	9-13/03/2020	Safer Sleep Week	Children's
	19/03/2020	World Social Work Day	SCE
21st March	World Down Syndrome Day	Children's	
26th March	Purple day for Epilepsy	Children's	
April	04/01/2020	Launch All age Autism Strategy	SCE
	usuallay first week in April	World Autism awarness day	SCE
May	18-24 May 2020	Dementia Action Week	Adults
	1st May	Global Development Delay Awareness Day	Children's
	First week of June	Volunteers Week	Children's
	TBC	ECo-Schools and Food for Life Celebration 2020	Children's
	17 - 23rd June	Learning Disability Week	Children's
Mid July - to end of Aug	Holiday Food Provision	Children's	
Mid July - to end of Aug	Summer Fun / Activities 2020	Children's	

Adult Social Care Scrutiny Commission

Draft Work Programme 2019 – 2020

Meeting Date	Topic	Lead Officer	Actions Arising	Progress
16 July 2019	<p><i>An Overview of the Adult Social Care Services (to be held as a pre-meet session prior to the main meeting - for the benefit of new members).</i></p> <p>Dementia Strategy: Action Plans</p> <p>Extra Care Housing Update inc. planned schemes, detail on full wheelchair access</p> <p>Brokerage Team – Monitoring Report</p> <p>Adult Social Care Performance monitoring: Quarter 4 report</p>	<p>SF</p> <p>TR</p> <p>TR</p> <p>SF</p> <p>SF</p>	The additional information requested at this meeting by members has been circulated.	
10 Sept 2019	<p>Carers Strategy: Update following Amendment of the Strategy <i>(to invite CYPS Scrutiny Commission members for joint scrutiny of this item)</i></p> <p>Better Care Fund (BCF) Annual Report including work with NHS and Over 85s <i>(to invite Health & Wellbeing Scrutiny Commission members for joint scrutiny of this item).</i></p> <p>Consultation on Revisions to the ASC Non-Residential Charging Policy</p> <p>Work Programme update (to include new review proposal 'ASC Workforce Planning: challenges and looking to the future – tbc)</p>	<p>TR</p> <p>RL</p> <p>RL</p> <p>AP/Vice Chair</p>		

Meeting Date	Topic	Lead Officer	Actions Arising	Progress
29 Oct 2019	<p>Leicester Safeguarding Adult Board (LSAB) Annual Report</p> <p>Refresh of the Learning Disability Strategy: Consultation findings</p> <p>Contracts and Assurance 2018 Annual Quality Report</p>	Chair of LSAB		
17 Dec 2019	<p>ASC Budget (to feed into councils budget process) – item tbc?</p> <p>VCS Review Phase 1 and 2: Progress Report, including information on Accommodation Based Support, DPSS/SUPS and relevant EIAs)</p> <p>Update on ASC Communications Co-ordination? Item tbc</p> <p>Social Value good practice re: 'Ageing Together' pilot? Item tbc</p>			
4 Feb 2020	<p>Council Budget reports? – members to scrutinise / comments on ASC service impacts</p> <p>Carers Strategy: 6 month Progress Update (inc. information on KPIs)</p> <p>Learning and Development</p> <p>Charging Policy re: Attendance Allowance Consultation</p>	<p>TR</p> <p>SM</p>		

28/11/19

Meeting Date	Topic	Lead Officer	Actions Arising	Progress
31 March 2020	End of Life Case File/Records Audit (Review) ICRS Review Annual Operating Plan 2019/20 End of Year Report	SF SF/Head of Service		

DRAFT

Forward Plan/Suggested Items

Topic	Detail	Proposed Date
FORWARD PLAN OF KEY DECISIONS	Commission members to be kept updated on items impacting on Adult Social Care service areas. Watching brief, as required	Watching brief, as required.
CONSULTATIONS	Commission to contribute to planned and live consultations impacting on Adult Social Care service areas. Watching brief, as required	Watching brief, as required
BUDGET REVIEWS AND ANNUAL BUDGET	Commission members to be kept updated on budget impacts on Adult Social Care service areas. Watching brief, as required.	Watching brief, as required
Green Paper Task Group Response: Sustainable Funding for Social Care		
Test of Assurance – Joint Service: Internal Review		
Managing our Workforce Report	Task group review established in October 2019	
Carers support		
Looked after children leaving care: a) support for housing e.g. council tax and rent b) living wage c) NEETs		
Housing adaptations programme (private and council) for people with disabilities		
Review of contracting out social care services		
Care homes - staffing		
Ethical Care Charter (unison)		
Tackling isolation		