



Leicester  
City Council

**WARDS AFFECTED**  
City-wide issue

**FORWARD TIMETABLE OF CONSULTATION AND MEETINGS:**

**Cabinet**

**7 November 2002**

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**SOCIAL SERVICES INSPECTORATE**  
**INSPECTION OF MANAGEMENT AND USE OF INFORMATION IN SOCIAL CARE**

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**Report of Service Director, Resources, Social Care and Health**

**1. Purpose of Report**

- 1.1 To receive the Social Services Inspectorate's (SSI) report on their inspection of management and use of information in the Social Care and Health Directorate, and to present the Action Plan responding to the 30 recommendations within the report.

**2. Summary**

- 2.1 A team of SSI inspectors visited Leicester between 21<sup>st</sup> May and 5<sup>th</sup> June 2002, as part of a national rolling programme of Inspections of Information. Don Rhodes, the Lead Inspector for the SSI, gave a verbal presentation to the Social Services and Personal Health Scrutiny Committee on 16 September on the main findings of the inspection.
- 2.2 The overall conclusions of the inspection are positive. The following is an extract from the summary chapter in the inspection report: -

“At the time of the inspection, the Directorate was in the middle of major change in respect of how it was managing information. These changes were the culmination of a clear recognition at senior level of the importance of good information management to further progress in the directorate. The recognition has been backed with financial system, CareFirst. Having invested so much time and effort in setting up the new system, the Directorate now needed to turn to systematically exploiting its potential to improve its management and use of information.

The Inspection team found:

- A Directorate that had made progress in numerous respects in the face of a complex set of demands on it and despite the inadequacy of its previous information infrastructure;

- There were marked differences of approach between older people's and children's services, requiring a review of the relationship between performance management, planning information systems and contracting;
- Managers in older people's services needed to use the development of a commissioning strategy as an opportunity to develop a clearer approach to the use of information for management purposes;
- There was an imbalance in respect of how far corporate or directorate information and performance needs were being met, especially in human resources and business planning. This needed resolution if the directorate were to be able to fully deliver its agenda;
- Communications within the directorate, as well as externally, could have been improved by better use of Information and Communication Technology (ICT);
- There was a positive approach to the changes being implemented at the time of the inspection, with considerable optimism about future possibilities.

The possibilities inherent in the new user database were considerable. Despite implementation difficulties, a positive approach to the changes was being maintained.”

- 2.5 The Directorate's Management Team has formulated an Action Plan (Appendix A) responding to the inspection report. The inspection report is attached for Cabinet Members. Anyone else requiring a copy is asked to contact Alec Stevens, in the Social Care and Health Directorate – tel. 252 8885.

### **3. Recommendations**

- 3.1 It is recommended that the SSI report be received and the Action Plan be agreed.

### **4. Headline Financial and legal Implications**

- 4.1 The direct costs of undertaking the Inspection were borne by the Department of Health. The resource implications of implementing the recommendations and comments of the report will be addressed by the Departmental Directorate.

## 5. Other Implications

OTHER IMPLICATIONS	YES/NO	Paragraph Within Supporting information	References
Equal Opportunities	YES	The Inspection and Action Plan specifically address the needs of non-white staff, users and carers.	
Policy	YES	The recommendations and Action Plan will ensure that the Department will review many of its policies and procedures.	
Sustainable and Environmental	NO	None	
Crime and Disorder	NO	None	
Human Rights Act	NO	None except the Department will follow the requirements of the Data Protection Act and Caldicott Guardian initiative in implementing the report recommendations and action plan.	
Elderly/People on Low Incomes	No	None specifically.	

## 6. Background Papers – Local Government Act 1972

6.1 Report of the Social Services Inspectorate.

## 7. Consultations

No specific consultations. The Inspection itself involved wide consultation with staff, agencies, users and carers.

## 8. Report Author/Officer to contact:

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## DECISION STATUS

<b>Key Decision</b>	<b>No</b>
<b>Reason</b>	<b>N/A</b>
<b>Appeared in Forward Plan</b>	<b>No</b>
<b>Executive or Council Decision</b>	<b>Executive (Cabinet)</b>

